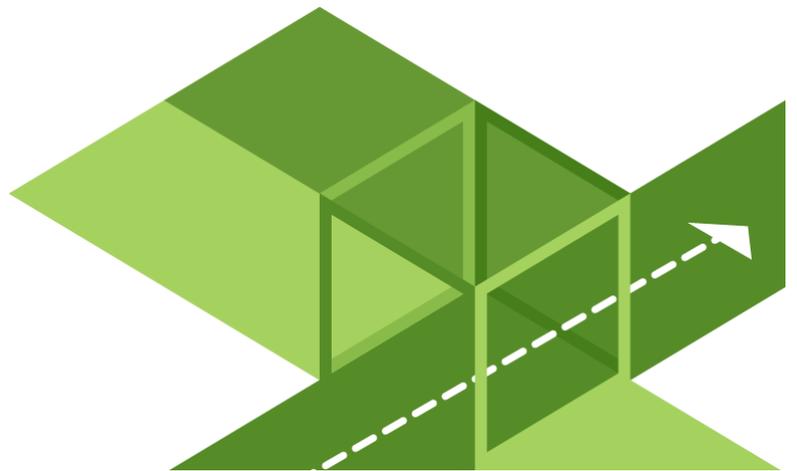

**Authorized Information
Technology Schedule
Pricelist General Purpose
Commercial Information
Technology Equipment,
Software and Services**

FORRESTER®
CHALLENGE THINKING.
LEAD CHANGE.



Founded in 1983 with corporate headquarters in Cambridge, MA and a Federal Government office in McLean, VA, Forrester Research, Inc. (Forrester) is an independent, objective research company that can provide the Federal Government with comprehensive, in-depth, and unbiased information, and analysis, best-in-breed, pragmatic, and forward-thinking advice. Forrester focuses on the business implications of technology change to help its clients create a unified plan that gains business/organizational advantage. Uniquely, Forrester guides business and government strategists, marketing executives, government agencies, and Information Technology (IT) professionals, global leaders in business, government and technology that collaborate with us to accelerate achievement of their business IT goals.

Our rigorous methodologies experience has helped Information IT Professionals make smart, confident decisions that improve their organizations' performance. We understand business executives' goals and challenges via over 30,000 Business executives interviews a year to understand their issues and what they need to be successful and use this information to provide objective advice to help meet department initiatives. Other IT Research firms just ask IT what the business wants and needs, which we believe is a flawed methodology. Forrester focuses on the business/mission from the beginning. Forrester analysts enter into consulting engagements with a deep, immediate understanding of your mission, stakeholders, and goals — meaning faster, more cost-efficient results. Forrester has been ranked in the top 75 on *Forbes* 200 Best Small Companies list for five consecutive years. For more information, visit www.forrester.com.

SPECIAL ITEM NO. 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

| | |
|----------------|--|
| FPDS Code D301 | IT Facility Operation and Maintenance |
| FPDS Code D302 | IT Systems Development Services |
| FPDS Code D306 | IT Systems Analysis Services |
| FPDS Code D307 | Automated Information Systems Design and Integration Services |
| FPDS Code D308 | Programming Services |
| FPDS Code D310 | IT Backup and Security Services |
| FPDS Code D311 | IT Data Conversion Services |
| FPDS Code D317 | Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76) |

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote

sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

SPECIAL ITEM NO. 132-52 ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

Forrester Research, Inc.
60 Acorn Park Drive, Cambridge, MA 02140
Phone: 617.613.6274
Fax: 617-613-5200
<http://www.Forrester.com>

Contract Number: **47QTCA18D001C**

Period Covered by Contract: **October 27, 2017 – October 26, 2022**

General Services Administration
Federal Acquisition Service

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

Information for Ordering Activities Applicable to All Special Item Numbers

SPECIAL NOTICE TO AGENCIES: SMALL BUSINESS PARTICIPATION

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- [X] The Geographic Scope of Contract will be domestic and overseas delivery.
- [] The Geographic Scope of Contract will be overseas delivery only.
- [] The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Ordering address: Forrester Research, Inc.
60 Acorn Park Drive
Cambridge, MA 02140

Payment address: Forrester Research, Inc.
Dept. CH 10334
Palatine, IL 60055-0334

Wire Funds: Citizens Bank, Providence, RI 02915,
Wire ABA#0115-0012-0,
ACH ABA#211 0701 75 for credit to:
Forrester Research, Inc.
Account#: 1135580437

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: 617-613-6274

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule Contract

Block 16: Data Universal Numbering System (DUNS) Number: 10-676-5928

Block 30: Type of Contractor: Large Business

Block 31: Woman-Owned Small Business - No

Block 37: Contractor's Taxpayer Identification Number (TIN): 04-2797789

4a. CAGE Code: 1NSB6

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

| SPECIAL ITEM NUMBER | DELIVERY TIME (Days ARO) |
|---------------------|--------------------------|
|---------------------|--------------------------|

| | |
|--------|---------|
| 132-51 | 30 Days |
|--------|---------|

| | |
|--------|---------|
| 132-52 | 30 Days |
|--------|---------|

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame

shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS: PRICES SHOWN ARE NET PRICES; BASIC DISCOUNTS HAVE BEEN DEDUCTED.

- a. Prompt Payment: **Net 30 Days**
- b. Quantity: **See Volume Discounts**
- c. Dollar: **None**
- d. Government Educational Institutions: **Government Educational Institutions are offered the same discounts as all other Government customers.**
- e. Other: **N/A**

8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

10. SMALL REQUIREMENTS: THE MINIMUM DOLLAR VALUE OF ORDERS TO BE ISSUED IS \$55.00.

11. MAXIMUM ORDER (ALL DOLLAR AMOUNTS ARE EXCLUSIVE OF ANY DISCOUNT FOR PROMPT PAYMENT.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-51 - Information Technology Professional Services

Special Item Number 132-52 – Electronic Commerce and Subscription Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Hardware is not offered under this contract.

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAS)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

<http://www.forrester.com>

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 132-51)

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 PERFORMANCE INCENTIVES (APRIL 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress

payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;

(2) Subcontractors; and/or

(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

Terms and Conditions Applicable to Electronic Commerce and Subscription Services (Special Item Number 132-52)

Includes value added network services, e-mail services, Internet access services, electronic subscription services, data transmission services, and emerging electronic commerce technologies.

NOTE: The Transactional Data Reporting (TDR) Rule requires vendors to electronically report the price the federal government paid for an item or service purchased through GSA acquisition vehicles. The TDR PILOT DOES NOT APPLY TO THIS SIN, EXCEPT if a TDR-covered SIN(s) is proposed as part of your total offering to GSA (e.g. offer 132-51 and 132-8). If both TDR and NON-TDR SINs are offered, then the entire contract is subject to TDR and the Price Reduction Clause (PRC) and Commercial Sales Practice (CSP) requirements are removed for the entire contract. If NON-TDR SIN(s) are offered only, then the offering will be subject to PRC and CSP.

NOTES: Electronic Commerce Services are not intended to supersede or be substituted for any voice requirements of FTS2001.

Please see the additional terms and conditions applicable to this Special Item Number (SIN) found in a separate attachment to the Solicitation. These terms and conditions do not contain specific and negotiated contractual language for this SIN. The Schedule contractor may have submitted additional information to complete the "fill-in" to the terms and conditions. The ordering activities shall request the Schedule contractors to submit these additional contract terms and conditions for this applicable SIN when responding to an order.

Ordering activities may request from Schedule contractors their awarded End User License Agreements (EULAs) or Terms of Service (TOS) Agreements, which will assist the ordering activities with reviewing the terms and conditions and additional products and service and prices which may be included.

Exception: According to SBA standards NAICS code 541519 has the dollar value standard of \$27.5 million except if you are a Value Added Reseller (150 employee standard). For more information please visit http://www.naics.com/naicswp2014/wp-content/uploads/2014/10/2014-Size_Standards_Table.pdf

Sales: \$224,474,817

Sales Period: October 1, 2015 to Sep 30, 2016

Cooperative Purchasing: Yes

Set Aside: No

FSC/PSC Code: D304

Maximum Order: \$500,000

NAICS

| Number | Description | Business Size |
|--------|---|----------------|
| 517110 | Wired Telecommunications Carriers | 1500 employees |
| 517911 | Telecommunications Resellers | 1500 employees |
| 517919 | All Other Telecommunications | \$32.5 million |
| 518210 | Data Processing, Hosting, and Related Services | \$32.5 million |
| 519130 | Internet Publishing and Broadcasting and Web Search Portals | 1000 employees |
| 541519 | Other Computer Related Services | \$27.5 million |

SubSIN Catagorie(s):

FSC/PSC Class D304 IT AND TELECOM – TELECOMMUNICATIONS AND TRANSMISSION

- E-Mail Services
- Internet Access Services
- Navigation Services
- Value Added Network Services (VANS)

FSC/PSC Class D399 IT AND TELECOM – OTHER IT AND TELECOMMUNICATIONS

- Other Data Transmission Services, Not elsewhere classified

USA Commitment to Promote Small Business Participation Procurement Programs

PREAMBLE

(Name of Company) provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **Shannon Guiney, VP Finance Operations 617-613-6274 Fax: 617-613-5200, sguiney@forrester.com**.

Best Value Blanket Purchase Agreement Federal Supply Schedule

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

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 offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 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 ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER _____

(Customer Name) Blanket Purchase Agreement

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

| MODEL NUMBER/PART NUMBER | *SPECIAL BPA DISCOUNT/PRICE |
|--------------------------|-----------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

(2) Delivery:

| DESTINATION | DELIVERY SCHEDULES / DATES |
|-------------|----------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

| OFFICE | POINT OF CONTACT |
|--------|------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

Basic Guidelines for Using “Contractor Team Arrangements”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- › The customer identifies their requirements.
- › Federal Supply Schedule Contractors may individually meet the customers needs, or -
- › Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- › Customers make a best value selection.

Forrester Products and Solutions

Advisory

Forrester's analyst advisory engagements can play a critical role in ensuring successful outcomes for your technology management or marketing and strategy initiatives. Advisory engagements are built on Forrester's consumer, buyer, market, and technology adoption insights. Expert analysts demonstrate how our research applies to your initiatives, providing best practices and a direct line of sight into emerging trends. Advisory engagements align to specific research themes, such as customer experience, big data, digital business, or mobile.

Advisory Forrester clients can purchase Service Units, which act as prepaid Forrester credits for conducting analyst advisory sessions. Service Units maximize the value of your relationship with Forrester by applying our research to your specific situation through a retainer of prepaid analyst time. As a Service Unit client, you will work with a program manager who will use their understanding of your business needs to identify, customize, and facilitate interactive sessions to address your pressing business challenges.

Flexible options are available for analyst advisory engagements, including full-day, half-day, and hourly advisory sessions for your internal — or external — audience. Sessions are conducted in person or virtually. Options include:

- › **Visioning:** Forrester's analysts are at the forefront of the areas that matter most to your organization. Through an interactive session, Forrester's thought leadership and deep market knowledge will help set the stage for your vision for the next three to five years and inspire action.
- › **Maturity Assessments:** Forrester will guide your organization's understanding of how to assess its readiness, address strengths and weaknesses, and identify the steps to move to the next level of maturity by leveraging Forrester's maturity assessment models, research, and best practices.
- › **Business Cases:** Forrester will guide your business and technology stakeholders and provide the foundation to create an effective business case for your technology investments. Through facilitated discussions and exercises, the session will explore the costs, benefits, flexibility, and risks associated with a technology investment decision.
- › **Strategic Road Maps:** Forrester will guide the definition of your organization's strategic road map and provide advice for how to develop a winning strategy for successful adoption. Through a facilitated session, apply Forrester's unique understanding of best practices for establishing a strategic road map through key elements such as milestones, prioritization, tradeoffs, and risks.

Pricing (each):

Advisory Day: \$8,415.11

Advisory Call: \$1,051.89

Service Unit: \$105.19

| Consulting Labor Category | Functionality Responsibility (Summary) | Daily Rate |
|--|---|-------------------|
| Consulting Day Rate - Editor | The editor is responsible for the editing and production of final client materials. | \$871.54 |
| Consulting Day Rate - Associate Consultant | Consultants apply their skills and expertise in specific subject matter areas to help develop solutions to client needs. They are also responsible for overseeing day-to-day task management and creation of deliverables for specified client needs. | \$1,359.60 |
| Consulting Day Rate - Consultant | Consultants are responsible for day-to-day task management and creation of deliverables for specified client needs. | \$2,510.03 |
| Consulting Day Rate - Senior Consultant | Senior Consultants apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations. This individual organizes and assigns responsibilities to subordinates, and oversees the assigned tasks. | \$3,451.28 |
| Consulting Day Rate - Principal Consultant | The Principal Consultant manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task. | \$4,392.54 |
| Consulting Day Rate - Vice President | The Vice President has overall accountability for business solution programs. Vice Presidents may be responsible for product delivery and/or financial management of client engagements. A Vice President performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client problems. | \$5,054.91 |
| Consulting Day Rate - Consulting Director | The Consulting Director has overall accountability for business solution programs, and oversees and manages multiple client relationships. Consulting Directors may be responsible for product delivery and/or financial management of client engagements. They lend thought leadership to engagement teams in developing creative solutions to client problems. | \$5,473.25 |
| Consulting Day Rate - Analyst | The analyst has industry experience in the relevant subject matter. This individual will use subject matter expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The analyst provides thought leadership related to current and future customer plans with regard to the stated client need. | \$5,717.28 |

Leadership Boards (Part # LB_U)

Leadership Boards are an exclusive network of peers, analysts, and advisors connecting clients with leading practices to accelerate business growth. Members are part of a trusted, pre-qualified global community of leaders within their discipline. Participation includes facilitated peer-networking events and one-to-one peer exchanges, on top of forward-looking research insights designed to tackle members' most pressing challenges and change initiatives.

In addition to the benefits of a Forrester Research Member membership, a Council membership adds:

- › A dedicated advisor
- › Peer network
- › In-person events
- › One (1) Forrester Forum ticket
- › Virtual events
- › Exclusive content
- › Online community

BUSINESS TECHNOLOGY LEADERSHIP BOARD COUNCILS

- › Application Development & Delivery Council
- › Business Technology Strategy Council
- › The CIO Group
- › Enterprise Architecture Council
- › Security & Risk Council
- › Sourcing & Vendor Management Council

MARKETING & STRATEGY (M&S) LEADERSHIP BOARD COUNCILS

- › B2B Marketing Council
- › B2C Marketing Council
- › The CMO Group
- › Customer Experience Council
- › Customer Insights & Analytics Council
- › Digital Business Council

| Quantity: | Total Price: |
|-----------|--------------|
| 1 | \$30,680.10 |
| 2 | \$56,977.33 |
| 3 | \$83,274.56 |
| 4 | \$109,571.79 |
| 5 | \$135,869.02 |

| Quantity: | Total Price: |
|-----------|--------------|
| 6 | \$162,166.25 |
| 7 | \$188,463.48 |
| 8 | \$214,760.71 |
| 9 | \$241,057.94 |
| 10 | \$267,355.17 |

LEADERSHIP BOARDS – INSIGHT (PART # LB_I)

Leadership Boards Insight Seats may only be sold to existing seat holders who have already purchased a corresponding Leadership Board Council seat.

| Quantity: | Total Price: | Quantity: | Total Price: |
|------------------|---------------------|------------------|---------------------|
| 1 | \$16,070.53 | 6 | \$70,783.39 |
| 2 | \$32,141.06 | 7 | \$75,677.59 |
| 3 | \$48,211.59 | 8 | \$80,571.79 |
| 4 | \$57,050.39 | 9 | \$85,465.99 |
| 5 | \$65,889.19 | 10 | \$90,360.19 |

Executive Programs – Part # EP_CIO

Executive-level coaching for CIOs and to help drive your customer-obsessed strategies and accelerate your team's ability to deliver results on your most strategic initiatives. Forrester Executive Programs help you navigate and win in the age of the customer, delivering everything Forrester has to offer – customized to your strategic initiatives and goals.

CIO Executive Programs provide you with:

An Executive Partner to provide one-on-one coaching and help you establish and tackle your most important initiatives, delivered through recurring 1:1 meetings and ongoing "on-call" conversations and support.

Age of the Customer research access including unlimited access to all of Forrester's Marketing & Strategy and Business Technology research.

Onsite strategy sessions to align your team on crucial growth initiatives.

Team support to accelerate your team's ability to deliver results on your most strategic initiatives.

Curated research and analysis to guide and ensure confidence in your decisions.

On demand access to Forrester experts to accelerate progress toward your desired outcome.

Invitation to one (1) Forrester Forum to meet with peers and other CMOs and CIOs.

Pricing (each): \$65,743.07

Research

Highly objective and rigorous, Forrester's research is the foundation of all of our offerings and directly focuses on providing you with the most valuable, relevant research to match your needs. Our core research and tools provide you with forward-looking, actionable guidance aligned to your key initiatives and those of your target clients, competitive intelligence, and one-on-one time with our experts.

Forrester Research is written for 12 leadership roles:

Marketing and Strategy Professionals — M&S Research: Chief Marketing Officer, B2B Marketing, B2C Marketing, Customer Experience, Customer Insights, Digital Business Strategy

Technology Management Professionals — BT Research: Chief Information Officer, Application Development & Delivery, Enterprise Architecture, Security & Risk, Sourcing & Vendor Management

Playbooks are Forrester's framework to help you deliver on your top initiatives using our four-phase, step-by-step approach — discover, plan, act, and optimize. This life-cycle approach will guide you to better business decisions and outcomes. Each playbook includes an Executive Overview plus 12 additional reports spanning the four phases. To date, Forrester has more than 60 playbooks that are updated annually with current insight from our experts.

Market Overviews provide an objective analysis and overview of technology providers.

Trends and Predictions give insight into how a technology, marketing, or strategy category will unfold.

Quick Takes analyze a significant market event, such as an IPO or a product announcement.

TechRadar™ is Forrester's methodology to describe and plot a technology or process according to its ecosystem maturity, business value-add adjusted for uncertainty, and future trajectory. TechRadar helps clients develop a technology road map using objective analysis and perspectives.

Forrester Wave™ is our transparent and objective evaluation of providers in a software, hardware, or services market. It evaluates their market positions across Current Offering, Strategy, and Market Presence. Forrester Wave reports and spreadsheets expose the criteria we use to grade the providers' offerings and how we score and weight those criteria.

Analyst Inquiry enables clients to ask analysts questions related to our research during a 30-minute strategy session. Our thought leaders demonstrate how their research applies to your initiatives, providing insights that lead to greater confidence in your decisions. A self-schedule tool is available.

Research Inquiry is available as an unlimited service to answer questions related to our written research. Within 36 hours, research specialists will help you locate the right pieces of research for your tactical or strategic issues.



Dedicated Client Relations Specialist: Each client receives a dedicated client relations specialist to manage research inquiries, briefings, and questions related to www.forrester.com.

Planned Research Tool: Clients can access a calendar of upcoming research on Forrester.com to plan for briefings and inquiries as well as to plan webinars around a major report release.

Dedicated Account Manager: Every Forrester client, regardless of size, receives a dedicated account manager to support their needs throughout their Forrester journey. This extends from Forrester Research Member and Reader onboarding and ongoing questions on how Forrester can support your initiatives to partnership reviews.

Courtesy Views: Get more out of your membership by accessing up to 10 reports published to roles outside of your research subscription. For example, if you are a Business Technology Research client, you can access up to 10 reports published to corresponding Marketing & Strategy roles.

Courtesy Inquiries: Enhance your understanding by scheduling up to four Courtesy Inquiries to speak with a Forrester analyst outside of your research subscription. For example, if you are a Marketing & Strategy Research client, you can schedule up to four 30-minute Analyst Inquiries with Business Technology analysts.

Document Review is an Inquiry service for clients to receive feedback on business-technology-related or marketing and strategy-related RFPs, contracts, and strategy documents. With Age of the Customer Research access, analysts provide reviews of these documents up to 20 pages.

Webinars are developed and led by our analysts, who focus on the key trends and technologies that affect your business. These interactive presentations are followed by an open forum for questions.

Events: A single ticket to a Forrester Event is also included in all orders with at least one Research Member seat. These forums allow you to learn from thought leaders, hear from your peers, and engage with Forrester analysts.

Forrester.com is the central place to access and manage services, find and read research, schedule Inquiries, and manage your account and personal preferences. Stay informed about the latest Forrester reports and Webinars by creating alerts based on your role or a custom term.

Forrester Reader for the iPad helps you quickly and easily find the latest reports, playbooks, charts and figures; save research to your personal reading list for offline reading; and share excerpts, charts, and report links.

Forrester Insights for the iPhone helps you access our research anytime, anywhere. In addition to intuitive search and a high-resolution display, the Forrester Insights app features a save function that syncs across web and mobile, share functionality to keep colleagues and teams up to date, and a way to connect with Forrester analysts to have your questions answered within one business day.

RESEARCH MEMBER - (PART # R_M)

BT Research Members have unlimited access to Forrester's research for Technology Management Professional roles: CIO, Application Development & Delivery, Enterprise Architecture, Security & Risk, Sourcing & Vendor Management.

M&S Research Members have unlimited access to Forrester's research for M&S Professional roles: CMO, B2B Marketing, B2C Marketing, Customer Experience, Customer Insights, Digital Business Strategy. Research Member level of access also includes:

- › Unlimited use of our client service department
- › Analyst Inquiry
- › Unlimited webinars
- › Dedicated account team
- › BT Document Review (up to 20 pages)
- › Up to four “click-and-share” documents
- › Personalized web portal with alerts

| Quantity: | Total Price: | Quantity: | Total Price: |
|-----------|--------------|-----------|--------------|
| 1 | \$27,392.95 | 6 | \$82,327.48 |
| 2 | \$43,685.15 | 7 | \$87,221.68 |
| 3 | \$59,755.68 | 8 | \$92,115.88 |
| 4 | \$68,594.48 | 9 | \$97,010.08 |
| 5 | \$77,433.28 | 10 | \$101,904.28 |

RESEARCH READER (PART # R_R)

BT Research Readers have unlimited access to Forrester’s research for Technology Management Professional roles: CIO, Application Development & Delivery, Enterprise Architecture, Security & Risk, Sourcing & Vendor Management.

M&S Research Readers have unlimited access to Forrester’s research for M&S Professional roles: CMO, B2B Marketing, B2C Marketing, Customer Experience, Customer Insights & Analytics, Digital Business Strategy. Research Reader level of access also includes:

- › Unlimited use of our client service department
- › Dedicated account team
- › Personalized web portal with alerts

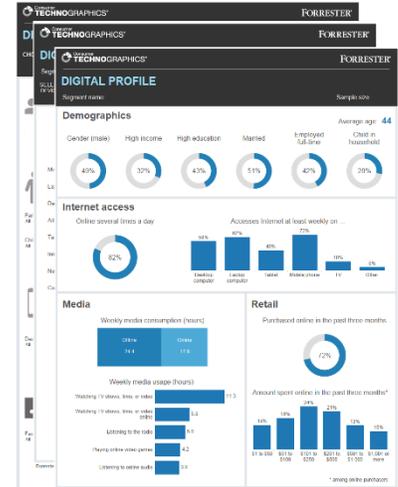
| Quantity: | Total Price: | Quantity: | Total Price: |
|-----------|--------------|-----------|--------------|
| 1 | \$8,400.50 | 6 | \$37,619.65 |
| 2 | \$14,224.33 | 7 | \$41,966.00 |
| 3 | \$20,088.16 | 8 | \$46,312.35 |
| 4 | \$25,931.99 | 9 | \$50,658.70 |
| 5 | \$31,775.82 | 10 | \$55,005.05 |

Consumer Technographics

Consumer Technographics explores a deep range of behaviors around how consumers use technology, shop, travel, bank, consume media, or get services, as well as providing insights into their customer journey. Consumer Technographics is based on more than 400,000 surveys completed annually across 19 countries. Covering more than 1,500 leading consumer brands in North America, Europe, Asia Pacific, and Latin America, our globally consistent survey questions enable you to compare consumers across geographies, and repeated survey themes allow for trending data over time.

Our quantitative, qualitative, and behavioral methodologies enable clients to explore the needs of new or underserved segments in your market; build stronger experiences for existing customers; shape digital priorities based on consumer technology adoption and expectations; and understand and adapt to the influencers in consumer purchase journeys.

Consumer Technographics clients have access to a variety of resources, including a personalized data service from our data insights team; interactive data dashboards and charts; proprietary segmentations on the digital, mobile, social, financial, and retail behaviors of your customers; expert analysts to help you understand what the data means for your business strategy; a data self-service tool for quick answers on the go; and exclusive Consumer Technographics insights reports.



CONSUMER TECHNOGRAPHICS WORKGROUP: NORTH AMERICA (PART# CT_NA_WG)

Pricing: \$21,914.36

CONSUMER TECHNOGRAPHICS ADD-ON RETAIL AND TRAVEL: USA (PART# CT_USA_AO_RT)

Pricing: \$18,261.96

CONSUMER TECHNOGRAPHICS ADD-ON TECH, MEDIA AND TELECOM: USA (PART# CT_USA_AO_TMT)

Pricing: \$18,261.96

CONSUMER TECHNOGRAPHICS ADD-ON FINANCIAL SERVICES: USA (PART# CT_USA_AO_FS)

Pricing: \$18,261.96

CONSUMER TECHNOGRAPHICS ADD-ON HEALTHCARE AND GOVERNMENT: USA (PART# CT_USA_AO_HG)

Pricing: \$18,261.96

ForecastView

Forrester's ForecastView provides clients with deep, reliable insights into the current size, composition, and future growth opportunities of their markets. ForecastView delivers access to more than 40 forecasts across North America, Europe, Asia Pacific, and Latin America with a focus on mobile, eCommerce, and digital marketing. Our forecasts employ a unique methodology: By leveraging consumer demand-side data balanced with company supply-side metrics, we provide a highly detailed understanding of each market.

Professionals rely on our service for objective insights to help them succeed with strategic planning, benchmarking, analyzing market drivers and the impact of online and mobile on specific industries, and understanding global markets. The ForecastView service includes unlimited inquiries with a ForecastView analyst whose expertise is directly relevant to your business, allowing them to identify your specific market drivers and inhibitors.

FORECASTVIEW FULL SERVICE - WORKGROUP - AMERICAS (PART# FV_WG_AM)

Pricing: \$10,957.18

FORECASTVIEW ADD-ON - E-COMMERCE: AMERICAS (PART# FV_AM_AO_EC)

Pricing: \$10,226.70

FORECASTVIEW ADD-ON MOBILE: AMERICAS (PART# FV_AM_AO_MO)

Pricing: \$10,226.70

ADDITIONAL SEAT FOR FORECASTVIEW FULL SERVICE WORKGROUP (PART# FV_WG_AS)

Pricing: \$2,191.44