

Frequently Asked Questions

1. Can you describe how this change will benefit the Federal Government in how it acquires Cloud services and products?

- The original Cloud SIN was designed to only support cloud-oriented products. However, the majority of cloud customers are confronted with a variety of other needs, including specific cloud-oriented IT professional services to help them assess, prepare, migrate, integrate, develop, and/or govern a cloud implementation. The revision of the Cloud SIN is designed to expand its scope to accommodate specific cloud-oriented IT professional services and simplify the acquisition process.

Currently, in order for a government customer to access cloud-oriented IT professional services, they must issue an RFQ seeking responses from at least two classes of GSA contract holders – those that are listed under generic IT Professional Services (132-51) and those that are listed under the current Cloud SIN. After the revision, government customers will be able to procure a complete solution and meet cloud-oriented needs under one SIN. This should significantly reduce the administrative overhead associated with reviewing responses from IT Professional services contractors that are not pre-qualified to provide cloud-oriented services.

2. IT Schedule 70 has created almost ten new SINs in the last year that could be putting an administrative burden on industry to manage. Will you be creating new SINs as part of the software SINs updates?

- Rather than create a new SIN, the plan is to expand some of the definitions of the current Cloud SIN to bring in qualified IT professional services contractors. Additionally, the RFI sought feedback from industry and federal customers to ensure that the SIN descriptions reflect the state of cloud in today's IT marketplace. GSA's goal with the revision is to provide clarity and differentiate the Cloud SIN from existing software SINs, particularly SIN 132-32 (Term Software) and include cloud-specific IT professional services.

3. IT Schedule 70 already has SIN 132-51 for IT Professional Services. How does this affect the fact that you are adding some new IT professional services to the Cloud SIN?

- The scope of the IT Professional Services SIN is broad and covers a generic range of IT skills, whereas those within the scope of the Cloud SIN are targeted to those

cloud-specific services carried on the Cloud SIN. This allows service companies that offer cloud-specific services a way to promote those services over more generic IT professional services. No administrative burden will be placed on industry to remove existing cloud-oriented services from 132-51. Instead, industry partners that would like to highlight that they have cloud-specific services offerings will be encouraged to offer them under the Cloud SIN to ensure federal customers can easily locate and procure from these contractors through the IT Schedule 70 Program. Identical labor categories or services cannot be on both SIN 132-40 and 132-51.

4. Beyond expanding the scope of the Cloud SIN, are there any other significant changes?

- The NIST definitions of cloud products included some ambiguities related to the “Measured Services” requirement. These ambiguities led to confusion on the part of industry and added administrative burden, and in some cases, different interpretations of the actual meaning. The SIN revision clarifies the meaning of “Measured Service” by indicating a minimum frequency of measurement and provides an alternative classification of products that do not meet this minimum.