

USACCESS Program

Service Descriptions and Price List Effective January 24, 2018

All services provided by the USAccess Managed Service Office are funded via interagency agreement, and are not available to any entity that has not already concluded such an agreement with GSA. Please see the instructions and information available at www.fedidcard.gov.

PIV Credential Services		
Item Name	Service Description	Price
PIV or PIV-I Enrollment	This service completes a sponsored record in the Identity Management Service and enables the agency to submit fingerprints for initial check without incurring the cost of printing a credential. The agency may choose PIV issuance, PIV-I issuance, or No card issuance at sponsorship.	\$19.00 per enrollment
PIV or PIV-I Credential Printing and Issuance	Card printing fee includes Issuance and activation services for a fully configured PIV or PIV-I credential. The credential may contain up to four PKI certificates and meets NIST standards. The PIV or PIV-I credential will be delivered to the location designated by the Sponsor, or printed by the host agency. The price includes the first 30 days of maintenance for the credential. Service also allows for agencies to request a new credential for an individual who was previously enrolled in the USAccess managed service. The action is requested because his/her credential has been compromised, lost, stolen or the credential holder has had a status or attribute changes (e.g., new legal name), or the credential is reaching the expiration date printed on it. Customer will not be charged for credentials with manufacturer defects*.	\$30.00 per card
PIV or PIV-I Credential Monthly Maintenance	Maintenance service for the PIV or PIV-I credential includes all of the certificates and shared services. The maintenance period starts 30 days following the printing of the original PIV or PIV-I credential.	\$3.45 per month
Configured Test Credential (v7 or v8, PIV or PIV-I)	The test credential is a fully configured PIV or PIV-I credential that provides agencies with the ability to test the electronic profile of the standardized PIV or PIV-I credential. The test credentials are specifically designed to be fully distinguishable in appearance from a real PIV or PIV-I credential. Orders for test Credentials must be accompanied by a Test Credential Request Form.	\$15.00 each

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Credentialing Work Stations		
Item Name	Description	Price
Dedicated Credentialing Unit Managed Service – Mobile and Fixed (minimum 12 months)	Service provides a Credentialing Unit for a minimum of 12 months. After 12 months, charges will continue automatically until the customer opts out, with 30 days' notice. This allows agency customer the capabilities of enrolling people into the managed service and activating PIV credentials. This managed service includes all equipment, maintenance, Security certification, break/fix services, technical refresh after 5 years of deployment, and help desk access. Requires the completion and signature of a preoperational checklist, and access to an internet drop at the site.	\$100.00 per month
Mobile Converting to Fixed CU and New Fixed CU Orders	A New Fixed CU station, or an already deployed Mobile CU converting to a Fixed CU includes a firewall and router configuration, 2 hours troubleshooting support to determine nature of network support, SET worksheet review and confirmation, applicable shipping, testing of returned laptop and restocking.	\$1,300.00 one-time
Optional Mobile CU Setup Call	This Optional Mobile CU Setup Call includes up to 3 hours of contractor support in one business day and must be scheduled in advance of the actual call. Setup calls include hardware setup assistance over the phone, USAccess software install assistance after agency configuration, and one time connection assistance and troubleshooting.	\$250.00 one-time per call
New Light Activation Service	Provides software and Peripherals (Card reader and fingerprint reader) to perform PIV and PIV-I activations. Requires a customer-provided laptop capable of running the software, and access to the internet. Includes software license key and software updates as issued.	\$1,000 one-time per end-point
Opt-In Local Printing service (minimum 12 months)	Optional firm-fixed-price service available to Credentialing Unit Managed Service users. Includes one printer, printer consumables, (not to include cardstock – cardstock is provided by the USAccess MSO), Break/Fix, security certification, technical refresh after 5 years of deployment, mutually authenticated endpoint equipment, and shipping container.	\$450 per month
Local Printing Scrap Charge	If a card is printed but cannot be used due to poor adjustment of the printer, lack of maintenance, or operator error, this charge covers the cost of the cardstock.	\$10.00 per scrapped card
VPN Equipment Replacement w/o Field Service	Configuration and shipment of a replacement router, return and tracking of existing router, and testing of returned equipment to determine its reusability.	\$900 one-time per replacement
Replacement Pelican Case for CU	Includes a Pelican transit case, foam insert and configuration of foam insert, and lock which allows for the other CU service components to be transported between physical locations safely and securely. These can only be purchased separately if the pelican case included with the CU breaks or is lost. Customer is required to return all pelican cases (purchased or included) upon decommission of the CU.	\$300.00 one-time charge per case

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Station Moves	Move/Recertify Standard Credentialing; Move of a Fixed site hardware VPN device, and replacement of faulty VPN device as needed. Contractor provides Standard Deployment move process support. The first move in a year for shared CUs is paid by the MSO.	\$1,250.00 per move

Technical Services		
Item Name	Description	Price
Technical Support Services	Service provides the capability for agencies to order technical support. Examples include: <ul style="list-style-type: none"> • Change request development • Agency specific reports modifications • Integration services for agencies physical and logical systems • Maintenance services not included in the core managed service offering • SIP Interface Maintenance 	Cost plus 2%
Data DVD	Creating a data DVD containing agency's IDMS information	Quoted on Request

* For card defects, customer agency will be reimbursed for cards determined to have manufacturer defects. Expired or locked operational cards will not be reimbursed. Please follow defective card process.