



**Service Descriptions and Price List
Effective March 31, 2016**

PIV Credential Services		
Item Name	Service Description	Price
PIV Enrollment	This service Creates a record in the Identity Management Service and enables the agency to submit fingerprints for initial check without incurring the cost of printing a credential.	\$19.00 per enrollment
PIV Printing and Issuance	Card printing fee includes Issuance, and activation services for a fully configured PIV credential. The PIV credential may contain up to four PKI certificates and meets NIST standards. The PIV credential will be delivered to the location designated by the Sponsor. The price includes the first month of maintenance for the credential.	\$30.00 per card
PIV Credential Monthly Maintenance	Maintenance service for the PIV credential includes all of the certificates and shared services. The maintenance period starts the month following the issuance of the original PIV credential.	\$3.45 per month
Re-Enrollment Credential Service	Re-enrollment service 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). Customer will not be charged for credentials with manufacturer defects*.	\$30.00 per re-enrollment
Replacement Credential	Replacement credential service allows for agencies to order a replacement credential for an individual enrolled in the USAccess managed service. This may be required because the card no longer functions due to normal wear and tear. The action to replace is the result of a Reprint order. Customer will not be charged for credentials with manufacturer defects*.	\$30.00 per credential
Renewal Credential	Renewal credential service allows for agencies to order a new card for an existing and active account of USAccess credential holder because the individual's credential is expiring. The action will result in a new card being printed and require the individual to pick up and activate. The PIV credential will be delivered to the location designated by the Sponsor. Customer will not be charged for credentials with manufacturer defects*.	\$30.00 per credential
Configured PIV Test Credential (v7)	The test credential is a fully configured PIV credential that provides agencies with the ability to test the electronic profile of the standardized PIV credential. The test credentials are specifically designed to be fully distinguishable in appearance from a real PIV credential. Orders for test Credentials must be accompanied by a Test Credential Request Form.	\$15.00 each

USACCESS Program

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Credentialing Work Stations		
Item Name	Description	Price
Enrollment/Activation Station (minimum 3 months)	Service provides a fixed enrollment and a fixed activation station a minimum of 3 months. This allows the capabilities of enrolling people into the managed service and activating PIV credentials. This managed service includes all equipment, maintenance, installation, certification, break/fix services, and help desk access for the term of the managed service subscription. Submission of a USAccess SET Worksheet required for install.	\$1,121.00 per month
Additional One Year Maintenance for Activation Station	Service provides for maintenance of activation stations including VPN equipment, access to help desk, break fix service, and software updates.	\$1,081.00 per year
Work Station Moves	Service includes site pre-installation testing and certification, installation and certification support, and de-installation/delivery activities involved in moving an enrollment station from one location to another.	\$3,000.00 per move
Local Equipment Relocation	Support of a single day (8 hour) relocation of USAccess program equipment (enrollment and/or activation station) within the same building and on the same network within a given agency. This includes all moves within the same room, down the hall or onto a different floor. In no cases will the location be further than 5 minute walk from the other location.	\$1,766.00 per local move
VPN Equipment Replacement WITHOUT Field Service Support	Replacement of individual communication devices, such as VPNs or Switches, not more than 10 pounds for each device, at specified Agency sites. Other similar equipment moves may be considered. The on-site technician must be an agency technician.	\$799.00 per replacement
VPN Equipment Replacement WITH Field Service Support	Replacement of individual communication devices, such as VPNs or Switches, not more than 10 pounds for each device, at specified Agency sites by an HP Field Service Technician. Other similar equipment moves may be considered.	\$1,485 per Replacement

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 • OPAC codes 	Cost plus 2%
Data DVD	Creating a data DVD containing agency's IDMS information	Quoted on Request
Ad Hoc Record Deletions	Service removes the requested record from the USAccess system.	\$25 per record

* 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.