

AUTHORIZED FEDERAL ACQUISITION SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

SIN 132-32 - TERM SOFTWARE LICENSES
FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE
Large Scale Computers - Application Software
Microcomputers - Application Software

SIN 132-33 - PERPETUAL SOFTWARE LICENSES
FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE
Microcomputers, Application Software

NOTE: 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>.

SIN 132-34 - MAINTENANCE OF SOFTWARE
SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

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)
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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.

CSDC Systems, Inc.
1705 TECH AVE SUITE 1
MISSISSAUGA, ON L4W0A2
CANADA
613-230-7890
www.CSDC.com

Contract Number: GS-35F-0069U

Period Covered by Contract: October 31, 2012 through October 30, 2017

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #PS-0035, dated February 24, 2014.

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

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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!TM on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!TM and the Federal Acquisition Service Home Page (www.fss.gsa.gov) 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:

- 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.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:
 N/A

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

**CSDC Systems, Inc.
1705 TECH AVE SUITE 1
MISSISSAUGA, ON L4W0A2 CANADA**

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:

613-230-7890

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

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: **252508825**
Block 30: Type of Contractor - Other Small Business
Block 31: Woman-Owned Small Business - **No**
Block 36: Contractor's Taxpayer Identification Number (TIN): **98-0475445**
Block 40: Veteran Owned Small Business (VOSB): **No**

- 4a. CAGE Code: **L00B6**
- 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)
All SINS _____	_30_ Days
_____	_____ Days

Expedited and overnight delivery are available at then current commercial list prices.

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: **_0_**% - **_0_** days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None**
- c. Dollar Volume – **FOR PRIVASOFT LABELED PRODUCTS ONLY**

\$0 to \$75,000	0%
\$75,001 to \$150,000	5%
\$150,001 to \$500,000	10%
\$500,001 to \$1M	15%

d. Government Educational Institutions: **Government Educational Institutions are offered the same discounts as all other Government customers.**

e. Other: **FOR PRIVASOFT LABELED PRODUCTS ONLY**

Full Solution Discount is 5% – Requires a single customer purchase order for a full solution service package including installation, training, professional services, software license and first year software support.

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: **No minimum.**

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 132-32 - Term Software Licenses
Special Item Number 132-33 - Perpetual Software Licenses
Special Item Number 132-34 – Maintenance of Software
Special Item Number 132-51 - Information Technology (IT) Professional Services

- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:

Special Item Number 132-50 - Training Courses

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. 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.
- c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

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:

None

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.

22. 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.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes _____

No X

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL):

www.CSDC.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 TERM SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL
ITEM NUMBER 132-33) AND MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

LIMITED WARRANTY. Unless otherwise specified in the Documentation, for a period of ninety (90) days from the date of shipment of the Software, CSDC warrants that the Software, when properly Used, will operate in material conformity with its Documentation and the Software media shall be free of defects. In the event of a non-conforming Software or of defective media, the sole remedy shall be, at CSDC's option, replacement of the defective Software or a refund of the license fees paid for the affected Software. This limited warranty gives the Licensee specific legal rights. The Licensee may have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow limitations on implied warranties so the above limitations may not apply. CSDC warranties extend solely to the original Licensee. The limited warranty set out in this Section is subject to the following requirements:

The Software has been properly Used by Licensee in accordance with the Documentation furnished by CSDC to Licensee in connection therewith; Licensee notifies CSDC of the programming errors and describes with specificity the nature of the suspected errors and of the circumstances in which they occur; CSDC, using reasonable efforts, is able to confirm the existence of the programming errors; and the limited warranty applies solely to the unmodified version of the Software, as delivered by CSDC to Licensee.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, CSDC INC. DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT, ACCURACY OF INFORMATIONAL CONTENT, FITNESS FOR A PARTICULAR PURPOSE, AND CONDITIONS OF MERCHANTABILITY, WHETHER ARISING BY STATUTE OR IN LAW OR AS A RESULT OF A COURSE OF DEALING OR USAGE OF TRADE, WITH RESPECT TO THE SOFTWARE. NO WARRANTY OR CONDITION IS MADE REGARDING THE RESULTS TO BE OBTAINED FROM ANY SOFTWARE OR SERVICES, THAT THE SOFTWARE WILL BE ERROR FREE, THAT ALL ERRORS IN THE SOFTWARE WILL BE CORRECTED, OR THAT THE SOFTWARE'S FUNCTIONALITY WILL MEET THE LICENSEE'S REQUIREMENTS. THE LICENSEE ACKNOWLEDGES RESPONSIBILITY TO (a) REGULARLY BACK UP DATA, AND (b) ADEQUATELY TEST SOFTWARE PRIOR TO DEPLOYMENT. CSDC SHALL HAVE NO RESPONSIBILITY FOR ANY MODIFICATIONS OR ALTERATIONS CARRIED OUT BY LICENCEE.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **1.866.417.0007** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from **9AM to 5PM ET**.

5. SOFTWARE MAINTENANCE

a. Software maintenance service shall include the following, for CSDC labeled products:

- Customer Care Center support.**
- 24/7 web based support.**
- Software updates.**

Software maintenance service shall include the following, for Privasoft labeled products:

STANDARD SUPPORT

Standard Support offers a range of support services and includes the value of updated Privasoft software. Standard Support is a complete package designed to meet the needs of the majority of customers. The major components include software updates, access to Privasoft's telephone support during normal business hours and unlimited case logging. The Standard Support components are indicated below. The following pages describe each support component.

Minor Software Releases and Documentation	√
Maintenance Releases	√
Number of Support Contacts	1 (one)
Unlimited Case Logging—Access via Telephone (for number of contacts designated by plan)	√
Product Enhancement Program	√
Annual Account Review	√

ENHANCED SUPPORT

Privasoft's highest level of support is the Enhanced Support plan. It provides all of the features found in Standard Support, plus much more: Additional support contacts, built-in on site support services and major product upgrades make the Enhanced Support plan a complete software assurance program. The support and services offered in Enhanced Support are designed to ensure investment protection when implementing and operating Privasoft's software. The Enhanced Support components are indicated below. The following pages describe each support component.

Major Software Releases and Documentation	√
Minor Software Releases and Documentation	√
Maintenance Releases	√
Number of Support Contacts	3 (three)
Unlimited Case Logging—Access via Telephone (for number of contacts designated by plan)	√
Product Enhancement Program	√
Annual Account Review	√

Web Support(www.privasoft.com)	√
Extended Engineering Support	√
Service Account Manager	√
Custom Service Plan	√

SUPPORT COMPONENTS

At Privasoft, our support organization is here to help when you need us, whether you have a high priority issue or a question about how to take advantage of product functionality. However, exceptional support must provide more than assistance in times of need—it must provide an integrated package of information and services designed to help you maximize the value of your investment in Privasoft software. With that purpose in mind, Privasoft support is built around a broad range of support components designed to help you achieve your goals. This section details the components we provide.

NEW SOFTWARE RELEASES AND DOCUMENTATION

Privasoft, research and development teams are constantly working to improve the capabilities and performance of our products. Major Releases are signified by a change in the integer part of the version number (e.g. version 4.0 to 5.0). All customers subscribed to Enhanced Support will be notified when a major release is made available. These releases are provided to all Enhanced Support customers who request them. They are made available for download from the Privasoft Support Web site (www.privasoft.com). These releases contain major feature enhancements including new functions, technology, and performance enhancements.

Minor Releases are signified by a change in the decimal part of the version number (e.g. version 5.0 to 5.1). These releases—which might contain new functions, fixes, or enhancements—are shipped to customers who request them and who have an appropriate level of support. They are also available for download on the Support Web site.

If documentation is updated, it is included with New Releases. Like software releases, documentation can also be downloaded from the Support Web site (www.privasoft.com). These documents detail new features and enhancements, and incorporate feedback received from users. All documentation is shipped electronically with the software.

It is the customer's responsibility to install and test New Releases. Although we strongly recommend that you upgrade to New Releases as they become available, Privasoft supports the immediately prior version of each product for at least a 12 month period, starting from the day that the last version was made generally available and shipped to supported customers. This policy applies to all versions of Privasoft software.

Privasoft's policy is to provide fixes in current versions of our software to supported customers; fixes to older versions are at the discretion of Privasoft. Thereafter, it is our policy to provide support in line with market conditions.

The current status of all supported versions of Privasoft software is posted at (www.privasoft.com). Any exceptions to the above policy are noted there.

MAINTENANCE RELEASES

Maintenance Releases are also known as point releases, rolling bug fixes (RBFs), or updates, and are available for download from the Support Web site. This type of release addresses problems with the software that have been reported by customers or uncovered through Privasoft's own investigations. Maintenance Releases are available to supported customers at throughout the year. For any maintenance release, a number of changes may be incorporated into the software.

Maintenance Releases are normally sent only to customers who have encountered one of the problems fixed by the release. They are signified by a change to the build number following the software version number (e.g. Workgroup 3.0.6 build 628 to Workgroup 3.0.6 build 630).

If a serious problem is identified, Privasoft will send the Maintenance Release to all customers with the supported software. In this case, the release is signified by a change in the third digit of the version number (e.g. Workgroup 3.0.6 to Workgroup 3.0.7).

NUMBER OF SUPPORT CONTACTS

If a technical issue arises that you need help with, you can log a case with Privasoft Support. The question is, who logs the case? Depending on the level of support you have purchased, you can designate one or more support contacts. All questions submitted to Privasoft Support Centers must be channeled through one of these contacts. If you have Enhanced Support, you can purchase additional support contacts for each additional person that requires access to a Privasoft Support Center. Designated contacts are usually information technology specialists or senior access to information professionals who are knowledgeable about Privasoft software and how it is used in your environment. Your chosen contacts will be given access to software releases and support services from the Privasoft Support Web site.

If you need to change the name of a designated contact, please notify Privasoft Customer Support immediately to ensure that your organization continues to receive information from Privasoft, and to avoid interruption in your Support access. Designated contacts can also make changes to their company contacts online at www.privasoft.com.

Alternatively, contact your local Privasoft Support Center to update this information. Please be prepared to provide the following details:

- Department or Agency name
- Department or Agency Address
- Former contact name
- New contact name
- New Phone, fax and e mail

You can purchase Support access privileges for additional contacts. Contact your support renewal representative for more information on upgrading your Support plan or purchasing additional contacts.

UNLIMITED CASE LOGGING

As a supported customer, your designated contacts can log any number of cases via the Web or by calling the Support Center in your region. Cases can only be logged by your designated technical contacts. While there is no limit to the number of cases that can be logged, your contacts should only log one case for each technical issue that might arise.

PRODUCT ENHANCEMENT PROGRAM

Privasoft's Product Enhancement Program, enables our valued customers to play an influential role in driving new product features. All Privasoft customers will be able to submit product feature recommendations via www.privasoft.com and at the end of the feature mapping cycle, customers will be able to see which features will be included in the next product update.

ANNUAL ACCOUNT REVIEW MEETINGS

Key members of the Privasoft team will contact each customer representatives on an annual basis, as defined by the Services Plan. These meetings allow all parties to discuss successes and issues affecting the delivery of our software and services to our valued customers. Up coming needs for software, service and training will be reviewed and the resolution of current issues will be discussed to ensure appropriate planning and action is taken.

WEB SUPPORT

Through Privasoft's Customer Service Portal (www.privasoft.com) you can access numerous online technical support resources. These include product downloads, documentation, a searchable knowledge base and FAQs. Case Status Tracking Via The WEB is also available. Using the Search Case portal (www.privasoft.com), designated Support contacts can review their entire department or agencies logged cases, whether active or resolved, and add any updates that might help Privasoft Customer Support to resolve the case faster.

EXTENDED ENGINEERING SUPPORT

For Enhanced Support customers Privasoft offers a fixed level of on site engineering support during the installation of major upgrades and extended hours of phone support, including weekends given advanced notice. Fixed level engineering support may also be accessed for critical trouble shooting.

SERVICE ACCOUNT MANAGER

Each Enhanced Support account will have a dedicated Service Account Manager. The Service Account Manager is the focal point of contact for all services activity in the Enhanced Support account. The Service Account Manager will make recommendations for improving their Privasoft software support and management; facilitate technical and management software support escalations; build relationships with their personnel; provide recommendations on available training sessions and workshops; provide available information on known bugs and currently available patches; and provide information on requested features. This manager works with an assigned customer contact to ensure effective delivery of service. Having a single point of contact ensures that the customer is closely involved in of all the services activity at their organization.

The Service Account Manager will monitor the status of any feature requests and review the feature set for the next target release prior to the end of that products feature mapping cycle. This provides Enhanced Support Program customers with an opportunity to directly influence which features will be included in product updates. Final decisions on product features sets are at the sole discretion of Privasoft Product Management.

CUSTOM SERVICE PLAN

The Service Account Manager will develop and maintain a Service Plan for each Premium Services account. The Service Plan details the services to be delivered to the customer and identifies the working relationship between their organization and Privasoft. This plan sets the proper level of expectation, so that all parties clearly understand what is expected from each in this partnership.

1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

2. Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 132-34)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to 50% of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of 36 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (132-32, 132-33, AND 132-34)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (132-32, 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING – Not Offered

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

None

TRAINING COURSES

Course Title: AccessPro Case Management Administrator Training

Participant will learn all aspects of system configuration and maintenance of AccessPro Case Management. Upon successful completion the Administrator will be familiar with the processes associated with the system business rules and functionality. This course is a hands-on course led by a certified Privasoft Training Consultant.

Length of Course: 3 Days (8 hours per day)

Prerequisites: Privasoft AccessPro Case Management User Training in addition to basic computer skills including familiarity with Microsoft Windows Explorer.

Minimum and Maximum Class Size: Minimum 2 – Maximum 10 is optimal

Course Locations: Course may be at Customer location or in the Privasoft Facilities in Wash, DC.

Class Schedules: Class schedules are based on Customer requirements.

Course Title: AccessPro Case Management User Training

At the end of the session, the participant will have basic knowledge of the AccessPro Case Management Application . The participant will be able to work without supervision.

Length of Course: 5 Days (8 hours per day)

Prerequisites: Basic computer skills including familiarity with your agencies Freedom of Information laws and regulations.

Minimum and Maximum Class Size: Minimum 2 – Maximum 10 is optimal

Course Locations: Course may be at Customer location or in the Privasoft Facilities in Wash, DC.

Class Schedules: Class schedules are based on Customer requirements.

Course Title: AccessPro Redaction Administrator Training

Participant will learn all aspects of system configuration and maintenance of AccessPro Redaction. Upon successful completion the Administrator will be familiar with the processes associated with the system business rules and functionality. This course is a hands-on course led by a certified Privasoft Training Consultant.

Length of Course: ½ Day (4 Hours)

Prerequisites: Privasoft AccessPro Redaction User Training in addition to basic computer skills including familiarity with Microsoft Windows Explorer.

Minimum and Maximum Class Size: Minimum 2 – Maximum 10 is optimal

Course Locations: Course may be at Customer location or in the Privasoft Facilities in Wash, DC.

Class Schedules: Class schedules are based on Customer requirements.

Course Title: AccessPro Redaction User Training

At the end of the session, the participant will have basic knowledge of the AccessPro Redaction Application. The participant will be able to work without supervision.

Length of Course: 5 Days (8 Hours Per Day)

Prerequisites: Basic computer skills including familiarity with your agencies Freedom of Information laws and regulations.

Minimum and Maximum Class Size: Minimum 2 – Maximum 10 is optimal

Course Locations: Course may be at Customer location or in the Privasoft Facilities in Wash, DC.

Class Schedules: Class schedules are based on Customer requirements.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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 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 (Deviation – May 2003) 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 Services.

9. INDEPENDENT CONTRACTOR

All IT 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 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 SERVICES AND PRICING

Job Title: Subject Matter Expert

Minimum/General Experience: The individual has over five (5) years of progressive experience in supporting large information technology projects related to the individual's subject matter expertise, which may be grants and financial management, software technology development and management, and program/project management. The

individual serves as a corporate officer, leader or director with as many years of experience, or is an expert in functional domains of grants and financial management or program and government operations, or in technical disciplines. The specialized experience is applied to each project as needed.

Functional Responsibility: Provides specialized expert support to a functional area relevant to the project and expert support on the CSDC software solution. The individual provides high level functional system development or analysis. Position incorporates the design, integration, documentation, implementation and analysis on exceptionally complex problems requiring extensive knowledge of the subject matter. The individual provides communication and information on the product as it relates to grants management system delivery. The individual provides support as a subject matter expert to company software implementation projects and interprets clients policies and procedures for system design.

Minimum Education: Bachelor's Degree in Computer Science, Engineering, Business Administration or equivalent experience. Additional education and applied training shall be applied.

Job Title: Senior Project Manager

Minimum/General Experience: Ten (10) years of extensive software project management experience is required, of which five (5) years must be specialized in grants project management. Specialist experience includes complete software project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas; proven expertise in the project management, risk management and control of funds and resources; and demonstrated capability in managing multi task contracts.

Functional Responsibility: Leads the software implementation project and retains overall responsibility for CSDC performance including schedule, project plan, deliverables, cost and contractual compliance. Acts as the primary point of interaction for the client during the implementation of G3™. Identifies, acquires, and utilizes company resources to achieve software project technical objectives. Establishes priorities and task assignments for the software implementation team. Ensures that quality and productivity standards are maintained while meeting project/client deadlines and budget constraints. Ensures compliance with client regulations and policies. Ensures quality assurance and timely delivery of all specified deliverables. Prepares all clients project reports to ensure timely and accurate reporting of project information to all stakeholders. Identifies all task responsibilities and reports any changes or suggestions accordingly to CSDC Project Executive and Client Project Manager. Supervises the training of new personnel under the project to ensure compliance with government regulations, codes, and company policy and procedures. Communicate client software technical requirements to product management team for future development consideration. Participates in contract negotiations.

Minimum Education: Bachelor's Degree in Computer Science, Business Administration or equivalent. Additional education and applied training shall be applied.

Job Title: Project Manager

Minimum/General Experience: Five (5) years of project management experience is required Project Management experience includes complete software project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas; proven expertise in the project management, risk management and control of funds and resources; and demonstrated capability in managing multi task contracts.

Functional Responsibility: Leads the software implementation project and retains overall responsibility for CSDC performance including schedule, project plan, deliverables, cost and contractual compliance. Acts as the primary point of interaction for the client. Identifies, acquires, and utilizes company resources to achieve software project technical objectives. Establishes priorities and task assignments for the software implementation team. Ensures that quality and productivity standards are maintained while meeting project/client deadlines and budget constraints. Ensures compliance with client regulations and policies. Ensures quality assurance and timely delivery of all specified deliverables. Prepares all clients project reports to ensure timely and accurate reporting of project information to all stakeholders. Identifies all task responsibilities and reports any changes or suggestions accordingly to CSDC Project Executive and Client Project Manager. Supervises the training of new personnel under the project to ensure compliance with government regulations, codes, and company policy and procedures. Communicate client

software technical requirements to product management team for future development consideration. Participates in contract negotiations.

Minimum Education: Bachelor's Degree in Computer Science, Business Administration or equivalent. Additional education and applied training shall be applied.

Job Title: Senior Applications Analyst

Minimum/General Experience: Minimum Five (5) years business analysis experience in software industry. Under general direction formulates/defines system scope and objectives based on user needs. Skilled expertise in grants software to work at the highest technical level of all phases of applications systems analysis activities.

Functional Responsibility: Formulates and defines CSDC G3™ system scope and objectives through research and fact-finding to develop or modify complex information systems. Help G3™ users define and articulate system requirements based on a solid understanding of applicable business processes, systems and industry requirements. Document business processes to solve complex problems by considering end user requirements, business policies and procedures, IT infrastructure and effective use of business resources with an intent to utilize CSDC G3™ software to streamline processes. Prepares detailed specifications from which reports, software extensions and interfaces will be written for CSDC G3™. Analyze business and user needs, document requirements and translate into CSDC G3™ systems specifications. Analyzes and revises existing system logic difficulties and documentation as necessary. Configure CSDC G3™ solution to support one or multiple defined program business processes. Guide and advise colleagues at CSDC, clients and consulting partners in the development and configuration of CSDC G3™ business systems solution. Deliver CSDC G3™ training to end users, consulting partners and other interested parties.

Minimum Education: Bachelor's Degree in Computer Science, Business Administration or equivalent

Job Title: Applications Analyst

Minimum/General Experience: Minimum three (3) years business analysis experience in software industry. Skilled to work on most phases of software applications systems analysis activities, but requires instruction and guidance in other phases.

Functional Responsibility: Under general supervision, formulates and defines CSDC G3™ software system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Help CSDC G3™ users define and articulate system requirements based on a solid understanding of applicable business processes, systems and industry requirements. Document business processes to solve complex problems by considering end user requirements, business policies and procedures, IT infrastructure and effective use of business resources with an intent to utilize CSDC G3™ software to streamline processes. Prepares detailed specifications from which reports, software extensions and interfaces will be written for CSDC G3™. Analyze business and user needs, document requirements and translate into CSDC G3™ systems specifications. Analyzes and revises existing system logic difficulties and documentation as necessary. Configure CSDC G3™ solution to support one or multiple defined program business processes. Guide and advise colleagues at CSDC, clients and consulting partners in the development and configuration of business systems solutions. May deliver CSDC G3™ training to end users, consulting partners and other interested parties.

Minimum Education: Bachelor's Degree in Computer Science, Business Administration or equivalent

Job Title: Product Specialist

Minimum/General Experience: Three (3) years software development experience. Under general supervision, develops, codes, test, and debugs software including product, interfaces and extensions. Has good understanding of business application. Specialist in Java development and agile methodology. Proven experience in relational databases including Oracle and SQL. Has Experience with JSF, JSP, Hibernate, XML, TestNG, Solaris, Linux, and Eclipse IDE

Functional Responsibility: Applies engineering theory and principals to managing moderately complex projects in the design of client extensions and interfaces. Works with clients to identify areas for improvements and enhancements. Responds to and works to resolve client problems with software. Modifies and establishes techniques and methods to identify and implement new approaches in order to reach a solution to problems. Develop core product software with CSDC development team. Develop client software interfaces and extensions.

Communicate client software technical requirements to product management team for future development consideration. Participates in development of software user manuals.

Minimum Education: Bachelor’s Degree in Engineering, Computer Science, or equivalent

Job Title: Quality Assurance Analyst

Minimum/General Experience: Minimum three (3) years software quality assurance and quality control experience. Three years of experience in verification and validation, software testing and integration, software metrics, and their applications to software quality assessment is required.

Functional Responsibility: Performs detailed and regression testing on software including product, interfaces and extensions. Under limited supervision, carries out procedures to ensure that all system product and services meet minimum company standards and end-user requirements. Thoroughly test products to ensure proper operation and freedom from defects. Isolate, duplicate and test client detected defects. Documents all problems and work to resolve them; reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Develops test cases. Acts as technical resource for Client Maintenance and Service Agreement support, including processing of submitted incidents.

Minimum Education: Bachelor’s Degree in Computer Science, Business Administration or equivalent

Job Title: Systems Analyst

Minimum/General Experience: Ten years of intensive and progressive experience in the individual’s field of study and specialization

Functional Responsibility: Performs a variety of systems analysis tasks and activities independently, which are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment.

Minimum Education: Bachelor of Science degree from an accredited college or university in engineering or a mathematics-intensive discipline.

Hourly Rates, Professional Services, SIN 132-51

Labor Category	Hourly Rate
Subject Matter Expert	\$196.47
Senior Project Manager	\$211.59
Project Manager	\$191.44
Senior Applications Analyst	\$156.17
Applications Analyst	\$146.10
Product Specialist	\$125.94
Quality Assurance Analyst	\$125.94
Systems Analyst	\$128.00

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

CSDC, Inc. 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 **Penny Coté, 1-888-661-1933 x321, pcote@csdcsystems.com**

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.

• **GSA Prices 132-32, 132-33, 132-34, 132-50, 132-51**

Manuf	Model Number	SIN	Description	GSA Price With IFF	Warranty	COO
CSDC	AP-CM-STD-001-SWS	132-32	AccessPro Case Management	1192.00	90 Days	Canada
CSDC	AP-RD-STD-001-SWS	132-32	AccessPro Redaction	3643.00	90 Days	Canada
CSDC	AP-CP-STD-001-SWS	132-32	AccessPro Capture	2031.00	90 Days	Canada
CSDC	AP-WG-SVR-001-SWS	132-32	*AccessPro WorkGroup Server (includes 5 concurrent user licenses)	13248.00	90 Days	Canada
CSDC	AP-WG-STD-001-SWS	132-32	AccessPro WorkGroup Single concurrent user pack	1587.00	90 Days	Canada
CSDC	AP-WG-STD-010-SWS	132-32	AccessPro WorkGroup 10 concurrent user pack	7935.00	90 Days	Canada
CSDC	AP-WG-STD-025-SWS	132-32	AccessPro WorkGroup 25 concurrent user pack	13248.00	90 Days	Canada
CSDC	AP-WG-STD-050-SWS	132-32	AccessPro WorkGroup 50 concurrent user pack	21252.00	90 Days	Canada
CSDC	AP-CM-STD-001-SWS-S	132-32	AccessPro Case Management-Support	596.00	90 Days	Canada
CSDC	AP-RD-STD-001-SWS-S	132-32	AccessPro Redaction-Support	1822.00	90 Days	Canada
CSDC	AP-CP-STD-001-SWS-S	132-32	AccessPro Capture-Support	1016.00	90 Days	Canada
CSDC	AP-WG-SVR-001-SWS-S	132-32	*AccessPro WorkGroup Server (includes 5 concurrent user licenses)-Support	6624.00	90 Days	Canada
CSDC	AP-WG-STD-001-SWS-S	132-32	AccessPro WorkGroup Single concurrent user pack-Support	794.00	90 Days	Canada
CSDC	AP-WG-STD-010-SWS-S	132-32	AccessPro WorkGroup 10 concurrent user pack-Support	3968.00	90 Days	Canada
CSDC	AP-WG-STD-025-SWS-S	132-32	AccessPro WorkGroup 25 concurrent user pack-Support	6624.00	90 Days	Canada
CSDC	AP-WG-STD-050-SWS-S	132-32	AccessPro WorkGroup 50 concurrent user pack-Support	10626.00	90 Days	Canada
CSDC	AP-CM-STD-001-SW	132-33	AccessPro Case Management	1987.00	90 Days	Canada
CSDC	AP-CM-STD-001-SW	132-33	AccessPro Redaction	6072.00	90 Days	Canada
CSDC	AP-CP-STD-001-SW	132-33	AccessPro Capture	3330.00	90 Days	Canada
CSDC	AP-WG-SVR-001-SW	132-33	AccessPro WorkGroup Server (includes 5 concurrent user licenses)*	22080.00	90 Days	Canada
CSDC	AP-WG-STD-001-SW	132-33	AccessPro WorkGroup Single concurrent user pack	2645.00	90 Days	Canada
CSDC	AP-WG-STD-010-SW	132-33	AccessPro WorkGroup 10 concurrent user pack	13225.00	90 Days	Canada
CSDC	AP-WG-STD-025-SW	132-33	AccessPro WorkGroup 25 concurrent user pack	22080.00	90 Days	Canada
CSDC	AP-WG-STD-050-SW	132-33	AccessPro WorkGroup 50 concurrent user pack	35420.00	90 Days	Canada
CSDC	AP-CM-STD-001-SS	132-34	AccessPro Case Management – Standard Support	298.00	90 Days	Canada
CSDC	AP-RD-STD-001-SS	132-34	AccessPro Redaction - Standard Support	911.00	90 Days	Canada
CSDC	AP-CP-STD-001-SS	132-34	AccessPro Capture - Standard Support	508.00	90 Days	Canada
CSDC	AP-WG-SVR-001-SS	132-34	AccessPro WorkGroup Server (incl. 5 concurrent user licenses) - Standard Support	4416.00	90 Days	Canada
CSDC	AP-WG-STD-001-SS	132-34	AccessPro WorkGroup Single concurrent user - Standard Support	529.00	90 Days	Canada
CSDC	AP-WG-STD-010-SS	132-34	AccessPro WorkGroup 10 concurrent user – Standard Support	2645.00	90 Days	Canada

CSDC	AP-WG-STD-025-SS	132-34	AccessPro WorkGroup 25 concurrent user – Standard Support	4416.00	90 Days	Canada
CSDC	AP-WG-STD-050-SS	132-34	AccessPro WorkGroup 50 concurrent user – Standard Support	7084.00	90 Days	Canada
CSDC	AP-CM-STD-001-SE	132-34	AccessPro Case Management - Enhanced Support	497.00	90 Days	Canada
CSDC	AP-RD-STD-001-SE	132-34	AccessPro Redaction - Enhanced Support	1518.00	90 Days	Canada
CSDC	AP-CP-STD-001-SE	132-34	AccessPro Capture - Enhanced Support	846.00	90 Days	Canada
CSDC	AP-WG-SVR-001-SE	132-34	AccessPro WorkGroup Server (incl. 5 concurrent user licenses) - Enhanced Support	5520.00	90 Days	Canada
CSDC	AP-WG-STD-001-SE	132-34	AccessPro WorkGroup Single concurrent user – Enhanced Support	661.00	90 Days	Canada
CSDC	AP-WG-STD-010-SE	132-34	AccessPro WorkGroup 10 concurrent user – Enhanced Support	3306.00	90 Days	Canada
CSDC	AP-WG-STD-025-SE	132-34	AccessPro WorkGroup 25 concurrent user – Enhanced Support	5520.00	90 Days	Canada
CSDC	AP-WG-STD-050-SE	132-34	AccessPro WorkGroup 50 concurrent user – Enhanced Support	8855.00	90 Days	Canada
CSDC	ACMAT	132-50	AccessPro Case Management Administrator Training	1625.00	None	Canada
CSDC	ACMUT	132-50	AccessPro Case Management User Training	1625.00	None	Canada
CSDC	ARAT	132-50	AccessPro Redaction Administrator Training	580.00	None	Canada
CSDC	ARUT	132-50	AccessPro Redaction User Training	1625.00	None	Canada
CSDC	System Analyst	132-51	System Analyst	128.00	None	Canada
CSDC	G3-1	132-33	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. Base License (1 User)	139042.82	90 Days	Canada
CSDC	G3-2-10	132-33	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 2nd to 10th User (Per User)	1390.43	90 Days	Canada
CSDC	G3-11-50	132-33	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 11th to 50th User (Per User)	1112.34	90 Days	Canada
CSDC	G3-51-100	132-33	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 51st to 100th User (Per User)	926.95	90 Days	Canada
CSDC	G3-101-500	132-33	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 101st to 500th User (Per User)	741.56	90 Days	Canada

CSDC	G3-501-1000	132-33	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 501st to 1,000th User (Per User)	463.48	90 Days	Canada
CSDC	G3-1001-5000	132-33	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 1,001st to 5,000th User (Per User)	324.43	90 Days	Canada
CSDC	G3-5001-10000	132-33	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 5,001st to 10,000th User (Per User)	194.66	90 Days	Canada
CSDC	G3-1-M	132-34	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ Base License, Annual Maintenance and Support.	27808.56	90 Days	Canada
CSDC	G3-2-10-M	132-34	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 2nd to 10th User Annual Maintenance and Support.	278.09	90 Days	Canada
CSDC	G3-11-50-M	132-34	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 11th to 50th User Annual Maintenance and Support.	222.47	90 Days	Canada
CSDC	G3-51-100-M	132-34	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 51st to 100th User Annual Maintenance and Support.	185.39	90 Days	Canada
CSDC	G3-101-500-M	132-34	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 101st to 500th User Annual Maintenance and Support.	148.31	90 Days	Canada
CSDC	G3-501-1000-M	132-34	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 501st to 1,000th User, Annual Maintenance and Support.	92.70	90 Days	Canada
CSDC	G3-1001-5000-M	132-34	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 1,001st to 5,000th User Annual Maintenance and Support	64.89	90 Days	Canada

CSDC	G3-5001-10000-M	132-34	CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. G3™ 5,001st to 10,000th User Annual Maintenance and Support	38.93	90 Days	Canada
CSDC	CSDC G3™ Sandbox Environment	132-50	<p>The G3™ Sandbox Environment is part of the CSDC Grantium Enterprise Grants Management (EGM) software implementation methodology. The G3™ Sandbox extends the full functionality of G3™ to users and is a crucial training ground during assessment and early implementation phases.</p> <p>The sandbox is hosted for a 3 month duration at the CSDC Grantium Data Centre, includes initial set up fee, installation of G3 upgrades and updates released during environment period, 40 hours of telephone environment support; CSDC Grantium License Agreement and Support and Maintenance Agreement required.</p>	13904.28	90 Days	Canada
CSDC	CSDC G3™ Sandbox Environment	132-50	<p>The G3™ Sandbox Environment is part of the CSDC Grantium Enterprise Grants Management (EGM) software implementation methodology. The G3™ Sandbox extends the full functionality of G3™ to users and is a crucial training ground during assessment and early implementation phases.</p> <p>Cost is the monthly fee for hosting and maintaining sandbox beyond initial 3 month period. Includes up to 10 hours of telephone environment support per month. Includes installation of all G3™ upgrades and updates released during environment period.</p>	2780.86	90 Days	Canada
CSDC		132-51	Subject Matter Expert	196.47	90 Days	Canada
CSDC		132-51	Senior Project Manager	211.59	90 Days	Canada
CSDC		132-51	Project Manager	191.44	90 Days	Canada
CSDC		132-51	Senior Applications Analyst	156.17	90 Days	Canada
CSDC		132-51	Applications Analyst	146.10	90 Days	Canada
CSDC		132-51	Product Specialist	125.94	90 Days	Canada
CSDC		132-51	Quality Assurance Analyst	125.94	90 Days	Canada
CSDC	G3-SuppUser	132-33	Grantium G3™ Enterprise Grants Management (EGM) software solution for the submission, management, evaluation, tracking and audit of grant and funding programs. License for each “Client Support” user. A “Client Support” user includes field staff or specialists who provide grant applicant/recipient support on behalf of the client (may include reviewer users), who require very limited	241.81	90 Days	Canada

			system access than a full User.			
CSDC	BI-base	132-33	G3 Business Intelligence (BI) Base Package License to add on to Grantium G3. BI provides users with the ability to perform ad hoc queries against the client database, and use dashboards. Base Package of Users includes 25 BI Consumer Users, 1 BI Ad Hoc Query Writer and 1 BI Administrator.	27808.56	90 Days	Canada
CSDC	BI-C5	132-33	Grantium G3™ Business Intelligence (BI) Consumer Package for 5 Additional Consumer Users.	2518.89	90 Days	Canada
CSDC	BI-C10	132-33	Grantium G3™ Business Intelligence (BI) Consumer Package for 10 Additional Consumer Users.	4534.01	90 Days	Canada
CSDC	BI-C25	132-33	Grantium G3™ Business Intelligence (BI) Consumer Package for 25 Additional Consumer Users.	10075.57	90 Days	Canada
CSDC	BI-QW	132-33	Grantium G3™ Business Intelligence (BI) Ad Hoc Query Writer single incremental User.	1007.56	90 Days	Canada
CSDC	BI-RD	132-33	Grantium G3™ Business Intelligence (BI) Report Designer User.	2015.11	90 Days	Canada
CSDC	BI-SR	132-33	Grantium G3™ Business Intelligence (BI) Standard Reports Package including G3 Standard reports and dashboards developed using G3 Business Intelligence.	9269.52	90 Days	Canada
CSDC	BI-BM	132-34	Maintenance and Support for Grantium G3™ Business Intelligence (BI) Base Package. Maintenance and Support provides regular release updates and upgrades.	5561.71	90 Days	Canada
CSDC	BI-C5M	132-34	Maintenance and Support for Grantium G3™ Business Intelligence (BI) Consumer Package for 5 Additional Consumer Users. Maintenance and Support provides regular release updates and upgrades.	503.78	90 Days	Canada
CSDC	BI-C10M	132-34	Maintenance and Support for Grantium G3™ Business Intelligence (BI) Consumer Package for 10 Additional Consumer Users. Maintenance and Support provides regular release updates and upgrades.	906.80	90 Days	Canada
CSDC	BI-C25M	132-34	Maintenance and Support for Grantium G3™ Business Intelligence (BI) Consumer Package for 25 Additional Consumer Users. Maintenance and Support provides regular release updates and upgrades.	2015.11	90 Days	Canada

CSDC	BI-QWM	132-34	Maintenance and Support for Grantium G3™ Business Intelligence (BI) Ad Hoc Query Writer Incremental Users. Maintenance and Support provides regular release updates and upgrades.	201.51	90 Days	Canada
CSDC	BI-RWM	132-34	Maintenance and Support for Grantium G3™ Business Intelligence (BI) Report Writer Users. Maintenance and Support provides regular release updates and upgrades.	403.02	90 Days	Canada
CSDC	BI-SRM	132-34	Grantium G3™ Maintenance and Support for Business Intelligence (BI) Standard Reports. Maintenance and Support provides regular release updates and upgrades., plus new standard reports as released.	1853.90	90 Days	Canada
CSDC	INTR	132-50	The Introduction to G3 training is a 2 day program for the Grantium G3 software solution. Training includes all materials, preparation and set up of training environment site for a period of 4 weeks . Travel and Living not included in this price.	6045.34	90 Days	Canada
CSDC	INTR-A	132-50	Cost per additional student for the Introduction to Grantium G3 training, a 2 day program for the Grantium G3 Enterprise Grants Management software solution.	403.02	90 Days	Canada
CSDC	BTR	132-50	Basic Grantium G3 Configuration Training is a 5 day program to train basic configuration skills. Training includes all materials, preparation and set up of training environment site for a period of 4 weeks . Travel and Living not included in this price.	12090.68	90 Days	Canada
CSDC	BTR-A	132-50	Cost per Additional Student for the Basic Grantium G3 Configuration Training, a 5 day program to train basic configuration skills.	654.91	90 Days	Canada
CSDC	INTE	132-50	Intermediate Grantium G3 Configuration Training to train intermediate configuration skills over 4 days. Training includes all materials, preparation and set up of training environment site for a period of 4 weeks . Travel and Living not included.	10075.57	90 Days	Canada
CSDC	INTE-A	132-50	Cost per Additional Student for the Intermediate Grantium G3 Configuration Training, a 4 day program to train intermediate configuration skills.	654.91	90 Days	Canada
CSDC	ATR	132-50	Advanced Grantium G3 Configuration Training is a customized duration to train advanced configuration skills. Topics are customized for client needs. Price is the daily rate. Travel and Living not included.	1390.43	90 Days	Canada

CSDC	TTR	132-50	Grantium G3™ Technical Training is a 2 day course focusing on the implementation and installation of G3™ and the G3™ Business Intelligence Module to client environments. Travel and Living not included.	6045.34	90 Days	Canada
CSDC	EUTR	132-50	Grantium G3™ End User Training is a 2 day course designed to enable staff to use G3™ within the context of the client configured grant program(s). Requires program configuration to be completed. Travel and Living not included.	6045.34	90 Days	Canada
CSDC	BITR	132-50	Grantium G3™ Business Intelligence Training is a 2 day program that introduces business users and report developers to the basics of G3™ Business Intelligence. Travel and Living not included.	6045.34	90 Days	Canada
CSDC	RDTR	132-50	Grantium G3™ Report Designer Training is a customized duration to meet client requirements. Course introduces licensed users of the G3™ Report Designer to this powerful, optional tool within the G3™ Business Intelligence module. Price is the daily rate.	1390.43	90 Days	Canada
CSDC	EXTTR	132-50	The Grantium G3™ Interface and Extension Develop Training Course for the CSDC Grantium G3™ Enterprise Grants Management (EGM) software solution focuses on how a grant organization can develop extension to the Grantium G3™ functionality and integrate G3™ with other systems. Length of the course varies based on the specific needs of the trainees, technical environment and customer requirements. Cost quote is the daily rate	1390.43	90 Days	Canada
CSDC	CSTTR	132-50	CSDC delivers Grantium G3™ training that is customized to the requirements of the client. All preparation time is charged at the daily rate. Training materials can be developed or use CSDC standard Courseware. Training is delivered on client premises.	1390.43	90 Days	Canada
CSDC	CSCT	132-50	Grantium G3™ Client Specific Configurations Training is delivered to the client to transfer knowledge and skills to manage the client specific configured system. Course is 5 day duration including custom training materials.	12090.68	90 Days	Canada

CSDC	DMTR	132-50	Grantium G3™ Data Model and Data Mart Training is designed to enable client technical resources to develop the integration to a client supplied reporting tool (not Grantium G3 Business Intelligence). The users should have JAVA development skills and a detailed understanding of the client reporting tool. The recommended class size is 5 participants to ensure adequate hands on exposure and customized support. Course duration is 4 days.	10075.57	90 Days	Canada
CSDC	AMNDA-U15	132-33	CSDC AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (1st to 5th user - per user)	3990	90 Days	Canada
CSDC	AMNDA-U620	132-33	CSDC AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (6th to 20th user - per user)	3551	90 Days	Canada
CSDC	AMNDA-U2145	132-33	CSDC AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (21st to 45th user - per user)	2873	90 Days	Canada
CSDC	AMNDA-U46100	132-33	CSDC AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (46th to 100th user - per user)	2314	90 Days	Canada

CSDC	AMNDA-U101200	132-33	CSDC AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (101st to 200th user - per user)	1556	90 Days	Canada
CSDC	AMNDA-U201500	132-33	CSDC AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (201st to 500th user - per user)	1046	90 Days	Canada
CSDC	AMNDA-Mod-Permit	132-33	AMANDA Business Automation Module for Permits of various types such as Building, Demolition, Environment, Crown Owned Land, Mining and Exploration and other Permits. This module manages the entire process from application intake to plan and other reviews, through to code enforcement and inspection scheduling.	18539.04	90 Days	Canada
CSDC	AMNDA-Mod-Planning	132-33	AMANDA Business Automation Module for Short- and Long-term Planning and Land Development including planning projects, subdivisions, commercial developments, industrial developments, agreements, appeals, hearings, consultations etc.	13904.28	90 Days	Canada
CSDC	AMNDA-Mod-ProfLicense	132-33	AMANDA Business Automation Module for Enterprise Professional Licence management. This module manages the entire license process from application intake to reviews, credential verification, renewals, audits, fees, and compliance activities.	11123.43	90 Days	Canada
CSDC	AMNDA-Mod-BusLicense	132-33	AMANDA Business Automation Module for Enterprise Business Licencing for regulated industries such as Drug, Alcohol, Tobacco, Insurance, Finance, Food Processing, Oil and Gas etc. This module automates the entire licensing process including application intake, review, insurance, renewals, fees, and compliance activities.	11123.43	90 Days	Canada

CSDC	AMNDA-Mod-GamLicense	132-33	AMANDA Business Automation Module for Managing Gaming Licensing such as lottery, slots, raffles, break-open, VLT and bingo events, cards, tables and more. This modules automate all aspects of the gaming licensing lifecycle including application intake, review, issuance, renewal, fees, and enforcement, and compliance.	13904.28	90 Days	Canada
CSDC	AMNDA-Mod-Vehicle	132-33	AMANDA Business Automation Module for Special Vehicle Licences such as Taxi, Emergency, Construction, Heavy Industry and other types.	13904.28	90 Days	Canada
CSDC	AMNDA-Mod-RFS	132-33	AMANDA Business Automation Module for Integrated Request Call Center and complaints management system designed to automate the receipt, scheduling and dispatching of service requests including professional investigations and preparation of materials for a hearing or docket.	13904.28	90 Days	Canada
CSDC	AMNDA-Mod-HealthTrk	132-33	AMANDA Business Automation Module for Tracking Public and Animal Health Cases and programs for Communicable Diseases, Occupational Therapy, Program Delivery, Rabies, Health & Human Issues, Safe Water and more). This flexible solution tracks all details about the case, including the service address, case manager, consents given to provide the services and tracks all related workflow and program costs.	18539.04	90 Days	Canada
CSDC	AMNDA-Mod-Cashier	132-33	AMANDA Business Automation Module for Integrated One-stop Cashiering and receipting of payments for AMANDA and other transactions from third-party systems.	18539.04	90 Days	Canada
CSDC	AMNDA-Mod-TrustAcnt	132-33	AMANDA Business Automation Module for Managing Deposits or Trust Accounts. This module manages all deposits made by the account holder, and funds transfers or withdrawals from the account to pay for services or products such as permits or licenses as well as generating related reports such as a monthly statement of activity.	11123.43	90 Days	Canada
CSDC	AMNDA-Mod-Securities	132-33	AMANDA Business Automation Module for Tracking Securities such as letters of credit or bonds required for a permit or license. This module track multiple purposes for a letter of credit and tracks all deposits, withdraws and disbursements and releases. The bank holding the letter of credit for a project is also tracked as well as all workflow related to the security. Monthly reports can be generated showing all related	11123.43	90 Days	Canada

CSDC	AMNDA-Mod-TAT	132-33	AMANDA Business Automation Module for Time and Activity Tracking related to projects, cases, workflow as well as employee time for training, vacation, and other related events. The Time and Activity Module is critical for integrated project cost accounting.	11123.43	90 Days	Canada
CSDC	AMNDA-Mod-Cert	132-33	AMANDA Business Automation Module for Tracking Certification-related Courses, exams locations and results needed to obtain or retain a certification or credential for a licence.	11123.43	90 Days	Canada
CSDC	AMNDA-Mod-Insurance	132-33	AMANDA Business Automation Module for Tracking Insurance related to professional, business, vehicle/fleet or other licensing activities including insurer, coverage, liability limits, renewal periods etc.	11123.43	90 Days	Canada
CSDC	AMNDA-Mod-InfoRef	132-33	AMANDA Business Automation Module for Knowledge Management. This repository can be used as a phone book and reference book. All information can be tagged with multiple attributes to facilitate searches. External websites can also be linked into the reference book.	5561.71	90 Days	Canada
CSDC	AMNDA-Mod-ExecMon	132-33	AMANDA Executive Monitor is a browser-based module for controlling key performance indicators (KPI) defined for each manager. This is a reporting tool to web-enable existing and new management reports as KPI monitors. Monitors are used to track trends, alerts, summaries, warnings, ticklers and other reminders. Managers can drill down to get details from AMANDA folders.	13904.28	90 Days	Canada
CSDC	AMNDA-Opt-DevCon	132-33	AMANDA Development Conditions Management for Building, Planning and Land Development including conditions (development and legal) applied to a property or project. It allows controlled inheritance or cascading of Conditions established at the Planning stage of a project to be enforced in subsequent stages, such as, Permits, Cases, Code Enforcement actions, etc., which are part of the overall sequence of phases in development projects.	11123.43	90 Days	Canada
CSDC	AMNDA-Opt-EnhInspect	132-33	AMANDA Enhanced Inspections allows inspectors in the field to quickly enter deficiencies and remedies defined for each type of inspection. The inspectors will point-and-click to enter data using handheld tablets.	11123.43	90 Days	Canada
CSDC	AMNDA-Opt-MilestoneMon	132-33	AMANDA Milestone Monitor provides a management view of the scheduled steps needed to complete the state review process.	11123.43	90 Days	Canada

CSDC	AMNDA-Opt-MMD	132-33	AMANDA Merge Documents helps users to generate, save, print and email any file, report, form, document or letter by merging templates with AMANDA data. Documents or letters are generated as merge letters with standard text and selected data in a Word letter. Notices and letters can also be generated directly in PDF format for printing or emailing.	11123.43	90 Days	Canada
CSDC	AMNDA-Opt-Scan	132-33	AMANDA Scan Station is a client program that coordinates the scanning and attachment of documents to AMANDA Cases, Folder, Property, People and Process records. Price is per Station.	926.95	90 Days	Canada
CSDC	AMNDA-Mob-MobiServer	132-33	AMANDA Mobile Server supports the AMANDA Mobile Client inspections in the field. This sophisticated inspection, audit and compliance application is an easy-to-use decision support tool that fully validates information entered and ensures accurate updating and synchronization with the main AMANDA database. . Priced per 2CPU (virtual / physical) server.	14831.23	90 Days	Canada
CSDC	AMNDA-Mob-MobiClient	132-33	AMANDA Mobile Client named user license is offline - online easy to use decision support and data collection tool for inspections, audits and compliance investigations and citation issuance.	1390.43	90 Days	Canada
CSDC	AMNDA-Review-Server	132-33	AMANDA Review Server securely supports external reviewers with a rich set of features to allow users to review work assignments, cases and related projects and to enter approvals or conditions for acceptance including related document markup.	13904.28	90 Days	Canada
CSDC	AMNDA-Review-User	132-33	AMANDA Review named user access license connects to the review server to facilitate external agency, departmental or workgroup reviews and case input.	1112.34	90 Days	Canada
CSDC	AMNDA-IVRGtwy	132-33	AMANDA IVR Gateway for Selectron IVR. Helps customers to quickly request inspections or verify inspection results by using telephones. There are fax-back and voice-mail options that can handle most situations. The IVR system is a combination of hardware and software provided and installed by Selectron, a third party. The AMANDA IVR option allows IVR systems to access and update the AMANDA database in real time.	19465.99	90 Days	Canada

CSDC	AMNDA-GISAdapt	132-33	AMANDA GIS Adaptor is required to support the real-time interface between a GIS viewer accessing a GIS database (e.g. ESRI ArcIMS) and AMANDA. Any detailed map of a parcel or a group of parcels in AMANDA can be displayed. The two-way data access allows users to select AMANDA Property records for parcel map display or select parcels in a map for AMANDA processing. The specific components are dependent on the format of the GIS database.	13904.28	90 Days	Canada
CSDC	AMNDA-BatchSched	132-33	AMANDA Batch Scheduler is a tool to automate repetitive AMANDA functions such as generating reports, scheduling events or creating notifications and merge documents. Batch schedule can also be used for scheduled imports to AMANDA or exports from AMANDA.	13904.28	90 Days	Canada
CSDC	AMNDA-EAIServ	132-33	AMANDA EAI Server is an enterprise application integration tool or connecting any number of systems to AMANDA using XML. Included in the server is 1 system connection license.	18539.04	90 Days	Canada
CSDC	AMNDA-EAIAdd	132-33	Each Additional EAI Connection with another system through AMANDA EAI requires the purchase of a connection license. Each connection can be real time, scheduled or queued.	13904.28	90 Days	Canada
CSDC	AMNDA-WbSrvPort	132-33	AMANDA Web Services Toolkit for Portal per virtual or physical CPU. Unlimited number of connects or accesses.	27808.56	90 Days	Canada
CSDC	AMNDA-WbSrvPort-AdP	132-33	AMANDA Web Services Toolkit for Portal additional processor license - per virtual or physical processor.	9269.52	90 Days	Canada
CSDC	AMNDA-PP-UsrR	132-33	User Registration Package supports: Web Form Registration, Edit / Modify Existing Registration, PIN based Registration, Reset / Password Recovery, Login using AMANDA Authentication, Captcha	9269.52	90 Days	Canada
CSDC	AMNDA-PP-Pay	132-33	Payment Package supports: Payment via credit card, Email receipt of payment, Pay via mail in with notice when payment received	9269.52	90 Days	Canada
CSDC	AMNDA-PP-RFS	132-33	RFS Package supports: Submit an information request, Submit a complaint on an individual, Submit a complaint about a property, Submit a complaint about location	18539.04	90 Days	Canada
CSDC	AMNDA-PP-PubSrch	132-33	Public Search Package: Search for Permits on Property, Search for Property, Search for Licenses on Property, Search for Complaints on Property, Search for Licensed Contractors	9269.52	90 Days	Canada
CSDC	AMNDA-PP-Prmt	132-33	Permit Package supports: Apply for Permit, My Permits, Upload Attachment, Receive Approved Permit via email, Received Notice via Email	9269.52	90 Days	Canada

CSDC	AMNDA-PP-BusL	132-33	Business License Package supports: Apply for Business License My Business License Upload Attachment, Receive Approved License via email, Received Notice via Email	9269.52	90 Days	Canada
CSDC	AMNDA-PP-ProfL	132-33	Professional License Package supports: Apply for Professional License My Professional License Upload Attachment, Add Certification, Receive Approved License via email, Received Notice via Email	9269.52	90 Days	Canada
CSDC	AMNDA-PP-GamL	132-33	Gaming License Package supports: Apply for Gaming License My Gaming License Upload Attachment, Submit License Report, Update Event Details, Receive Approved License via email, Received Notice via Email	18539.04	90 Days	Canada
CSDC	AMNDA-PP-VehL	132-33	Vehicle License Package supports: Apply for Vehicle License, My Vehicle License, Upload Attachment, Submit Insurance Details, Manage License Fleet, Receive Approved License via email, Received Notice via Email	27808.56	90 Days	Canada
CSDC	AMNDA-PP-Insp	132-33	Inspection Package supports: Request Inspection, Cancel Inspection. View Inspection Results,	9269.52	90 Days	Canada
CSDC	AMNDA-PP-InspE	132-33	Inspection Extension supports: Display a list of Deficiencies and Comply by dates, deliver notice via Email, Deliver notice via SMS	4634.76	90 Days	Canada
CSDC	AMNDA-PP-RnwL	132-33	Renew License Package supports: Receive renewal notification, select method of notification, renew via pin, renew anonymous, renew using password, renewal multiple	18539.04	90 Days	Canada
CSDC	AMNDA-PP-ComLtr	132-33	Request & Receive Compliance Letter Package supports: Request a Property Compliance letter, receive letter via email or My Documents	9269.52	90 Days	Canada
CSDC	AMNDA-PP-AAppt	132-33	Authetication Adapter for verifying registered users against LDAP or Active Directory.	9269.52	90 days	Canada
CSDC	AMNDA-PP-P300	132-33	Public Portal Non-Production Server: For Development, Test or staging per instance.	1.01	90 days	Canada
CSDC	AMNDA-PP-P301	132-33	Public Portal Production Server: Per active production instance. Supports up to 50 Smartlets.	16685.14	90 Days	Canada
CSDC	AMNDA-PP-P310	132-33	SmartGuide Designer License: Drag and Drop Smartlet forms and workflow designer.	2317.38	90 Days	Canada
CSDC	AMNDA-PP-P320	132-33	Smartlet 10 pack - 10 pack of Smartlet based forms.	20392.95	90 Days	Canada
CSDC	AMNDA-PP-P321	132-33	Smartlet 25 pack- 25 pack of Smartlet based forms.	46347.61	90 Days	Canada

CSDC	AMNDA-U15-M	132-34	CSDC Maintenance AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (1st to 5th user - per user)	834	90 Days	Canada
CSDC	AMNDA-U620-M	132-34	CSDC Maintenance AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (6th to 20th user - per user)	742	90 Days	Canada
CSDC	AMNDA-U2145-M	132-34	CSDC Maintenance AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (21st to 45th user - per user)	601	90 Days	Canada
CSDC	AMNDA-U46100-M	132-34	CSDC Maintenance AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (46th to 100th user - per user)	484	90 Days	Canada
CSDC	AMNDA-U101200-M	132-34	CSDC Maintenance AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (101st to 200th user - per user)	325	90 Days	Canada

CSDC	AMNDA-U201500-M	132-34	CSDC Maintenance AMANDA concurrent user Access Licence. AMANDA is a web-based commercial-off-the-shelf (COTS) product that enables business process automation for local, county, state and provincial government agencies. Its flexible and configurable design provides an ideal platform for configuring powerful licensing, permitting, planning and compliance. (201st to 500th user - per user)	219	90 Days	Canada
CSDC	AMNDA-Mod-Permit-M	132-34	Maintenance AMANDA Business Automation Module for Permits of various types such as Building, Demolition, Environment, Crown Owned Land, Mining and Exploration and other Permits. This module manages the entire process from application intake to plan and other reviews, through to code enforcement and inspection scheduling.	3707.81	90 Days	Canada
CSDC	AMNDA-Mod-Planning-M	132-34	Maintenance AMANDA Business Automation Module for Short- and Long-term Planning and Land Development including planning projects, subdivisions, commercial developments, industrial developments, agreements, appeals, hearings, consultations etc.	2780.86	90 Days	Canada
CSDC	AMNDA-Mod-ProfLicense-M	132-34	Maintenance AMANDA Business Automation Module for Enterprise Professional Licence management. This module manages the entire license process from application intake to reviews, credential verification, renewals, audits, fees, and compliance activities.	2224.69	90 Days	Canada
CSDC	AMNDA-Mod-BusLicense-M	132-34	Maintenance AMANDA Business Automation Module for Enterprise Business Licensing for regulated industries such as Drug, Alcohol, Tobacco, Insurance, Finance, Food Processing, Oil and Gas etc. This module automates the entire licensing process including application intake, review, insurance, renewals, fees, and compliance activities.	2224.69	90 Days	Canada
CSDC	AMNDA-Mod-GamLicense-M	132-34	Maintenance AMANDA Business Automation Module for Managing Gaming Licensing such as lottery, slots, raffles, break-open, VLT and bingo events, cards, tables and more. This module automates all aspects of the gaming licensing lifecycle including application intake, review, issuance, renewal, fees, and enforcement, and compliance.	2780.86	90 Days	Canada
CSDC	AMNDA-Mod-Vehicle-M	132-34	Maintenance AMANDA Business Automation Module for Special Vehicle Licences such as Taxi, Emergency, Construction, Heavy Industry and other types.	2780.86	90 Days	Canada

CSDC	AMNDA-Mod-RFS-M	132-34	Maintenance AMANDA Business Automation Module for Integrated Request Call Center and complaints management system designed to automate the receipt, scheduling and dispatching of service requests including professional investigations and preparation of materials for a hearing or docket.	2780.86	90 Days	Canada
CSDC	AMNDA-Mod-HealthTrk-M	132-34	Maintenance AMANDA Business Automation Module for Tracking Public and Animal Health Cases and programs for Communicable Diseases, Occupational Therapy, Program Delivery, Rabies, Health & Human Issues, Safe Water and more). This flexible solution tracks all details about the case, including the service address, case manager, consents given to provide the services and tracks all related workflow and program costs.	3707.81	90 Days	Canada
CSDC	AMNDA-Mod-Cashier-M	132-34	Maintenance AMANDA Business Automation Module for Integrated One-stop Cashiering and receipting of payments for AMANDA and other transactions from third-party systems.	3707.81	90 Days	Canada
CSDC	AMNDA-Mod-TrustAcct-M	132-34	Maintenance AMANDA Business Automation Module for Managing Deposits or Trust Accounts. This module manages all deposits made by the account holder, and funds transfers or withdrawals from the account to pay for services or products such as permits or licenses as well as generating related reports such as a monthly statement of activity.	2224.69	90 Days	Canada
CSDC	AMNDA-Mod-Securities-M	132-34	Maintenance AMANDA Business Automation Module for Tracking Securities such as letters of credit or bonds required for a permit or license. This module track multiple purposes for a letter of credit and tracks all deposits, withdrawals and disbursements and releases. The bank holding the letter of credit for a project is also tracked as well as all workflow related to the security. Monthly reports can be generated showing all related	2224.69	90 Days	Canada
CSDC	AMNDA-Mod-TAT-M	132-34	Maintenance AMANDA Business Automation Module for Time and Activity Tracking related to projects, cases, workflow as well as employee time for training, vacation, and other related events. The Time and Activity Module is critical for integratec project cost accounting.	2224.69	90 Days	Canada
CSDC	AMNDA-Mod-Cert-M	132-34	Maintenance AMANDA Business Automation Module for Tracking Certification-related Courses, exams locations and results needed to obtain or retain a certification or credential for a licence.	2224.69	90 Days	Canada

CSDC	AMNDA-Mod-Insurance-M	132-34	Maintenance AMANDA Business Automation Module for Tracking Insurance related to professional, business, vehicle/fleet or other licensing activities including insurer, coverage, liability limits, renewal periods etc.	2224.69	90 Days	Canada
CSDC	AMNDA-Mod-InfoRef-M	132-34	Maintenance AMANDA Business Automation Module for Knowledge Management. This repository can be used as a phone book and reference book. All information can be tagged with multiple attributes to facilitate searches. External websites can also be linked into the reference book.	1112.34	90 Days	Canada
CSDC	AMNDA-Mod-ExecMon-M	132-34	Maintenance AMANDA Executive Monitor is a browser-based module for controlling key performance indicators (KPI) defined for each manager. This is a reporting tool to web-enable existing and new management reports as KPI monitors. Monitors are used to track trends, alerts, summaries, warnings, ticklers and other reminders. Managers can drill down to get details from AMANDA folders.	2780.86	90 Days	Canada
CSDC	AMDA-Opt-DevCon-M	132-34	Maintenance AMANDA Development Conditions Management for Building, Planning and Land Development including conditions (development and legal) applied to a property or project. It allows controlled inheritance or cascading of Conditions established at the Planning stage of a project to be enforced in subsequent stages, such as, Permits, Cases, Code Enforcement actions, etc., which are part of the overall sequence of phases in development projects.	2224.69	90 Days	Canada
CSDC	AMNDA-Opt-EnhInspect-M	132-34	Maintenance AMANDA Enhanced Inspections allows inspectors in the field to quickly enter deficiencies and remedies defined for each type of inspection. The inspectors will point-and-click to enter data using handheld tablets.	2224.69	90 Days	Canada
CSDC	AMNDA-Opt-MilestoneMon-M	132-34	Maintenance AMANDA Milestone Monitor provides a management view of the scheduled steps needed to complete the state review process.	2224.69	90 Days	Canada
CSDC	AMNDA-Opt-MMD-M	132-34	Maintenance AMANDA Merge Documents helps users to generate, save, print and email any file, report, form, document or letter by merging templates with AMANDA data. Documents or letters are generated as merge letters with standard text and selected data in a Word letter. Notices and letters can also be generated directly in PDF format for printing or emailing.	2224.69	90 Days	Canada

CSDC	AMNDA-Opt-Scan-M	132-34	Maintenance AMANDA Scan Station is a client program that coordinates the scanning and attachment of documents to AMANDA Cases, Folder, Property, People and Process records. Price is per Station.	185.39	90 Days	Canada
CSDC	AMNDA-Mob-MobiServer-M	132-34	Maintenance AMANDA Mobile Server supports the AMANDA Mobile Client application in the field. This sophisticated inspection, audit and compliance application is an easy-to-use decision support tool that fully validates information entered and ensures accurate updating and synchronization with the main AMANDA database. . Priced per 2CPU (virtual / physical) server.	2966.25	90 Days	Canada
CSDC	AMNDA-Mob-MobiClient-M	132-34	Maintenance AMANDA Mobile Client named user license is offline - online easy to use decision support and data collection tool for inspections, audits and compliance investigations and citation issuance.	278.09	90 Days	Canada
CSDC	AMNDA-Review-Server-M	132-34	Maintenance AMANDA Review Server securely supports external reviewers with a rich set of features to allow users to review work assignments, cases and related projects and to enter approvals or conditions for acceptance including related document markup.	2780.86	90 Days	Canada
CSDC	AMNDA-Review-User-M	132-34	Maintenance AMANDA Review named user access license connects to the review server to facilitate external agency, departmental or workgroup reviews and case input.	222.47	90 Days	Canada
CSDC	AMNDA-IVRGtwy-M	132-34	Maintenance AMANDA IVR Gateway for Selectron IVR. Helps customers to quickly request inspections or verify inspection results by using telephones. There are fax-back and voice-mail options that can handle most situations. The IVR system is a combination of hardware and software provided and installed by Selectron, a third party. The AMANDA IVR option allows IVR systems to access and update the AMANDA database in real time.	3893.20	90 Days	Canada
CSDC	AMNDA-GISAdapt-M	132-34	Maintenance AMANDA GIS Adaptor is required to support the real-time interface between a GIS viewer accessing a GIS database (e.g. ESRI ArcIMS) and AMANDA. Any detailed map of a parcel or a group of parcels in AMANDA can be displayed. The two-way data access allows users to select AMANDA Property records for parcel map display or select parcels in a map for AMANDA processing. The specific components are dependent on the format of the GIS database.	2780.86	90 Days	Canada

CSDC	AMNDA-BatchSched-M	132-34	Maintenance AMANDA Batch Scheduler is a tool to automate repetitive AMANDA functions such as generating reports, scheduling events or creating notifications and merge documents. Batch schedule can also be used for scheduled imports to AMANDA or exports from AMANDA.	2780.86	90 Days	Canada
CSDC	AMNDA-EAIServ-M	132-34	Maintenance AMANDA EAI Server is an enterprise application integration tool or connecting any number of systems to AMANDA using XML. Included in the server is 1 system connection license.	3707.81	90 Days	Canada
CSDC	AMNDA-EAIAdd-M	132-34	Maintenance Each Additional EAI Connection with another system through AMANDA EAI requires the purchase of a connection license. Each connection can be real time, scheduled or queued.	2780.86	90 Days	Canada
CSDC	AMNDA-WbSrvPort-M	132-34	Maintenance AMANDA Web Services Toolkit for Portal per virtual or physical CPU. Unlimited number of connects or accesses.	5561.71	90 Days	Canada
CSDC	AMNDA-WbSrvPort-AdP-M	132-34	Maintenance AMANDA Web Services Toolkit for Portal additional processor license - per virtual or physical processor.	1853.90	90 Days	Canada
CSDC	AMNDA-PP-UsrR-M	132-34	Maintenance User Registration Package supports: Web Form Registration, Edit / Modify Existing Registration, PIN based Registration, Reset / Password Recovery, Login using AMANDA Authentication, Captcha	1853.90	90 Days	Canada
CSDC	AMNDA-PP-Pay-M	132-34	Maintenance Payment Package supports: Payment via credit card, Email receipt of payment, Pay via mail in with notice when payment received	1853.90	90 Days	Canada
CSDC	AMNDA-PP-RFS-M	132-34	Maintenance RFS Package supports: Submit an information request, Submit a complaint on an individual, Submit a complaint about a property, Submit a complaint about location	3707.81	90 Days	Canada
CSDC	AMNDA-PP-PubSrch-M	132-34	Maintenance Public Search Package: Search for Permits on Property, Search for Property, Search for Licenses on Property, Search for Complaints on Property, Search for Licensed Contractors	1853.90	90 Days	Canada
CSDC	AMNDA-PP-Prmt-M	132-34	Maintenance Permit Package supports: Apply for Permit, My Permits, Upload Attachment, Receive Approved Permit via email, Received Notice via Email	1853.90	90 Days	Canada
CSDC	AMNDA-PP-BusL-M	132-34	Maintenance Business License Package supports: Apply for Business License My Business License Upload Attachment, Receive Approved License via email, Received Notice via Email	1853.90	90 Days	Canada

CSDC	AMNDA-PP-ProfL-M	132-34	Maintenance Professional License Package supports: Apply for Professional License My Professional License Upload Attachment, Add Certification, Receive Approved License via email, Received Notice via Email	1853.90	90 Days	Canada
CSDC	AMNDA-PP-GamL-M	132-34	Maintenance Gaming License Package supports: Apply for Gaming License My Gaming License Upload Attachment, Submit License Report, Update Event Details, Receive Approved License via email, Received Notice via Email	3707.81	90 Days	Canada
CSDC	AMNDA-PP-VehL-M	132-34	Maintenance Vehicle License Package supports: Apply for Vehicle License, My Vehicle License, Upload Attachment, Submit Insurance Details, Manage License Fleet, Receive Approved License via email, Received Notice via Email	5561.71	90 Days	Canada
CSDC	AMNDA-PP-Insp-M	132-34	Maintenance Inspection Package supports: Request Inspection, Cancel Inspection. View Inspection Results,	1853.90	90 Days	Canada
CSDC	AMNDA-PP-InspE-M	132-34	Maintenance Inspection Extension supports: Display a list of Deficiencies and Comply by dates, deliver notice via Email, Deliver notice via SMS	926.95	90 Days	Canada
CSDC	AMNDA-PP-RnwL-M	132-34	Maintenance Renew License Package supports: Receive renewal notification, select method of notification, renew via pin, renew anonymous, renew using password, renewal multiple	3707.81	90 Days	Canada
CSDC	AMNDA-PP-ComLtr-M	132-34	Maintenance Request & Receive Compliance Letter Package supports: Request a Property Compliance letter, receive letter via email or My Documents	1853.90	90 Days	Canada
CSDC	AMNDA-PP-Aadpt-M	132-34	Maintenance Authentication Adapter for verifying registered users against LDAP or Active Directory.	1853.90	90 Days	Canada
CSDC	AMNDA-PP-P300-M	132-34	Maintenance Public Portal Non-Production Server: For Development, Test or staging, per instance.	185.39	88 Days	Canada
CSDC	AMNDA-PP-P301-M	132-34	Maintenance Public Portal Production Server: Per active production instance. Supports up to 50 Smartlets.	3337.03	89 Days	Canada
CSDC	AMNDA-PP-P310-M	132-34	Maintenance SmartGuide Designer License: Drag and Drop Smartlet forms and workflow designer.	463.48	90 Days	Canada
CSDC	AMNDA-PP-P320-M	132-34	Maintenance Smartlet 10 pack - 10 pack of Smartlet based forms.	4078.59	90 Days	Canada
CSDC	AMNDA-PP-P321-M	132-34	Maintenance Smartlet 25 pack- 25 pack of Smartlet based forms.	9269.52	90 Days	Canada