



RWD TECHNOLOGIES, LLC
GS-35F-0491R

***Information Technology Schedule
Pricelist***



This Schedule Contract Pricelist includes Modifications through Number PS-0015, effective February 14, 2011

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

General Description

RWD Technologies, LLC was founded in 1988 by Dr. Robert W. Deutsch with the primary goal of helping large United States' manufacturing companies regain their competitive advantage in a global economy. The company's registered trademark, “*We bring people and technology together*®”, describes RWD's founding mission and continues to define its strategy for success.

RWD has always had a very strong IT capability. Since our earliest years, we have developed state-of-the-art custom information technology systems including the Holiday Inn worldwide Reservation System, the DaimlerChrysler Mopar Diagnostic System (which is currently in use in 5,000 auto dealerships in North America), and a sophisticated data mining and analysis surveillance system for the National Association of Securities Dealers. Since the advent of the Internet, RWD has become a leader in providing both technology and business solutions for eLearning, eSolutions, and custom integration applications.

RWD's unique understanding of end user needs, integrated approach to business solutions, and strong methodologies will continue to be at the center of our growth strategies as we anticipate the opportunities of the years ahead.

Applicable Special Item Numbers, FSC Classes, and FPDS

Special Item Numbers	FSC Class/FPDS Code	Products/Services
132-33	FSC CLASS 7030 - Information Technology Software	Perpetual Software License
132-34		Maintenance of Software as a Service
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 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.



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Baltimore, MD 21228
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Contract Number: GS-35F-0491R

Period Covered by Contract: April 15, 2005 through April 15, 2015

**General Services Administration
Federal Acquisition Service**

Pricelist current through Modification Number: PS-0015, dated February 14, 2011. Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist are also available on the GSA *Advantage!* System. Agencies can browse GSA *Advantage!* by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fas.gsa.gov>

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1 INFORMATION FOR ORDERING ACTIVITIES

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Agencies should address all orders to the following address:

RWD Technologies
5521 Research Park Drive
Baltimore, MD 21228

Agencies should address all payments to the following address:

RWD Technologies
P.O. Box 17072
Baltimore, MD 21297-1072

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:

Ordering Assistance

Telephone: 410-869-1000

Fax: 410-869-3002

Technical Assistance

Telephone: 888-RWD-TECH

Fax: 410-869-3002

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 187899125

Block 30: Type of Contractor - C, Large Business

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN) 52-1552720

4a. CAGE Code: ORYZ6

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:

<u>SPECIAL ITEM NUMBER</u>	<u>DELIVERY TIME (DAYS ARO)</u>
132-33	30 Days ARO
132-34	30 Days ARO
132-51	TBD by RWD and Ordering Activity

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.

c. i. **SIN 132-54 and SIN 132-55, ACCELERATED SERVICE DELIVERY (7 calendar days or less):** the time required for COMSATCOM services to be available after order award. Under Accelerated Service Task Orders, service acceptance testing, unless otherwise required by the satellite provider or host nation, shall be deferred until Ordering Activity operations permit.

ii. **SIN 132-54 and SIN 132-55, TIME-CRITICAL DELIVERY (4 hours or less):** the time required for COMSATCOM services to be available after order award. Under Time-Critical Task Orders, service acceptance testing unless otherwise required by the satellite provider or host nation shall be deferred until Ordering Activity operations permit. Time-Critical Delivery shall be predicated on the availability of COMSATCOM transponded capacity (contracted bandwidth and power, pre-arranged Host Nation Agreements, frequency clearance) or COMSATCOM subscription services (bandwidth, terminals, network resources, etc.).

iii. For SIN 132-54 and SIN 132-55, EXTENDED SERVICE DELIVERY TIMES: the time required under extenuating circumstances for COMSATCOM services to be available after order award. Such extenuating circumstances may include extended time required for host nation agreements or landing rights, or other time intensive service delivery requirements as defined in the individual requirement. Any such extended delivery times will be negotiated between the Ordering Activity and Contractor.

7. DISCOUNTS:

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt payment: 1% 20 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity -- None
- c. Dollar Volume -- None
- d. Government Educational Institution – Same as all other Government customers.
- e. Other -- None

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:

Not Applicable

10. SMALL REQUIREMENTS:

The minimum dollar value of orders to be issued is \$100.

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 132-33 – Perpetual Software License
 - Special Item Number 132-34 – Maintenance of Software as a Service
 - Special Item Number 132-51 – Information Technology (IT) Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

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

Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

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

- a. Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- b. Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- c. Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- d. Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- e. Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- f. Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- g. Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- h. Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

- i. Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- j. Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- k. Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

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

16. GSA Advantage!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a

Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

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

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 receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

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

23. SECTION 508 COMPLIANCE

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

<http://www.rwd.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).

2 TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (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. 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.

RWD Technologies' standard license agreement terms and conditions and commercial warranties as set forth in its Standard License Agreement are incorporated by reference into this contract.

Warranty Period: RWD warrants that the Software, if used without material alteration, will substantially conform to the functional specifications contained in the documentation for ninety (90) days following delivery (the "Warranty Period") when used without material alteration. RWD's warranty is subject to the Government providing RWD necessary access, including remote access, to the Software. The Government shall provide RWD with sufficient test time and support to permit RWD to use reasonable effort to correct the defect.

RWD does not warrant that the Software will operate uninterrupted or that it will be free from minor defects or errors which do not materially affect such performance or that the applications contained in the Software are designed to meet all of the Government's business requirements.

Express Disclaimer. RWD AND ITS LICENSORS DISCLAIM ALL OTHER WARRANTIES EXPRESS OR IMPLIED, EXCEPT AS SET FORTH HEREIN AND EXCEPT TO THE EXTENT THAT ANY WARRANTIES IMPLIED BY LAW CANNOT BE VALIDLY WAIVED.

- 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.

3. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software.

RWD Technical Support: (800) 654-8439, available Monday through Friday, 3:30am - 5:30 pm.

4. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined:

1. Software Maintenance as a Product (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.

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.

b. 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.**

5. PERIODS OF 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.

6. RESERVED (Term Licenses not Offered)

7. RESERVED (Term Licenses not Offered)

8. UTILIZATION LIMITATIONS (SIN 132-33 AND SIN 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.

9. SOFTWARE CONVERSIONS (SIN 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.

10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

RWD Products

RWD sells tools and products that offer customers several ways to improve their profitability and reduce their cost through enhancing the ways in which new technology is understood and used by producing online performance support and printed help materials more quickly and easily.

RWD uBenchmark™

RWD uBenchmark™ is a robust solution that will help you gain insight into how your employees interact with your business applications. Armed with interactive reporting and detailed analysis, you can take the best actions to optimize performance of your systems and your employees.

RWD uBenchmark™ delivers:

- Greater operational efficiencies to achieve ongoing ROI
- A proactive approach to problem solving by highlighting issues before they escalate into costly problems
- A rapid means of revealing best practices and inefficiencies in employee or system performance
- Diagnostic reporting that targets specific training and performance support needs for each employee and business unit

RWD uLearn™

The RWD uLearn™ LMS is a full-featured online administrative and learning environment. RWD has tailored the system to create and manage courseware catalogs, schedule instructor-led or online courses, create role-based subscriptions, track completions, and manage eCommerce transactions. The RWD uLearn™ Learning Management System encompasses the full range of learning delivery methods, including classroom training, self-paced instruction.

With our years of experience, we can implement RWD uLearn™ at your facility in days, not months, so that you can quickly experience the benefits of performance improvement through effective delivery of blended learning.

RWD uLearn™ LMS provides the following features and functions:

- Conforms to the SCORM 1.2 and most recent AICC eLearning standards.
- Supports enrollment and tracking of students in classroom settings.

- Supports enrollment and launching of Web-based courses.
- Supports enrollment and launching of simulations and other recorded sessions.
- Enables detailed reporting on scheduled, delivered, and wait-listed training activities.
- Includes a robust notification engine including training reminders and notification of schedule changes.
- Includes a robust security model allowing security to be defined based on business needs.
- Enables customized course views and grouping for different audiences.
- Enables tracking of training schedules to meet the timing and programming for each employee.
- Enables tracking and management of employee or department constraints to avoid conflicts in the system.
- Includes the capability to support multiple languages; users can select a preferred language locale for the LMS itself.
- Includes capability to support multiple client organization user interface brands.
- Enables tracking of assessments and certifications.
- Delivers course completion notifications.

RWD Learning and Performance Platform™

RWD's Learning and Performance Platform introduces a collection of best practices for measuring day-to-day business activity, identifying problems that could affect performance, creating relevant solutions rapidly, and delivering these solutions to the right audience via the right means.

Features of RWD's Learning & Performance Platform include:

- **Measure Performance** - Look at actual usage data to find out how well users perform their everyday tasks. Gain insight into the business applications that are used most often, and most effectively. Find both inefficiencies and best practices in your organization.
- **Help Your Users** - Show your users the right way to perform their tasks with high-quality, web-based learning content - all quickly and easily created by your own authors. Provide the help users need, when they need it most - while they're "on the job".
- **Unleash Your Collective Potential** - Build company-wide support for your business applications and processes through simple and effective collaboration. Discover how allowing users to share insights and information with each other can uncover best practices and improve overall performance across your organization.

- **Encourage Continuous Learning** - Encourage lasting performance improvement by allowing users to learn all facets of their jobs. Create a simple, structured learning environment that lets users acquire new skills and prove their proficiency.

RWD uPerform™

RWD uPerform™ is a comprehensive end user performance support tool used for collaborative creation, storage, and management of application simulations and end user procedural documentation. Through advanced collaboration features, central authoring capabilities and scalable architecture, RWD uPerform™ empowers workers to exchange the knowledge and materials critical to their job function.

RWD uPerform™ addresses the diverse workforce and knowledge challenges organizations face in today's global business environment. It helps bridge knowledge gaps caused by geography, language, and evolving workforces by enabling consistency across business processes and applications. People working within any enterprise application can benefit from RWD uPerform™.

RWD uPerform™ is priced for every employee who is part of the learning and collaboration environment. For employees who access the performance support content on a very infrequent basis and are not part of the collaboration and feedback environment, a view only option is available. View only access does not allow any development of collaboration capabilities.

RWD uAccelerate™

RWD uAccelerate is a rapid, easy, and cost effective solution to help people learn about their business processes. It is a suite of web-based, self-paced eLearning courses that teach users the basics of business processes to support their performance on the job, current or new. The courses are interactive and include knowledge checks to help users stay engaged in the courseware and check their level of understanding. By leveraging these eLearning courses as a learning foundation, a company can focus its resources on supporting end users on their unique requirements. Besides being available through online subscriptions, the courses can be easily customized using RWD uPerform® or RWD uPerform® Express. This includes the power of integrating company specific simulations, work instructions, and policy documents so everything is relevant and constantly up-to-date.

Current process areas in the following.

- Finance
- Order to Cash
- CRM
- Purchase to Pay
- SRM

RWD Info Pak® Products

The components of RWD Info Pak® are as follows:

- a. RWD Info Pak - Publisher
- b. RWD Info Pak - Administrator
- c. RWD Info Pak - Simulator
- d. RWD Info Pak – OmniHelp

RWD Info Pak® is a tool suite for enabling a total Performance Support Solution that rapidly creates, stores, organizes, maintains and distributes high-quality documentation quickly and economically. Authors, using Info Pak, create computer system documentation and simulations automatically simply by using their computer to perform a specific task, transaction or series of these events to complete a process. As the author progresses through each transaction, Info Pak captures each step and then converts the result into professionally formatted, easily edited documentation leveraged by many different users. Documents can be printed and used for training and reference purposes, or quickly (and automatically) published to a Web-based online help system. The web pages are also created by the Info Pak tool. The help system provides users with immediate access to the most current support documentation, simulations and other business information directly from within each application and provides a standard for end user online help across all of an organization's software applications.

RWD Info Pak® is the only product that generates a fully functional performance support website complete with automatically recorded and published step-by-step instructions and hands-on simulations in addition to the multitudes of other knowledge objects that end users need to complete their tasks (frequently asked questions (FAQs), policies, procedures, process narratives and process flow diagrams). Info Pak's dual recording functionality also allows for the simultaneous recording of both a document and a simulation. Our unique Parent-Child document relationship provides the means to generate several different types of document output from the same source document providing an array of end user views suited to different learning styles and levels of competency. Finally, Info Pak's recording technology allows for recording across applications in standard Microsoft Windows and web-based environments.

RWD Info Pak® Publisher, Administrator, and Simulator are sold by author seats. That is, one license allows the software to be loaded on one computer for the development of content. RWD Info Pak® OmniHelp is sold by end user since every end user accessing the content must have OmniHelp on their own computers to access the content.

11. RIGHT-TO-COPY PRICING

Not applicable. RWD does not offer Right-to-Copy licensing.

3 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 Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
- (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

IT Professional Services

Project Director II	
Functional Responsibility	The Project Director II supports the Project Manager and team members throughout the life of the project. The Project Director II acts as a consultant on performance support issues, design considerations, and effective approaches to ensuring the success of the project. The Project Director II remains involved at an activity level that allows the project to run smoothly and mitigate any challenges that could impede the successful completion of the project.
Professional Experience	At least five years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.

Project Director I	
Functional Responsibility	The Project Director I supports the Project Manager and team members throughout the life of the project. The Project Director I acts as a consultant on performance support issues, design considerations, and effective approaches to ensuring the success of the project. The Project Director I remains involved at an activity level that allows the project to run smoothly and mitigate any challenges that could impede the successful completion of the project.
Professional Experience	At least three years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Project Manager III	
Functional Responsibility	The Project Manager III manages overall development efforts. The Project Manager III is also responsible for ensuring the project delivers quality products completed on time and within the prescribed budget. The Project Manager III will ensure that the project team works together harmoniously. The Project Manager III will monitor the progress of the project and ensure that the entire organization involved with the training and performance support effort is aligned.
Professional Experience	At least four years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	Masters Degree in mathematics, science, engineering, computer science, English, or related field.
Project Manager II	
Functional Responsibility	The Project Manager II manages overall development efforts. The Project Manager II is also responsible for ensuring the project delivers quality products completed on time and within the prescribed budget. The Project Manager II will ensure that the project team works together harmoniously. The Project Manager II will monitor the progress of the project and ensure that the entire organization involved with the training and performance support effort is aligned.
Professional Experience	At least three years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.

Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Project Manager I	
Functional Responsibility	The Project Manager I manages overall development efforts. The Project Manager I is also responsible for ensuring the project delivers quality products completed on time and within the prescribed budget. The Project Manager I will ensure that the project team works together harmoniously. The Project Manager I will monitor the progress of the project and ensure that the entire organization involved with the training and performance support effort is aligned.
Professional Experience	At least two years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Enterprise Solutions Change Management Consultant II	
Functional Responsibility	The Change Management Consultant II leads the change and communications efforts involved with large technology initiative. Services include change management seminars with program sponsors, diagnostic tools and readiness determinations, and other techniques for determining readiness and reducing risk associated with large system implementations. The Change Management Consultant II will monitor the progress of the change effort and ensure that the entire organization involved with the implementation effort is aligned.
Professional Experience	The Change Management Consultant II has over ten years experience in leading providing change management and internal communications guidance on enterprise information technology implementations
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Enterprise Solutions Change Management Consultant I	
Functional Responsibility	The Change Management Consultant I leads the change and communications efforts involved with large technology initiative. Services include change management seminars with program sponsors, diagnostic tools and readiness determinations, and other techniques for determining readiness and reducing risk associated with large system implementations. The Change Management Consultant I will monitor the progress of the change effort and ensure that the entire organization involved with the implementation effort is aligned.

Professional Experience	The Change Management Consultant I has over five years experience in leading providing change management and internal communications guidance on enterprise information technology implementations
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Enterprise Solutions Consultant III (Principal)	
Functional Responsibility	The Enterprise Solutions Consultant III's responsibility is to guide the developers on the team, provide technical expertise, and ensure that the associated products are delivered on time. The Enterprise Solutions Consultant III may also participate in the detailed curriculum and course-level design and then coach other team members to ensure the accuracy of training and support materials.
Professional Experience	At least seven years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Enterprise Solutions Consultant II (Senior)	
Functional Responsibility	The Enterprise Solutions Consultant II's responsibility is to guide the developers on the team, provide technical expertise, and ensure that the associated products are delivered on time. The Enterprise Solutions Consultant II may also participate in the detailed curriculum and course-level design and then coach other team members to ensure the accuracy of training and support materials.
Professional Experience	At least five years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Enterprise Solutions Consultant I (Staff)	
Functional Responsibility	The Enterprise Solutions Consultant I's responsibility is to guide the developers on the team, provide technical expertise, and ensure that the associated products are delivered on time. The Enterprise Solutions Consultant I may also participate in the detailed curriculum and course-level design and then coach other team members to ensure the accuracy of training and support materials.
Professional Experience	At least three years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology

	solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
eLearning Consultant	
Functional Responsibility	The eLearning Consultants job is to design, create, develop, and deliver world-class multi-media blended learning solutions. The eLearning consultants will use their knowledge of web-based instructional systems design to integrate the latest tools and technologies to convert existing content as well as develop new content for synchronous and asynchronous delivery.
Professional Experience	At least three years of experience building multimedia solutions and integrating these solutions with the latest development tools.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Enterprise Solutions Developer III (Staff)	
Functional Responsibility	The ERP Developer III's job is to design, create, develop, and deliver world-class materials to support the project. It is up to the developers to work with subject matter experts (SMEs) to obtain information, ensure its technical accuracy, and incorporate it into user-friendly training materials.
Professional Experience	At least four years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Enterprise Solutions Developer II (Associate)	
Functional Responsibility	The ERP Developer II's job is to design, create, develop, and deliver world-class materials to support the project. It is up to the developers to work with subject matter experts (SMEs) to obtain information, ensure its technical accuracy, and incorporate it into user-friendly training materials.
Professional Experience	At least two years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions. Trained in the methodologies used to develop materials that support implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.

Enterprise Solutions Developer I (Assistant)	
Functional Responsibility	The ERP Developer I's job is to design, create, develop, and deliver world-class materials to support the project. It is up to the developers to work with subject matter experts (SMEs) to obtain information, ensure its technical accuracy, and incorporate it into user-friendly training materials.
Professional Experience	Up to two years of experience with implementing end user performance support and training solutions for customers implementing enterprise information technology solutions. Trained in the methodologies used to develop materials that support implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Enterprise Solutions Editor	
Functional Responsibility	The Enterprise Solutions Editor creates, maintains, and enforces the document standard, which is the guideline for all training materials delivered to the client. The Editor provides a critical review of all training materials, ensuring usability and standardization. Further, the Editor provides the final quality check of all materials prior to client delivery.
Professional Experience	Trained in the methodologies used to develop materials that support implementing end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.
Product Consultant	
Functional Responsibility	The Product Consultant's responsibility is to assist customers with the implementation of an RWD product, such as RWD Info Pak® or RWD uPerform®. The Product Consultant leads discussions with customer stakeholders to reach agreement on the implementation plan. He/she assists customers with the installation and configuration of the RWD product as well as delivering product functionality training.
Professional Experience	Requires a minimum one year of experience with implementing products or end user performance support and training solutions for customers implementing enterprise information technology solutions.
Education	BA/BS in mathematics, science, engineering, computer science, English, or related field.

Graphics Artist	
Functional Responsibility	The Graphics Support creates, maintains, and enforces the document standard, which is the guideline for all training materials delivered to the client. The Graphics Support provides a critical review of all training materials, ensuring usability and standardization. Further, the Graphics Support provides the final quality check of all materials prior to client delivery.
Professional Experience	Trained in the use of current graphics software that supports the development of instructionally sound end user content. Responsible for graphic design, monitoring of projects schedules, and coordination of production support
Education	AA/AS Must have at least three years' experience of which at least one year is specialized to include developing graphics/artistic presentations for publications and documents (preferably technical documentation). Must demonstrate the ability to work independently or under only general direction.
Principal Lean Manager	
Functional Responsibility	The Principal Lean Manager's responsibility is to: 1) ensure client's satisfaction 2) ensure return on Investment and 3) create a positive value added perception of RWD team and services. It is to ensure resource and skill set availability to fulfill client engagement needs. They are to represent: 1) the voice of the customer for new opportunities or project performance feedback, 2) the voice of the team for opportunities for continuous improvement and 3) the voice of the company for policy deployment and issues resolution. The manager is the first line of management with cost and profitability responsibility within their span of control. Specifically, <ul style="list-style-type: none"> • Process / Product Development to support client growth. • Team Management and Resource Utilization • Project and Personnel Performance Management • Manage and grow clients • Ensure project client satisfaction • Define and communicate engagement strategy • Standardization • RWD process adherence • Employee Development and Communication
Professional Experience	Requires a minimum of twenty years experience, a recognized lean manufacturing trainer, and a minimum of 10 years experience in IT/manufacturing/business.
Education	Masters or Ph.D. in Engineering or Business Management, or educated by Toyota in the Toyota Production System (TPS). Plus:

	<ul style="list-style-type: none"> - Certified Black Belt in Six Sigma - Certified Lean Experience - MBA or other Master Program - Certified Project Manager
Senior Lean Consultant	
Functional Responsibility	<p>The Senior Lean Consultant's responsibility is to initiate and professionally implement Lean Manufacturing principles within a variety of industries and situations. Continuously maintain a professional approach to exceed customer expectations in project delivery and identify new areas of work and expansion of current work. Specifically,</p> <ul style="list-style-type: none"> • Facilitate the development of project plans that meet client objectives • Conduct client assessments to identify opportunities, gain consensus of client on path forward, and quantify return on investment opportunity • Train, plan and coach all levels of an organization on project management principles, leadership behaviors, and lean principles and tools • Utilize strong practical problem solving ability to ensure Containment / countermeasure (5'Y). • Conduct thorough data analysis and collation to support deliverables • Communicate with client managers and leadership, and RWD directors on regular basis to ensure deliverables and review project status. • Implement best practices and develop processes to support objectives. • Identify special project assignments to support Company growth. • Anticipate project barriers and utilize practical problem solving approach and escalation process to implement appropriate containment/countermeasures • Internal project progress reporting
Professional Experience	Requires a minimum of fifteen years experience, a recognized lean manufacturing trainer, and a minimum of seven years in manufacturing/business operations.
Education	<p>BA/BS in technical, management, or related field Plus:</p> <ul style="list-style-type: none"> - Certified Black Belt in Six Sigma - Certified Lean Experience - MBA or other Master Program - Certified Project Manager

4 USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

RWD Technologies 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 demonstrates 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

RWD Technologies
5521 Research Park Drive
Baltimore, MD 21228
Toll Free: (888) RWD-TECH
Local: (410) 869-1000
EMAIL: prowley@rwd.com

5 SUGGESTED FORMAT FOR BLANKET PURCHASE AGREEMENTS (BPAs).

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE
(Insert Customer Name)

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

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

AGENCY

DATE

CONTRACTOR

DATE

BPA NUMBER _____

(CUSTOMER NAME)
SUGGESTED FORMAT FOR 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 SCHEDULE/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.

6 CONTRACTOR TEAM ARRANGEMENTS

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.

7 SERVICE AND DISTRIBUTION POINTS

RWD Technologies, LLC

5521 Research Park Drive

Baltimore, MD 21228

Toll Free: (888) RWD-TECH

Local: (410) 869-1000

Internet: <http://www.rwd.com>

8 AUTHORIZED IT SCHEDULE PRICELIST

GSA Schedule Pricelist for Software Licenses and Maintenance Special Item Numbers 132-33 and 132-34

CLIN	SIN	DESCRIPTION	GSA PRICE	DELIVERY COMMENCE
PERPETUAL SOFTWARE LICENSE				
		uBenchmark (Single Product Sale) <i>*Minimum deal size is \$15,000</i>		
RWD-uB-D-001	132-33	uBenchmark - Desktop (per user)	\$45.34	30 days ARO
RWD-uB-WE-001	132-33	uBenchmark - Web Enabled (per user)	\$90.68	30 days ARO
RWD-uB-T-001	132-33	uBenchmark - Transactional (per user)	\$108.82	30 days ARO
RWD-uB-E-001	132-33	uBenchmark - Enterprise (per user)	\$163.22	30 days ARO
		uLearn OnPremise (Single Product Sale) <i>* Minimum deal size is \$15,000</i>		
RWD-uLOP-001-	132-33	uLearn OnPremise (per user)	\$68.01	30 days ARO
		uPerform (Single Product Sale) <i>* Minimum deal size is \$15,000</i>		
RWD-uP	132-33	uPerform	\$136.02	30 days ARO
		Learning and Performance Platform (Bundled Product Sale) <i>* Minimum deal size is \$30,000</i>		
RWD-B-uB-uL-uP	132-33	uBenchmark, uLearn, and uPerform	\$272.04	30 days ARO
RWD-B-uB-uP	132-33	uBenchmark and uPerform	\$226.70	30 days ARO
RWD-B-uP-uL	132-33	uPerform and uLearn	\$158.69	30 days ARO
RWD-B-uB-uL	132-33	uBenchmark and uLearn	\$181.36	30 days ARO
*Discount Note:		<i>Quantity discounts on the above products are offered based on total user count. Discounts offered are taken as an additional discount off of the calculated GSA base price.</i>		
User Count:	Additional Discount off GSA Price:			
500 - 999	5%			
1,000 - 1,499	10%			
1,500 - 1,999	15%			
2,000 - 2,499	20%			
2,500 - 2,999	25%			
3,000 - 3,499	30%			
3,500 - 3,999	35%			
4,000 - 9,999	40%			
10,000 - 19,999	50%			
20,000 - 29,999	60%			
30,000+	70%			
MAINTENANCE OF SOFTWARE				
RWD-SMS	132-34	Software Maintenance Support (as a product)	17% of License Fee (calculated after discounts applied)	30 days ARO

CLIN	SIN	DESCRIPTION	GSA PRICE	DELIVERY COMMENCE
ANNUAL VIEWER FEE				
		uPerform External Viewer (per Viewer, annual fee)		
RWD-uPEV-001	132-33	uPerform External Viewer 1 – 5,000 Viewers	\$4,937.03	30 days ARO
RWD-uPEV-002	132-33	uPerform External Viewer 5,001 – 10,000 Viewers	\$9,874.06	30 days ARO
RWD-uPEV-003	132-33	uPerform External Viewer 10,001 – 15,000 Viewers	\$14,811.08	30 days ARO
RWD-uPEV-004	132-33	uPerform External Viewer 15,001 – 20,000 Viewers	\$19,748.11	30 days ARO
RWD-uPEV-005	132-33	uPerform External Viewer 20,001 – 25,000 Viewers	\$24,685.14	30 days ARO
RWD-uPEV-006	132-33	uPerform External Viewer 25,001 – 30,000 Viewers	\$29,622.17	30 days ARO
RWD-uPEV-007	132-33	uPerform External Viewer 30,001 – 35,000 Viewers	\$34,559.19	30 days ARO
RWD-uPEV-008	132-33	uPerform External Viewer 35,001 – 40,000 Viewers	\$39,496.22	30 days ARO
RWD-uPEV-009	132-33	uPerform External Viewer 40,001 – 45,000 Viewers	\$44,433.25	30 days ARO
RWD-uPEV-010	132-33	uPerform External Viewer 45,001 – 50,000 Viewers	\$49,370.28	30 days ARO
RWD-uPEV-011	132-33	uPerform External Viewer 50,001 - 100,000 Viewers	\$98,740.55	30 days ARO
RWD-uPEV-012	132-33	uPerform External Viewer 100,001 - 200,000 Viewers	\$197,481.11	30 days ARO
RWD-uPEV-013	132-33	uPerform External Viewer 200,001 – 300,000 Viewers	\$296,221.66	30 days ARO
RWD-uPEV-014	132-33	uPerform External Viewer 300,001 – 400,000 Viewers	\$394,962.22	30 days ARO
RWD-uPEV-015	132-33	uPerform External Viewer 400,001 – 500,000 Viewers	\$493,702.77	30 days ARO
RWD-uPEV-016	132-33	uPerform External Viewer 500,001 – 600,000 Viewers	\$592,443.32	30 days ARO
RWD-uPEV-017	132-33	uPerform External Viewer 600,001 – 700,000 Viewers	\$691,183.88	30 days ARO
RWD-uPEV-018	132-33	uPerform External Viewer 700,001 – 800,000 Viewers	\$789,924.43	30 days ARO
RWD-uPEV-019	132-33	uPerform External Viewer 800,001 – 900,000 Viewers	\$888,664.99	30 days ARO
RWD-uPEV-020	132-33	uPerform External Viewer 900,001 – 1,000,000 Viewers	\$987,405.54	30 days ARO
RWD-uPEV-021	132-33	uPerform External Viewer 1,000,001 – 1,100,000 Viewers	\$1,086,146.10	30 days ARO
RWD-uPEV-022	132-33	uPerform External Viewer 1,100,001 – 1,200,000 Viewers	\$1,184,886.65	30 days ARO
RWD-uPEV-023	132-33	uPerform External Viewer 1,200,001 – 1,300,000 Viewers	\$1,283,627.20	30 days ARO
RWD-uPEV-024	132-33	uPerform External Viewer 1,300,001 – 1,400,000 Viewers	\$1,382,367.76	30 days ARO
RWD-uPEV-025	132-33	uPerform External Viewer 1,400,001 – 1,500,000 Viewers	\$1,481,108.31	30 days ARO
RWD-uPEV-026	132-33	uPerform External Viewer 1,500,001 – 1,600,000	\$1,579,848.87	30 days ARO

CLIN	SIN	DESCRIPTION	GSA PRICE	DELIVERY COMMENCE
RWD-uPEV-027	132-33	uPerform External Viewer 1,600,001 – 1,700,000 Viewers	\$1,678,589.42	30 days ARO
RWD-uPEV-028	132-33	uPerform External Viewer 1,700,001 – 1,800,000 Viewers	\$1,777,329.97	30 days ARO
RWD-uPEV-029	132-33	uPerform External Viewer 1,800,001 – 1,900,000 Viewers	\$1,876,070.53	30 days ARO
RWD-uPEV-030	132-33	uPerform External Viewer 1,900,001 – 2,000,000 Viewers	\$1,974,811.08	30 days ARO
RWD-uPEV-031	132-33	uPerform External Viewer 2,000,001 – 2,100,000 Viewers	\$2,073,551.64	30 days ARO
RWD-uPEV-032	132-33	uPerform External Viewer 2,100,001 – 2,200,000 Viewers	\$2,172,292.19	30 days ARO
RWD-uPEV-033	132-33	uPerform External Viewer 2,200,001 – 2,300,000 Viewers	\$2,271,032.75	30 days ARO
RWD-uPEV-034	132-33	uPerform External Viewer 2,300,001 – 2,400,000 Viewers	\$2,369,773.30	30 days ARO
RWD-uPEV-035	132-33	uPerform External Viewer 2,400,001 – 2,500,000 Viewers	\$2,468,513.85	30 days ARO
RWD-uPEV-036	132-33	uPerform External Viewer 2,500,001 – 2,600,000 Viewers	\$2,567,254.41	30 days ARO
RWD-uPEV-037	132-33	uPerform External Viewer 2,600,001 – 2,700,000 Viewers	\$2,665,994.96	30 days ARO
RWD-uPEV-038	132-33	uPerform External Viewer 2,700,001 – 2,800,000 Viewers	\$2,764,735.52	30 days ARO
RWD-uPEV-039	132-33	uPerform External Viewer 2,800,001 – 2,900,000 Viewers	\$2,863,476.07	30 days ARO
RWD-uPEV-040	132-33	uPerform External Viewer 2,900,001 – 3,000,000 Viewers	\$2,962,216.62	30 days ARO
RWD-uPEV-041	132-33	uPerform External Viewer 3,000,001 – 3,100,000 Viewers	\$3,060,957.18	30 days ARO
RWD-uPEV-042	132-33	uPerform External Viewer 3,100,001 – 3,200,000 Viewers	\$3,159,697.73	30 days ARO
RWD-uPEV-043	132-33	uPerform External Viewer 3,200,001 – 3,300,000 Viewers	\$3,258,438.29	30 days ARO
RWD-uPEV-044	132-33	uPerform External Viewer 3,300,001 – 3,400,000 Viewers	\$3,357,178.84	30 days ARO
RWD-uPEV-045	132-33	uPerform External Viewer 3,400,001 – 3,500,000 Viewers	\$3,455,919.40	30 days ARO
RWD-uPEV-046	132-33	uPerform External Viewer 3,500,001 – 3,600,000 Viewers	\$3,554,659.95	30 days ARO
RWD-uPEV-047	132-33	uPerform External Viewer 3,600,001 – 3,700,000 Viewers	\$3,653,400.50	30 days ARO
RWD-uPEV-048	132-33	uPerform External Viewer 3,700,001 – 3,800,000 Viewers	\$3,752,141.06	30 days ARO
RWD-uPEV-049	132-33	uPerform External Viewer 3,800,001 – 3,900,000 Viewers	\$3,850,881.61	30 days ARO
RWD-uPEV-050	132-33	uPerform External Viewer 3,900,001 – 4,000,000 Viewers	\$3,949,622.17	30 days ARO
RWD-uPEV-051	132-33	uPerform External Viewer 4,000,001 – 4,100,000 Viewers	\$4,048,362.72	30 days ARO
RWD-uPEV-052	132-33	uPerform External Viewer 4,100,001 – 4,200,000 Viewers	\$4,147,103.27	30 days ARO
RWD-uPEV-053	132-33	uPerform External Viewer 4,200,001 – 4,300,000 Viewers	\$4,245,843.83	30 days ARO
RWD-uPEV-054	132-33	uPerform External Viewer	\$4,344,584.38	30 days ARO

CLIN	SIN	DESCRIPTION	GSA PRICE	DELIVERY COMMENCE
		4,300,001 – 4,400,000 Viewers		
RWD-uPEV-055	132-33	uPerform External Viewer 4,400,001 – 4,500,000 Viewers	\$4,443,324.94	30 days ARO
RWD-uPEV-056	132-33	uPerform External Viewer 4,500,001 – 4,600,000 Viewers	\$4,542,065.49	30 days ARO
RWD-uPEV-057	132-33	uPerform External Viewer 4,600,001 – 4,700,000 Viewers	\$4,640,806.05	30 days ARO
RWD-uPEV-058	132-33	uPerform External Viewer 4,700,001 – 4,800,000 Viewers	\$4,739,546.60	30 days ARO
RWD-uPEV-059	132-33	uPerform External Viewer 4,800,001 – 4,900,000 Viewers	\$4,838,287.15	30 days ARO
RWD-uPEV-060	132-33	uPerform External Viewer 4,900,001 – 5,000,000 Viewers	\$4,937,027.71	30 days ARO
uAccelerate (Off the Shelf Business Process Content)				
RWD-uACC-001	132-33	uAccelerate	\$40,806.00	30 days ARO
PERPETUAL SOFTWARE LICENSE				
		RWD Info Pak ® For SAP direct customers, please contact your SAP Account Manager or refer to the SAP GSA Schedule for pricing.		
RWD 1-001	132-33	RWD Info Pak ® - Publisher Single Developer	\$4,026.20	30 days ARO
RWD 1-001S	132-34	RWD Info Pak ® - Publisher Single Developer Annual Support	17% of License Fee	30 days ARO
RWD 1-002	132-33	RWD Info Pak ® - Publisher 5 Developer Bundle	\$18,117.88	30 days ARO
RWD 1-002S	132-34	RWD Info Pak ® - Publisher 5 Developer Annual Support	17% of License Fee	30 days ARO
RWD 1-003	132-33	RWD Info Pak ® - Publisher 10 Developer Bundle	\$32,209.57	30 days ARO
RWD 1-003S	132-34	RWD Info Pak ® - Publisher 10 Developer Annual Support	17% of License Fee	30 days ARO
RWD 1-004	132-33	RWD Info Pak ® - Publisher 15 Developer Bundle	\$42,275.06	30 days ARO
RWD 1-004S	132-34	RWD Info Pak ® - Publisher 15 Developer Annual Support	17% of License Fee	30 days ARO
RWD 1-005	132-33	RWD Info Pak ® - Publisher 20 Developer Bundle	\$48,314.36	30 days ARO
RWD 1-005S	132-34	RWD Info Pak ® - Publisher 20 Developer Annual Support	17% of License Fee	30 days ARO
RWD 2-001	132-33	RWD Info Pak ® - Simulator Single Developer	\$2,011.08	30 days ARO
RWD 2-001S	132-34	RWD Info Pak ® - Simulator Single Developer Annual Support	17% of License Fee	30 days ARO
RWD 2-002	132-33	RWD Info Pak ® - Simulator 5 Developer Bundle	\$9,049.87	30 days ARO
RWD 2-002S	132-34	RWD Info Pak ® - Simulator 5 Developer Annual Support	17% of License Fee	30 days ARO
RWD 2-003	132-33	RWD Info Pak ® - Simulator 10 Developer Bundle	\$16,088.66	30 days ARO
RWD 2-003S	132-34	RWD Info Pak ® - Simulator 10 Developer Annual Support	17% of License Fee	30 days ARO
RWD 2-004	132-33	RWD Info Pak ® - Simulator 15 Developer Bundle	\$21,116.37	30 days ARO

CLIN	SIN	DESCRIPTION	GSA PRICE	DELIVERY COMMENCE
RWD 2-004S	132-34	RWD Info Pak® - Simulator 15 Developer Annual Support	17% of License Fee	30 days ARO
RWD 2-005	132-33	RWD Info Pak® - Simulator 20 Developer Bundle	\$24,133.00	30 days ARO
RWD 2-005S	132-34	RWD Info Pak® - Simulator 20 Developer Annual Support	17% of License Fee	30 days ARO
RWD 3-001	132-33	RWD Info Pak® - Administrator Single Developer	\$8,056.42	30 days ARO
RWD 3-001S	132-34	RWD Info Pak® - Administrator Single Developer Annual Support	17% of License Fee	30 days ARO
RWD 3-002	132-33	RWD Info Pak® - Administrator 2 Developer Bundle	\$14,501.56	30 days ARO
RWD 3-002S	132-34	RWD Info Pak® - Administrator 2 Developer Annual Support	17% of License Fee	30 days ARO
RWD 3-003	132-33	RWD Info Pak® - Administrator 3 Developer Bundle	\$19,335.42	30 days ARO
RWD 3-003S	132-34	RWD Info Pak® - Administrator 3 Developer Annual Support	17% of License Fee	30 days ARO
RWD 3-004	132-33	RWD Info Pak® - Administrator 4 Developer Bundle	\$22,557.98	30 days ARO
RWD 3-004S	132-34	RWD Info Pak® - Administrator 4 Developer Annual Support	17% of License Fee	30 days ARO
RWD 3-005	132-33	RWD Info Pak® - Administrator 5 Developer Bundle	\$24,169.27	30 days ARO
RWD 3-005S	132-34	RWD Info Pak® - Administrator 5 Developer Annual Support	17% of License Fee	30 days ARO
RWD 4-001	132-33	RWD Info Pak® - OmniHelp 100 User Bundle	\$4,836.27	30 days ARO
RWD 4-001S	132-34	RWD Info Pak® - OmniHelp 100 User Annual Support	17% of License Fee	30 days ARO
RWD 4-002	132-33	RWD Info Pak® - OmniHelp 200 User Bundle	\$8,705.29	30 days ARO
RWD 4-002S	132-34	RWD Info Pak® - OmniHelp 200 User Annual Support	17% of License Fee	30 days ARO
RWD 4-003	132-33	RWD Info Pak® - OmniHelp 500 User Bundle	\$18,136.02	30 days ARO
RWD 4-003S	132-34	RWD Info Pak® - OmniHelp 500 User Annual Support	17% of License Fee	30 days ARO
RWD 4-004	132-33	RWD Info Pak® - OmniHelp 1000 User Bundle	\$29,017.63	30 days ARO
RWD 4-004S	132-34	RWD Info Pak® - OmniHelp 1000 User Annual Support	17% of License Fee	30 days ARO
RWD 4-005	132-33	RWD Info Pak® - OmniHelp 2000 User Bundle	\$48,362.72	30 days ARO
RWD 4-005S	132-34	RWD Info Pak® - OmniHelp 2000 User Annual Support	17% of License Fee	30 days ARO

**GSA Schedule Pricelist for IT Professional Services
Special Item Number 132-51**

CLIN	SIN	DESCRIPTION	GSA PRICE
RWD-PD-II	132-51	Project Director II	\$191.45
RWD-PD-I	132-51	Project Director I	\$167.53
RWD-PM-III	132-51	Project Manager III	\$191.45
RWD-PM-II	132-51	Project Manager II	\$174.70
RWD-PM-I	132-51	Project Manager I	\$155.55
RWD-ESCMC-II	132-51	Enterprise Solutions Change Management Consultant II	\$227.35
RWD-ESCMC-I	132-51	Enterprise Solutions Change Management Consultant I	\$191.45
RWD-ESC-III	132-51	Enterprise Solutions Consultant III (Principal)	\$227.35
RWD-ESC-II	132-51	Enterprise Solutions Consultant II (Senior)	\$174.70
RWD-ESC-I	132-51	Enterprise Solutions Consultant I (Staff)	\$155.55
RWD-ESD-III	132-51	Enterprise Solutions Developer III (Staff)	\$155.55
RWD-ESD-II	132-51	Enterprise Solutions Developer II (Associate)	\$131.63
RWD-ESD-I	132-51	Enterprise Solutions Developer I (Assistant)	\$107.69
RWD-PC	132-51	Product Consultant	\$260.75
RWD-eLC	132-51	eLearning Consultant	\$155.55
RWD-ESE	132-51	Enterprise Solutions Editor	\$107.69
RWD-GA	132-51	Graphic Artist	\$107.69
RWD-LM-P	132-51	Principal Lean Manager	\$326.98
RWD-LM-S	132-51	Senior Lean Consultant	\$240.06

Note: Travel and expenses associated with services performed at the end user's site are not included and shall be invoiced separately (on an open market basis) as incurred, in accordance with Joint Travel Regulations.