



Information Technology Schedule Pricelist

Applicable Special Item Numbers, FSC Classes and FPDS Codes

Special Item No. 511210 Term Software Licenses

FSC Class 7030 – Information Technology Software

Large Scale Computers – Application Software

Microcomputers – Application Software

Special Item No. 511210 Perpetual Software Licenses

FSC Class 7030 – Information Technology Software

Large Scale Computers – Application Software

Microcomputers – Application Software

Special Item No. 54151 Maintenance of Software

Special Item No. 611420 Training Courses

Special Item No. 54151S Information Technology 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

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Contract Number: GS35F0642V

Period Covered by Contract: 08/12/2009 to 08/11/2024

General Services Administration

Federal Acquisition Service

Pricelist current through Modification A826, MAS Refresh #5, dated March 23, 2021.

Products and ordering information in this Authorized FSS 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.fss.gsa.gov/>

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Description of Commodities

GroveWare builds infrastructure tools specifically geared for leading edge Web-based application development. We leverage the true power of XML to provide solutions to streamline business processes and improve operational efficiency. All of our solutions are built on a foundation of open standards such as XML and JEE which makes it easy to integrate them within existing infrastructure. With the eXFORMA web portal platform considerable complexity is hidden away and replaced with a powerful, web-based and feature-rich front end which easily deploys sophisticated data capture, management, automation and reporting applications. The creation of active documents means information can be captured more efficiently, feeding legacy systems, and improving communications and collaboration throughout enterprises and all from within a virtual online or portal environment. GroveWare has also extended its business process automation reach into the mobile world with its MobiTask application available for iOS, Windows, Android and QNX. With these two powerful applications, GroveWare can easily bring process automation to even the farthest corner of an organization.

Applicable Special Item Numbers, FSC Classes and FPDS Codes

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FPDS Code D308 – Programming Services

Information for Ordering Activities

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. 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.FAS.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.FAS.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

Applicable to All Special Item Numbers

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.

The Geographic Scope of Contract will be domestic delivery only.

2. Contractor's Ordering Address and Payment Information

GroveWare Technologies
90 Eglinton Ave East, Suite 411
Toronto, Ontario, M4P2Y3

Contractors are required to accept credit card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. 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: 855.838.3652 and 416.955.9845

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: 20-036-6776

Block 30: Type of Contractor – B. Other Small Business

Block 31: Woman-Owned Small Business - NO

Block 36: Contractor's Taxpayer Identification Number (TIN): _____

4a. CAGE Code: L0537

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

5. FOB Destination

6. Delivery Schedule

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

Special Item Number	Delivery Time (Days ARO)
511210	30 Days
511210	30 Days
54151	30 Days
611420	30 Days
54151S	As agreed upon between the contractor and the 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.

7. Discounts

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

a. Prompt Payment: 2% - 10 days from receipt of invoice or date of acceptance, whichever is later

b. Quantity – None

c. Dollar Volume – GSA customers are entitled to a regular discount of 5% on all purchases from SIN 511210. They are entitled to an additional 5% on all purchases from SIN 511210 exceeding \$250,000 to a maximum total discount of 10%. GSA customers are entitled to 2% on all purchases from SIN 54151 and 10% on all purchases from SIN 611420 and 54151S.

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

e. Other

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 511210 - Term Software Licenses

Special Item Number 511210 - Perpetual Software Licenses

Special Item Number 54151 – Maintenance of Software

Special Item Number 54151S - Information Technology (IT) Professional Services

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

Special Item Number 611420 - Training Courses

12. Ordering Procedures for Federal Supply Schedule Contracts

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

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

b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. Federal Information Technology/Telecommunication Standards Requirements

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

13.1 Federal Information Processing Standards Publications (FIPS PUBS)

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

13.2 Federal Telecommunications 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 at 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.fas.gsa.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:

None

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

20. Blanket Purchase Agreements (BPAs)

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

21. Contractor Team Arrangements

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

22. Installation, De-installation, Reinstallation

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

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

23. Section 508 Compliance

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:

www.GroveWare.com/accessibility.html

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

24. Prime Contractor Ordering From Federal Supply Schedules.

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

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

(b) The following statement:

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

25. Insurance – Work on a Government Installation (JAN 1997)(FAR 52.228-5)

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

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

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

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

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under

this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. Software Interoperability

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

27. Advance Payments

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

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210) AND MAINTENANCE (SPECIAL ITEM NUMBER 54151) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

1. INSPECTION/ACCEPTANCE

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

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

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

3. GUARANTEE/WARRANTY

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

General Warranty: Licensor warrants to Customer that, when the Software is properly installed in accordance with, and on the systems designated in, the contract documentation:

- (a) The Software will function substantially as described in the Software Documentation; and
- (b) The Software shall, in the form in which it has been delivered by Licensor, be free from viruses and all other defects that could adversely affect the computer or other systems of Customer, whether such virus or defect is apparent at the time of such delivery or becomes apparent at any time thereafter.

For greater certainty, Customer acknowledges and agrees that it is responsible for making backups of its data regularly and for choosing, maintaining and matching its hardware, operating system software and other applications software and that Licensor does NOT warrant that the Software will:

- (a) Run properly on all computer hardware or operating systems;
- (b) Meet all of the requirements of Customer; or
- (c) Operate uninterrupted or error free or that all errors can or will be corrected.

This warranty is guaranteed for a period of one (1) year and is extendible and included within the support and maintenance program for eXFORMA. This maintenance, warranty and support program, in addition to help desk support also provides access to all new version releases of eXFORMA, upgrades and bug patches.

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

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

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 800.430.6053 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8 am to 4:30pm (GMT-0500)(EST), Monday to Friday, excluding holidays.

5. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined:

Software Maintenance as a Product (SIN 511210)

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

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

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

Software Maintenance as a Service (SIN 54151)

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

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

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.

6. PERIODS OF TERM LICENSES (511210) AND MAINTENANCE (54151)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10)

calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

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

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

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

8. TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of 72 months**, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

** This does not apply to the Mobile Task Manager product when purchased on a term license as a service.

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 54151, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (511210 AND 54151)

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

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

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

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

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

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

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

10. SOFTWARE CONVERSIONS - (511210)

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 (511210), 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 (511210), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

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

12. RIGHT-TO-COPY PRICING

GroveWare does not offer right to copy licenses. However, our eXFORMA enterprise server license covers multiple server installations within the same business unit. The enterprise server license (GWEX08) is available for \$190,000.

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 611420)

1. SCOPE

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

2. ORDER

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

3. TIME OF DELIVERY

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

4. CANCELLATION AND RESCHEDULING

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

5. FOLLOW-UP SUPPORT

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

6. PRICE FOR TRAINING

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

7. INVOICES AND PAYMENT

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

8. FORMAT AND CONTENT OF TRAINING

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

eXFORMA Administrator Training Basic

Administrator Basic Course – 1 day

The minimum/maximum number of students per class is 1-8 people

Classes are offered at GroveWare Offices, Client Offices or Online

Class schedules and curriculums are variable and customized to fit the client's needs. Therefore, a preset class schedule or curriculum does not exist.

Basic - \$500 per student

Due to the varying nature of customized course curriculums, prices are subject to change

Overview:

This course will teach the student how to use eXFORMA as a Forms Designer and introduce the basic elements of eXFORMA. Students will be able to understand what is required in order to build and manage their own forms, as well as how to deploy them and utilize them. The course then covers integration and customization capabilities within eXFORMA. At the completion of the course, the students will be able to integrate eXFORMA with existing business systems, automate internal processes and build dynamic, advanced web-forms.

eXFORMA Administrator Training Advanced

Administrator Advanced Course – 3 days

The minimum/maximum number of students per class is 1-8 people

Classes are offered at GroveWare Offices, Client Offices or Online

Class schedules and curriculums are variable and customized to fit the client's needs. Therefore, a preset class schedule or curriculum does not exist.

Advanced - \$1500 per student

Due to the varying nature of customized course curriculums, prices are subject to change

Overview:

This course will teach the student how to build fully functional eXFORMA forms and integrate them with the eXFORMA workflow system. At the completion of this course, the students will be able to build and manage their own fully functional forms and manage the associated workflow. Students learn the basic interfaces, features and capabilities of eXFORMA including navigation, forms, documents and applications. This includes learning how to build and deploy fully functional forms and how to manage collected data. Students learn how to build workflow using the eXFORMA workflow editor. They will learn how to put their forms and workflow together into a fully functional application, as well as how to manage users and permissions for the application.

This course also covers the administration and management of the eXFORMA platform, as opposed to the management of a specific process. At the end of this course, students will understand how to navigate, manage, and organize eXFORMA in order to use its full potential within the organization.

eXFORMA End-User Training

End-user Training Course - 1 day

The minimum/maximum number of students per class is 1-8 people

Classes are offered at GroveWare Offices, Client Offices or Online

Class schedules and curriculums are variable and customized to fit the client's needs. Therefore, a preset class schedule or curriculum does not exist.

Due to the varying nature of customized course curriculums, prices are subject to change

\$500 per student

Overview:

End-User training is a customized training program designed to teach end-users the basics of using the eXFORMA system to complete and initiate tasks. The course focuses on just the basic functionality required for users to get by with day-to-day operations on the system.

Training Pricing:

Course	Description	Price per student
eXFORMA Administrator Training Basic	1 day basic administration course	\$500
eXFORMA Administrator Training Advanced	3 day advanced administration course	\$1500
eXFORMA End-User Training	1 day end-user training course	\$500

9. "NO CHARGE" TRAINING

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

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may

either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

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

(1) The offeror;

(2) Subcontractors; and/or

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

All IT Services fall under the following roles. Each role is broken down under a commercial job title including description of responsibilities and skills. Experienced personnel can be classified under two levels for each role. Level 1 which is 2-4 years of experience in the role and Level 2 which is 5 or more years of experience in the role.

Commercial Job Title: Applications Architect

Minimum/General Experience:

- Leadership experience in the development and implementation of application architectures at the specified experience level
- Extensive experience with at least two different computing platforms, operating systems, environments, database technologies, programming languages and communication protocols
- Experience with middleware and gateways
- Knowledge of performance considerations in different environments
- Experience in the use of development tools, Computer Aided Software Engineering tools, information retrieval packages, and other software tools such as project management software and business re-engineering software
- Experience in the use of data and process modelling methodologies, techniques and tools, including a working knowledge of metadata structures, repository functions, and data dictionaries
- Awareness of emerging IT trends and directions
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- Experience in developing enterprise architecture deliverables (e.g. models)
- Knowledge and understanding of object-oriented analysis and design techniques

Functional Responsibility:

- Defines the structure and relationship amongst applications, including the identification of re-usable components, the organization and layering of software, and the determination of interfaces.
- Responsibilities also include developing, implementing and managing at least one cross-platform application architecture in a large and distributed environment.

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Business Analyst

Minimum/General Experience:

- Experience in one or more of the following areas:
 - development of Internet/Intranet business strategies
 - business process re-engineering
 - business case development and cost-benefit analysis
 - feasibility studies
 - Joint Application Development facilitation
- Experience in structured methodologies for the identification of users-requirements and the development of specifications
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- Knowledge and understanding of Information Management (including record keeping) policies and practices

Functional Responsibility:

- Identifies and translates high level, conceptual user-requirements into specifications of business requirements to guide application development activities and the selection of tools, which will help Clients take advantage of technology in delivering services
- This may include developing business strategies for the application of new technologies, leading and/or participating in business process re-engineering, and developing business cases
- Understanding of business modeling techniques/tools

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Data Architect/Modeller**Minimum/General Experience:**

- Experience with at least two different platforms, operating systems, environments, database technologies, languages and communications protocols
- Knowledge of performance considerations for different database designs in different environments
- Experience in structured methodologies for the design, development and implementation of applications
- Experience in systems analysis and design in large or medium systems environments
- Experience in the use of Computer Aided Software Engineering (CASE) tools for the development and documentation of data architectures and detailed data models
- Experience in the use of data modelling methods and tools (ERWIN, VISIO) including a working knowledge of metadata structures, repository functions, and data dictionaries
- Knowledge and experience in the use of information retrieval packages
- Experience in monitoring and enforcing data modelling/normalization standards
- Experience in developing enterprise architecture deliverables (e.g. models)
- Experience in designing/developing an automated data distribution mechanism
- Knowledge and understanding of object-oriented analysis and design techniques

Functional Responsibility:

- Develops and implements the data architecture for application development in a complex and distributed environment, including the determination of the flow and distribution of data, the location of databases, and data access methods.
- Knowledge and experience in information resource management tools and techniques

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Database Administrator**Minimum/General Experience:**

- Experience with one or more database technologies
- Experience in one or more programming languages
- Experience in the use of information retrieval packages and proficiency with query languages
- Experience with one or more communications protocols
- Experience in monitoring and enforcing database rules
- Experience with distributed data systems
- Experience with Computer Aided Software Engineering (CASE) tools
- Knowledge and understanding of Enterprise Content Management

Functional Responsibility:

- Creates physical database designs, and operates and administers the database management system (DBMS) including database optimization, performance tuning, backup and recovery.

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Generalist**Minimum/General Experience:**

- Provides general technological support in the implementation of a computing environment, including the integration of different technologies, and the development of specialized application interfaces to address

security, software applications, I & IT business, development and communications requirements across platforms

- Knowledge and experience in business case development for data conversion projects
- Provide planning, consulting, technical analysis, design, development, testing, implementation and daily support of I&IT Technologies.
- Understand implications of Freedom of Information and Protection of Privacy issues as they relate to the implementation of PKI and security.

Functional Responsibility:

- Analyzes and develops comprehensive and detailed business continuity plans (BCP), business resumption and disaster recovery plans (DRP) according to specified requirements
- Supports Client's wide-ranging business information requirements, implementing and supporting business intelligence, middleware and other software solutions
- Defines, evaluates, and assesses security architecture requirements, PKI and Systems Audit for systems environments and I&IT projects
- Ensures the incorporation of IT security and contingency measures in the development of systems analysis and design of I & IT Projects.
- Must be able to address BCP, DRP, Business Resumption Planning and Threat/Risk Analysis issues for any of the technical environments of the government
- Oversee all facilities of the data conversion process
- Must be able to recommend changes to Standards and Guidelines for Framework Architecture Elements based on the Enterprise Information Architecture (EIA) Federated Framework
- Provides systems administration and systems operations support, including setting up user access, user profiles, backup and recovery, day-to-day computer systems operations
- Perform software upgrades, apply patches, provide customer interface to ensure requested changes are implemented, monitor computer workload trends and make adjustments to ensure optimum utilization of computer resources
- Participates in the execution of effective information technology and related operational reviews with limited supervision, and identifies internal control risks, business risks, and operational cost reduction opportunities
- Participate in developing IT audit plans. As part of these audit plans, candidate will prepare concise and well-organized working papers that accurately reflect the results of audit tests performed

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Programmer/Analyst

Minimum/General Experience:

- Experience in structured methodologies for the development, design, implementation and maintenance of applications
- Experience in the use of object and/or third generation language development tools
- Experience in one or more programming languages
- Experience in the use of information retrieval packages using query languages
- Experience with one or more communications protocols
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- Knowledge and experience with programming Internet-ready applications
- Knowledge and experience in rapid application development (RAD) methodologies

Functional Responsibility:

- Translates technical systems specifications into working, tested applications

- This includes developing detailed programming specifications, writing and/or generating code, compiling data-driven programs, and conducting unit tests

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Project Manager/Leader

Minimum/General Experience:

- Project Management experience at the specified experience level
- Leadership experience in one or more of the following areas:
 - multi-tiered application development
 - selecting and establishing technical architectures
 - design and development of large or medium corporate database applications
 - establishment and/or management of information resource management functions in large or medium organizations
 - managing the implementation activities associated with large IT projects such as data conversion and database loading
- Experience in structured methodologies for the design, development, implementation and maintenance of applications
- Experience in the use of project management software
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- A team player with a track record for meeting deadlines
- Knowledge and understanding of Information Management (including record keeping) policies and practices

Functional Responsibility:

- Leads project teams and assumes day-to-day planning, management and control of application development and maintenance projects, including the selection of methodologies, techniques and tools which are appropriate to the project(s)
- The resource is accountable for ensuring the successful completion of all phases of the project(s) from analysis to implementation, including responsibility for staffing, budgeting, scheduling and monitoring

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Systems Analyst

Minimum/General Experience:

- Experience in structured methodologies for the design, development, implementation and maintenance of applications
- Experience with relational database technologies
- Experience in the use of development tools and Computer Aided Software Engineering (CASE) tools
- Experience in one or more programming languages
- Experience with one or more communications protocols
- Awareness of emerging IT trends and directions
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- Knowledge and experience in rapid application development (RAD) methodologies

Functional Responsibility:

- Translates business systems requirements into a physical systems design
- This includes the formulation of recommendations regarding alternatives and options

- Includes the development of technical specifications for systems development, design and implementation.

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Systems Testing/QA Specialist

Minimum/General Experience:

- Experience in planning, organizing and implementing testing efforts at the specified experience level
- Knowledge of structured methodologies for the development, design, implementation and maintenance of applications
- Knowledge and experience in the use of Computer Aided Software Engineering (CASE) tools and data query tools to aid in the development of test cases
- Knowledge and experience in the use of automated test tools and version control systems on one or more platforms
- Knowledge and experience in all phases of the Systems Development Life Cycle
- Knowledge of one or more automated testing tools
- Knowledge and understanding of testing methods in an object-oriented environment

Functional Responsibility:

- Provides advice on the testing strategy and plan, the selection of testing tools, and the identification of resources required for testing
- Plans and organizes testing efforts for large systems in Graphical User Interface (GUI) and non-Graphical User Interface (GUI) environments, including the execution of systems integration tests, specialized tests, and user acceptance testing (e.g., stress tests)

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Technology Architect

Minimum/General Experience:

- Extensive experience with at least three different platforms, operating systems, environments, database technologies, and communications protocols
- Experience with middleware and gateways
- Knowledge of performance considerations in different environments
- Experience in structured methodologies for the design, development and implementation of applications
- Extensive experience in systems analysis and design in large systems environments
- Awareness of emerging technologies, trends and directions
- Experience in developing enterprise architecture deliverables (e.g. models)
- Government Enterprise Architecture processes and practice
- Knowledge and understanding of Enterprise Content Management

Functional Responsibility:

- Develops, recommends, implements and manages the technical architecture (hardware, software, database and communications) which will be used for all or specific applications in a large, distributed cross-platform environment
- Responsibilities also include the identification of relevant information and the determination of the environment, which will be used for development.

Minimum Education:

- Bachelor's Degree

Commercial Job Title: Training Specialist

Minimum/General Experience:

- Experience in the development, design and delivery of training material for both technical and non-technical users
- Knowledge and experience in delivering training on specified packages and platforms
- Excellent organizational skills, verbal and written communication skills, presentation skills, and interpersonal skills
- A team player with a track record for meeting deadlines.

Functional Responsibility:

- Provides application and product training to both technical and non-technical users
- Develops, designs and delivers training material to both technical and non-technical users

Minimum Education:

- Bachelor’s Degree

Professional Services Pricing (includes IFF)

Labor Category	Rate/hr
Applications Architect	\$113.35
Business Analyst	\$113.35
Data architect	\$113.35
Database Administrator	\$77.08
Generalist	\$77.08
Programmer/Analyst	\$86.15
Project Manager	\$122.42
Systems Analyst	\$113.35
Systems Testing/ QA Specialist	\$90.68
Technology Architect	\$113.35

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

1. PREAMBLE

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

2. COMMITMENT

To actively seek and partner with small businesses

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact (Daniel Botica, 800.430.6053 x 4504, danb@GroveWare.com, 416.955.9940).

GroveWare Technologies Inc.					
Information Technology Schedule Pricelist					
Based on GroveWare's January 2014 Published Commercial Price Index					
Product	Product Number	Description	MSRP	Discounted Net	
eXFORMA	eXFORMA	eXFORMA BPM Suite			
		GTIX08	eXPRESS Single Instance Server License	\$ 8,000.00	\$ 7,600.00
		GWXS08	eXFORMA Single Instance Server License SMB	\$ 20,000.00	\$ 19,000.00
		GWAX08	eXFORMA Complete Single Instance Server License	\$ 49,000.00	\$ 46,550.00
		GWEX08	eXFORMA Enterprise Multi-Instance Server License	\$ 200,000.00	\$ 190,000.00
		eXFORMA PAL's	One-Time PAL's for eXFORMA	per PAL	per PAL
		GWXP08-1	1 - 99 PAL's	\$ 50.00	\$ 47.50
		GWXP08-2	100 - 249 PAL's	\$ 47.50	\$ 45.13
		GWXP08-3	250 - 499 PAL's	\$ 45.00	\$ 42.75
		GWXP08-4	500 - 999 PAL's	\$ 42.50	\$ 40.38
		GWXP08-5	1000 - 2499 PAL's	\$ 35.00	\$ 33.25
		GWXP08-8	2500+ PAL's	By Quote Only	\$ 20.00
		eXFORMA Add-Ons	Expansions Available for Purchase at Any Time		
		GTIXA08-1	Price per Five (5) Additional Forms	\$ 2,500.00	\$ 2,375.00
		GTIXA08-2	Price per Additional Workflow	\$ 1,000.00	\$ 950.00
		GTIXA08-3	Price per Additional Calendar Instance	\$ 299.00	\$ 284.05
		GTIXA08-4	Price per Additional Document Category	\$ 750.00	\$ 712.50
Other	Other Products	Stand Alone Products			
		GWCX08	Web Calendar Server License (includes 5 Calendar Instances) StandAlone	\$ 2,500.00	\$ 2,125.00
		GWCXA08	Additional Calendar Instances	\$ 299.00	\$ 254.15
		GWRX08	Registration Module - StandAlone	\$ 89,000.00	\$ 75,650.00
		GWXML08	XML Upload Tool/Data Converter - Per Application License	\$ 7,500.00	\$ 7,125.00
Support	Software Support	Maintenance and Support Services			
	Standard Support	GWSSLA08	Standard Monday to Friday, 8am-5pm, Maintenance and support. Includes help desk, upgrades and patches	20%	18%
	Extended Support	GWESLA08	Extended Seven (7) days a week, Twenty-Four(24) hours a day, Maintenance and support. Includes help desk, upgrades and patches	30%	27%
MobiTask	MobiTask (MTM, MobiPed)	Monthly Subscription - Includes middleware, standard support	per PAL/Month	per PAL/Month	
		Mobi36	MobiTask per user monthly license (36mo. Term)	\$ 19.99	\$ 18.99
		Mobi24	MobiTask per user monthly license (24mo. Term)	\$ 26.99	\$ 25.64
		Mobi12	MobiTask per user monthly license (12mo. Term)	\$ 34.99	\$ 33.24
		Mobi-D36	MobiTask per user monthly license (36mo. Term)	\$ 24.99	\$ 23.74
		Mobi-D24	MobiTask per user monthly license (24mo. Term)	\$ 31.99	\$ 30.39
		Mobi-D12	MobiTask per user monthly license (12mo. Term)	\$ 39.99	\$ 37.99

Groeware The Innovators in Mobile Business Process Automation Solutions.