ORDER SUPPLIES OR SERVICES

PAGE 1 OF PAGES 26

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 08/14/2007	2. CONTRACT NO. *(If any)*: HSHQDC 07 A 00014
3. ORDER NO.	4. REQUISITION/REFERENCE NO.

5. ISSUING OFFICE *(Address correspondence to)*
U.S. Dept. of Homeland Security
Office of Procurement Operations
ITAC IT Support Services Branch
245 Murray Lane, SW
Building 410
Washington DC 20528

6. SHIP TO:
a. NAME OF CONSIGNEE: Indicated on call
b. STREET ADDRESS
c. CITY | d. STATE | e. ZIP CODE

7. TO:
a. NAME OF CONTRACTOR: AKAMAI TECHNOLOGIES INC
b. COMPANY NAME
c. STREET ADDRESS: 8 CAMBRIDGE CTR
d. CITY: CAMBRIDGE | e. STATE: MA | f. ZIP CODE: 021422141

f. SHIP VIA

8. TYPE OF ORDER
☐ a. PURCHASE — REFERENCE YOUR:
Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.
☐ b. DELIVERY
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATION DATA: Indicated on call

10. REQUISITIONING OFFICE

11. BUSINESS CLASSIFICATION *(Check appropriate box(es))*
☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ g. SERVICE-DISABLED VETERAN-OWNED
☐ d. WOMEN-OWNED ☐ e. HUBZone ☐ f. EMERGING SMALL BUSINESS

12. F.O.B. POINT: Destination

13. PLACE OF
a. INSPECTION: Destination
b. ACCEPTANCE: Destination

14. GOVERNMENT B/L NO.

15. DELIVER TO F.O.B. POINT ON OR BEFORE *(Date)*: Indicated on call

16. DISCOUNT TERMS: Indicated on call

17. SCHEDULE *(See reverse for Rejections)*

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	GSA Contract #: GS 35F 0626M Tax ID Number: (b) (4) DUNS Number: 047775205+0000 Blanket Purchase Agreement for Distributed Computing Platform Services in accordance with paragraph 2 of the BPA terms and Continued ...					

18. SHIPPING POINT
19. GROSS SHIPPING WEIGHT
20. INVOICE NO.

17(h) TOTAL *(Cont. pages)*: $16,969,563.00

21. MAIL INVOICE TO:
a. NAME: Indicated on call
b. STREET ADDRESS (or P.O. Box)
c. CITY | d. STATE | e. ZIP CODE

SEE BILLING INSTRUCTIONS ON REVERSE

17(i) GRAND TOTAL: $16,969,563.00

22. UNITED STATES OF AMERICA
BY *(Signature)*: Purnell Drew

23. NAME *(Typed)*: Purnell Drew
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION NOT USABLE

OPTIONAL FORM 347 (Rev. 3/2005)
Prescribed by GSA/FAR 48 CFR 53.213(e)

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER	CONTRACT NO.	ORDER NO.
08/14/2007	HSHQDC 07 A 00014	

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
	conditions and the attached. The contractor's quote dated 27 July 2007 is incorporated by reference. Admin Office: U.S. Dept. of Homeland Security Office of Procurement Operations ITAC IT Support Services Branch 245 Murray Lane, SW Building 410 Washington DC 20528 Period of Performance: 08/17/2007 to 08/16/2012					

DISTRIBUTED COMPUTING PLATFORM SERVICES

BLANKET PURCHASE AGREEMENT (BPA)

BLANKET PURCHASE AGREEMENT
HSHQDC-07-A-00014
AKAMAI TECHNOLOGIES, Inc

The Department of the Homeland Security (DHS) and Akamai, Technologies, Inc. enter into a blanket purchase agreement (BPA) to provide DHS and its components a distributed computing platform service to support current and future public-facing DHS websites, applications and existing DHS web portals. The objective of this BPA is to provide a Distributed Computing Platform service for identified DHS websites via a globally deployed network with an installed server base deployed across independent networks or ISPs around the globe so as to assist DHS in maximizing its performance objectives, provide DHS a global reach, and to accommodate unpredictable load increases (flash crowds) and Internet-wide projected growth. This BPA is expected to be available for use by DHS through August 16, 2012 or such lesser time as the contractor's GSA Federal Supply Schedule contract period or extension hereof.

The scope of this BPA shall extend to GSA Federal Supply Schedule contract GS-35F-0626M, represented by Akamai and its authorized Dealers and Teaming Partners at the time the BPA is executed, as well as those added through Contractor Teaming Agreements and Dealer Agreements during the term of this BPA.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of bids and offers. Teaming Arrangements are permitted with Federal Supply Schedule contractors in accordance with Federal Acquisition Regulation (FAR) Part 9.6.

This BPA will further decrease costs, reduce paperwork and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a Purchasing mechanism for the Government that works better and costs less.

Pricing will be that which is the most current GSA Schedule price approved by the Contractor's FSS Contracting Officer and will include: BPA Discounts, Spot Discounts, Promotional Discounts, and/or Quantity discounts offered by the Contractor or their suppliers. These discounts do not preclude the Contractor from offering or the Government from asking for further price reductions in accordance with commercial practices, market forces, and volume buying at the time of placing orders. The Contractor can voluntarily reduce prices at any time by giving notice (by fax or e-mail) to the Contracting Officer.

Pursuant to GSA Federal Supply Schedule contract number GS-35F-0626M (Product and Services), Akamai Inc. ("Contractor") agrees to the following terms and conditions of a Blanket Purchase Agreement (BPA) exclusively with DHS.

Purnell Drew 15 Aug 07
Purnell D. Drew Date
Contracting Officer
301 D Street, SW
Washington, DC 20405

Betsy Appleby 14 Aug 07
Betsy M. Appleby Date
Akamai Technologies Inc.
11111 Sunset Hills Road, Suite 250
Reston, VA 20190

1. BPA TERMS AND CONDITIONS

All orders placed against this BPA are subject to the terms and conditions of the winning Contractor's GSA Contract. In the event of any inconsistencies between the provisions of the BPA and the Schedule Contract, the provisions of the Contract will take precedence.

Specific deliverables and required formats for each requirement will be delineated in individual Task Orders issued under this BPA. Inspection and acceptance of all work performed by the Contractor shall be by the Contracting Officer's Technical Representative (COTR).

This BPA does not obligate any funds. The Government is obligated only to the extent of authorized purchases by Task Orders issued under this BPA.

The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be $17 million for five (5) years. If the actual amount is less than the estimate, the Government will not be liable for the price difference.

Pricing will be that which is the most current GSA Schedule price approved by the Contractor's FSS Contracting Officer and will include: BPA Discounts, Spot Discounts, Promotional Discounts, and/or Quantity discounts offered by the Contractor or their suppliers. These discounts do not preclude the Contractor from offering or the Government from asking for further price reductions in accordance with commercial practices, market forces, and volume buying at the time of placing orders. The Contractor can voluntarily reduce prices at any time by giving notice (by fax or e-mail) to the Contracting Officer.

It is the responsibility of the Offeror to notify the Contracting Officer (CO) of GSA Schedule price changes affecting line items and services listed in this BPA prior to award of any order or exercise of any option on a BPA order. The prices for services ordered under this BPA will be those in attachment 1.

1.1 BPA/TASK ORDER ADMINISTRATION

All BPA administration will be accomplished by:

Contracting Officer
DHS
Office of Procurement Operations
301 D Street, SW
Washington, DC 20405

Task Order administration will be accomplished by duly appointed Contracting Officers assigned to DHS.

1.2 PERIOD OF PERFORMANCE

This BPA expires on 16 August 2012 or at the end of the contract period, whichever is earlier. The period of performance for each Task Order shall be specified in each Task Order awarded.

1.3 TASK ORDER PROCEDURES

The following ordering procedures apply to all Task Orders:

- Services will be ordered by issuance of written Task Orders.
- Task orders are subject to the terms and conditions of the Contractor's GSA/FSS schedule Contract number GS-35F-0626M, as may be amended, and the provisions of the BPA.
- Task orders may only be issued from date of BPA award through the BPA expiration.
- All costs associated with preparation and/or discussion of the Contractor's Task Order proposals will be at the Contractor's expense and are not directly billable to the Government.
- No work will be performed and no payment will be made except as authorized by a written Task Order.

- A Task Order will be considered issued when the Government transmits the Task Order to the Contractor.

1.4 ANNUAL REVIEW OF BPA

This BPA will be reviewed at least annually from the date of the BPA to ensure that authorized procedures are being followed and to determine if then current circumstances warrant continuance. The annual review of the BPA shall include information to determine:

- The underlying Schedule contract is still in effect.
- The BPA still represents the best value; and
- Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.
- In addition to seeking price reductions in conjunction with the annual BPA review, ordering activities are encouraged and empowered to seek further price reductions when circumstances warrant.

1.5 SECURITY REQUIREMENTS

The security requirements shall be those specified in each Task Order whether included in full text or by reference. Security Requirements for this BPA are in Section 2.6 of the Statement of Work.

1.6 GOVERNMENT FURNISHED PROPERTY (GFP)

The Government does not anticipate providing property or facilities to the Contractor for the performance of work under the BPA unless listed in the Task Order.

1.7 BPA PRICING AND PRICE ADJUSTMENTS

The prices for services ordered under this BPA will be those in Attachment 1. In accordance with approved modifications to the GSA/FSS Schedule Contract, the GSA Schedule CO may adjust the prices on the GSA Schedule Contract pricelist for GSA Schedule line items used in the pricing model to derive the BPA prices. It is the Contractor's responsibility to notify the Contracting officer administering the BPA of such changes. Price adjustments will then be made to the existing BPA price list accordingly. When options are exercised on an existing order or new Task Orders are issued, the current BPA pricing will be incorporated into the issued Task Order. Discounts identified in the Offeror's proposal will be incorporated into the BPA and will remain in effect for the full performance period of the BPA.

1.8 INSPECTION AND ACCEPTANCE

Inspection and Acceptance of products and services shall be performed by a duly authorized Government representative identified in individual orders in accordance with the Inspection and Acceptance clauses in the GSA/FSS Schedule Contract and as further defined in Task Orders.

1.9 AUTHORIZED REPRESENTATIVE

Only the duly appointed Contracting Officers assigned to DHS are authorized to place orders under this BPA (within their warrants).

2. STATEMENT OF WORK (SOW)

This statement of work (SOW) provides:

- Purpose
- Introduction and Overview
- Objective
- Technical Capabilities
- Services
- Security Requirements
- Security Compliance
- Points of Contact
- Inspection and Acceptance
- Travel
- Government Furnished Information

- Section 508
- Invoices

2.1 PURPOSE

To provide Distributed Computing Platform service for DHS.

2.2 INTRODUCTION AND OVERVIEW

The Internet is increasingly becoming important to DHS as a means of cost-effective, ubiquitous communications channel. Moreover, DHS' use of the Internet continues to grow significantly – the number of United States citizens, businesses and government agencies obtaining valuable information and conducting transactions on-line is increasing. One of the key business drivers for maintaining and even accelerating such Internet growth for DHS is that on-line communications are a fraction of the cost of off-line communications. Thus, solutions that help DHS to better meet increasing demand of its on-line traffic are strongly desirable.

As DHS moves more of its communications onto the Internet, there are many challenges regarding the delivery of its content and applications. These challenges must be effectively addressed to continue to grow the significant traffic generated by DHS' web properties. These challenges include:

- **Performance** – growing Internet congestion and increasing centralized processing can lead to poor end-user experience
- **Cost** – unpredictable spikes in demand result in costly over-provisioning
- **Availability** – centralized infrastructure is a single point of failure
- **Reliability** – content integrity and security as it traverses the Internet
- **Security** – protection against denial of service (DoS) attacks and security compromises (e.g. viruses, intrusion, content tampering)
- **Ease of management** – greater functionality often leads to greater complexity
- **Business intelligence** – increasing demands for real-time, more granular reporting

2.3 OBJECTIVE

The objective of this BPA is for the Contractor to provide a Distributed Computing Platform service for identified DHS websites via a globally deployed network with an installed server base deployed across independent networks or ISPs around the globe so as to assist DHS in maximizing its performance objectives, provide DHS a global reach, and to accommodate unpredictable load increases (flash crowds) and Internet-wide projected growth.

2.4 TECHNICAL CAPABILITIES

This section covers the capabilities required by DHS for the Contractor to achieve the aforementioned objective.

a. Distributed Computing Platform Service: The Contractor's distributed computing platform service shall have the capability to provide support for up to seventy-five (75) DHS web sites, host names and applications including support for up to 25 secure SSL sites within a base platform as well as support added platform functionality per department, website, or application. The attached document entitled "DHS Current Services" provides a snapshot of the current bandwidth and services in use by DHS. In addition, the Contractor's distributed computing platform shall have the following capabilities;

- to respond to even the largest short-term demand surges without capacity limitations.
- to provide proven protection against hackers and denial of service attacks and facilitate continuity of operations.
- to provide mapping technology that dynamically directs end users to the "optimal" distributed server taking into account the latest Internet conditions.

- to create private maps and deployments within its distributed platform for DHS specific, content, applications, and physical locations. For example, the capability to deploy its distributed platform into DHS Internet access points to enable the local delivery of all its commercial, government, and DHS Web content, applications, and streaming content to DHS end users with the purpose of increasing the performance and reliability of content/ applications delivered while reducing DHS outbound Internet traffic.
- to configure private maps within its network to create a DHS private/ dedicated content and application delivery network over the Internet to enable DHS prioritized routing for DHS traffic and reserved bandwidth capacity over the Internet
- to deploy a separate and distinct DHS private/dedicated content and application delivery network deployed behind the firewall on DHS internal networks.
- to deliver all web content and applications distributed on DHS Web sites to eliminate single points of failure with a performance improvement goal of two (2) to five (5) times greater than DHS' current centralized hosting environment.

b. Java Processing: The Contractor shall have the capability to process J2EE compliant web-based applications across its globally distributed network. In addition, the Contractor must have the following capabilities;

- to deploy enterprise Java web applications across Contractor's distributed network in which DHS selects components of the applications to run on the Contractor's distributed network. The components supported should include JSPs, servlets, and beans that contain presentation logic.
- to provide a Java web environment, in addition to multiple forms of back-end communication. These back-end communications shall include RMI, JDBC, SOAP and raw socket connections over an HTTP or HTTPS tunnel.
- to provide support technologies to ensure that processing of multiple Java web applications across the distributed network work seamlessly. These support technologies shall include secure sandboxing of memory, CPU, and other resources to optimize performance, security and reliability. .

c. Dynamic Content Services: The Contractor shall have the capability to provide multiple mechanisms to handle dynamic content. These mechanisms should fully support Edge Side Includes (ESI) enabling dynamic assembly of and delivery of web pages from distributed servers at the edges of the Internet, where improved performance and reliability is realized.
In addition, the Contractor shall provide a collection of tools that enable usage of ESI via web development technologies such as ASP and JSP.

d. Access Control and PKI: The Contractor shall have the capability to support multiple mechanisms to protect web content. These mechanisms shall include:

Request-Based Blocking: Access based on an attribute of the request - source IP address, HTTP request header such Referrer and User-Agent (e.g., spiders). This access shall also be able to deny or allow access to requests based on the originating geographies.

Centralized Authorization: Access based on checking with the source server prior to serving content to any end user or denying access to any end user. This method needs to support HTTP Basic Authentication and form-based login, as well as other access methods provided by 3rd party solutions. Upon denial of access, custom error pages needs to be served.

Distributed Authorization: Access based on decision logic delegated to distributed servers without the need to contact the source server. Security policy information is communicated to distributed servers via an encrypted cookie, and this information used to grant or deny access. Access or denial is determined by the IP address of the requesting user, presence or absence of a valid cookie, URL of content being requested, and/or an expiration time set in the cookie. Upon denial of access, custom error pages needs to be served.

Remote Authorization: Access based on checking with an authorization server that is separate from the server that serves the content. This method shall also be able to first contact a server designated by DHS to perform the authorization, and once authorized, retrieve the content from another designated server. Upon denial of access, custom error pages needs to be served.

Client Certificate Authentication: Access based on validation of user credential such as Common Access Card or Smart Card to support trusted communication from an end user client to the Contractor's servers and through to the source server, including the following key aspects of PKI delivery:

- SSL/TLS transactions
- Certificate validation – client certificate support, X.509, OCSP requesting, and distributed OCSP via 3rd party or on the Contractor's distributed network.

This access shall also have the capability to request a client certificate from the client, validate the certificate against a Certificate Authority (CA) list, check that the client certificate has not been revoked using the Online Certificate Status Protocol (OCSP), handle the connection appropriately based on certificate validity, log relevant certificate information, and forward the information to the source server. The Contractor shall also have the capability to implement and support a globally distributed OCSP responder service across its platform.

SSL Client Certificate Authentication: Ability of the Contractor to submit its SSL certificate to the source server during the SSL handshake in order to authenticate the Contractor's servers with the source server.

e. Site Security Enhancements: The Contractor shall have the capability to enhance the security of the primary origin site through the implementation of incremental layers of controls that extend origin site security across the Internet, blocking malicious and random attacks from impacting the protected network. These controls shall include:

Origin Cloaking: The Contractor's distributed servers act as a buffer and trusted entity to the enterprise configuration. Handles all communication with the public and communicate with the origin site through a private encrypted connection over known IP space. No physical connections (keyboards, port monitors, etc) should be allowed on these distributed servers. All non-essential IP services should also be disabled on these distributed servers (including FTP, telnet, and rlogin).

DNS Masking: Provide redundant name servers across a variety of networks and geographies. Must be able to hide the source DNS infrastructure from addressable IP space while allowing DHS to maintain complete administration of DNS data.

f. Secure Sockets Layer (SSL) Processing: The Contractor shall have the capability to provide SSL processing capabilities across its distributed servers. DHS will choose to deliver either SSL objects or entire SSL pages over the Contractor's distributed network.

SSL pages shall be delivered to end users over a secure connection on behalf of DHS using a customer-provided SSL certificate. SSL objects and non-secure content may be cached on the distributed servers to eliminate the need to retrieve content on every end-user request. The result is to move almost all SSL interactions as close as possible to the end user, drastically reducing load on the origin infrastructure.

g. Advanced Cache Control: The Contractor shall have the capability and flexibility in how cached objects are labeled and identified. Capabilities shall include and are not limited to;

- to accommodate scenarios where unique user information is contained in the URL for logging or tracking purposes, or when different content is served based on the value of a cookie or other request attribute.

- The Contractor must accommodate these scenarios by making it possible to modify an object's cache label (or cache key) to contain only the URL components and request attributes that are appropriate for the defined content. As a result, the Contractor' distributed network of servers should be able to handle the complex content that would otherwise be non-cacheable.

- To handle cookies, redirects, and headers on its distributed servers to mirror more of the origin site functionality at the edge.

- For websites that use session objects to track form inputs or other user information during interaction with the site, session identifiers (ID's) can present a challenge to caching content, because session ID's specific to an individual user can be embedded inside an otherwise cacheable HTML page. This shall also include rewriting capabilities that can make these pages cacheable by removing the user-unique session ID's from the cached version of the content, and re-inserting the right values upon serving the content to the end user.

- To support content Time-To-Live (TTL) values by matching on file extensions, file names or paths to enable content to be cached selectively at a maximum cache time without sacrificing freshness of any content.

- To support downstream caching to enable management of downstream client caching (e.g., proxy servers or client browsers).

- To modify HTTP headers to enable the insertion of hostname for URL from the client in the URL forwarded to the origin servers so that no modification to the site's application logic is required.

- To perform path modification to rewrite the forward path when it makes a request to the origin server based on a simple rule or regular expression.

h. Failover Solutions/ Disaster Recovery Capability: The Contractor shall have the capability to automatically detect when the primary origin site is unresponsive, perform a failover action in real-time, and automatically resume normal operations when the primary origin site is back online. The Contractor shall also be able to provide multiple failover options in case the primary site location is unavailable. The Contractor shall be able to perform the following failover options, including a combination of these options to achieve multiple levels of failover:

Failover to a storage location managed by the Contractor: The Contractor shall provide a demonstrated capability for a failover site to be available to end users in case the primary site is unavailable. This failover site must be a robust storage facility with terabytes of capacity that are geographically dispersed at a minimum of two (2) different locations. The failover site would then be automatically replicated across all these storage locations ensuring availability, scalability and performance.

The Contractor must also be able to provide a tool that periodically creates a snapshot of the primary origin site and upload the latest content to create the failover site on the storage location.

Failover to Alternate Data Center (Mirror Failover): The Contractor shall have a demonstrated capability to direct its distributed network servers to an alternate data center managed by DHS. This must occur in real-time, in case the primary origin site is unavailable. The Contractor shall be flexible enough to accommodate different business rules for what constitutes a failure at the primary origin site.

i. Internet Optimal Path Selection: The Contractor shall have the capability to select optimal path on the Internet in case the routes provided by the Border Gateway Protocol (BGP) are not performing well or unavailable altogether.

j. Compression: The Contractor shall have Compression capabilities in order to further enhance performance for dial-up users

k. IP Intelligence: The Contractor shall possess IP data gathering capabilities to provides highly accurate worldwide coverage for every routable IP address on the Internet.

The Contractor's IP intelligence knowledge base should contain the following types of data:

Geographic Origin
- Country
- Region (State or Province)
- City
- Market Area
- MSA, PMSA
- Area code
- Latitude/Longitude
- Time zone
- County
- Zip code

Network
- Connection type (dial-up, DSL, ISDN, or cable)
- Network name (e.g. AOL)
- Actual connection speed

As part of this capability the IP intelligence knowledge base, the Contractor shall also possess ability to provide network-specific information on a global scale. Network-specific information shall include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements from key routers points on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data

l. Streaming: The Contractor shall possess the capability to support the delivery of streaming content. This capability shall support live, pre-programmed broadcast, and on-demand video and be available for streaming all leading media formats including Windows Media, Real, QuickTime and optionally Flash. In addition, the Contractor shall demonstrate the following capabilities;

- to reduce the time it takes to buffer and start the stream.
- to use techniques such as "byte range gets" to improve the efficiency of the transmission.
- to limit the access of users to only those who are allowed (i.e. Streaming authentication capability).
- be a token-based architecture in which the DHS authenticates each end-user at the origin site through an initial approval process, such as a user name and password.
- to provide multiple paths from the source to the distributed computing platform.

m. Network Storage: The Contractor shall have the capability to persistently store web site content close to its servers.

The Contractor shall support an initial storage capacity of 300 GBs (refer to the attachment entitled "DHS Current Services" for detail on current needs) with scalability of up to multiple terabytes.

n. Domain Name Service (DNS): The Contractor shall provide an enterprise-level DNS capability to dependably direct end users to enterprise web sites and applications. Because DHS must maintain full control over the primary DNS servers, the Contractor shall also provide a secondary DNS approach, allowing DHS to leverage a distributed network of DNS servers, while retaining existing processes for DNS zone administration.

Typically, enterprises provision two (2) or three (3) different servers for this purpose, which makes DNS a point of failure for their site. The maximum number of domain name servers able to respond to a standard DNS query is currently limited to eight (8). However, the Contractor shall possess IP Anycast technology that can extend the number of domain name servers able to respond to a DNS query, from eight (8) to effectively an unlimited number.

o. Download Manager: The Contractor shall have the capability to provide a download manager capability for delivering digitized files, such as software, documents, slides, or other large objects. This download manager capability shall;

- be able to be used with websites and web applications that deliver content via SSL, as well as with sites that require authentication before providing access to content.
- be available as an ActiveX component or Java applet that is quickly downloaded when an end user requests a file from the distributed edge server and will work for end users on all leading operating systems using the major web browsers.
- enable end users to be able to easily start and stop the download as needed.
- be able to provide useful information such as download initiations and completions to application owners or support personnel.

p. File Transfer Protocol (FTP): The Contractor shall have the capability to provide a robust FTP service. This capability shall be a managed service that leverages distributed infrastructure to serve files for end users over FTP.

q. Alerting: The Contractor shall have the capability to send email alerts if any DHS pre-defined thresholds are reached at the primary origin server. Alerts must be tailored to enterprise specifications to inform system managers of critical conditions, including but not limited to:

- Distributed servers' bandwidth usage (drops or bursts of traffic)
- Origin server failure
- Origin connection failure
- Origin DNS failure
- SSL transaction failure
- Download abort
- Access denied at origin
- URL not found

r. Logging: The Contractor shall have the capability to provide server logs, to DHS website or application owners, in formats such as Combined Log Format and W3C Extended Log Format. In addition, the Contractor shall be able to support encoding via the following formats: gzipped and uuencoded, and GPG Encrypted. DHS personnel or contractor support shall be able to securely retrieve these log files.

2.5 SERVICES

This section covers some of the services required by DHS for the Contractor to support the aforementioned objective;

a. Customer Support: The Contractor shall provide customer support staff who are available 24x7x365. Customer support features shall include:

- Virtually unlimited number of tickets
- A online ticketing system available 24x7x365, with real time case status and history
- Comprehensive documentation on the Contractor's products and services, available 24x7x365
- Updates to the Contractor network, including minor and major releases
- Critical incident alerts
- Tier 1 diagnostics tools
- Guaranteed service level response times and real-time access to a customer support team

b. Reporting: The Contractor shall provide real-time monitoring and historical reporting tools accessible via a secure portal for easy access and ability for DHS to view and run the reports on-line or schedule them to be automatically e-mailed in the format and at the frequency defined by the User.

Some of the standard reports shall include but are not limited to :

- Network bandwidth utilization;
- Number of hits on popular pages;
- Geographic dispersion of users accessing content.
- Traffic at websites, including number of hits & megabytes delivered
- Average number of concurrent streams
- Minutes of content viewed
- Maximum concurrent streams
- Amount of content delivered
- Number of unique viewers
- Views by bit rate
- Most viewed URL's
- Traffic by geography
- Traffic trends (by hour of day, day of week, etc.)

In addition to above standard reports, the Contractor must provide diagnostic tools to troubleshoot any issues that may arise on their distributed servers. All these tools should be integrated together with reporting tools.

c. Hardware Refresh: The Contractor will provide appropriate level of products and services to support new technology that will not pose security risks to DHS content and data hosted on the distributed platform.

d. Global Traffic Management Service: The Contractor shall have the capability to provide DHS an intelligent global traffic management service in order to support geographically distributed DHS data centers and applications managed at the DNS level. Below are some of the support tasks included in this optional service;

- Provide traffic management with an Internet-centric view in addition to evaluating if servers are functional to ensure that end users can reach the DHS web site.
- Factor real-time Internet traffic conditions such as latency and packet loss to determine an optimal path to the DHS origin infrastructures (data centers) to mitigate impact of Internet congestion.
- Provide the ability to modify traffic allocation and visibility to real-time data, reports and alerts to enable DHS administrators to identify and address potential issues.
- The global traffic management capability shall provide options to support the following logical/physical configurations in a multi-site architecture:

Mirrored Failover: Route traffic and redirect end users to an alternate location when the primary data center is unavailable.

IP Intelligence: Assign end users to the closest data center based on geographic or IP rules.

Performance Load Balancing: Map an end-user dynamically to the best performing web infrastructure as well as provide failover. Fractionally split load between servers/data centers, and optionally, shift load

based on server utilization based on load feedback policy decisions. To utilize the best network performance and availability options for end users, the Contractor shall also have the capability to deploy agents in each data center to provide real-time updates to the Contractor's distributed network.

e. Application and Site Performance Capabilities: The Contractor's distributed computing platform shall offer application performance and site acceleration solution capabilities for accelerating completely dynamic or transactional applications and content. This capability shall support both secure HTTPS (SSL) and HTTP applications. Optimal path and connection optimization techniques should be utilized.

As part of this capability, the Contractor shall provide the ability to provide Transport Protocol Optimization capabilities to improve parameters governing TCP communications impacting data transmission rates and server recovery from packet loss.

In addition, the Contractor's application acceleration solution shall support mechanisms to reduce multiple round-trips between the client and the Web server for the rendering of HTML to reduce the request/response rate for embedded content.

f. Assured IP Communications and Remote Access Services: The Contractor shall offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and others. This capability is needed for the following scenarios;

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

g. Implementation and Technical Services: The Contractor shall provide technical support services which include but not limited to the following;

- Develop an implementation plan for each site
- Develop requirements documents
- Develop test plans and failover procedures for each site
- Develop escalation procedures for post implementation support
- Provide onsite education to review solution set, review reporting capabilities, failover options, and other aspects of the Contractor's implementation plan.
- Monitor performance and provide recommendations to maximize use of their service.
- Provide presentations to DHS regarding the Contractor's services, capabilities, and failover options
- Provide training on Contractor's supported services
- Participate in DHS planning and project management meetings, as requested
- Provide technical and architectural expertise in bringing more sites to Contractor's distributed computing platform
- Perform feasibility studies and analyses

2.6 SECURITY REQUIREMENTS

In accordance with the attached conditional Authority to Operate (ATO) (see attachment 2), the contractor must adhere to the following security requirements:

a. The Contractor shall have implemented FIPS 140-2 (NIST Validated) encryption (e.g., SSL) in order to support DHS sensitive/FOUO data. This encryption shall be end to end browser to source server.

b. Database Management System and Operating System configuration on Contractor servers shall conform to the latest version of DHS Hardening Guidelines. Any deviations from this guidance must be approved in writing by the DHS Designated Approving Authority (DAA).

c. The Contractor shall have the capability to restrict administrative access to DHS data to only authorized U.S. citizens.

d. The Contractor's information system shall have an active ATO comparable to DHS specific certification and accreditation standards, DHS Management Directive (MD) 4300A. If the Contractor's information system is not up to the aforementioned standards and policies/procedures, the Contractor shall take the necessary steps to ensure that their information system does.

e. The Contractor's system will be subjected to continuously monitoring with periodic reports and POA&M updates on system conditions and changes to the DAA via the Certification Agent.

f. Hosting facilities of the Contractor shall be located within the USA and its territories. The facilities must have more than 50% USA company ownership and be approved by DHS for hosting DHS data. The Contractor shall apprise DHS when the status of a hosting facility changes to less than 50% USA company ownership. The facility must be inspected by DHS as part of the approval process.

2.7 SECURITY COMPLIANCE

- All personnel will undergo a screening by the Government. All Contractor personnel shall be able to obtain Favorable Suitability approval of their DHS mandated Background Investigation and/or Security Clearance with past history of holding security clearances.

- All personnel monitoring/accessing the Contractor servers hosting DHS data/websites must be submitted for a DHS Background Investigation and have a DHS Enter On Duty (EOD) designation prior to being granted access to Contractor servers hosting DHS data/websites.

- In addition, refer to the HSAR clauses in Section 4 for additional DHS security requirements.

2.8 POINTS OF CONTACT

Program Manager
Huong Mai
(b)(2) (b)(6)

Contracting Officer's Technical Representative (COTR)
Caroline Haidacher
(b)(2) (b)(6)

2.9 INSPECTION AND ACCEPTANCE

Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery. No Deliverable is final until accepted and approved by the Government COTR. The signature of the COTR, or email from the COTR indicating acceptance of the deliverable, denotes acceptance and approval of each Deliverable. All Deliverables, including anything and everything developed while working under this BPA, are the sole property of the United States Government. All Contractor produced Deliverables, whether a paper deliverable or application developed for use by the Government, shall be reviewed using the following criteria:

- **Accuracy** - Work Products shall be accurate in presentation, technical content, and adherence to accepted elements of style.

- **Clarity** - Work Products shall be clear and concise. All diagrams shall be easy to understand and relevant to the supporting narrative.
- **Specifications Validity** - All Work Products must satisfy the requirements of the Government as specified herein.
- **File Editing** - All text and diagrammatic files shall be editable by the Government.
- **Format** - Deliverables shall be submitted in electronic copy (where applicable) and in media as required by the project per COTR's direction. Electronic copies shall be compatible with a PC operating in a Windows environment using Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Project, and Microsoft Access. Electronic copies may be provided on a CD as agreed by both parties. In addition, for electronic submission the Contractor shall ensure appropriate measures are used for security and encryption of transmission of the information.
- **Timeliness** – Work products shall be submitted on or before the due date as mutually agreed upon by the COTR and/or Program Manager.
- **Quality Assurance** – The Contractor shall ensure overall quality of work performed. All supported and related activities performed under this Contract will be planned, controlled, and documented as required by existing regulations and guidelines.

The Contractor shall deliver all text materials in industry-standard format in soft copy and on removable media (where applicable). All Deliverables must be marked as DRAFT until accepted as stated herein. The purpose of the draft is to provide an opportunity for the Government staff to review Contractor developed Deliverables and provide comments on each Deliverable.

2.10 TRAVEL

No travel is anticipated at this time. In such cases where travel is requested by the Government during performance of this BPA the Contractor shall obtain Government written authorization prior to traveling. All travel and reimbursement for travel shall be in accordance with the current Federal Travel Regulations (see FAR 31.205-46) for the cost of travel required in conjunction with performance of this BPA. Reimbursement for travel is limited to that required in the performance of individual Task Orders. The Government will not pay for local travel charges, including parking.

2.11 GOVERNMENT FURNISHED INFORMATION (GFI):

The Government will provide, as requested and necessary, information relative to the Contractor's ability to perform the work as described within individual Task Orders.

Item
DHS MD-4300A, Sensitive Security Handbook.
DHS Hardening Guidelines
Associated DHS policies/procedures
PL 107-347 Section III, Federal Information Security Management Act (FISMA) of 2002, 2002
OMB Circular A-130, Appendix III, Security of Federal Automated Information Systems, 2000

Item
HSPD-7, Critical Infrastructure Identification, Prioritization, and Protection, 2004
PDD-63, Critical Infrastructure Protection, 1998
40 U.S.C. 1401 et seq., P.L. 104-106, Clinger Cohen Act of 1996 (Information Technology and Management Reform Act of 1996)

2.12 SECTION 508

39.203(b) (3) and (c) (2) for Electronic and Information Technology; Compliance with Section 508 of the Rehabilitation Act of 1973, 1988 Amendments

Section 508 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities and members of the public with disabilities seeking information or services from a federal agency, have comparable access to and use of information and data as employees and members of the public who have no disabilities, unless an undue burden would be imposed on the agency. By submitting a bid or offer in response to this solicitation, the contractor makes an affirmative statement that the product or services to be provided are in compliance with the Electronic and Information Technology Accessibility Standards (36 CFR 1194) as specified in the Statement of Work or in the technical specifications, as a minimum.

2.13 INVOICING

The requirements of a proper invoice are as specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the task order issued against the BPA.

3. CLAUSES REQUIRED BY DHS ACQUISITION REGULATIONS

3.1 HSAR 3052.204-71 Contractor Employee Access (JUN 2006)

(a) Sensitive Information, as used in this Chapter, means any information, the loss, misuse, disclosure, or unauthorized access to or modification of which could adversely affect the national or homeland security interest, or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an Act of Congress to be kept secret in the interest of national defense, homeland security or foreign policy. This definition includes the following categories of information:

(1) Protected Critical Infrastructure Information(PCII) as set out in the Critical Infrastructure Information Act of 2002 (Title II, Subtitle B, of the Homeland Security Act, Public Law 107-296, 196 Stat. 2135), as amended, the implementing regulations thereto (Title 6, Code of Federal Regulations, Part 29) as amended, the applicable PCII Procedures Manual, as amended, and any supplementary guidance officially communicated by an authorized official of the Department of Homeland Security (including the PCII Program Manager or his/her designee);

(2) Sensitive Security Information (SSI), as defined in Title 49, Code of Federal Regulations, Part 1520, as amended, "Policies and Procedures of Safeguarding and Control of SSI," as amended, and any supplementary guidance officially communicated by an authorized official of the Department of

Homeland Security (including the Assistant Secretary for the Transportation Security Administration or his/her designee);

(3) Information designated as "For Official Use Only," which is unclassified information of a sensitive nature and the unauthorized disclosure of which could adversely impact a person's privacy or welfare, the conduct of Federal programs, or other programs or operations essential to the national or homeland security interest; and

(4) Any information that is designated "sensitive" or subject to other controls, safeguards or Protection in accordance with subsequently adopted homeland security information handling procedures.

(b) "Information Technology Resources" includes, but are not limited to, computer equipment, networking, telecommunications equipment, cabling, network drives, computer drives, network software, computer software, software programs, intranet sites, and internet sites.

(c) Contractor employees working on a task order must complete such forms as may be necessary for security or other reasons, including the conduct of background investigations to determine suitability. Completed forms shall be submitted as directed by the Contracting Officer under the task order. Upon the Contracting Officer's request, the Contractor's employees shall be fingerprinted, or subject to other investigations as required. All contractor employees requiring recurring access to Government facilities or access to sensitive information or IT resources are required to have a favorably adjudicated background investigation prior to commencing work on the task order unless the requirement is waived under Departmental procedures.

(d) The Task Order Contracting Officer may require the contractor to prohibit individuals from working on the task order if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

(e) Work under the task order may involve access to sensitive information. Therefore, the Contractor shall not disclose, orally or in writing, any sensitive information to any person unless authorized access to sensitive information, the contractor shall ensure that these persons receive training concerning the protection and disclosure of sensitive information both during and after task order performance.

(f) The Contractor shall include the substance of this clause in all subcontracts at any tier where the subcontractor may have access to Government facilities, sensitive information, or resources.

Alternate I
(JUNE 2006)

(g) Before receiving access to IT resources under the task order, the individual must receive a security briefing, which the Contracting Officer's Technical Representative (COTR) will arrange, and complete any nondisclosure agreement furnished by DHS.

(h) The contractor shall have access only to those areas of DHS information technology resources explicitly stated in the task order or approved by the COTR in writing as necessary for performance of the work under the task order. Any attempts by contractor personnel to gain access to any information technology resources not expressly authorized by the Statement of Work, other terms and conditions in the task order or as approved in writing by the COTR, is strictly prohibited. In the event of violation of this provision, DHS will take appropriate actions with regard to the contract and the individual(s) involved.

(i) Contractor access to DHS networks from a remote location is temporary privilege for mutual convenience while the contractor performs business for the DHS Component. It is not a right, a guarantee of access, a condition of the task order, or Government Furnished Equipment (GFE).

(j) Contractor access will be terminated for unauthorized use. The contractor agrees to hold and save DHS harmless from any unauthorized use and agrees not to request additional time or money under the task order for any delays resulting from unauthorized use or access.

(k) Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the task order, unless a waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted:

(1) The individual must be a legal permanent resident of the U.S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State;
(2) There must be a compelling reason for using this individual as opposed to a U.S. citizen; and
(3) The waiver must be in the best interest of the Government.

(l) Contractors shall identify in their proposals the names and citizenship of all non-U.S. citizens proposed to work under the task order. Any additions or deletions of non-U.S. citizens after task order award shall also be reported to the Task Order Contracting Officer.

ALTERNATE II
(JUNE 2006)

(m) Each individual employee working under the task order shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidence by a permanent Resident Card (USCIS I-551). Any exceptions must be approved by the Department's Chief Security Officer or designee.
(n) Contractor's shall identify in their task order proposals, the names and citizenship of all non-U.S. citizens proposed to work under the task order. Any additions or deletions of non-U.S. citizens after task order award shall also be reported to the Task Order Contracting Officer.

End of Clause

DHS Security Requirements

Implementing Instructions for Compliance with HSAR clause 3052.204-71, "Contractor Employee Access"

1. GENERAL

Department of Homeland Security Acquisition Regulation (HSAR) clause 3052.204-71 requires that contractor personnel requiring unescorted access to government facilities, access to sensitive information, or access to government information technology (IT) resources are required to have a favorably adjudicated background investigation prior to commencing work on this contract.

Department of Homeland Security (DHS) policy requires a favorably adjudicated background investigation prior to commencing work on this contract for all contractor personnel who require recurring access to government facilities or access to sensitive information, or access to government IT resources.

Contractor employees will be given a suitability determination unless this requirement is waived under Departmental procedures. Requirements for suitability determination are defined in paragraph 3.0.

1.1 ADDITIONAL INFORMATION FOR CLASSIFIED CONTRACTS:

Performance of this contract requires the Contractor to gain access to classified National Security Information (includes documents and material). Classified information is Government information which requires protection in accordance with Executive Order 12958, National Security Information (NSI) as amended and supplemental directives.

The Contractor shall abide by the requirements set forth in the DD Form 254, Contract Security Classification Specification, an attachment to the contract, and the National Industrial Security Program Operating Manual (NISPOM) for protection of classified information at its cleared facility, if applicable, as directed by the Defense

Security Service. If the Contractor is required to have access to classified information at a DHS or other Government Facility, it shall abide by the requirements set forth by the agency.

1.2 GENERAL REQUIREMENT:

The Contractor shall ensure these instructions are expressly incorporated into any and all subcontracts or subordinate agreements issued in support of this contract.

2. CONTRACTOR PERSONNEL

2.1 EMPLOYMENT ELIGIBILITY

To comply with the requirements HSAR Clause 3052.204-71, and Department policy, the contractor must complete the following forms for applicable personnel who will be performing work under this contract as indicated:

- Standard Form (SF) 85P, "Questionnaire for Public Trust Positions"
- FD-258 fingerprint cards
- DHS Form 11000-6, "Conditional Access to Sensitive But Unclassified Information Non-Disclosure Agreement". Required of all applicable contractor personnel.
- DHS Form 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act (FCRA)"

2.2 CONTINUED ELIGIBILITY

The Contracting Officer may require the contractor to prohibit individuals from working on contracts if the government deems their initial or continued employment contrary to the public interest for any reason, including, but not limited to, carelessness, insubordination, incompetence, or security concerns.

2.3 TERMINATION

The DHS Security Office shall be notified of all terminations/resignations within five (5) days of occurrence. The Contractor shall return to the Contracting Officer Technical Representative (COTR) all DHS issued identification cards and building passes that have either expired or have been collected from terminated employees. If an identification card or building pass is not available to be returned, a report shall be submitted to the COTR, referencing the pass or card number, name of individual to who it was issued and the last known location and disposition of the pass or card.

3.0 SUITABILITY DETERMINATION

DHS may, as it deems appropriate, authorize and grant a favorable entry on duty (EOD) decision based on preliminary suitability checks. The favorable EOD decision would allow the employees to commence work temporarily prior to the completion of the full investigation. The granting of a favorable EOD decision shall not be considered as assurance that a full employment suitability authorization will follow. A favorable EOD decision or a full employment suitability determination shall in no way prevent, preclude, or bar DHS from withdrawing or terminating access government facilities or information, at any time during the term of the contract. No employee of the Contractor shall be allowed unescorted access to a Government facility without a favorable EOD decision or suitability determination by the Security Office.

Contract employees waiting for an EOD decision may begin work on the contract provided they do not access sensitive Government information. Limited access to Government buildings is allowable prior to the EOD decision if the Contractor is escorted by a Government employee. This limited access is to allow Contractors to attend briefings, non-recurring meetings and begin transition work.

4.0 BACKGROUND INVESTIGATIONS

Contract employees (to include applicants, temporaries, part-time and replacement employees) under the contract, requiring access to sensitive information, shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. All background investigations will be processed through the DHS Security Office. Prospective Contractor employees shall submit the following completed forms to the DHS Security Office. The Standard Form 85P will be completed electronically, through the Office of Personnel Management's e-QIP SYSTEM. The completed forms must be given to the DHS Security Office no less than thirty (30) days before the start date of the contract or thirty (30) days prior to entry on duty of any employees, whether a replacement, addition, subcontractor employee, or vendor:

a. Standard Form 85P, "Questionnaire for Public Trust Positions"

b. FD Form 258, "Fingerprint Card" (**2 copies**)

c. DHS Form 11000-6 "Conditional Access To Sensitive But Unclassified Information Non-Disclosure Agreement"

d. DHS Form 11000-9, "Disclosure and Authorization Pertaining to Consumer Reports Pursuant to the Fair Credit Reporting Act"

Only complete packages will be accepted by the DHS Security Office. Specific instructions on submission of packages will be provided upon award of the contract.

Be advised that unless an applicant requiring access to sensitive information has resided in the US for three of the past five years, the Government may not be able to complete a satisfactory background investigation.

Non-U.S. citizens shall not be authorized to access or assist in the development, operation, management or maintenance of Department IT systems under the contract, unless a waiver has been granted by the Head of the Component or designee, with the concurrence of both the Department's Chief Security Officer (CSO) and the Chief Information Officer (CIO) or their designees. Within DHS Headquarters, the waiver may be granted only with the approval of both the CSO and the CIO or their designees. In order for a waiver to be granted:

(1) The individual must be a legal permanent resident of the U. S. or a citizen of Ireland, Israel, the Republic of the Philippines, or any nation on the Allied Nations List maintained by the Department of State;

(2) There must be a compelling reason for using this individual as opposed to a U. S. citizen; and

(3) The waiver must be in the best interest of the Government.

4.1 ALTERNATIVE CITIZENSHIP REQUIREMENTS FOR NON-IT CONTRACTS

For non-Classified or non-IT contracts the above citizenship provision shall be replaced with the citizenship provision below:
Each individual employed under the contract shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by a Permanent Resident Card (USCIS I-55 1). Any exceptions must be approved by the Department's Chief Security Officer or designee.

5.0 INFORMATION TECHOLOGY SECURITY CLEARANCE

When sensitive government information is processed on Department telecommunications and automated information systems, the Contractor shall provide for the administrative control of sensitive data being processed. Contractor personnel must have favorably adjudicated background investigations commensurate with the defined sensitivity level.

Contractors who fail to comply with Department security policy are subject to having their access to Department IT systems and facilities terminated, whether or not the failure results in criminal prosecution. Any person who improperly discloses sensitive information is subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).

Contractor access will be terminated for unauthorized use. The contractor agrees to hold and save DHS harmless from any unauthorized use and agrees not to request additional time or money under the contract for any delays resulting from unauthorized use or access.

6.0 INFORMATION TECHNOLOGY SECURITY TRAINING AND OVERSIGHT

Before receiving access to IT resources under this contract the individual must receive a security briefing, which the Contracting Officer's Technical Representative (COTR) will arrange, and complete any nondisclosure agreement furnished by DHS.

7.0 REFERENCES

7.1 DHS Office of Security

DHS, Office of Security
Personnel Security Staff
Attn: Ora Smith
Washington DC 20528
Telephone: (b)(2) (b)(6)

HSAR 3052.209-72 ORGANIZATIONAL CONFLICT OF INTEREST (JUN 2006)

(a) Determination. The Government has determined that this effort may result in an actual or potential conflict of interest, or may provide one or more offerors with the potential to attain an unfair competitive advantage. The nature of the conflict of interest and the limitation on future contracting. In order for the Government to try to prevent conflicting roles that might bias a Contractor's judgment or objectivity and potentially create a competitive advantage for that Contractor, the parties to this contract agree that the Contractor's future contracting with the Government shall be restricted as outlined in FAR Subpart 9.5, Organizational Conflicts of Interest, and as provided in this clause.

(b) If any such conflict of interest is found to exist, the Contracting Officer may (1) disqualify the offeror, or (2) determine that it is otherwise in the best interest of the United States to contract with the offeror and include the appropriate provisions to avoid, neutralize, mitigate, or waive such conflict in the contract awarded. After discussion with the offeror, the Contracting Officer may determine that the actual conflict cannot be avoided, neutralized, mitigated or otherwise resolved to the satisfaction of the Government, and the offeror may be found ineligible for award.

(c) Disclosure: The offeror hereby represents, to the best of its knowledge that:

___ (1) It is not aware of any facts which create any actual or potential organizational conflicts of interest relating to the award of this contract, or

____ (2) It has included information in its proposal, providing all current information bearing on the existence of any actual or potential organizational conflicts of interest, and has included a mitigation plan in accordance with paragraph (d) of this provision.

(d) Mitigation. If an offeror with a potential or actual conflict of interest or unfair competitive advantage believes the conflict can be avoided, neutralized, or mitigated, the offeror shall submit a mitigation plan to the

Government for review. Award of a contract where an actual or potential conflict of interest exists shall not occur before Government approval of the mitigation plan. If a mitigation plan is approved, the restrictions of this provision do not apply to the extent defined in the mitigation plan.

(e) Other Relevant Information: In addition to the mitigation plan, the Contracting Officer may require further relevant information from the offeror. The Contracting Officer will use all information submitted by the offeror, and any other relevant information known to DHS, to determine whether an award to the offeror may take place, and whether the mitigation plan adequately neutralizes or mitigates the conflict.

(f) Corporation Change. The successful offeror shall inform the Contracting Officer within thirty (30) calendar days of the effective date of any corporate mergers, acquisitions, and/or dive stures that may affect this provision.

(g) Flow-down. The contractor shall insert the substance of this clause in each first tier subcontract that exceeds the simplified acquisition threshold.

(End of provision)

HSAR 3052.209-70 PROHIBITION ON CONTRACTS WITH CORPORATE EXPATRIATES (JUN 2006)

(a) Prohibitions.

Section 835 of the Homeland Security Act, 6 U.S.C. 395, prohibits the Department of Homeland Security from entering into any contract with a foreign incorporated entity which is treated as an inverted domestic corporation as defined in this clause, or with any subsidiary of such an entity. The Secretary shall waive the prohibition with respect to any specific contract if the Secretary determines that the waiver is required in the interest of national security.

(b) Definitions. As used in this clause:

Expanded Afiliated Group means an affiliated group as defined in section 1504(a) of the Internal Revenue Code of 1986 (without regard to section 1504(b) of such Code), except that section 1504 of such Code shall be applied by substituting `more than 50 percent' for `at least 80 percent' each place it appears.

Foreign Incorporated Entity means any entity which is, or but for subsection (b) of section 835 of the Homeland Security Act, 6 U.S.C. 395, would be, treated as a foreign corporation for purposes of the Internal Revenue Code of 1986.

Inverted Domestic Corporation. A foreign incorporated entity shall be treated as an inverted domestic corporation if, pursuant to a plan (or a series of related transactions)—

(1) The entity completes the direct or indirect acquisition of substantially all of the properties held directly or indirectly by a domestic corporation or substantially all of the properties constituting a trade or business of a domestic partnership;

(2) After the acquisition at least 80 percent of the stock (by vote or value) of the entity is held—

(i) In the case of an acquisition with respect to a domestic corporation, by former shareholders of the domestic corporation by reason of holding stock in the domestic corporation; or

(ii) In the case of an acquisition with respect to a domestic partnership, by former partners of the domestic partnership by reason of holding a capital or profits interest in the domestic partnership; and

(3) The expanded affiliated group which after the acquisition includes the entity does not have substantial business activities in the foreign country in which or under the law of which the entity is created or organized when compared to the total business activities of such expanded affiliated group.

Person, domestic, and foreign have the meanings given such terms by paragraphs (1), (4), and (5) of section 7701(a) of the Internal Revenue Code of 1986, respectively.

(c) Special rules. The following definitions and special rules shall apply when determining whether a foreign incorporated entity should be treated as an inverted domestic corporation.

(1) Certain Stock Disregarded. For the purpose of treating a foreign incorporated entity as an inverted domestic corporation these shall not be taken into account in determining ownership:

(i) Stock held by members of the expanded affiliated group which includes the foreign incorporated entity; or

(ii) stock of such entity which is sold in a public offering related to the acquisition described in subsection (b)(1) of Section 835 of the Homeland Security Act, 6 U.S.C. 395(b)(1).

(2) Plan Deemed In Certain Cases. If a foreign incorporated entity acquires directly or indirectly substantially all of the properties of a domestic corporation or partnership during the 4-year period beginning on the date which is 2 years before the ownership requirements of subsection (b)(2) are met, such actions shall be treated as pursuant to a plan.

(3) Certain Transfers Disregarded. The transfer of properties or liabilities (including by contribution or distribution) shall be disregarded if such transfers are part of a plan a principal purpose of which is to avoid the purposes of this section.

(d) Special Rule for Related Partnerships. For purposes of applying section 835(b) of the Homeland Security Act, 6 U.S.C. 395(b) to the acquisition of a domestic partnership, except as provided in regulations, all domestic partnerships which are under common control (within the meaning of section 482 of the Internal Revenue Code of 1986) shall be treated as a partnership.

(e) Treatment of Certain Rights.

(1) Certain rights shall be treated as stocks to the extent necessary to reflect the present value of all equitable interests incident to the transaction, as follows:

(i) warrants;

(ii) options;

(iii) contracts to acquire stock;

(iv) convertible debt instruments; and

(v) others similar interests.

(2) Rights labeled as stocks shall not be treated as stocks whenever it is deemed appropriate to do so to reflect the present value of the transaction or to disregard transactions whose recognition would defeat the purpose of Section 835.

(f) Disclosure. The offeror under this solicitation represents that [Check one]: __ it is not a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73;

__ it is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it has submitted a request for waiver pursuant to 3009.104-74, which has not been denied; or

__ it is a foreign incorporated entity that should be treated as an inverted domestic corporation pursuant to the criteria of (HSAR) 48 CFR 3009.104-70 through 3009.104-73, but it plans to submit a request for waiver pursuant to 3009.104-74.

(g) A copy of the approved waiver, if a waiver has already been granted, or the waiver request, if a waiver has been applied for, shall be attached to the bid or proposal.

(End of provision)

FAR 52.227-17 RIGHTS IN DATA, SPECIAL WORKS
(JUN 1987)

(a) *Definitions*.

"Data," as used in this clause, means recorded information regardless of form or the medium on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost or pricing or management information.

"Unlimited rights," as used in this clause, means the right of the Government to use, disclose, reproduce, prepare derivative works, distribute copies to the public, and perform publicly and display publicly, in any manner and for any purpose whatsoever, and to have or permit others to do so.

(b) *Allocation of Rights.*

(1) The Government shall have --

(i) Unlimited rights in all data delivered under this contract, and in all data first produced in the performance of this contract, except as provided in paragraph (c) of this clause for copyright.

(ii) The right to limit exercise of claim to copyright in data first produced in the performance of this contract, and to obtain assignment of copyright in such data, in accordance with subparagraph (c)(1) of this clause.

(iii) The right to limit the release and use of certain data in accordance with paragraph (d) of this clause.

(2) The Contractor shall have, to the extent permission is granted in accordance with subparagraph (c)(1) of this clause, the right to establish claim to copyright subsisting in data first produced in the performance of this contract.

(c) Copyright --

(1) Data first produced in the performance of this contract.

(i) The Contractor agrees not to assert, establish, or authorize others to assert or establish, any claim to copyright subsisting in any data first produced in the performance of this contract without prior written permission of the Contracting Officer. When claim to copyright is made, the Contractor shall affix the appropriate copyright notice of 17 U.S.C. 401 or 402 and acknowledgment of Government sponsorship (including contract number) to such data when delivered to the Government, as well as when the data are published or deposited for registration as a published work in the U.S. Copyright Office. The Contractor grants to the Government, and others acting on its behalf, a paid-up nonexclusive, irrevocable, worldwide license for all such data to reproduce, prepare derivative works, distribute copies to the public, and perform publicly and display publicly, by or on behalf of the Government.

(ii) If the Government desires to obtain copyright in data first produced in the performance of this contract and permission has not been granted as set forth in subdivision (c)(1)(i) of this clause, the Contracting Officer may direct the Contractor to establish, or authorize the establishment of, claim to copyright in such data and to assign, or obtain the assignment of, such copyright to the Government or its designated assignee.

(2) *Data not first produced in the performance of this contract.* The Contractor shall not, without prior written permission of the Contracting Officer, incorporate in data delivered under this contract any data not first produced in the performance of this contract and which contain the copyright notice of 17 U.S.C. 401 or 402, unless the Contractor identifies such data and grants to the Government, or acquires on its behalf, a license of the same scope as set forth in subparagraph (c)(1) of this clause.

(d) *Release and use restrictions.* Except as otherwise specifically provided for in this contract, the Contractor shall not use for purposes other than the performance of this contract, nor shall the Contractor release, reproduce, distribute, or publish any data first produced in the performance of this contract, nor authorize others to do so, without written permission of the Contracting Officer.

(e) Indemnity. The Contractor shall indemnify the Government and its officers, agents, and employees acting for the Government against any liability, including costs and expenses, incurred as the result of the violation of trade secrets, copyrights, or right of privacy or publicity, arising out of the creation, delivery, publication, or use of any data furnished under this contract; or any libelous or other unlawful matter contained in such data. The provisions of this paragraph do not apply unless the Government provides notice to the Contractor as soon as practicable of any claim or suit, affords the Contractor an opportunity under applicable laws, rules, or regulations to participate in the defense thereof, and obtains the Contractor's consent to the settlement of any suit or claim other than as required by final decree of a court of competent jurisdiction; nor do these provisions apply to material furnished to the Contractor by the Government and incorporated in data to which this clause applies.

4 ATTACHMENTS PROVIDED WITH THE RFQ

Attachment 1 – Services Rate Table

Distributed Computing Platform Services
Period 1 (12 months)

1. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

   • Includes up to 75 sites and or host names
   • 25 Single SSL Certificates
   • 300 GBs Net Storage
   • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
   • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
   • All features listed in DSD description below.
   • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

   Total Amount $ (b) (4) /Month

   Overage-Usage in excess of 300MPVs/month will be charged at (b) (4) /MPVs.
   200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) /GB is applied.

   A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month.

   Dynamic Site Delivery with Advanced Features provides the following features:

   • SureRoute for Failover
   • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
   • Advanced Cache Control/Optimization
   • Dynamic Content Assembly
   • Last Mile Accelerator- (compression)
   • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
   • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
   • Access Control- Access Control includes:
      • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
      • Blocking Features
      • Edge-to-Origin Authentication
      • Custom Error Pages
   • Content Targeting
   • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
   • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

2. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	
100	GB	(Monthly price per GB)	

Year 1 Pricing

500	GB	(Monthly price per GB)	(b) (4)
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

3. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

4. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

5. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

6. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: $ 9,068 per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security
- Dynamic Mapping

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

7. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

8. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

9. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

10. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

Year 1 Pricing

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

11. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	
6,000 GB to 7,500 GB ($/GB)	
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000+ GB ($/GB)	

Flash-Sustained Streaming Usage

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	

Year 1 Pricing

6,000 GB to 7,500 GB ($/GB)	(b) (4)
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000+ GB ($/GB)	

ADDITIONAL SERVICES

Streaming Authentication	Monthly Service Fee	(b) (4)

12. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

13. WebTrends Analytics 8 On-Demand Page View Packaging in accordance with the SOW.

Web Analytics is a managed Web site reporting analysis service that allows customers to quickly access a wealth of information about their Web site usage and their users.

In addition to standard reports, WebTrends Analytics 8 On Demand includes:

- 5 Full Analysis Profiles
- 200 Selectable Reports
- 2000 SmartReport Exports
- Performance Dashboards
- Business Intelligence Integration (ODBC Data Access)
- Visual Path Analysis and 5-Point Scenario Analysis
- SmartView browser overlay
- Interactive Reporting Console (drill-down, drill across, quick query, ad-hoc query, and report bookmarks)
- Data collection, analysis, and delivery of services thru Akamai customer portal.
- In-product Customer Center (documentation and Web-based training)

Additional Features:

WebTrends updates full analysis service data (providing the full suite of reports and filtering options available in WebTrends) a minimum of 1x daily & express analysis data (delivering insight from a pre-defined set of reports) 2x an hour. The monthly service fee for WTOD is based on the following variables:

- Committed Number of Monthly Pageviews
- Need for Additional Profiles
- Need for Additional Custom Reports
- Need for Log File Delivery
- Need for Translation Tables
- SPECIAL NOTE: Professional Services must be purchased with

WebTrends on Demand

Million PageViews/month Max	Committed Monthly Rate
1 ($/MPV)	(b) (4)
2 ($/MPV)	
3 ($/MPV)	
4 ($/MPV)	
5 ($/MPV)	
6 ($/MPV)	
7 ($/MPV)	
8 ($/MPV)	
9 ($/MPV)	
10 MPV - 24 MPV ($/MPV)	
25 MPV - 49 MPV ($/MPV)	
50 MPV - 74 MPV ($/MPV)	
75 MPV - 99 MPV ($/MPV)	
100 MPV - 149 MPV ($/MPV)	
150 MPV - 199 MPV ($/MPV)	
200+ MPV ($/MPV)	

"WTOD" (WebTrends on Demand) pricing is based on a committed number of monthly page views measured in millions of page views (MPV). Bursting penalties will be applied when a customer exceeds their commit by 2X, resulting in 125% overage charges for those page views over the committed rate.

Additional Service Offerings Extending-Base Page View Package:

Additional Profiles

WTOD Base Page View offering includes 5 full analysis Profiles. A Profile contains all the information about how to analyze & produce reports for a group of domains, domain, or sub-domains.

Year 1 Pricing

WebTrends On-Demand Additional Profile Packs--5 Profiles Included (10 Profiles/pack) - Includes 30 custom reports - Based on Annual Commit:

Committed Rate Million PageViews/month	Analyzed
1,000,000 PV – 49,999,999 PV	(b) (4)
50,000,000 PV – 59,999,999 PV	
60,000,000 PV – 74,999,999 PV	
75,000,000 PV – 79,999,999 PV	
80,000,000 PV - 99,999,999 PV	
100,000,000 PV - 149,999,999 PV	
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Custom Report Packs--200 Included (10 Custom Reports/pack) ----- Based on Annual Commit -----Does not include profiles.

Committed Rate Million PageViews/month	Monthly Cost per MPV
1,000,000 PV – 149,999,999 PV	(b) (4)
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 749,999,999 PV	
750,000,000 PV – 799,999,999 PV	
800,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 1,499,999,999 PV	
1,500,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Log File Delivery Service ($/MPV per month) When used with WTOD
$_(b) (4)_/ per month **Minimum commitment of (b) (4) month

WebTrends On-Demand Additional Smart Report Exports – (500 Exports per month Included)

1,000,000 PV – 99,999,999 PV	(b) (4)
100,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 5,000,000,000 PV	
>5,000,000,000 PV	

WebTrends On-Demand Translation Tables
(2,000 Monthly Exports)

1 MPV - 500,000,000 PV	(b) (4)
>500,000,000 PV	

Consulting --- WebTrends- Advanced Smartview Implementation (b) (4)

Engagement Overview: Advanced Smartview Implemenation. May be performed onsite or remote. Requires Advanced Smartview. Billed in full at time of purchase, terms net 30 days. Expires 6 months from date of purchase. Non-refundable, non-cancellable. Travel & expenses not included.

14. Professional Services in accordance with the SOW.

Professional Services -Web Trends	(b) (4)	Hour
Professional Services -Akamai Sr. Engineer		Hour
Professional Service FTE rate (2048 Hrs/Yr)		/Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as a (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

15. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- Remote Access Accelerator (RAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

Distributed Computing Platform Services
Period 2 (12 months)

16. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 300 GBs Net Storage
    • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

    Total Amount (b) (4) /Month

    Overage-Usage in excess of 300MPVs/month will be charged at (b) (4) MPVs.
    200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) GB is applied.

    A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month.

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

17. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	
100	GB	(Monthly price per GB)	

500	GB	(Monthly price per GB)	(b) (4)
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

18. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

19. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

20. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

21. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: $(b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: $(b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security
- Dynamic Mapping

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

22. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

23. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

24. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package $ (b) (4) month

Fee for Additional Zones- Each incremental set of 50 zones $ (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

25. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

26. Free Flow (Media Delivery) Streaming in accordance with the SOW.

Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	
6,000 GB to 7,500 GB ($/GB)	
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000+ GB ($/GB)	

Flash-Sustained Streaming Usage

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	
6,000 GB to 7,500 GB ($/GB)	

Year 2 Pricing

7,500 GB to 8,500 GB ($/GB)	(b) (4)
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000 GB ($/GB)	

ADDITIONAL SERVICES

Streaming Authentication	Monthly Service Fee	$ (b) (4)

27. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:

Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

28. WebTrends Analytics 8 On-Demand Page View Packaging in accordance with the SOW.

Web Analytics is a managed Web site reporting analysis service that allows customers to quickly access a wealth of information about their Web site usage and their users.

In addition to standard reports, WebTrends Analytics 8 On Demand includes:

- 5 Full Analysis Profiles
- 200 Selectable Reports
- 2000 SmartReport Exports
- Performance Dashboards
- Business Intelligence Integration (ODBC Data Access)
- Visual Path Analysis and 5-Point Scenario Analysis
- SmartView browser overlay
- Interactive Reporting Console (drill-down, drill across, quick query, ad-hoc query, and report bookmarks)
- Data collection, analysis, and delivery of services thru Akamai customer portal.
- In-product Customer Center (documentation and Web-based training)

Additional Features:

WebTrends updates full analysis service data (providing the full suite of reports and filtering options available in WebTrends) a minimum of 1x daily & express analysis data (delivering insight from a pre-defined set of reports) 2x an hour. The monthly service fee for WTOD is based on the following variables:

- Committed Number of Monthly Pageviews
- Need for Additional Profiles
- Need for Additional Custom Reports
- Need for Log File Delivery
- Need for Translation Tables
- SPECIAL NOTE: Professional Services must be purchased with

WebTrends on Demand

Million PageViews/month Max	Committed Monthly Rate
1 ($/MPV)	(b) (4)
2 ($/MPV)	
3 ($/MPV)	
4 ($/MPV)	
5 ($/MPV)	
6 ($/MPV)	
7 ($/MPV)	
8 ($/MPV)	
9 ($/MPV)	
10 MPV - 24 MPV ($/MPV)	
25 MPV - 49 MPV ($/MPV)	
50 MPV - 74 MPV ($/MPV)	
75 MPV - 99 MPV ($/MPV)	
100 MPV - 149 MPV ($/MPV)	
150 MPV - 199 MPV ($/MPV)	
200+ MPV ($/MPV)	

"WTOD" (WebTrends on Demand) pricing is based on a committed number of monthly page views measured in millions of page views (MPV). Bursting penalties will be applied when a customer exceeds their commit by 2X, resulting in 125% overage charges for those page views over the committed rate.

Additional Service Offerings Extending-Base Page View Package:

Additional Profiles

WTOD Base Page View offering includes 5 full analysis Profiles. A Profile contains all the information about how to analyze & produce reports for a group of domains, domain, or sub-domains.

WebTrends On-Demand Additional Profile Packs--5 Profiles Included (10 Profiles/pack) - Includes 30 custom reports - Based on Annual Commit:

HSHQDC-07-A-00014 Akamai Technologies Inc. BPA
Year 2 Pricing

Committed Rate Million PageViews/month	Analyzed
1,000,000 PV – 49,999,999 PV	(b) (4)
50,000,000 PV – 59,999,999 PV	
60,000,000 PV – 74,999,999 PV	
75,000,000 PV – 79,999,999 PV	
80,000,000 PV - 99,999,999 PV	
100,000,000 PV - 149,999,999 PV	
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Custom Report Packs--200 Included (10 Custom Reports/pack) ----- Based on Annual Commit -----Does not include profiles.

Committed Rate Million PageViews/month	Monthly Cost per MPV
1,000,000 PV – 149,999,999 PV	(b) (4)
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 749,999,999 PV	
750,000,000 PV – 799,999,999 PV	
800,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 1,499,999,999 PV	
1,500,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Log File Delivery Service ($/MPV per month) When used with WTOD
$ (b) (4) / per month **Minimum commitment of (b) /month

WebTrends On-Demand Additional Smart Report Exports – (500 Exports per month Included)

1,000,000 PV – 99,999,999 PV	(b) (4)
100,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 5,000,000,000 PV	
>5,000,000,000 PV	

WebTrends On-Demand Translation Tables
(2,000 Monthly Exports)

1 MPV - 500,000,000 PV	(b) (4)
>500,000,000 PV	

Consulting --- WebTrends- Advanced Smartview
Implementation (b) (4)

Engagement Overview: Advanced Smartview Implemenation. May be performed onsite or remote. Requires Advanced Smartview. Billed in full at time of purchase, terms net 30 days. Expires 6 months from date of purchase. Non-refundable, non-cancellable. Travel & expenses not included.

29. Professional Services in accordance with the SOW.

Professional Services -Web Trends	(b) (4)	Hour
Professional Services -Akamai Sr. Engineer		Hour
Professional Service FTE rate (2048 Hrs/Yr)		Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

30. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- Remote Access Accelerator (RAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

Distributed Computing Platform Services
Period 3 (12 months)

31. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 300 GBs Net Storage
    • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

    Total Amount (b) (4) /Month

    Overage-Usage in excess of 300MPVs/month will be charged at (b) (4) /MPVs.
    200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) GB is applied.

    A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month.

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

32. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	
100	GB	(Monthly price per GB)	

500	GB	(Monthly price per GB)	(b) (4)
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

33. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

34. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

35. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

36. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security
- Dynamic Mapping

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

37. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4) /Month
Advanced Cache Optimization	/Month
Content Targeting	/Month
Site Failover	/Month

38. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

39. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package $ (b) (4) /month

Fee for Additional Zones- Each incremental set of 50 zones $ (b) (4) /month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

40. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

41. Free Flow (Media Delivery) Streaming in accordance with the SOW.

Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	
6,000 GB to 7,500 GB ($/GB)	
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000+ GB ($/GB)	

Flash-Sustained Streaming Usage

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	

Year 3 Pricing

6,000 GB to 7,500 GB ($/GB)	(b) (4)
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000 GB ($/GB)	

ADDITIONAL SERVICES

Streaming Authentication Monthly Service Fee (b) (4)

42. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

43. WebTrends Analytics 8 On-Demand Page View Packaging in accordance with the SOW.

Web Analytics is a managed Web site reporting analysis service that allows customers to quickly access a wealth of information about their Web site usage and their users.

In addition to standard reports, WebTrends Analytics 8 On Demand includes:

- 5 Full Analysis Profiles
- 200 Selectable Reports
- 2000 SmartReport Exports
- Performance Dashboards
- Business Intelligence Integration (ODBC Data Access)
- Visual Path Analysis and 5-Point Scenario Analysis
- SmartView browser overlay
- Interactive Reporting Console (drill-down, drill across, quick query, ad-hoc query, and report bookmarks)
- Data collection, analysis, and delivery of services thru Akamai customer portal.
- In-product Customer Center (documentation and Web-based training)

Additional Features:

WebTrends updates full analysis service data (providing the full suite of reports and filtering options available in WebTrends) a minimum of 1x daily & express analysis data (delivering insight from a pre-defined set of reports) 2x an hour. The monthly service fee for WTOD is based on the following variables:

- Committed Number of Monthly Pageviews
- Need for Additional Profiles
- Need for Additional Custom Reports
- Need for Log File Delivery
- Need for Translation Tables
- SPECIAL NOTE: Professional Services must be purchased with

WebTrends on Demand

Million PageViews/month Max	Committed Monthly Rate
1 ($/MPV)	(b) (4)
2 ($/MPV)	
3 ($/MPV)	
4 ($/MPV)	
5 ($/MPV)	
6 ($/MPV)	
7 ($/MPV)	
8 ($/MPV)	
9 ($/MPV)	
10 MPV - 24 MPV ($/MPV)	
25 MPV - 49 MPV ($/MPV)	
50 MPV - 74 MPV ($/MPV)	
75 MPV - 99 MPV ($/MPV)	
100 MPV - 149 MPV ($/MPV)	
150 MPV - 199 MPV ($/MPV)	
200+ MPV ($/MPV)	

"WTOD" (WebTrends on Demand) pricing is based on a committed number of monthly page views measured in millions of page views (MPV). Bursting penalties will be applied when a customer exceeds their commit by 2X, resulting in 125% overage charges for those page views over the committed rate.

Additional Service Offerings Extending-Base Page View Package:

Additional Profiles

WTOD Base Page View offering includes 5 full analysis Profiles. A Profile contains all the information about how to analyze & produce reports for a group of domains, domain, or sub-domains.

WebTrends On-Demand Additional Profile Packs--5 Profiles Included (10 Profiles/pack) - Includes 30 custom reports - Based on Annual Commit:

Committed Rate Million PageViews/month	Analyzed
1,000,000 PV – 49,999,999 PV	(b) (4)
50,000,000 PV – 59,999,999 PV	
60,000,000 PV – 74,999,999 PV	
75,000,000 PV – 79,999,999 PV	
80,000,000 PV - 99,999,999 PV	
100,000,000 PV - 149,999,999 PV	
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Custom Report Packs--200 Included (10 Custom Reports/pack) -----Based on Annual Commit -----Does not include profiles.

Committed Rate Million PageViews/month	Monthly Cost per MPV
1,000,000 PV – 149,999,999 PV	(b) (4)
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 749,999,999 PV	
750,000,000 PV – 799,999,999 PV	
800,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 1,499,999,999 PV	
1,500,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Log File Delivery Service ($/MPV per month) When used with WTOD
$ (b) (4) / per month **Minimum commitment of (b) month

WebTrends On-Demand Additional Smart Report Exports – (500 Exports per month Included)	
1,000,000 PV – 99,999,999 PV	(b) (4)
100,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 5,000,000,000 PV	
>5,000,000,000 PV	

WebTrends On-Demand Translation Tables (2,000 Monthly Exports)	
1 MPV - 500,000,000 PV	(b) (4)
>500,000,000 PV	

Consulting --- WebTrends- Advanced Smartview Implementation	(b) (4)

Engagement Overview: Advanced Smartview Implemenation. May be performed onsite or remote. Requires Advanced Smartview. Billed in full at time of purchase, terms net 30 days. Expires 6 months from date of purchase. Non-refundable, non-cancellable. Travel & expenses not included.

44. Professional Services in accordance with the SOW.

Professional Services -Web Trends	(b) (4)	Hour
Professional Services -Akamai Sr. Engineer		Hour
Professional Service FTE rate (2048 Hrs/Yr)		/Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

45. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- Remote Access Accelerator (RAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

Distributed Computing Platform Services
Period 4 (12 months)

46. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 300 GBs Net Storage
    • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

    Total Amount (b) (4) /Month

    Overage-Usage in excess of 300MPVs/month will be charged at (b) (4) MPVs.
    200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) GB is applied.

    A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

47. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	
100	GB	(Monthly price per GB)	

500	GB	(Monthly price per GB)	(b) (4)
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

48. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

49. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

50. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

51. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security
- Dynamic Mapping

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

52. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

53. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

54. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) /month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

55. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

56. Free Flow (Media Delivery) Streaming in accordance with the SOW.

Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	
6,000 GB to 7,500 GB ($/GB)	
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000+ GB ($/GB)	

Flash-Sustained Streaming Usage

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	

Year 4 Pricing

6,000 GB to 7,500 GB ($/GB)	(b) (4)
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000 GB ($/GB)	

ADDITIONAL SERVICES

Streaming Authentication	Monthly Service Fee	(b) (4)

57. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

58. WebTrends Analytics 8 On-Demand Page View Packaging in accordance with the SOW.

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- 200 Selectable Reports
- 2000 SmartReport Exports
- Performance Dashboards
- Business Intelligence Integration (ODBC Data Access)
- Visual Path Analysis and 5-Point Scenario Analysis
- SmartView browser overlay
- Interactive Reporting Console (drill-down, drill across, quick query, ad-hoc query, and report bookmarks)
- Data collection, analysis, and delivery of services thru Akamai customer portal.
- In-product Customer Center (documentation and Web-based training)

Additional Features:

WebTrends updates full analysis service data (providing the full suite of reports and filtering options available in WebTrends) a minimum of 1x daily & express analysis data (delivering insight from a pre-defined set of reports) 2x an hour. The monthly service fee for WTOD is based on the following variables:

- Committed Number of Monthly Pageviews
- Need for Additional Profiles
- Need for Additional Custom Reports
- Need for Log File Delivery
- Need for Translation Tables
- SPECIAL NOTE: Professional Services must be purchased with

WebTrends on Demand

Million PageViews/month Max	Committed Monthly Rate
1 ($/MPV)	(b) (4)
2 ($/MPV)	
3 ($/MPV)	
4 ($/MPV)	
5 ($/MPV)	
6 ($/MPV)	
7 ($/MPV)	
8 ($/MPV)	
9 ($/MPV)	
10 MPV - 24 MPV ($/MPV)	
25 MPV - 49 MPV ($/MPV)	
50 MPV - 74 MPV ($/MPV)	
75 MPV - 99 MPV ($/MPV)	
100 MPV - 149 MPV ($/MPV)	
150 MPV - 199 MPV ($/MPV)	
200+ MPV ($/MPV)	

"WTOD" (WebTrends on Demand) pricing is based on a committed number of monthly page views measured in millions of page views (MPV). Bursting penalties will be applied when a customer exceeds their commit by 2X, resulting in 125% overage charges for those page views over the committed rate.

Additional Service Offerings Extending-Base Page View Package:

Additional Profiles

WTOD Base Page View offering includes 5 full analysis Profiles. A Profile contains all the information about how to analyze & produce reports for a group of domains, domain, or sub-domains.

WebTrends On-Demand Additional Profile Packs--5 Profiles Included (10 Profiles/pack) - Includes 30 custom reports - Based on Annual Commit:

Committed Rate Million PageViews/month	Analyzed
1,000,000 PV – 49,999,999 PV	(b) (4)
50,000,000 PV – 59,999,999 PV	
60,000,000 PV – 74,999,999 PV	
75,000,000 PV – 79,999,999 PV	
80,000,000 PV - 99,999,999 PV	
100,000,000 PV - 149,999,999 PV	
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Custom Report Packs--200 Included (10 Custom Reports/pack) -----
Based on Annual Commit -----Does not include profiles.

Committed Rate Million PageViews/month	Monthly Cost per MPV
1,000,000 PV – 149,999,999 PV	(b) (4)
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 749,999,999 PV	
750,000,000 PV – 799,999,999 PV	
800,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 1,499,999,999 PV	
1,500,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Log File Delivery Service ($/MPV per month) When used with WTOD
$ (b) (4) / per month **Minimum commitment of (b) month

WebTrends On-Demand Additional Smart Report Exports – (500 Exports per month Included)	
1,000,000 PV – 99,999,999 PV	(b) (4)
100,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 5,000,000,000 PV	
>5,000,000,000 PV	
WebTrends On-Demand Translation Tables	
(2,000 Monthly Exports)	
1 MPV - 500,000,000 PV	
>500,000,000 PV	

Consulting --- WebTrends- Advanced Smartview	
Implementation	(b) (4)

Engagement Overview: Advanced Smartview Implemenation. May be performed onsite or remote. Requires Advanced Smartview. Billed in full at time of purchase, terms net 30 days. Expires 6 months from date of purchase. Non-refundable, non-cancellable. Travel & expenses not included.

59. Professional Services in accordance with the SOW.

Professional Services -Web Trends	(b) (4)	Hour
Professional Services -Akamai Sr. Engineer		Hour
Professional Service FTE rate (2048 Hrs/Yr)		Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

60. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- Remote Access Accelerator (RAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

Distributed Computing Platform Services
Period 5 (12 months)

61. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 300 GBs Net Storage
    • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

    Total Amount (b) (4) /Month

    Overage-Usage in excess of 300MPVs/month will be charged at (b) (4) MPVs.
    200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) GB is applied.

    A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

62. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	
100	GB	(Monthly price per GB)	

Year 5 Pricing

500	GB	(Monthly price per GB)	(b) (4)
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

63. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

64. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

65. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

66. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security
- Dynamic Mapping

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

67. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

68. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

69. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) /month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

70. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

71. Free Flow (Media Delivery) Streaming in accordance with the SOW.

Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	
6,000 GB to 7,500 GB ($/GB)	
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000+ GB ($/GB)	

Flash-Sustained Streaming Usage

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB ($/GB)	(b) (4)
150 GB to 300 GB ($/GB)	
300 GB to 450 GB ($/GB)	
450 GB to 750 GB ($/GB)	
750 GB to 1,500 GB ($/GB)	
1,500 GB to 2,250 GB ($/GB)	
2,250 GB to 3,000 GB ($/GB)	
3,000 GB to 3,750 GB ($/GB)	
3,750 GB to 5,000 GB ($/GB)	
5,000 GB to 6,000 GB ($/GB)	

Year 5 Pricing

6,000 GB to 7,500 GB ($/GB)	(b) (4)
7,500 GB to 8,500 GB ($/GB)	
8,500 GB to 10,000 GB ($/GB)	
10,000 GB to 11,250 GB ($/GB)	
11,250 GB to 15,000 GB ($/GB)	
15,000 GB to 30,000 GB ($/GB)	

ADDITIONAL SERVICES

Streaming Authentication	Monthly Service Fee	(b) (4)

72. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

73. WebTrends Analytics 8 On-Demand Page View Packaging in accordance with the SOW.

Web Analytics is a managed Web site reporting analysis service that allows customers to quickly access a wealth of information about their Web site usage and their users.

In addition to standard reports, WebTrends Analytics 8 On Demand includes:

- 5 Full Analysis Profiles
- 200 Selectable Reports
- 2000 SmartReport Exports
- Performance Dashboards
- Business Intelligence Integration (ODBC Data Access)
- Visual Path Analysis and 5-Point Scenario Analysis
- SmartView browser overlay
- Interactive Reporting Console (drill-down, drill across, quick query, ad-hoc query, and report bookmarks)
- Data collection, analysis, and delivery of services thru Akamai customer portal.
- In-product Customer Center (documentation and Web-based training)

Additional Features:

WebTrends updates full analysis service data (providing the full suite of reports and filtering options available in WebTrends) a minimum of 1x daily & express analysis data (delivering insight from a pre-defined set of reports) 2x an hour. The monthly service fee for WTOD is based on the following variables:

- Committed Number of Monthly Pageviews
- Need for Additional Profiles
- Need for Additional Custom Reports
- Need for Log File Delivery
- Need for Translation Tables
- SPECIAL NOTE: Professional Services must be purchased with

WebTrends on Demand

Million PageViews/month Max	Committed Monthly Rate
1 ($/MPV)	(b) (4)
2 ($/MPV)	
3 ($/MPV)	
4 ($/MPV)	
5 ($/MPV)	
6 ($/MPV)	
7 ($/MPV)	
8 ($/MPV)	
9 ($/MPV)	
10 MPV - 24 MPV ($/MPV)	
25 MPV - 49 MPV ($/MPV)	
50 MPV - 74 MPV ($/MPV)	
75 MPV - 99 MPV ($/MPV)	
100 MPV - 149 MPV ($/MPV)	
150 MPV - 199 MPV ($/MPV)	
200+ MPV ($/MPV)	

"WTOD" (WebTrends on Demand) pricing is based on a committed number of monthly page views measured in millions of page views (MPV). Bursting penalties will be applied when a customer exceeds their commit by 2X, resulting in 125% overage charges for those page views over the committed rate.

Additional Service Offerings Extending-Base Page View Package:

Additional Profiles

WTOD Base Page View offering includes 5 full analysis Profiles. A Profile contains all the information about how to analyze & produce reports for a group of domains, domain, or sub-domains.

WebTrends On-Demand Additional Profile Packs--5 Profiles Included (10 Profiles/pack) - Includes 30 custom reports - Based on Annual Commit:

Committed Rate Million PageViews/month	Analyzed
1,000,000 PV – 49,999,999 PV	(b) (4)
50,000,000 PV – 59,999,999 PV	
60,000,000 PV – 74,999,999 PV	
75,000,000 PV – 79,999,999 PV	
80,000,000 PV - 99,999,999 PV	
100,000,000 PV - 149,999,999 PV	
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Custom Report Packs--200 Included (10 Custom Reports/pack) -----
Based on Annual Commit -----Does not include profiles.

Committed Rate Million PageViews/month	Monthly Cost per MPV
1,000,000 PV – 149,999,999 PV	(b) (4)
150,000,000 PV – 199,999,999 PV	
200,000,000 PV – 249,999,999 PV	
250,000,000 PV – 299,999,999 PV	
300,000,000 PV – 399,999,999 PV	
400,000,000 PV – 499,999,999 PV	
500,000,000 PV – 599,999,999 PV	
600,000,000 PV – 749,999,999 PV	
750,000,000 PV – 799,999,999 PV	
800,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 1,499,999,999 PV	
1,500,000,000 PV – 1,999,999,999 PV	
2,000,000,000 PV – 2,999,999,999 PV	
3,000,000,000 PV – 3,999,999,999 PV	
4,000,000,000 PV – 5,000,000,000 PV	
> 5,000,000,000 PV	

WebTrends On-Demand Log File Delivery Service ($/MPV per month) When used with WTOD
$_(b) (4)_/ per month **Minimum commitment of (b) /month

WebTrends On-Demand Additional Smart Report Exports – (500 Exports per month Included)	
1,000,000 PV – 99,999,999 PV	(b) (4)
100,000,000 PV – 999,999,999 PV	
1,000,000,000 PV – 5,000,000,000 PV	
>5,000,000,000 PV	

WebTrends On-Demand Translation Tables (2,000 Monthly Exports)	
1 MPV - 500,000,000 PV	(b) (4)
>500,000,000 PV	

Consulting --- WebTrends- Advanced Smartview	
Implementation	(b) (4)

Engagement Overview: Advanced Smartview Implemenation. May be performed onsite or remote. Requires Advanced Smartview. Billed in full at time of purchase, terms net 30 days. Expires 6 months from date of purchase. Non-refundable, non-cancellable. Travel & expenses not included.

74. Professional Services in accordance with the SOW.

Professional Services -Web Trends	(b) (4)	Hour
Professional Services -Akamai Sr. Engineer		Hour
Professional Service FTE rate (2048 Hrs/Yr)		Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

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Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- Remote Access Accelerator (RAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

76.

2. STATEMENT OF WORK (SOW) revised September 1, 2009

This statement of work (SOW) provides:

- Purpose
- Introduction and Overview
- Objective
- Technical Capabilities
- Services
- Security Requirements
- Security Compliance
- Points of Contact
- Inspection and Acceptance
- Travel
- Government Furnished Information
- Section 508
- Invoices

2.1 PURPOSE

To provide Distributed Computing Platform service for DHS.

2.2 INTRODUCTION AND OVERVIEW

The Internet is increasingly becoming important to DHS as a means of cost-effective, ubiquitous communications channel. Moreover, DHS' use of the Internet continues to grow significantly – the number of United States citizens, businesses and government agencies obtaining valuable information and conducting transactions on-line is increasing. One of the key business drivers for maintaining and even accelerating such Internet growth for DHS is that on-line communications are a fraction of the cost of off-line communications. Thus, solutions that help DHS to better meet increasing demand of its on-line traffic are strongly desirable.

As DHS moves more of its communications onto the Internet, there are many challenges regarding the delivery of its content and applications. These challenges must be effectively addressed to continue to grow the significant traffic generated by DHS' web properties. These challenges include:

- **Performance** – growing Internet congestion and increasing centralized processing can lead to poor end-user experience
- **Cost** – unpredictable spikes in demand result in costly over-provisioning
- **Availability** – centralized infrastructure is a single point of failure
- **Reliability** – content integrity and security as it traverses the Internet
- **Security** – protection against denial of service (DoS) attacks and security compromises (e.g. viruses, intrusion, content tampering)
- **Ease of management** – greater functionality often leads to greater complexity
- **Business intelligence –** increasing demands for real-time, more granular reporting

2.3 OBJECTIVE

The objective of this BPA is for the Contractor to provide a Distributed Computing Platform service for identified DHS websites via a globally deployed network with an installed server base deployed across independent networks or ISPs around the globe so as to assist DHS in maximizing its performance objectives, provide DHS a global reach, and to accommodate unpredictable load increases (flash crowds) and Internet-wide projected growth.

2.4 TECHNICAL CAPABILITIES

This section covers the capabilities required by DHS for the Contractor to achieve the aforementioned objective.

a. Distributed Computing Platform Service: The Contractor's distributed computing platform service shall have the capability to provide support for up to seventy-five (75) DHS web sites, host names and applications including support for up to 25 secure SSL sites within a base platform as well as support added platform functionality per department, website, or application. The attached document entitled "DHS Current Services" provides a snapshot of the current bandwidth and services in use by DHS. In addition, the Contractor's distributed computing platform shall have the following capabilities;

- to respond to even the largest short-term demand surges without capacity limitations.
- to provide proven protection against hackers and denial of service attacks and facilitate continuity of operations.
- to provide mapping technology that dynamically directs end users to the "optimal" distributed server taking into account the latest Internet conditions.
- to create private maps and deployments within its distributed platform for DHS specific, content, applications, and physical locations. For example, the capability to deploy its distributed platform into DHS Internet access points to enable the local delivery of all its commercial, government, and DHS Web content, applications, and streaming content to DHS end users with the purpose of increasing the performance and reliability of content/ applications delivered while reducing DHS outbound Internet traffic.
- to configure private maps within its network to create a DHS private/ dedicated content and application delivery network over the Internet to enable DHS prioritized routing for DHS traffic and reserved bandwidth capacity over the Internet
- to deploy a separate and distinct DHS private/dedicated content and application delivery network deployed behind the firewall on DHS internal networks.
- to deliver all web content and applications distributed on DHS Web sites to eliminate single points of failure with a performance improvement goal of two (2) to five (5) times greater than DHS' current centralized hosting environment.

b. Java Processing: The Contractor shall have the capability to process J2EE compliant web-based applications across its globally distributed network. In addition, the Contractor must have the following capabilities;

- to deploy enterprise Java web applications across Contractor's distributed network in which DHS selects components of the applications to run on the Contractor's distributed network. The components supported should include JSPs, servlets, and beans that contain presentation logic.
- to provide a Java web environment, in addition to multiple forms of back-end communication. These back-end communications shall include RMI, JDBC, SOAP and raw socket connections over an HTTP or HTTPS tunnel.
- to provide support technologies to ensure that processing of multiple Java web applications across the distributed network work seamlessly. These support technologies shall include secure sandboxing of memory, CPU, and other resources to optimize performance, security and reliability. .

c. Dynamic Content Services: The Contractor shall have the capability to provide multiple mechanisms to handle dynamic content. These mechanisms should fully support Edge Side Includes (ESI) enabling dynamic assembly of and delivery of web pages from distributed servers at the edges of the Internet, where improved performance and reliability is realized. In addition, the Contractor shall provide a collection of tools that enable usage of ESI via web development technologies such as ASP and JSP.

d. Access Control and PKI: The Contractor shall have the capability to support multiple mechanisms to protect web content. These mechanisms shall include:

Request-Based Blocking: Access based on an attribute of the request - source IP address, HTTP request header such Referrer and User-Agent (e.g., spiders). This access shall also be able to deny or allow access to requests based on the originating geographies.

Centralized Authorization: Access based on checking with the source server prior to serving content to any end user or denying access to any end user. This method needs to support HTTP Basic Authentication and form-based login, as well as other access methods provided by 3rd party solutions. Upon denial of access, custom error pages needs to be served.

Distributed Authorization: Access based on decision logic delegated to distributed servers without the need to contact the source server. Security policy information is communicated to distributed servers via an encrypted cookie, and this information used to grant or deny access. Access or denial is determined by the IP address of the requesting user, presence or absence of a valid cookie, URL of content being requested, and/or an expiration time set in the cookie. Upon denial of access, custom error pages needs to be served.

Remote Authorization: Access based on checking with an authorization server that is separate from the server that serves the content. This method shall also be able to first contact a server designated by DHS to perform the authorization, and once authorized, retrieve the content from another designated server. Upon denial of access, custom error pages needs to be served.

Client Certificate Authentication: Access based on validation of user credential such as Common Access Card or Smart Card to support trusted communication from an end user client to the Contractor's servers and through to the source server, including the following key aspects of PKI delivery:

- SSL/TLS transactions
- Certificate validation – client certificate support, X.509, OCSP requesting, and distributed OCSP via 3rd party or on the Contractor's distributed network.

This access shall also have the capability to request a client certificate from the client, validate the certificate against a Certificate Authority (CA) list, check that the client certificate has not been revoked using the Online Certificate Status Protocol (OCSP), handle the connection appropriately based on certificate validity, log relevant certificate information, and forward the information to the source server. The Contractor shall also have the capability to implement and support a globally distributed OCSP responder service across its platform.

SSL Client Certificate Authentication: Ability of the Contractor to submit its SSL certificate to the source server during the SSL handshake in order to authenticate the Contractor's servers with the source server.

e. Site Security Enhancements: The Contractor shall have the capability to enhance the security of the primary origin site through the implementation of incremental layers of controls that extend origin site security across the Internet, blocking malicious and random attacks from impacting the protected network. These controls shall include:

Origin Cloaking: The Contractor's distributed servers act as a buffer and trusted entity to the enterprise configuration. Handles all communication with the public and

communicate with the origin site through a private encrypted connection over known IP space. No physical connections (keyboards, port monitors, etc) should be allowed on these distributed servers. All non-essential IP services should also be disabled on these distributed servers (including FTP, telnet, and rlogin).

DNS Masking: Provide redundant name servers across a variety of networks and geographies. Must be able to hide the source DNS infrastructure from addressable IP space while allowing DHS to maintain complete administration of DNS data.

f. Secure Sockets Layer (SSL) Processing: The Contractor shall have the capability to provide SSL processing capabilities across its distributed servers. DHS will choose to deliver either SSL objects or entire SSL pages over the Contractor's distributed network.

SSL pages shall be delivered to end users over a secure connection on behalf of DHS using a customer-provided SSL certificate. SSL objects and non-secure content may be cached on the distributed servers to eliminate the need to retrieve content on every end-user request. The result is to move almost all SSL interactions as close as possible to the end user, drastically reducing load on the origin infrastructure.

g. Advanced Cache Control: The Contractor shall have the capability and flexibility in how cached objects are labeled and identified. Capabilities shall include and are not limited to;

- to accommodate scenarios where unique user information is contained in the URL for logging or tracking purposes, or when different content is served based on the value of a cookie or other request attribute.

- The Contractor must accommodate these scenarios by making it possible to modify an object's cache label (or cache key) to contain only the URL components and request attributes that are appropriate for the defined content. As a result, the Contractor' distributed network of servers should be able to handle the complex content that would otherwise be non-cacheable.

- To handle cookies, redirects, and headers on its distributed servers to mirror more of the origin site functionality at the edge.

- For websites that use session objects to track form inputs or other user information during interaction with the site, session identifiers (ID's) can present a challenge to caching content, because session ID's specific to an individual user can be embedded inside an otherwise cacheable HTML page. This shall also include rewriting capabilities that can make these pages cacheable by removing the user-unique session ID's from the cached version of the content, and re-inserting the right values upon serving the content to the end user.

- To support content Time-To-Live (TTL) values by matching on file extensions, file names or paths to enable content to be cached selectively at a maximum cache time without sacrificing freshness of any content.

- To support downstream caching to enable management of downstream client caching (e.g., proxy servers or client browsers).

- To modify HTTP headers to enable the insertion of hostname for URL from the client in the URL forwarded to the origin servers so that no modification to the site's application logic is required.

- To perform path modification to rewrite the forward path when it makes a request to the origin server based on a simple rule or regular expression.

h. Failover Solutions/ Disaster Recovery Capability: The Contractor shall have the capability to automatically detect when the primary origin site is unresponsive, perform a failover action in real-time, and automatically resume normal operations when the primary origin site is back online. The Contractor shall also be able to provide multiple failover options in case the primary site location is unavailable. The Contractor shall be able to perform the following failover options, including a combination of these options to achieve multiple levels of failover:

Failover to a storage location managed by the Contractor: The Contractor shall provide a demonstrated capability for a failover site to be available to end users in case the primary site is unavailable. This failover site must be a robust storage facility with terabytes of capacity that are geographically dispersed at a minimum of two (2) different locations. The failover site would then be automatically replicated across all these storage locations ensuring availability, scalability and performance.

The Contractor must also be able to provide a tool that periodically creates a snapshot of the primary origin site and upload the latest content to create the failover site on the storage location.

Failover to Alternate Data Center (Mirror Failover): The Contractor shall have a demonstrated capability to direct its distributed network servers to an alternate data center managed by DHS. This must occur in real-time, in case the primary origin site is unavailable. The Contractor shall be flexible enough to accommodate different business rules for what constitutes a failure at the primary origin site.

i. Internet Optimal Path Selection: The Contractor shall have the capability to select optimal path on the Internet in case the routes provided by the Border Gateway Protocol (BGP) are not performing well or unavailable altogether.

j. Compression: The Contractor shall have Compression capabilities in order to further enhance performance for dial-up users

k. IP Intelligence: The Contractor shall possess IP data gathering capabilities to provides highly accurate worldwide coverage for every routable IP address on the Internet.

The Contractor's IP intelligence knowledge base should contain the following types of data:

Geographic Origin
- Country
- Region (State or Province)
- City
- Market Area
- MSA, PMSA
- Area code
- Latitude/Longitude
- Time zone
- County
- Zip code

Network
- Connection type (dial-up, DSL, ISDN, or cable)
- Network name (e.g. AOL)
- Actual connection speed

As part of this capability the IP intelligence knowledge base, the Contractor shall also possess ability to provide network-specific information on a global scale. Network-specific information shall include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements from key routers points on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data

l. Streaming: The Contractor shall possess the capability to support the delivery of streaming content. This capability shall support live, pre-programmed broadcast, and on-demand video and be available for streaming all leading media formats including Windows Media, Real, QuickTime and optionally Flash. In addition, the Contractor shall demonstrate the following capabilities;

- to reduce the time it takes to buffer and start the stream.
- to use techniques such as “byte range gets” to improve the efficiency of the transmission.
- to limit the access of users to only those who are allowed (i.e. Streaming authentication capability).
- be a token-based architecture in which the DHS authenticates each end-user at the origin site through an initial approval process, such as a user name and password.
- to provide multiple paths from the source to the distributed computing platform.

m. Network Storage: The Contractor shall have the capability to persistently store web site content close to its servers.

The Contractor shall support an initial storage capacity of 300 GBs (refer to the attachment entitled “DHS Current Services” for detail on current needs) with scalability of up to multiple terabytes.

n. Domain Name Service (DNS): The Contractor shall provide an enterprise-level DNS capability to dependably direct end users to enterprise web sites and applications. Because DHS must maintain full control over the primary DNS servers, the Contractor shall also provide a secondary DNS approach, allowing DHS to leverage a distributed network of DNS servers, while retaining existing processes for DNS zone administration.

Typically, enterprises provision two (2) or three (3) different servers for this purpose, which makes DNS a point of failure for their site. The maximum number of domain name servers able to respond to a standard DNS query is currently limited to eight (8). However, the Contractor shall possess IP Anycast technology that can extend the number of domain name servers able to respond to a DNS query, from eight (8) to effectively an unlimited number.

o. Download Manager: The Contractor shall have the capability to provide a download manager capability for delivering digitized files, such as software, documents, slides, or other large objects. This download manager capability shall;

- be able to be used with websites and web applications that deliver content via SSL, as well as with sites that require authentication before providing access to content.
- be available as an ActiveX component or Java applet that is quickly downloaded when an end user requests a file from the distributed edge server and will work for end users on all leading operating systems using the major web browsers.
- enable end users to be able to easily start and stop the download as needed.
- be able to provide useful information such as download initiations and completions to application owners or support personnel.

p. File Transfer Protocol (FTP): The Contractor shall have the capability to provide a robust FTP service. This capability shall be a managed service that leverages distributed infrastructure to serve files for end users over FTP.

q. Alerting: The Contractor shall have the capability to send email alerts if any DHS pre-defined thresholds are reached at the primary origin server. Alerts must be tailored to enterprise specifications to inform system managers of critical conditions, including but not limited to:

- Distributed servers' bandwidth usage (drops or bursts of traffic)
- Origin server failure
- Origin connection failure
- Origin DNS failure
- SSL transaction failure
- Download abort
- Access denied at origin
- URL not found

r. **Logging**: The Contractor shall have the capability to provide server logs, to DHS website or application owners, in formats such as Combined Log Format and W3C Extended Log Format. In addition, the Contractor shall be able to support encoding via the following formats: zipped and uuencoded, and GPG Encrypted. DHS personnel or contractor support shall be able to securely retrieve these log files.

2.5 SERVICES

This section covers some of the services required by DHS for the Contractor to support the aforementioned objective;

a. Customer Support: The Contractor shall provide customer support staff who are available 24x7x365. Customer support features shall include:

- Virtually unlimited number of tickets
- A online ticketing system available 24x7x365, with real time case status and history
- Comprehensive documentation on the Contractor's products and services, available 24x7x365
- Updates to the Contractor network, including minor and major releases
- Critical incident alerts
- Tier 1 diagnostics tools
- Guaranteed service level response times and real-time access to a customer support team

b. Reporting: The Contractor shall provide real-time monitoring and historical reporting tools accessible via a secure portal for easy access and ability for DHS to view and run the reports on-

line or schedule them to be automatically e-mailed in the format and at the frequency defined by the User.

Some of the standard reports shall include but are not limited to :

- Network bandwidth utilization;
- Number of hits on popular pages;
- Geographic dispersion of users accessing content.
- Traffic at websites, including number of hits & megabytes delivered
- Average number of concurrent streams
- Minutes of content viewed
- Maximum concurrent streams
- Amount of content delivered
- Number of unique viewers
- Views by bit rate
- Most viewed URL's
- Traffic by geography
- Traffic trends (by hour of day, day of week, etc.)

In addition to above standard reports, the Contractor must provide diagnostic tools to troubleshoot any issues that may arise on their distributed servers. All these tools should be integrated together with reporting tools.

c. Hardware Refresh: The Contractor will provide appropriate level of products and services to support new technology that will not pose security risks to DHS content and data hosted on the distributed platform.

d. Global Traffic Management Service: The Contractor shall have the capability to provide DHS an intelligent global traffic management service in order to support geographically distributed DHS data centers and applications managed at the DNS level. Below are some of the support tasks included in this optional service;

- Provide traffic management with an Internet-centric view in addition to evaluating if servers are functional to ensure that end users can reach the DHS web site.
- Factor real-time Internet traffic conditions such as latency and packet loss to determine an optimal path to the DHS origin infrastructures (data centers) to mitigate impact of Internet congestion.
- Provide the ability to modify traffic allocation and visibility to real-time data, reports and alerts to enable DHS administrators to identify and address potential issues.
- The global traffic management capability shall provide options to support the following logical/physical configurations in a multi-site architecture:

Mirrored Failover: Route traffic and redirect end users to an alternate location when the primary data center is unavailable.

IP Intelligence: Assign end users to the closest data center based on geographic or IP rules.

Performance Load Balancing: Map an end-user dynamically to the best performing web infrastructure as well as provide failover. Fractionally split load between servers/data centers, and optionally, shift load based on server utilization based on load feedback policy decisions. To utilize the best network performance and availability options for end users, the Contractor shall also have the capability to deploy agents in each data center to provide real-time updates to the Contractor's distributed network.

e. Application and Site Performance Capabilities: The Contractor's distributed computing platform shall offer application performance and site acceleration solution capabilities for accelerating completely dynamic or transactional applications and content. This capability shall support both secure HTTPS (SSL) and HTTP applications. Optimal path and connection optimization techniques should be utilized.

As part of this capability, the Contractor shall provide the ability to provide Transport Protocol Optimization capabilities to improve parameters governing TCP communications impacting data transmission rates and server recovery from packet loss.

In addition, the Contractor's application acceleration solution shall support mechanisms to reduce multiple round-trips between the client and the Web server for the rendering of HTML to reduce the request/response rate for embedded content.

f. Assured IP Communications and Remote Access Services: The Contractor shall offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and others. This capability is needed for the following scenarios;

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

g. Implementation and Technical Services: The Contractor shall provide technical support services which include but not limited to the following;

- Develop an implementation plan for each site
- Develop requirements documents
- Develop test plans and failover procedures for each site
- Develop escalation procedures for post implementation support
- Provide onsite education to review solution set, review reporting capabilities, failover options, and other aspects of the Contractor's implementation plan.
- Monitor performance and provide recommendations to maximize use of their service.
- Provide presentations to DHS regarding the Contractor's services, capabilities, and failover options
- Provide training on Contractor's supported services
- Participate in DHS planning and project management meetings, as requested
- Provide technical and architectural expertise in bringing more sites to Contractor's distributed computing platform
- Perform feasibility studies and analyses

2.6 SECURITY REQUIREMENTS

In accordance with the attached conditional Authority to Operate (ATO) (see attachment 2), the contractor must adhere to the following security requirements:

a. The Contractor shall have implemented FIPS 140-2 (NIST Validated) encryption (e.g., SSL) in order to support DHS sensitive/FOUO data. This encryption shall be end to end browser to source server.

b. Database Management System and Operating System configuration on Contractor servers shall conform to the latest version of DHS Hardening Guidelines. Any deviations from this guidance must be approved in writing by the DHS Designated Approving Authority (DAA).

c. The Contractor shall have the capability to restrict administrative access to DHS data to only authorized U.S. citizens.

d. The Contractor's information system shall have an active ATO comparable to DHS specific certification and accreditation standards, DHS Management Directive (MD) 4300A. If the Contractor's information system is not up to the aforementioned standards and policies/procedures, the Contractor shall take the necessary steps to ensure that their information system does.

e. The Contractor's system will be subjected to continuously monitoring with periodic reports and POA&M updates on system conditions and changes to the DAA via the Certification Agent.

f. Hosting facilities of the Contractor shall be located within the USA and its territories. The facilities must have more than 50% USA company ownership and be approved by DHS for hosting DHS data. The Contractor shall apprise DHS when the status of a hosting facility changes to less than 50% USA company ownership. The facility must be inspected by DHS as part of the approval process.

2.7 SECURITY COMPLIANCE

- All personnel will undergo a screening by the Government. All Contractor personnel shall be able to obtain Favorable Suitability approval of their DHS mandated Background Investigation and/or Security Clearance with past history of holding security clearances.

- All personnel monitoring/accessing the Contractor servers hosting DHS data/websites must be submitted for a DHS Background Investigation and have a DHS Enter On Duty (EOD) designation prior to being granted access to Contractor servers hosting DHS data/websites.

- In addition, refer to the HSAR clauses in Section 4 for additional DHS security requirements.

2.8 POINTS OF CONTACT

Contracting Officer Technical Representative (COTR)
Kieth Trippie
(b)(2) (b)(6)

2.9 INSPECTION AND ACCEPTANCE

Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery. No Deliverable is final until accepted and approved by the Government COTR. The signature of the COTR, or email from the COTR indicating acceptance of the deliverable, denotes acceptance and approval of each Deliverable. All Deliverables, including anything and everything developed while working under this BPA, are the sole property of the United States Government. All Contractor produced Deliverables, whether a paper deliverable or application developed for use by the Government, shall be reviewed using the following criteria:

- **Accuracy** - Work Products shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- **Clarity** - Work Products shall be clear and concise. All diagrams shall be easy to understand and relevant to the supporting narrative.
- **Specifications Validity** - All Work Products must satisfy the requirements of the Government as specified herein.
- **File Editing** - All text and diagrammatic files shall be editable by the Government.
- **Format** - Deliverables shall be submitted in electronic copy (where applicable) and in media as required by the project per COTR's direction. Electronic copies shall be compatible with a PC operating in a Windows environment using Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Project, and Microsoft Access. Electronic copies may be provided on a CD as agreed by both parties. In addition, for electronic submission the Contractor shall ensure appropriate measures are used for security and encryption of transmission of the information.
- **Timeliness** – Work products shall be submitted on or before the due date as mutually agreed upon by the COTR and/or Program Manager.
- **Quality Assurance** – The Contractor shall ensure overall quality of work performed. All supported and related activities performed under this Contract will be planned, controlled, and documented as required by existing regulations and guidelines.

The Contractor shall deliver all text materials in industry-standard format in soft copy and on removable media (where applicable). All Deliverables must be marked as DRAFT until accepted as stated herein. The purpose of the draft is to provide an opportunity for the Government staff to review Contractor developed Deliverables and provide comments on each Deliverable.

2.10 TRAVEL

No travel is anticipated at this time. In such cases where travel is requested by the Government during performance of this BPA the Contractor shall obtain Government written authorization prior to traveling. All travel and reimbursement for travel shall be in accordance with the current Federal Travel Regulations (see FAR 31.205-46) for the cost of travel required in conjunction with performance of this BPA. Reimbursement for travel is limited to that required in the performance of individual Task Orders. The Government will not pay for local travel charges, including parking.

2.11 GOVERNMENT FURNISHED INFORMATION (GFI):

The Government will provide, as requested and necessary, information relative to the Contractor's ability to perform the work as described within individual Task Orders.

Item
DHS MD-4300A, Sensitive Security Handbook.
DHS Hardening Guidelines
Associated DHS policies/procedures

Item
PL 107-347 Section III, Federal Information Security Management Act (FISMA) of 2002, 2002
OMB Circular A-130, Appendix III, Security of Federal Automated Information Systems, 2000
HSPD-7, Critical Infrastructure Identification, Prioritization, and Protection, 2004
PDD-63, Critical Infrastructure Protection, 1998
40 U.S.C. 1401 et seq., P.L. 104-106, Clinger Cohen Act of 1996 (Information Technology and Management Reform Act of 1996)

2.12 SECTION 508

39.203(b) (3) and (c) (2) for Electronic and Information Technology; Compliance with Section 508 of the Rehabilitation Act of 1973, 1988 Amendments

Section 508 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities and members of the public with disabilities seeking information or services from a federal agency, have comparable access to and use of information and data as employees and members of the public who have no disabilities, unless an undue burden would be imposed on the agency. By submitting a bid or offer in response to this solicitation, the contractor makes an affirmative statement that the product or services to be provided are in compliance with the Electronic and Information Technology Accessibility Standards (36 CFR 1194) as specified in the Statement of Work or in the technical specifications, as a minimum.

2.13 INVOICING

The requirements of a proper invoice are as specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the task order issued against the BPA.

2.14 DELIVERABLES

This section covers the deliverables required by DHS for the Contractor to achieve the aforementioned objective;

a. Program Management Reviews (PMRs)- The contractor shall participate in regular reviews of the BPA. Reviews shall be held at least twice a year as scheduled by the Akamai BPA Program Manager. During these reviews the Contractor shall report at a minimum, the status of BPA orders and outstanding issues concerning the BPA. The PMR agenda and presentation format shall be provided prior to each PMR.

b. DHS Monthly Usage Report- The contractor shall be responsible for monthly reporting DHS usage of Akamai Base Platform Standard Dynamic Site Delivery (DSD) with Advanced Features in Million Page Views (MPV) measurements for each website hosted on the Akamai platform. These statistics will be used for future budgetary and capacity planning purposes. The reports will be due on the first Friday of every month.

c. Reports of Orders- The contractor shall be responsible for submitting monthly reports of orders requested by the appointed DHS COTR. The contractor shall maintain the report of all task orders issued against the BPA. The monthly report is to be submitted electronically to the Contracting Officer, Program Manager and COTR within ten (10) days of the monthly reporting period. In addition, the contractor shall provide a quarterly summary report of all task orders. The Report of Orders shall contain, but are not limited to the following data:

- List of Orders by each DHS Component
- CLINs
- CLIN prices
- Total Value
- Status
- Period of Performance (POP)
- Sales data for the month
- Cumulative sales data for the quarter, year, and BPA to date

4 ATTACHMENTS PROVIDED WITH THE SOW

Attachment 1 – Services Rate Table Revised September 1, 2009

Distributed Computing Platform Services
Period 1 (12 months)

1. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

   • Includes up to 75 sites and or host names
   • 25 Single SSL Certificates
   • 300 GBs Net Storage
   • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
   • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
   • All features listed in DSD description below.
   • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

   Total Amount (b) (4) /Month

   Overage-Usage in excess of 300MPVs/month will be charged at (b) (4) MPVs.
   200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) GB is applied.

   A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month.

   Dynamic Site Delivery with Advanced Features provides the following features:

   • SureRoute for Failover
   • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
   • Advanced Cache Control/Optimization
   • Dynamic Content Assembly
   • Last Mile Accelerator- (compression)
   • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
   • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
   • Access Control- Access Control includes:
      • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
      • Blocking Features
      • Edge-to-Origin Authentication
      • Custom Error Pages
   • Content Targeting
   • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
   • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

2. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	
100	GB	(Monthly price per GB)	

Year 1 Pricing

500	GB	(Monthly price per GB)	(b) (4)
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

3. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

4. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

5. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Year 1 Pricing

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

• Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
• SureRoute for Performance: route optimization
• Prefetching
• Transport Protocol Optimization
• Compression
• Access Control
• Advanced Cache
• WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
• 20% Domestic and 50% Global Service Level Agreement for acceleration
• 100% availability SLA

6. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: $ (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:
• SureRoute for Performance: route optimization
• Pre-fetching
• Transport Protocol Optimization
• Compressionon
• SureRoute for Failover
• Site Security
• Dynamic Mapping

Year 1 Pricing

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

7. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

   Dynamic Content Assembly
   Advanced Cache Optimization
   Content Targeting
   Site Failover

   (b) (4)

8. Global Traffic Management (GTM) in accordance with the SOW.

   Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

   Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

   IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

   Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

   Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

9. Enhanced DNS, in accordance with the SOW.

   Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

   Enhanced DNS package (b) (4) /month

   Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

   Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

   Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

10. SiteShield (Origin cloaking) in accordance with the SOW.

    The Site Shield Module "cloaks" a website from the public Internet. This adds an additional layer of security protection while still ensuring that content is delivered quickly and without fail, regardless of end user location. It is designed to compliment the existing infrastructure that protects a sites origin and leverage Akamai's advanced acceleration technologies.

    SiteShield package (b) (4) /month

11. EdgeComputing in accordance with the SOW.

    Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

Year 1 Pricing

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

12. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Year 1 Pricing

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES

Streaming Authentication Monthly Service Fee (b) (4)

13. EdgeScape License and IP Intelligence in accordance with the SOW.

    EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing

arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

14. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer	(b) (4)	Hour
Professional Service FTE rate (2048 Hrs/Yr)		Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as a (b) (4)

(b) (4)

weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

15. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

Year 1 Pricing

- IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)

- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps (Monthly Fee) (b) (4)
- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps (Monthly Fee)
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION

+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
  Package Elements: 2 Servers and 1 RPDU
  Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4)/Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Distributed Computing Platform Services
Period 2 (12 months)

16. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 300 GBs Net Storage
    • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

    Total Amount (b) (4) /Month

    Overage-Usage in excess of 300MPVs/month will be charged at $420/MPVs.
    200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) B is applied.

    A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month.

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

17. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	
100	GB	(Monthly price per GB)	

Year 2 Pricing

500	GB	(Monthly price per GB)	(b) (4)
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

18. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

19. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

20. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Year 2 Pricing

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

• Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
• SureRoute for Performance: route optimization
• Prefetching
• Transport Protocol Optimization
• Compression
• Access Control
• Advanced Cache
• WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
• 20% Domestic and 50% Global Service Level Agreement for acceleration
• 100% availability SLA

21. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) er month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:
• SureRoute for Performance: route optimization
• Pre-fetching
• Transport Protocol Optimization
• Compressionon
• SureRoute for Failover
• Site Security
• Dynamic Mapping

Year 2 Pricing

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

22. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

23. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

24. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Secon (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

25. SiteShield (Origin cloaking) in accordance with the SOW.

The Site Shield Module "cloaks" a website from the public Internet. This adds an additional layer of security protection while still ensuring that content is delivered quickly and without fail, regardless of end user location. It is designed to compliment the existing infrastructure that protects a sites origin and leverage Akamai's advanced acceleration technologies.

SiteShield package (b) (4) onth

26. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

Year 2 Pricing

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

27. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Year 2 Pricing

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES

Streaming Authentication Monthly Service Fee (b) (4)

28. EdgeScape License and IP Intelligence in accordance with the SOW.

    EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing

arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

29. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer	(b) (4)	Hour
Professional Service FTE rate (2048 Hrs/Yr)		/Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as a (b) (4) Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

30. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.

Year 2 Pricing

• Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

• Remote users

• Communications from fixed & ad-hoc locations

• Mobile/emergency site

• Wireless connection

• Private line alternative

• Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)

- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps (Monthly Fee) (b) (4)
- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps (Monthly Fee)
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION

+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
Package Elements: 2 Servers and 1 RPDU
Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4) Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Distributed Computing Platform Services
Period 3 (12 months)

31. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 700 GBs Net Storage
    • 100TB of DSD monthly including all formats (live, on-demand, flash, websites, etc.). /month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • Advanced security services for applications in DC1 and DC2: IP/GTM, Site Shield, and enhanced DNS services.
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

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    Total Amount (b) (4) /Month

    Overage-Unused TB Usage will rollover every two months for a 200TB every two months . Any monthly excess, i.e. surge of the 200TB (two month) allotment will first utilize the balance of the two months/200TB and any additional TB/a charge (b) (4) GB is applied. The vendor will notify the customer when that monthly usage total is 75 percent of the monthly allotment.

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

32. Additional Net Storage above 700 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	

Year 3 Pricing

100	GB	(Monthly price per GB)	(b) (4)
500	GB	(Monthly price per GB)	
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

33. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

34. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

35. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

• Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
• SureRoute for Performance: route optimization
• Prefetching
• Transport Protocol Optimization
• Compression
• Access Control
• Advanced Cache
• WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
• 20% Domestic and 50% Global Service Level Agreement for acceleration
• 100% availability SLA

36. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: $ (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:
• SureRoute for Performance: route optimization
• Pre-fetching
• Transport Protocol Optimization
• Compressionon
• SureRoute for Failover
• Site Security
• Dynamic Mapping

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

37. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

38. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

39. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) er Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

40. SiteShield (Origin cloaking) in accordance with the SOW.

The Site Shield Module "cloaks" a website from the public Internet. This adds an additional layer of security protection while still ensuring that content is delivered quickly and without fail, regardless of end user location. It is designed to compliment the existing infrastructure that protects a sites origin and leverage Akamai's advanced acceleration technologies.

SiteShield package (b) (4) month

41. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

42. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Year 3 Pricing

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES

Streaming Authentication	Monthly Service Fee	(b) (4)

43. EdgeScape License and IP Intelligence in accordance with the SOW.

    EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing

arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

44. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer	(b) (4) Hour
Professional Service FTE rate (2048 Hrs/Yr)	(b) (4) /Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

45. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

• IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.

• Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

• Remote users

• Communications from fixed & ad-hoc locations

• Mobile/emergency site

• Wireless connection

• Private line alternative

• Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)

- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps	(Monthly Fee)	(b) (4)
- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps	(Monthly Fee)	

HSHQDC-07-A-00014 Akamai Technologies Inc. BPA
Year 3 Pricing
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee) (b) (4)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION
+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
Package Elements: 2 Servers and 1 RPDU
Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4) Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Distributed Computing Platform Services
Period 4 (12 months)

46. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 800 GBs Net Storage
    • 125TB of DSD monthly including all formats (live, on-demand, flash, websites, etc.). /month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.

    •Advanced security services for applications in DC1 and DC2: IP/GTM, Site Shield, and enhanced DNS services.• All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

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    Total Amount (b) (4) /Month

    Overage-Unused TB Usage will rollover every two months for a 125TB every two months . Any monthly excess, i.e. surge of the 250TB (two month) allotment will first utilize the balance of the two months/250TB and any additional TB/a charge of (b) (4) B is applied. The vendor will notify the customer when that monthly usage total is 75 percent of the monthly allotment.

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

47. Additional Net Storage above 800 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	
100	GB	(Monthly price per GB)	

Year 4 Pricing

500	GB	(Monthly price per GB)	(b) (4)
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

48. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

49. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

50. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

• Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
• SureRoute for Performance: route optimization
• Prefetching
• Transport Protocol Optimization
• Compression
• Access Control
• Advanced Cache
• WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
• 20% Domestic and 50% Global Service Level Agreement for acceleration
• 100% availability SLA

51. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: $(b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) er month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:
• SureRoute for Performance: route optimization
• Pre-fetching
• Transport Protocol Optimization
• Compressionon
• SureRoute for Failover
• Site Security
• Dynamic Mapping

Year 4 Pricing

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

52. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

53. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

54. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) er Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

55. SiteShield (Origin cloaking) in accordance with the SOW.

The Site Shield Module "cloaks" a website from the public Internet. This adds an additional layer of security protection while still ensuring that content is delivered quickly and without fail, regardless of end user location. It is designed to compliment the existing infrastructure that protects a sites origin and leverage Akamai's advanced acceleration technologies.

SiteShield package (b) (4) month

56. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

57. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Year 4 Pricing

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES

Streaming Authentication Monthly Service Fee (b) (4)

58. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing

arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

59. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer	(b) (4)	Hour
Professional Service FTE rate (2048 Hrs/Yr)		Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as a (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

60. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

• IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.

• Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

• Remote users

• Communications from fixed & ad-hoc locations

• Mobile/emergency site

• Wireless connection

• Private line alternative

• Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)

- Up to 100	Concurrent Users - Peak Usage 2.8 Mbps	(Monthly Fee)	(b) (4)
- Up to 250	Concurrent Users - Peak Usage 7.0 Mbps	(Monthly Fee)	

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Year 4 Pricing
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee) $(b) (4)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee) $
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee) $
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION
+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
Package Elements: 2 Servers and 1 RPDU
Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4) Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Distributed Computing Platform Services
Period 5 (12 months)

61. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 1000 GBs Net Storage
    • 150TB of DSD monthly including all formats (live, on-demand, flash, websites, etc.). /month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    •Advanced security services for applications in DC1 and DC2: IP/GTM, Site Shield, and enhanced DNS services.
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

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    Total Amount (b) (4) /Month

    Overage-Unused TB Usage will rollover every two months for a 300TB every two months . Any monthly excess, i.e. surge of the 300TB (two month) allotment will first utilize the balance of the two months/300TB and any additional TB/a charge (b) (4) GB is applied. The vendor will notify the customer when that monthly usage total is 75 percent of the monthly allotment.

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training,

62. Additional Net Storage above 1000 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	

Year 5 Pricing

100	GB	(Monthly price per GB)	(b) (4)
500	GB	(Monthly price per GB)	
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

63. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

64. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

65. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

• Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
• SureRoute for Performance: route optimization
• Prefetching
• Transport Protocol Optimization
• Compression
• Access Control
• Advanced Cache
• WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
• 20% Domestic and 50% Global Service Level Agreement for acceleration
• 100% availability SLA

66. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:
• SureRoute for Performance: route optimization
• Pre-fetching
• Transport Protocol Optimization
• Compressionon
• SureRoute for Failover
• Site Security
• Dynamic Mapping

- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

67. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

68. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

69. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) onth

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) er megabyte transferred.

70. SiteShield (Origin cloaking) in accordance with the SOW.

The Site Shield Module "cloaks" a website from the public Internet. This adds an additional layer of security protection while still ensuring that content is delivered quickly and without fail, regardless of end user location. It is designed to compliment the existing infrastructure that protects a sites origin and leverage Akamai's advanced acceleration technologies.

SiteShield package (b) (4) month

71. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

Year 5 Pricing

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

72. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Year 5 Pricing

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES

Streaming Authentication	Monthly Service Fee (b) (4)

73. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing

arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

74. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer (b) (4) our
Professional Service FTE rate (2048 Hrs/Yr) Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

75. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

• IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.

• Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

• Remote users

• Communications from fixed & ad-hoc locations

• Mobile/emergency site

• Wireless connection

• Private line alternative

• Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)
- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps (Monthly Fee) (b) (4)

HSHQDC-07-A-00014 Akamai Technologies Inc. BPA
Year 5 Pricing

- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps (Monthly Fee) (b) (4)
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION

+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
  Package Elements: 2 Servers and 1 RPDU
  Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4) Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 of 1

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
P00001	10/16/2007	N/A	

6. ISSUED BY	CODE	7. ADMINISTERED BY *(If other than Item 6)*	CODE
U.S. Dept. of Homeland Security Office of Procurement Operations ITAC IT Support Services Branch 245 Murray Lane, SW Building 410 Washington DC 20528	DHS/OPO/ITAC/ITS	U.S. Dept. of Homeland Security Office of Procurement Operations ITAC IT Support Services Branch 245 Murray Lane, SW Building 410 Washington DC 20528	DHS/OPO/ITAC/ITS

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and ZIP Code)*

AKAMAI TECHNOLOGIES INC
8 CAMBRIDGE CTR
CAMBRIDGE MA 021422141

CODE 0477752050000 FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED *(SEE ITEM 11)*

x 10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-07-A-00014

10B. DATED *(SEE ITEM 11)* 08/14/2007

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

N/A

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
X	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(such as changes in paying office, appropriation date, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☒ is not. ☐ is required to sign this document and return 0 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

GSA Contract #: GS-35F-0626M
Tax ID Number: (b) (4)
DUNS Number: 047775205+0000
The purpose of this modification is the CHANGE the Blanket Purchase Agreement (BPA) Contracting Officer's Technical Representative (COTR) and incorporate the attached COTR designation letter.

The BPA COTR is hereby changed as follows:

FROM: Caroline Haidacher
TO: Huong Mai

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*	
		Purnell Drew	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		Purnell Drew *(Signature of Contracting Officer)*	10/16/2007

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. CONTRACT ID CODE	PAGE OF PAGES
		1 57

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00002	02/27/2008		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
DHS/OPO/ITAC/ITS		DHS/OPO/ITAC/ITS	

U.S. Dept. of Homeland Security
Office of Procurement Operations
ITAC IT Support Services Branch
245 Murray Lane, SW
Building 410
Washington DC 20528

U.S. Dept. of Homeland Security
Office of Procurement Operations
ITAC IT Support Services Branch
245 Murray Lane, SW
Building 410
Washington DC 20528

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

AKAMAI TECHNOLOGIES INC
8 CAMBRIDGE CTR
CAMBRIDGE MA 021422141

CODE 0477752050000	FACILITY CODE

(X)	9A. AMENDMENT OF SOLICITATION NO.
	9B. DATED (SEE ITEM 11)
X	10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-07-A-00014
	10B. DATED (SEE ITEM 11) 08/14/2007

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 52.243-1 Changes-Fixed Price
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not. ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

GSA Contract #: GS-35F-0626M
DUNS Number: 047775205+0000
The purpose of this modification is to incorporate changes to the revised Statement of Work dated February 8, 2008 at no cost and update the Blanket Purchase Agreement (BPA) Attachment 1 Pricing.

The revised SOW is hereby changed as follows:

Section 2.14 Deliverables has been added.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
DAVID YOON, DIRECTOR, PUBLIC SECTOR		Michael B. Scott	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)	03/26/2008	Michael B. Scott (Signature of Contracting Officer)	03/28/2008

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 57

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. *(If applicable)*
P00002	02/27/2008		

6. ISSUED BY	CODE	7. ADMINISTERED BY *(If other than Item 6)*	CODE
U.S. Dept. of Homeland Security Office of Procurement Operations ITAC IT Support Services Branch 245 Murray Lane, SW Building 410 Washington DC 20528	DHS/OPO/ITAC/ITS	U.S. Dept. of Homeland Security Office of Procurement Operations ITAC IT Support Services Branch 245 Murray Lane, SW Building 410 Washington DC 20528	DHS/OPO/ITAC/ITS

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and ZIP Code)*

AKAMAI TECHNOLOGIES INC
8 CAMBRIDGE CTR
CAMBRIDGE MA 021422141

CODE 0477752050000 FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED *(SEE ITEM 11)*

x 10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-07-A-00014

10B. DATED *(SEE ITEM 11)* 08/14/2007

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

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	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☐ is not. ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION *(Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

GSA Contract #: GS-35F-0626M
DUNS Number: 047775205+0000
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Section 2.14 Deliverables has been added.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*	
		Michael B. Scott	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ *(Signature of person authorized to sign)*		_____ *(Signature of Contracting Officer)*	

2. STATEMENT OF WORK (SOW) revised February 2, 2008

This statement of work (SOW) provides:

- Purpose
- Introduction and Overview
- Objective
- Technical Capabilities
- Services
- Security Requirements
- Security Compliance
- Points of Contact
- Inspection and Acceptance
- Travel
- Government Furnished Information
- Section 508
- Invoices

2.1 PURPOSE

To provide Distributed Computing Platform service for DHS.

2.2 INTRODUCTION AND OVERVIEW

The Internet is increasingly becoming important to DHS as a means of cost-effective, ubiquitous communications channel. Moreover, DHS' use of the Internet continues to grow significantly – the number of United States citizens, businesses and government agencies obtaining valuable information and conducting transactions on-line is increasing. One of the key business drivers for maintaining and even accelerating such Internet growth for DHS is that on-line communications are a fraction of the cost of off-line communications. Thus, solutions that help DHS to better meet increasing demand of its on-line traffic are strongly desirable.

As DHS moves more of its communications onto the Internet, there are many challenges regarding the delivery of its content and applications. These challenges must be effectively addressed to continue to grow the significant traffic generated by DHS' web properties. These challenges include:

- **Performance** – growing Internet congestion and increasing centralized processing can lead to poor end-user experience
- **Cost** – unpredictable spikes in demand result in costly over-provisioning
- **Availability** – centralized infrastructure is a single point of failure
- **Reliability** – content integrity and security as it traverses the Internet
- **Security** – protection against denial of service (DoS) attacks and security compromises (e.g. viruses, intrusion, content tampering)
- **Ease of management** – greater functionality often leads to greater complexity
- **Business intelligence** – increasing demands for real-time, more granular reporting

2.3 OBJECTIVE

The objective of this BPA is for the Contractor to provide a Distributed Computing Platform service for identified DHS websites via a globally deployed network with an installed server base deployed across independent networks or ISPs around the globe so as to assist DHS in maximizing its performance objectives, provide DHS a global reach, and to accommodate unpredictable load increases (flash crowds) and Internet-wide projected growth.

2.4 TECHNICAL CAPABILITIES

This section covers the capabilities required by DHS for the Contractor to achieve the aforementioned objective.

a. Distributed Computing Platform Service: The Contractor's distributed computing platform service shall have the capability to provide support for up to seventy-five (75) DHS web sites, host names and applications including support for up to 25 secure SSL sites within a base platform as well as support added platform functionality per department, website, or application. The attached document entitled "DHS Current Services" provides a snapshot of the current bandwidth and services in use by DHS. In addition, the Contractor's distributed computing platform shall have the following capabilities;

- to respond to even the largest short-term demand surges without capacity limitations.
- to provide proven protection against hackers and denial of service attacks and facilitate continuity of operations.
- to provide mapping technology that dynamically directs end users to the "optimal" distributed server taking into account the latest Internet conditions.
- to create private maps and deployments within its distributed platform for DHS specific, content, applications, and physical locations. For example, the capability to deploy its distributed platform into DHS Internet access points to enable the local delivery of all its commercial, government, and DHS Web content, applications, and streaming content to DHS end users with the purpose of increasing the performance and reliability of content/ applications delivered while reducing DHS outbound Internet traffic.
- to configure private maps within its network to create a DHS private/ dedicated content and application delivery network over the Internet to enable DHS prioritized routing for DHS traffic and reserved bandwidth capacity over the Internet
- to deploy a separate and distinct DHS private/dedicated content and application delivery network deployed behind the firewall on DHS internal networks.
- to deliver all web content and applications distributed on DHS Web sites to eliminate single points of failure with a performance improvement goal of two (2) to five (5) times greater than DHS' current centralized hosting environment.

b. Java Processing: The Contractor shall have the capability to process J2EE compliant web-based applications across its globally distributed network. In addition, the Contractor must have the following capabilities;

- to deploy enterprise Java web applications across Contractor's distributed network in which DHS selects components of the applications to run on the Contractor's distributed network. The components supported should include JSPs, servlets, and beans that contain presentation logic.
- to provide a Java web environment, in addition to multiple forms of back-end communication. These back-end communications shall include RMI, JDBC, SOAP and raw socket connections over an HTTP or HTTPS tunnel.
- to provide support technologies to ensure that processing of multiple Java web applications across the distributed network work seamlessly. These support technologies shall include secure sandboxing of memory, CPU, and other resources to optimize performance, security and reliability. .

c. Dynamic Content Services: The Contractor shall have the capability to provide multiple mechanisms to handle dynamic content. These mechanisms should fully support Edge Side Includes (ESI) enabling dynamic assembly of and delivery of web pages from distributed servers at the edges of the Internet, where improved performance and reliability is realized. In addition, the Contractor shall provide a collection of tools that enable usage of ESI via web development technologies such as ASP and JSP.

d. Access Control and PKI: The Contractor shall have the capability to support multiple mechanisms to protect web content. These mechanisms shall include:

Request-Based Blocking: Access based on an attribute of the request - source IP address, HTTP request header such Referrer and User-Agent (e.g., spiders). This access shall also be able to deny or allow access to requests based on the originating geographies.

Centralized Authorization: Access based on checking with the source server prior to serving content to any end user or denying access to any end user. This method needs to support HTTP Basic Authentication and form-based login, as well as other access methods provided by 3rd party solutions. Upon denial of access, custom error pages needs to be served.

Distributed Authorization: Access based on decision logic delegated to distributed servers without the need to contact the source server. Security policy information is communicated to distributed servers via an encrypted cookie, and this information used to grant or deny access. Access or denial is determined by the IP address of the requesting user, presence or absence of a valid cookie, URL of content being requested, and/or an expiration time set in the cookie. Upon denial of access, custom error pages needs to be served.

Remote Authorization: Access based on checking with an authorization server that is separate from the server that serves the content. This method shall also be able to first contact a server designated by DHS to perform the authorization, and once authorized, retrieve the content from another designated server. Upon denial of access, custom error pages needs to be served.

Client Certificate Authentication: Access based on validation of user credential such as Common Access Card or Smart Card to support trusted communication from an end user client to the Contractor's servers and through to the source server, including the following key aspects of PKI delivery:

- SSL/TLS transactions
- Certificate validation – client certificate support, X.509, OCSP requesting, and distributed OCSP via 3rd party or on the Contractor's distributed network.

This access shall also have the capability to request a client certificate from the client, validate the certificate against a Certificate Authority (CA) list, check that the client certificate has not been revoked using the Online Certificate Status Protocol (OCSP), handle the connection appropriately based on certificate validity, log relevant certificate information, and forward the information to the source server. The Contractor shall also have the capability to implement and support a globally distributed OCSP responder service across its platform.

SSL Client Certificate Authentication: Ability of the Contractor to submit its SSL certificate to the source server during the SSL handshake in order to authenticate the Contractor's servers with the source server.

e. Site Security Enhancements: The Contractor shall have the capability to enhance the security of the primary origin site through the implementation of incremental layers of controls that extend origin site security across the Internet, blocking malicious and random attacks from impacting the protected network. These controls shall include:

Origin Cloaking: The Contractor's distributed servers act as a buffer and trusted entity to the enterprise configuration. Handles all communication with the public and

communicate with the origin site through a private encrypted connection over known IP space. No physical connections (keyboards, port monitors, etc) should be allowed on these distributed servers. All non-essential IP services should also be disabled on these distributed servers (including FTP, telnet, and rlogin).

DNS Masking: Provide redundant name servers across a variety of networks and geographies. Must be able to hide the source DNS infrastructure from addressable IP space while allowing DHS to maintain complete administration of DNS data.

f. Secure Sockets Layer (SSL) Processing: The Contractor shall have the capability to provide SSL processing capabilities across its distributed servers. DHS will choose to deliver either SSL objects or entire SSL pages over the Contractor's distributed network.

SSL pages shall be delivered to end users over a secure connection on behalf of DHS using a customer-provided SSL certificate. SSL objects and non-secure content may be cached on the distributed servers to eliminate the need to retrieve content on every end-user request. The result is to move almost all SSL interactions as close as possible to the end user, drastically reducing load on the origin infrastructure.

g. Advanced Cache Control: The Contractor shall have the capability and flexibility in how cached objects are labeled and identified. Capabilities shall include and are not limited to;

- to accommodate scenarios where unique user information is contained in the URL for logging or tracking purposes, or when different content is served based on the value of a cookie or other request attribute.

- The Contractor must accommodate these scenarios by making it possible to modify an object's cache label (or cache key) to contain only the URL components and request attributes that are appropriate for the defined content. As a result, the Contractor' distributed network of servers should be able to handle the complex content that would otherwise be non-cacheable.

- To handle cookies, redirects, and headers on its distributed servers to mirror more of the origin site functionality at the edge.

- For websites that use session objects to track form inputs or other user information during interaction with the site, session identifiers (ID's) can present a challenge to caching content, because session ID's specific to an individual user can be embedded inside an otherwise cacheable HTML page. This shall also include rewriting capabilities that can make these pages cacheable by removing the user-unique session ID's from the cached version of the content, and re-inserting the right values upon serving the content to the end user.

- To support content Time-To-Live (TTL) values by matching on file extensions, file names or paths to enable content to be cached selectively at a maximum cache time without sacrificing freshness of any content.

- To support downstream caching to enable management of downstream client caching (e.g., proxy servers or client browsers).

- To modify HTTP headers to enable the insertion of hostname for URL from the client in the URL forwarded to the origin servers so that no modification to the site's application logic is required.

- To perform path modification to rewrite the forward path when it makes a request to the origin server based on a simple rule or regular expression.

h. Failover Solutions/ Disaster Recovery Capability: The Contractor shall have the capability to automatically detect when the primary origin site is unresponsive, perform a failover action in real-time, and automatically resume normal operations when the primary origin site is back online. The Contractor shall also be able to provide multiple failover options in case the primary site location is unavailable. The Contractor shall be able to perform the following failover options, including a combination of these options to achieve multiple levels of failover:

Failover to a storage location managed by the Contractor: The Contractor shall provide a demonstrated capability for a failover site to be available to end users in case the primary site is unavailable. This failover site must be a robust storage facility with terabytes of capacity that are geographically dispersed at a minimum of two (2) different locations. The failover site would then be automatically replicated across all these storage locations ensuring availability, scalability and performance.

The Contractor must also be able to provide a tool that periodically creates a snapshot of the primary origin site and upload the latest content to create the failover site on the storage location.

Failover to Alternate Data Center (Mirror Failover): The Contractor shall have a demonstrated capability to direct its distributed network servers to an alternate data center managed by DHS. This must occur in real-time, in case the primary origin site is unavailable. The Contractor shall be flexible enough to accommodate different business rules for what constitutes a failure at the primary origin site.

i. Internet Optimal Path Selection: The Contractor shall have the capability to select optimal path on the Internet in case the routes provided by the Border Gateway Protocol (BGP) are not performing well or unavailable altogether.

j. Compression: The Contractor shall have Compression capabilities in order to further enhance performance for dial-up users

k. IP Intelligence: The Contractor shall possess IP data gathering capabilities to provides highly accurate worldwide coverage for every routable IP address on the Internet.

The Contractor's IP intelligence knowledge base should contain the following types of data:

Geographic Origin
- Country
- Region (State or Province)
- City
- Market Area
- MSA, PMSA
- Area code
- Latitude/Longitude
- Time zone
- County
- Zip code

Network
- Connection type (dial-up, DSL, ISDN, or cable)
- Network name (e.g. AOL)
- Actual connection speed

As part of this capability the IP intelligence knowledge base, the Contractor shall also possess ability to provide network-specific information on a global scale. Network-specific information shall include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements from key routers points on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data

l. Streaming: The Contractor shall possess the capability to support the delivery of streaming content. This capability shall support live, pre-programmed broadcast, and on-demand video and be available for streaming all leading media formats including Windows Media, Real, QuickTime and optionally Flash. In addition, the Contractor shall demonstrate the following capabilities;

- to reduce the time it takes to buffer and start the stream.
- to use techniques such as "byte range gets" to improve the efficiency of the transmission.
- to limit the access of users to only those who are allowed (i.e. Streaming authentication capability).
- be a token-based architecture in which the DHS authenticates each end-user at the origin site through an initial approval process, such as a user name and password.
- to provide multiple paths from the source to the distributed computing platform.

m. Network Storage: The Contractor shall have the capability to persistently store web site content close to its servers.

The Contractor shall support an initial storage capacity of 300 GBs (refer to the attachment entitled "DHS Current Services" for detail on current needs) with scalability of up to multiple terabytes.

n. Domain Name Service (DNS): The Contractor shall provide an enterprise-level DNS capability to dependably direct end users to enterprise web sites and applications. Because DHS must maintain full control over the primary DNS servers, the Contractor shall also provide a secondary DNS approach, allowing DHS to leverage a distributed network of DNS servers, while retaining existing processes for DNS zone administration.

Typically, enterprises provision two (2) or three (3) different servers for this purpose, which makes DNS a point of failure for their site. The maximum number of domain name servers able to respond to a standard DNS query is currently limited to eight (8). However, the Contractor shall possess IP Anycast technology that can extend the number of domain name servers able to respond to a DNS query, from eight (8) to effectively an unlimited number.

o. Download Manager: The Contractor shall have the capability to provide a download manager capability for delivering digitized files, such as software, documents, slides, or other large objects. This download manager capability shall;

- be able to be used with websites and web applications that deliver content via SSL, as well as with sites that require authentication before providing access to content.
- be available as an ActiveX component or Java applet that is quickly downloaded when an end user requests a file from the distributed edge server and will work for end users on all leading operating systems using the major web browsers.
- enable end users to be able to easily start and stop the download as needed.
- be able to provide useful information such as download initiations and completions to application owners or support personnel.

p. File Transfer Protocol (FTP): The Contractor shall have the capability to provide a robust FTP service. This capability shall be a managed service that leverages distributed infrastructure to serve files for end users over FTP.

q. Alerting: The Contractor shall have the capability to send email alerts if any DHS pre-defined thresholds are reached at the primary origin server. Alerts must be tailored to enterprise specifications to inform system managers of critical conditions, including but not limited to:

- Distributed servers' bandwidth usage (drops or bursts of traffic)
- Origin server failure
- Origin connection failure
- Origin DNS failure
- SSL transaction failure
- Download abort
- Access denied at origin
- URL not found

r. Logging: The Contractor shall have the capability to provide server logs, to DHS website or application owners, in formats such as Combined Log Format and W3C Extended Log Format. In addition, the Contractor shall be able to support encoding via the following formats: zipped and uuencoded, and GPG Encrypted. DHS personnel or contractor support shall be able to securely retrieve these log files.

2.5 SERVICES

This section covers some of the services required by DHS for the Contractor to support the aforementioned objective;

a. Customer Support: The Contractor shall provide customer support staff who are available 24x7x365. Customer support features shall include:

- Virtually unlimited number of tickets
- A online ticketing system available 24x7x365, with real time case status and history
- Comprehensive documentation on the Contractor's products and services, available 24x7x365
- Updates to the Contractor network, including minor and major releases
- Critical incident alerts
- Tier 1 diagnostics tools
- Guaranteed service level response times and real-time access to a customer support team

b. Reporting: The Contractor shall provide real-time monitoring and historical reporting tools accessible via a secure portal for easy access and ability for DHS to view and run the reports on-

line or schedule them to be automatically e-mailed in the format and at the frequency defined by the User.

Some of the standard reports shall include but are not limited to :

- Network bandwidth utilization;
- Number of hits on popular pages;
- Geographic dispersion of users accessing content.
- Traffic at websites, including number of hits & megabytes delivered
- Average number of concurrent streams
- Minutes of content viewed
- Maximum concurrent streams
- Amount of content delivered
- Number of unique viewers
- Views by bit rate
- Most viewed URL's
- Traffic by geography
- Traffic trends (by hour of day, day of week, etc.)

In addition to above standard reports, the Contractor must provide diagnostic tools to troubleshoot any issues that may arise on their distributed servers. All these tools should be integrated together with reporting tools.

c. Hardware Refresh: The Contractor will provide appropriate level of products and services to support new technology that will not pose security risks to DHS content and data hosted on the distributed platform.

d. Global Traffic Management Service: The Contractor shall have the capability to provide DHS an intelligent global traffic management service in order to support geographically distributed DHS data centers and applications managed at the DNS level. Below are some of the support tasks included in this optional service;

- Provide traffic management with an Internet-centric view in addition to evaluating if servers are functional to ensure that end users can reach the DHS web site.
- Factor real-time Internet traffic conditions such as latency and packet loss to determine an optimal path to the DHS origin infrastructures (data centers) to mitigate impact of Internet congestion.
- Provide the ability to modify traffic allocation and visibility to real-time data, reports and alerts to enable DHS administrators to identify and address potential issues.
- The global traffic management capability shall provide options to support the following logical/physical configurations in a multi-site architecture:

Mirrored Failover: Route traffic and redirect end users to an alternate location when the primary data center is unavailable.

IP Intelligence: Assign end users to the closest data center based on geographic or IP rules.

Performance Load Balancing: Map an end-user dynamically to the best performing web infrastructure as well as provide failover. Fractionally split load between servers/data centers, and optionally, shift load based on server utilization based on load feedback policy decisions. To utilize the best network performance and availability options for end users, the Contractor shall also have the capability to deploy agents in each data center to provide real-time updates to the Contractor's distributed network.

e. Application and Site Performance Capabilities: The Contractor's distributed computing platform shall offer application performance and site acceleration solution capabilities for accelerating completely dynamic or transactional applications and content. This capability shall support both secure HTTPS (SSL) and HTTP applications. Optimal path and connection optimization techniques should be utilized.

As part of this capability, the Contractor shall provide the ability to provide Transport Protocol Optimization capabilities to improve parameters governing TCP communications impacting data transmission rates and server recovery from packet loss.

In addition, the Contractor's application acceleration solution shall support mechanisms to reduce multiple round-trips between the client and the Web server for the rendering of HTML to reduce the request/response rate for embedded content.

f. Assured IP Communications and Remote Access Services: The Contractor shall offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and others. This capability is needed for the following scenarios;

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

g. Implementation and Technical Services: The Contractor shall provide technical support services which include but not limited to the following;

- Develop an implementation plan for each site
- Develop requirements documents
- Develop test plans and failover procedures for each site
- Develop escalation procedures for post implementation support
- Provide onsite education to review solution set, review reporting capabilities, failover options, and other aspects of the Contractor's implementation plan.
- Monitor performance and provide recommendations to maximize use of their service.
- Provide presentations to DHS regarding the Contractor's services, capabilities, and failover options
- Provide training on Contractor's supported services
- Participate in DHS planning and project management meetings, as requested
- Provide technical and architectural expertise in bringing more sites to Contractor's distributed computing platform
- Perform feasibility studies and analyses

2.6 SECURITY REQUIREMENTS

In accordance with the attached conditional Authority to Operate (ATO) (see attachment 2), the contractor must adhere to the following security requirements:

a. The Contractor shall have implemented FIPS 140-2 (NIST Validated) encryption (e.g., SSL) in order to support DHS sensitive/FOUO data. This encryption shall be end to end browser to source server.

b. Database Management System and Operating System configuration on Contractor servers shall conform to the latest version of DHS Hardening Guidelines. Any deviations from this guidance must be approved in writing by the DHS Designated Approving Authority (DAA).

c. The Contractor shall have the capability to restrict administrative access to DHS data to only authorized U.S. citizens.

d. The Contractor's information system shall have an active ATO comparable to DHS specific certification and accreditation standards, DHS Management Directive (MD) 4300A. If the Contractor's information system is not up to the aforementioned standards and policies/procedures, the Contractor shall take the necessary steps to ensure that their information system does.

e. The Contractor's system will be subjected to continuously monitoring with periodic reports and POA&M updates on system conditions and changes to the DAA via the Certification Agent.

f. Hosting facilities of the Contractor shall be located within the USA and its territories. The facilities must have more than 50% USA company ownership and be approved by DHS for hosting DHS data. The Contractor shall apprise DHS when the status of a hosting facility changes to less than 50% USA company ownership. The facility must be inspected by DHS as part of the approval process.

2.7 SECURITY COMPLIANCE

- All personnel will undergo a screening by the Government. All Contractor personnel shall be able to obtain Favorable Suitability approval of their DHS mandated Background Investigation and/or Security Clearance with past history of holding security clearances.

- All personnel monitoring/accessing the Contractor servers hosting DHS data/websites must be submitted for a DHS Background Investigation and have a DHS Enter On Duty (EOD) designation prior to being granted access to Contractor servers hosting DHS data/websites.

- In addition, refer to the HSAR clauses in Section 4 for additional DHS security requirements.

2.8 POINTS OF CONTACT

Contracting Officer Technical Representative (COTR)
Huong Mai
(b)(2) (b)(6)

2.9 INSPECTION AND ACCEPTANCE

Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery. No Deliverable is final until accepted and approved by the Government COTR. The signature of the COTR, or email from the COTR indicating acceptance of the deliverable, denotes acceptance and approval of each Deliverable. All Deliverables, including anything and everything developed while working under this BPA, are the sole property of the United States Government. All Contractor produced Deliverables, whether a paper deliverable or application developed for use by the Government, shall be reviewed using the following criteria:

- **Accuracy** - Work Products shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- **Clarity** - Work Products shall be clear and concise. All diagrams shall be easy to understand and relevant to the supporting narrative.
- **Specifications Validity** - All Work Products must satisfy the requirements of the Government as specified herein.
- **File Editing** - All text and diagrammatic files shall be editable by the Government.
- **Format** - Deliverables shall be submitted in electronic copy (where applicable) and in media as required by the project per COTR's direction. Electronic copies shall be compatible with a PC operating in a Windows environment using Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Project, and Microsoft Access. Electronic copies may be provided on a CD as agreed by both parties. In addition, for electronic submission the Contractor shall ensure appropriate measures are used for security and encryption of transmission of the information.
- **Timeliness** – Work products shall be submitted on or before the due date as mutually agreed upon by the COTR and/or Program Manager.
- **Quality Assurance** – The Contractor shall ensure overall quality of work performed. All supported and related activities performed under this Contract will be planned, controlled, and documented as required by existing regulations and guidelines.

The Contractor shall deliver all text materials in industry-standard format in soft copy and on removable media (where applicable). All Deliverables must be marked as DRAFT until accepted as stated herein. The purpose of the draft is to provide an opportunity for the Government staff to review Contractor developed Deliverables and provide comments on each Deliverable.

2.10 TRAVEL

No travel is anticipated at this time. In such cases where travel is requested by the Government during performance of this BPA the Contractor shall obtain Government written authorization prior to traveling. All travel and reimbursement for travel shall be in accordance with the current Federal Travel Regulations (see FAR 31.205-46) for the cost of travel required in conjunction with performance of this BPA. Reimbursement for travel is limited to that required in the performance of individual Task Orders. The Government will not pay for local travel charges, including parking.

2.11 GOVERNMENT FURNISHED INFORMATION (GFI):

The Government will provide, as requested and necessary, information relative to the Contractor's ability to perform the work as described within individual Task Orders.

Item
DHS MD-4300A, Sensitive Security Handbook.
DHS Hardening Guidelines
Associated DHS policies/procedures

Item
PL 107-347 Section III, Federal Information Security Management Act (FISMA) of 2002, 2002
OMB Circular A-130, Appendix III, Security of Federal Automated Information Systems, 2000
HSPD-7, Critical Infrastructure Identification, Prioritization, and Protection, 2004
PDD-63, Critical Infrastructure Protection, 1998
40 U.S.C. 1401 et seq., P.L. 104-106, Clinger Cohen Act of 1996 (Information Technology and Management Reform Act of 1996)

2.12 SECTION 508

39.203(b) (3) and (c) (2) for Electronic and Information Technology; Compliance with Section 508 of the Rehabilitation Act of 1973, 1988 Amendments

Section 508 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities and members of the public with disabilities seeking information or services from a federal agency, have comparable access to and use of information and data as employees and members of the public who have no disabilities, unless an undue burden would be imposed on the agency. By submitting a bid or offer in response to this solicitation, the contractor makes an affirmative statement that the product or services to be provided are in compliance with the Electronic and Information Technology Accessibility Standards (36 CFR 1194) as specified in the Statement of Work or in the technical specifications, as a minimum.

2.13 INVOICING

The requirements of a proper invoice are as specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the task order issued against the BPA.

2.14 DELIVERABLES

This section covers the deliverables required by DHS for the Contractor to achieve the aforementioned objective;

a. Program Management Reviews (PMRs)- The contractor shall participate in regular reviews of the BPA. Reviews shall be held at least twice a year as scheduled by the Akamai BPA Program Manager. During these reviews the Contractor shall report at a minimum, the status of BPA orders and outstanding issues concerning the BPA. The PMR agenda and presentation format shall be provided prior to each PMR.

b. DHS Monthly Usage Report- The contractor shall be responsible for monthly reporting DHS usage of Akamai Base Platform Standard Dynamic Site Delivery (DSD) with Advanced Features in Million Page Views (MPV) measurements for each website hosted on the Akamai platform. These statistics will be used for future budgetary and capacity planning purposes. The reports will be due on the first Friday of every month.

c. Reports of Orders- The contractor shall be responsible for submitting monthly reports of orders requested by the appointed DHS COTR. The contractor shall maintain the report of all task orders issued against the BPA. The monthly report is to be submitted electronically to the Contracting Officer, Program Manager and COTR within ten (10) days of the monthly reporting period. In addition, the contractor shall provide a quarterly summary report of all task orders. The Report of Orders shall contain, but are not limited to the following data:

- List of Orders by each DHS Component
- CLINs
- CLIN prices
- Total Value
- Status
- Period of Performance (POP)
- Sales data for the month
- Cumulative sales data for the quarter, year, and BPA to date

4 ATTACHMENTS PROVIDED WITH THE SOW

Attachment 1 – Services Rate Table Revised 08 February 2008

Distributed Computing Platform Services
Period 1 (12 months)

1. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

   • Includes up to 75 sites and or host names
   • 25 Single SSL Certificates
   • 300 GBs Net Storage
   • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
   • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
   • All features listed in DSD description below.
   • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

   Total Amount $(b) (4)/Month

   Overage-Usage in excess of 300MPVs/month will be charged at(b) (4)MPVs.
   200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge(b) (4)GB is applied.

   A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month.

   Dynamic Site Delivery with Advanced Features provides the following features:

   • SureRoute for Failover
   • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
   • Advanced Cache Control/Optimization
   • Dynamic Content Assembly
   • Last Mile Accelerator- (compression)
   • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
   • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
   • Access Control- Access Control includes:
      • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
      • Blocking Features
      • Edge-to-Origin Authentication
      • Custom Error Pages
   • Content Targeting
   • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime, Flash VOD and live streaming offered separately under Media Delivery.
   • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

2. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	

Year 1 Pricing

100	GB	(Monthly price per GB)	(b) (4)
500	GB	(Monthly price per GB)	
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

3. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

4. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

5. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

6. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security

- Dynamic Mapping
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

7. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly
Advanced Cache Optimization
Content Targeting
Site Failover

(b) (4)

8. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - $(b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

9. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package $(b) (4) month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

10. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

11. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	

Year 1 Pricing

750 GB to 1,500 GB	(b) (4)
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES

Streaming Authentication	Monthly Service Fee	(b) (4)

12. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:

Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

13. Professional Services in accordance with the SOW

Professional Services -Akamai Sr. Engineer (b) (4) Hour
Professional Service FTE rate (2048 Hrs/Yr) /Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as a (b) (4) emergency surcharge. For example, (b) (4) Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

14. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)

- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps (Monthly Fee) (b) (4)
- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps (Monthly Fee)
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION

+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
  Package Elements: 2 Servers and 1 RPDU
  Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4)

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Distributed Computing Platform Services
Period 2 (12 months)

15. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 300 GBs Net Storage
    • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

    Total Amount (b) (4) /Month

    Overage-Usage in excess of 300MPVs/month will be charged at (b) (4) .
    200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) GB is applied.

    A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month.

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

16. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	

100	GB	(Monthly price per GB)	(b) (4)
500	GB	(Monthly price per GB)	
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

17. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

18. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

19. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

20. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: $ (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: $ (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security

- Dynamic Mapping
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

21. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4)	Month
Advanced Cache Optimization		Month
Content Targeting		Month
Site Failover		Month

22. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

23. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) /month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate o (b) (4) per megabyte transferred.

24. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

25. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	

750 GB to 1,500 GB	(b) (4)
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES		
Streaming Authentication	Monthly Service Fee	(b) (4)

26. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

27. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer (b) (4) Hour
Professional Service FTE rate (2048 Hrs/Yr) Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as a (b) (4) emergency surcharge. For example, (b) (4) "Customer Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

28. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)

- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps (Monthly Fee) (b) (4)
- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps (Monthly Fee)
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION

+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
  Package Elements: 2 Servers and 1 RPDU
  Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4) /Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Distributed Computing Platform Services
Period 3 (12 months)

29. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 300 GBs Net Storage
    • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

    Total Amoun(b) (4)/Month

    Overage-Usage in excess of 300MPVs/month will be charged a(b) (4)MPVs.
    200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge(b) (4)GB is applied.

    A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month.

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

30. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	

Year 3 Pricing

100	GB	(Monthly price per GB)	(b) (4)
500	GB	(Monthly price per GB)	
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

31. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

32. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

33. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

34. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security

- Dynamic Mapping
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

35. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4) /Month
Advanced Cache Optimization	/Month
Content Targeting	/Month
Site Failover	/Month

36. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - $ (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

37. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) /month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

38. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

39. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	

750 GB to 1,500 GB	(b) (4)
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES		
Streaming Authentication	Monthly Service Fee	(b) (4)

40. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

41. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer	(b) (4) Hour
Professional Service FTE rate (2048 Hrs/Yr)	/Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) For example, (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

42. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)

- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps	(Monthly Fee)	(b) (4)
- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps	(Monthly Fee)	

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Year 3 Pricing

- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee) (b) (4)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION

+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
  Package Elements: 2 Servers and 1 RPDU
  Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4) Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Distributed Computing Platform Services
Period 4 (12 months)

43. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

    • Includes up to 75 sites and or host names
    • 25 Single SSL Certificates
    • 300 GBs Net Storage
    • 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
    • 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
    • All features listed in DSD description below.
    • Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

    Total Amount (b) (4) /Month

    Overage-Usage in excess of 300MPVs/month will be charged at (b) (4) /MPVs.
    200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge (b) (4) GB is applied.

    A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month

    Dynamic Site Delivery with Advanced Features provides the following features:

    • SureRoute for Failover
    • Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
    • Advanced Cache Control/Optimization
    • Dynamic Content Assembly
    • Last Mile Accelerator- (compression)
    • Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
    • Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
    • Access Control- Access Control includes:
        • Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
        • Blocking Features
        • Edge-to-Origin Authentication
        • Custom Error Pages
    • Content Targeting
    • Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
    • Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

44. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	

Year 4 Pricing

100	GB	(Monthly price per GB)	(b) (4)
500	GB	(Monthly price per GB)	
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

45. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

46. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

47. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

48. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:

- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security

- Dynamic Mapping
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

49. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly Advanced Cache Optimization Content Targeting Site Failover	(b) (4)

50. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

51. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package (b) (4) /month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) /month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

52. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

53. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	

750 GB to 1,500 GB	(b) (4)
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
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10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
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50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES		
Streaming Authentication	Monthly Service Fee	(b) (4)

54. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

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- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

55. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer	(b) (4)	Hour
Professional Service FTE rate (2048 Hrs/Yr)		Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

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Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)

- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps	(Monthly Fee)	(b) (4)
- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps	(Monthly Fee)	

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Year 4 Pricing
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee) (b) (4)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps)

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION
+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
Package Elements: 2 Servers and 1 RPDU
Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4) Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Distributed Computing Platform Services
Period 5 (12 months)

57. Base Platform-Standard Dynamic Site Delivery (DSD) with Advanced Features (Standard Payment Plan) as described in the Statement of Work (SOW).

- Includes up to 75 sites and or host names
- 25 Single SSL Certificates
- 300 GBs Net Storage
- 300 Million Page Views/month aggregated usage shared across all DHS properties utilizing the Akamai base DSD platform, Dynamic Site Accelerator (DSA), DSA Secure, and Web Application Accelerator (WAA) services.
- 200 GB / MPV to support on demand streaming is included per MPV committed or usage, whichever is higher. (ex: 300 MPV x 200 GB= ~58.59TB/month).
- All features listed in DSD description below.
- Implementation costs scoped on a per site/application/configuration basis utilizing Akamai professional service. Akamai will supply a statement of work and schedule for each install.

Total Amount (b) (4) /Month

Overage-Usage in excess of 300MPVs/month will be charged at $(b) (4)/MPVs.
200GB of delivery is included per MPV committed or usage, whichever is higher. If the customer exceeds this limit, a charge of (b) (4) GB is applied.

A page view is defined as the delivery of a file by Akamai that is served with an HTTP status code of 200, 304, 401, 403 or 5XX. Akamai aggregates the number of these files delivered for an application each month

Dynamic Site Delivery with Advanced Features provides the following features:

- SureRoute for Failover
- Secure Content Delivery- (ESSL) network. Licensing for (25) single domain certificates.
- Advanced Cache Control/Optimization
- Dynamic Content Assembly
- Last Mile Accelerator- (compression)
- Akamai's Fail Over: Fail Over to Edge Server, Akamai Net-Storage, alternate data center.
- Akamai Net Storage: mirrored and replicated storage with initial storage capacity of 300GBs.
- Access Control- Access Control includes:
  - Multiple methods of access control (Central, Remote, Hybrid, and Edge Authorization)
  - Blocking Features
  - Edge-to-Origin Authentication
  - Custom Error Pages
- Content Targeting
- Akamai's Streaming - Akamai Dynamic Site Delivery Service provides the capability to stream on-demand events. Akamai supports Real Networks, Microsoft, QuickTime. Flash VOD and live streaming offered separately under Media Delivery.
- Akamai Edge Control Management Center (Standard with all Akamai services). Customer portal to manage Akamai services to include: alerting, summary reporting, service configuration and provisioning, content control utility, domain management, stream provisioning, log delivery management, documentation, troubleshooting and support tools, Customer Care, trouble tickets and training:

58. Additional Net Storage above 300 GBs month included in base DSD platform, as described in the Statement of Work (SOW) dated July 27, 2007.

1	GB	(Monthly price per GB)	(b) (4)
5	GB	(Monthly price per GB)	
10	GB	(Monthly price per GB)	
50	GB	(Monthly price per GB)	

Year 5 Pricing

100	GB	(Monthly price per GB)	(b) (4)
500	GB	(Monthly price per GB)	
1,000	GB	(Monthly price per GB)	
2,000	GB	(Monthly price per GB)	
3,000	GB	(Monthly price per GB)	
5,000	GB	(Monthly price per GB)	

NetStorage is priced on a monthly basis with a Committed Volume of Storage (CVS) according to the schedule above. Storage usage over the CVS "is rounded up to the next whole GB and billed in "arrears" at a 25% premium over standard CVS rates.

Akamai NetStorage is mirrored and replicated storage located within the Akamai Global Distributed Platform and is optimized for access from Akamai Edge Servers. Akamai NetStorage includes the following:

- FTP and other file transfer servers that allow access for content upload and deletion.
- HTTP servers for content retrieval by the service provider's edge servers only.
- Replication servers that replicate files to multiple storage locations.
- Network agents that direct each request for storage content to the optimal storage site and server.
- File servers that export file systems to the front-end storage servers.

59. Single Domain Certificates for SSL Sites (additional) in accordance with the SOW.

Additional single domain certificate - annual certificate license	(b) (4)
Additional single domain certificate - monthly service charge	
Additional wildcard certificates (licensed for 10 domains) – annual certificate license	
Additional wildcard certificates (licensed for 10 domains) – monthly service charge	

60. Additional Dynamic Site Delivery w/Advanced Features sites in accordance with the SOW.

DSD Base (75+ sites)	(b) (4)
Dynamic Content Assembly	
Advanced Cache Optimization	
Content Targeting	
Site Failover	

61. Application Performance Services: Web Application Accelerator-WAA (SSL) in accordance with the SOW.

WAA Applications	Up to X sites per org	Monthly Cost
1 Application	1	(b) (4)
2 Applications	2	
3 -5 Applications	5	
6 to 10 Applications	10	
11 -15 Applications	15	
16-25 Applications	25	
26-50 Applications	50	
50+ Applications		

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Web Application Accelerator improves the performance and scalability of secure highly dynamic Web-based applications for Government to Government or Government to Business uses. Includes the following features:

- Secure Content Delivery: Delivery of dynamic content over Akamai secure network (ESSL).
- SureRoute for Performance: route optimization
- Prefetching
- Transport Protocol Optimization
- Compression
- Access Control
- Advanced Cache
- WebDAV (Web Distributed Authoring and Versioning) functionality availability for acceleration
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

62. Dynamic Site Accelerator & Dynamic Site Accelerator Secure in accordance with the SOW.

Dynamic Site Solutions (DSS) Pricing:

Dynamic Site Accelerator Pricing
Base Fee: (b) (4) per month

Additional Sites per org.	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

Dynamic Site Accelerator Secure Pricing (DSA Secure):
Base Fee: (b) (4) per month

Additional Sites per org	Monthly Cost
1 Site	(b) (4)
2 to 5 Sites	
6 to 10 Sites	
11 to 15 Sites	
16 to 25 Sites	
26 to 50 Sites	
50+ Sites	

*Requires an additional SSL Certificate per additional DSA site.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

Akamai's Dynamic Accelerator (DSA) and (DSA-Secure) improves the performance, reliability and scalability of secure highly dynamic Web-based applications for public users. Includes the following features:
- SureRoute for Performance: route optimization
- Pre-fetching
- Transport Protocol Optimization
- Compressionon
- SureRoute for Failover
- Site Security

- Dynamic Mapping
- 20% Domestic and 50% Global Service Level Agreement for acceleration
- 100% availability SLA

63. Dynamic Site Accelerator Add-on Modules in accordance with the SOW.

Dynamic Content Assembly	(b) (4) Month
Advanced Cache Optimization	Month
Content Targeting	Month
Site Failover	Month

64. Global Traffic Management (GTM) in accordance with the SOW.

Akamai's GTM service (known as previously as FirstPoint) is built to optimize geographically distributed web sites. The Global Traffic Management (GTM) service has three configurations:

Mirrored Failover Configuration (Basic configuration is used to redirect site to a different web site if the primary one fails.) Monthly Fee - (b) (4) per Data Center/Configuration

IP Intelligence Configuration (This configuration assigns a customer to the closest web site based on the end user's geographic country, in addition to providing failover.) Monthly Fee - (b) (4) Per Data Center/configuration

Performance Load-Balancing Configuration - This configuration provides the best network performance and availability options for web site users by installing servers in each data center to provide real-time updates to the Akamai. NOTE: All Performance Load-Balancing Configuration implementations require custom pricing from Akamai.

Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

65. Enhanced DNS, in accordance with the SOW.

Akamai Enhanced DNS service provides an outsourced secondary DNS service via Akamai's distributed network of DNS servers deployed across multiple networks to ensure improved DNS performance, security and scalability.

Enhanced DNS package $ (b) (4) /month

Fee for Additional Zones- Each incremental set of 50 zones (b) (4) /month

Bursting Fees: DNS traffic above 5 Kilo Hits per Second (b) (4) per Kilo Hits per Second.

Traffic above 50 Mbps will be billed at a rate of (b) (4) per megabyte transferred.

66. EdgeComputing in accordance with the SOW.

Akamai EdgeComputing is an on demand computing service that enables enterprises to execute sophisticated application logic on Akamai edge servers, thus reducing the number of requests and amount of infrastructure in an organization's application tier.

- EdgeComputing powered by WebSphere
- EdgeComputing powered by Tomcat
- EdgeComputing ESI (Edge Side Includes)
- Specific Packaged Applications include: Lucene Search, Registration, and user prioritization.
- EdgeComputing applications could include PKI/PKE and OCSP response as a unique custom solution. Akamai can optionally implement and support a globally distributed OCSP responder as a non-standard custom solution engagement priced separately leveraging Akamai EdgeComputing.

All types of EdgeComputing are priced using a pay per use utility computing model. It is important to note that EdgeComputing requires the customer to utilize an Akamai delivery service.

MM of Requests	Cost per Unit of Monthly Million Requests
1-3 ($/MM Requests)	(b) (4)
4-5 mm requests ($/MM Requests)	
6-9 mm requests ($/MM Requests)	
10-14 mm requests ($/MM Requests)	
15-19 mm requests ($/MM Requests)	
20-24 mm requests ($/MM Requests)	
25-29 mm requests ($/MM Requests)	
30-49 mm requests ($/MM Requests)	
50-74 mm requests ($/MM Requests)	
75+ mm requests ($/MM Requests)	

Exceeding the Committed Usage Rate. When a customer exceeds their CUR; the rate per MM requests will remain constant rather than lowering to the rate in the next range. Each Akamai EdgeComputing application requires a Professional Services engagement for implementation. If the customer is not using an EdgeComputing application package (see below) Akamai requires an application scoping workshop to determine the number of hours that are required for the EdgeComputing integration.

67. Free Flow (Media Delivery) Streaming in accordance with the SOW.
Akamai Streaming is Akamai's service for the delivery of streaming media content. Built on Akamai's proprietary technology, this service supports live, pre-programmed broadcast, and on-demand streaming media in the QuickTime, Real, and Windows Media.

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Flash-Sustained Streaming Usage:

Usage: GB Delivered	Monthly Cost
1 GB to 150 GB	(b) (4)
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	

750 GB to 1,500 GB	(b) (4)
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

Live Flash Streaming Usage:

1 GB to 150 GB	
150 GB to 300 GB	
300 GB to 450 GB	
450 GB to 750 GB	
750 GB to 1,500 GB	
1,500 GB to 2,250 GB	
2,250 GB to 3,000 GB	
3,000 GB to 3,750 GB	
3,750 GB to 5,000 GB	
5,000 GB to 6,000 GB	
6,000 GB to 7,500 GB	
7,500 GB to 8,500 GB	
8,500 GB to 10,000 GB	
10,000 GB to 11,250 GB	
11,250 GB to 15,000 GB	
15,000 GB to 30,000 GB	
30,000 GB to 50,000 GB	
50,000 GB to 75,000 GB	
75,000 GB to 100,000 GB	
100,000 GB to 125,000 GB	
125,000 GB to 150,000 GB	

ADDITIONAL SERVICES		
Streaming Authentication	Monthly Service Fee	(b) (4)

68. EdgeScape License and IP Intelligence in accordance with the SOW.

EdgeScape Pro provides the following information: Country, Region, Network, Connection type, City, Market Area, MSA, PMSA, Actual Connection Speed, and Corporate Identity. Akamai EdgeScape Pro are sold under a software license arrangement, with the pricing dependent on the number of Customer applications for which EdgeScape will be used. The two different licensing arrangements are Single Application Licenses and Enterprise Licenses and are detailed in the following sections.

EdgeScape Licenses:		
Single Application License	Monthly Service Fee	(b) (4)
EdgeScape Pro	Monthly Service Fee	
Enterprise License	Monthly Service Fee	

The Single Application License is restricted to a single Application for a single Digital Property. The Enterprise License includes unlimited use of the service for multiple Applications for up to 5 (five) Digital Properties. "Application" shall mean a single project with a defined period of time (specific start and finish) as defined by Customer. Digital Property is as defined in the Service Fee section of this price list. The EdgeScape License is restricted from being incorporated into shrink-wrapped software. Data and Service are restricted to Customer's use and cannot be transferred or sold to a third party.

In addition, a third product, EdgeScape Perpetual is available on a custom basis. This option is the purchase of the EdgeScape software code for installation on the customer's environment.

Akamai's EdgeScape provides the following information: Geographic Origin: Country, Region (State or Province), City, Market Area, MSA, PMSA, Area code, Latitude/Longitude, Time zone, County, Zip code. Network: Connection type (dial-up, DSL, ISDN, or cable), Network name (e.g. AOL), Actual connection speed based on Akamai's database of over 4.2 billion IP addresses. Beyond Edgescape, can provide optional network-specific information to include:

- BGP feeds from hundreds of different networks on the Internet
- Performance measurements of key paths on the Internet (e.g. latency and packet loss)
- Name server traffic density
- HTTP traffic density
- HTTP error stream
- Origin Server Availability
- Visualization tools for reporting and accessing network & IP intelligence data
- Implementation and service costs scoped on a per site/application/configuration basis.

69. Professional Services in accordance with the SOW.

Professional Services -Akamai Sr. Engineer	(b) (4)	Hour
Professional Service FTE rate (2048 Hrs/Yr)		/Hour

Any web application integrations that are required to go live on the Akamai platform in less than 10 business days will be considered an emergency integration. The 10 business day clock starts once both Akamai and the customer designated approving authority have signed, in writing, an agreement to implement the web site in question on the Akamai platform. Any non-weekend or non-holiday day is considered a business day. Emergency fees will apply to any site implementations falling into this emergency window. These fees will include both the normally assessed Akamai integration fee for turning a web application live on the Akamai platform (assessed separately for each integration based on requirements), as well as (b) (4) Implementation Cost". This surcharge covers the added expense for Akamai to re-arrange scheduling, as well as to provide the off hour and weekend support required to implement a site in this type of emergency scenario. Any agreed upon emergency implementation action will first be memorialized in a task order under this contract and approved by both parties.

70. Custom Solutions-AONS (Akamai Optimized Network Service)

Per the Akamai GSA Schedule, # GS-35F-0626M, Akamai offers Custom Solutions-AONS as an option to the Akamai Edge services. AONS, (Akamai Optimized Network Service), provides the ability for Akamai to extend its platform within DHS specified locations. The extension of the Akamai platform may include a private separate and distinct distribution network specific to the DHS internal networks.

Additionally, the ability for Akamai to extend its' platform within DHS specified locations would include the unique to Akamai to offer a capability to support an assured communications solution to support high-availability acceleration services for IP based applications over the Internet using enterprise access platforms such as Citrix®, SSL VPNs, IPSEC, and other IP based applications requiring an Akamai network deployment at DHS specified locations.

- IP Application Accelerator (IPAA) to support ad-hoc mobile users and leverages an Akamai network deployment at a DHS Internet gateway access point.
- Remote Office Accelerator (ROA) to support fixed locations Akamai network deployments at a DHS Internet gateway access points and remote office access points.

Scenarios utilizing performance route optimization, dynamic mapping, multi-pathing, and packet replication utilizing a distributed Internet overlay routing platform:

- Remote users
- Communications from fixed & ad-hoc locations
- Mobile/emergency site
- Wireless connection
- Private line alternative
- Internet for failover

Implementation requirements and service costs are negotiated on a custom basis and utilize Akamai professional service rates listed in this BPA.

IPAA includes the following features:

SureRoute for Performance: Chooses the most efficient route between edge & origin servers for optimum delivery performance
Transport Protocol Optimization: Uses a high-performance transport protocol to reduce the number of round trips over the optimized path.
Packet Loss Reduction: Eliminates the adverse effects of packet loss
100% Service Level Agreement: For network availability, as measured by Akamai

IP Access Accelerator Pricing (Per Number of Concurrent Users)
- Up to 100 Concurrent Users - Peak Usage 2.8 Mbps (Monthly Fee) (b) (4)

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Year 5 Pricing

- Up to 250 Concurrent Users - Peak Usage 7.0 Mbps (Monthly Fee) (b) (4)
- Up to 500 Concurrent Users - Peak Usage 14.0 Mbps (Monthly Fee)
- Up to 1,000 Concurrent Users - Peak Usage 28.0 Mbps (Monthly Fee)
- 1,000+ Concurrent Users - Peak Usage 28+ Mbps (Monthly Fee)
- Bursting Fee (Per Incremental User) (b) (4)
- Bursting Fee (Per Incremental Mbps

ADDITIONAL IP ACCESS ACCELERATOR PRICING INFORMATION

+ Akamai Gateway Region Kit (CPE) for one Origin Site and one hostname only (Included)
  Package Elements: 2 Servers and 1 RPDU
  Access to the portal
+ Additional Gateway Region Kit to support additional gateways/origin site (b) (4) Month/Site

IPAA Implementation: Implementation costs scoped on a per site/application/configuration basis. Akamai will supply a statement of work and schedule for each implementation.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE OF PAGES
	1 57

2. AMENDMENT/MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
P00003	09/01/2009		

6. ISSUED BY	CODE	7. ADMINISTERED BY (If other than Item 6)	CODE
DHS/OPO/ITAC/ITSS		DHS/OPO/ITAC/ITSS	

U.S. Dept. of Homeland Security
Office of Procurement Operations
ITAC IT Support Services Branch
245 Murray Lane, SW
Building 410
Washington DC 20528

U.S. Dept. of Homeland Security
Office of Procurement Operations
ITAC IT Support Services Branch
245 Murray Lane, SW
Building 410
Washington DC 20528

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

AKAMAI TECHNOLOGIES INC
8 CAMBRIDGE CTR
CAMBRIDGE MA 021422141

CODE	FACILITY CODE
0477752050000	

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

x 10A. MODIFICATION OF CONTRACT/ORDER NO. HSHQDC-07-A-00014

10B. DATED (SEE ITEM 13) 08/14/2007

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
X	FAR 52.243-1 Changes-Fixed Price
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

GSA Contract #: GS-35F-0626M
DUNS Number: 047775205+0000
The purpose of this modification is to incorporate changes to the revised Statement of Work dated September 1, 2009 at no cost and update the Blanket Purchase Agreement (BPA) Attachment 1 Pricing.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
Robert L. San Martin / Regional Sales Mgr	Michael B. Scott

15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)	9/2/09	Michael B. Scott (Signature of Contracting Officer)	09/02/09

NSN 7540-01-152-8070
Previous edition unusable

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243