

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

Special Item No. 132-51 Information Technology Professional Services

Special Item No. 132-52 Electronic Commerce and Subscription Services

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

SIN 132-52 - ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

FPDS Code D399 Other Data Transmission Services, Not Elsewhere Classified - Except "Voice" and Pager Services

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

FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services

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.

**Forrester Research
60 Acorn Drive
Cambridge, MA 02140
617-613-6000
FAX: 617-613-5200
www.Forrester.com**

**Contract Number: GS-35F-4900H
Period Covered by Contract: March 31, 2007 – January 15, 2018**

General Services Administration
Federal Supply Service

Pricelist current through Modification 0074, dated October 7, 2015

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 Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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INFORMATION FOR ORDERING OFFICES
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 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.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

2. Contractor's Ordering Address and Payment Information:

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

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

Wire Funds as follows:

Citizens Bank, Providence, RI 02915, Wire ABA#0115-0012-0, ACH ABA#211 0701 75 for credit to:

Forrester Research, Inc. Account#1135580437

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase 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 agencies to obtain technical and/or ordering assistance:

617-613-6000

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to Government personnel or damage to Government 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: 10-676-5928
- Block 30: Type of Contractor - C. Large Business
- Block 31: Woman-Owned Small Business - **No**
- Block 36: Contractor's Taxpayer Identification Number (TIN): 04-2797789

4a. CAGE Code: 1NSB6

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

5. FOB Destination

6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-51/132-52	30 Days

URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies 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 agency, 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: None, Net 30 days
- b. Quantity: See volume discount
- c. Dollar Volume: None
- d. Government Educational Institutions: Government Educational Institutions are offered the same discounts 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: Available outside scope of contract.

10. Small Requirements: The minimum dollar value of orders to be issued is \$55.00

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

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

Special Item Number 132-51 - Information Technology (IT) Professional Services

Special Item Number 132-52 - Electronic Commerce (EC) Services

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

a. Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider--

(1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;

(2) Trade-in considerations;

(3) Probable life of the item selected as compared with that of a comparable item;

(4) Warranty considerations;

(5) Maintenance availability;

(6) Past performance; and

(7) Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price

reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall--

Review additional Schedule Contractors'

- (1) catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

f. Small business. For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: Federal departments and agencies 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 offices, 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 Supply 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.fss.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:

Hardware not offered under this contract

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE.

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

Yes _____

No X

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

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

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

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government

agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

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

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND SIN 132-52 ELECTRONIC
COMMERCE AND SUBSCRIPTION SERVICES**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services and 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2. PERFORMANCE INCENTIVES

- a. When using a performance based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- (a) When ordering services, ordering offices shall—
 - (1) Prepare a Request (Request for Quote or other communication tool):
 - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level

of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

(i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—

(1) Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

4. 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 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.

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in *Information for Ordering Activities Applicable to All Special Item Numbers*, paragraph 6. *Delivery Schedule*.

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.

c. The contractor shall honor orders for subscription(s) for periods of one (1) year or less, but not less than six (6) months. The effective date of the subscription(s), the subscription(s) selected in accordance with this Special Items, the type and model number(s) of the subscription(s) and application charges shall be specified on the order.

d. Permitted Use. Forrester Deliverables may not be disclosed, disseminated or distributed to any other party without Forrester's prior written consent. Electronic access is limited to individuals with registered passwords.

e. Ownership of all copyrights and other proprietary rights are retained by Forrester and/or its licensors or third-party providers.

f. Customer represents and agrees that any information, content or other materials provided or transmitted by Customer to Forrester or its customers, licensees, licensors or third party information providers or entered or uploaded by Customer onto any Forrester Network will not (a) violate any local, state,

federal or other law or regulation, or (b) contain any libelous, defamatory, disparaging, or pornographic content.

5. PERFORMANCE OF SERVICES – 132-51 and 132-52

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- b. For SIN 132-51 the Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
- c. For SIN 132-51 the Agency 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. For SIN 132-51 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.

6. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989) SIN 132-51

(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.

7. INSPECTION OF SERVICES- SIN 132-51

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986)

(Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

8. RESPONSIBILITIES OF THE CONTRACTOR – SIN 132-51

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

9. 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/EC Services.

10. INDEPENDENT CONTRACTOR

All IT/EC 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.

11. 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.

12. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC 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.

13. 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.

14. RESUMES

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

15. 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.

16. 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.

17. GUARANTEE/WARRANTY

Disclaimer of Warranty and Limitation of Liability: All Deliverables are provided solely for use as a research tool and are not meant as specific guides of action. All Deliverables have been obtained from sources Forrester believes to be reliable but that are in no way warranted by Forrester as to accuracy or completeness and they should not be relied on by the Client, and the Client agrees not to rely on them for decision making purposes. All Deliverables are as of the publication date and Forrester does not undertake to advise Clients as to any change in figures or its views. The Deliverables provided by Forrester under this Agreement are not intended to support investment decisions or recommendations with respect to securities of any company and Forrester assumes no liability for decisions made, in whole or in part, on the basis of any information included in the Deliverables.

ALL DELIVERABLES AND ACCESS TO ANY FORRESTER NETWORKS ARE PROVIDED ON AN "AS IS" "AS AVAILABLE" BASIS. FORRESTER AND ITS LICENSORS AND THIRD PARTY INFORMATION PROVIDERS EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, COMPLETENESS OR ADEQUACY OF INFORMATION, THE TOTAL LIABILITY OF FORRESTER AND ITS EMPLOYEES, LICENSORS AND THIRD PARTY INFORMATION PROVIDERS ARISING OUT OF THIS AGREEMENT AND THE DELIVERABLES UNDER ALL THEORIES OF LIABILITY SHALL BE LIMITED TO THE FEES PAID BY CLIENT TO FORRESTER FOR SUCH DELIVERABLE IN THE MOST RECENT SUBSCRIPTION PERIOD. CLIENT, FORRESTER, ITS LICENSORS AND THIRD PARTIES PROVIDING INFORMATION, ANALYSIS OR OTHER INPUT TO THE DELIVERABLES SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INDIRECT, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES. IN ADDITION, NEITHER PARTY SHALL BE LIABLE FOR ANY DAMAGES OCCURRING BY REASON OF ANY CIRCUMSTANCES BEYOND ITS REASONABLE CONTROL.

18. INFORMATION ASSURANCE – 132-52

- a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “*Standards for Security Categorization of Federal Information and Information Systems*”) (FIPS 200, “*Minimum Security Requirements for Federal Information and Information Systems*”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

19. RIGHTS IN DATA – 132-52

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

20. TRAINING

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. None

21. MONTHLY REPORTS

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

14. ELECTRONIC COMMERCE SERVICE PLAN

- (a) Describe the electronic service plan and eligibility requirements.

See pricelist

- (b) Describe corporate volume discounts and eligibility requirements, if any. See pricelist.

GSA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact: Tom Underhill, 617-613-6538, FAX 617-613-5200, tunderhill@forrester.com

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

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

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

BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency 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 customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedule “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.

MFGPART	PRODESC	GSA Price
CONA	Consulting (Analyst Day Rate)	\$7,611.66
CONPM	Consulting (Project Manager Day Rate)	\$1,284.56
SU80-239	80-239 Service Units. Price is per service Unit. Following is partial Unit Redemption Table. For complete list of redemption, please contact Forrester's Sales Representative. Advisory call (1 Hr.) - 10 Units, Advisory Call (2 Hr.) -20 Units	\$107.05
SU240-479	240-479 Service Units. Price is per service unit. Following is partial Unit Redemption Table. For complete list of redemption, please contact Forrester's Sales Representative. Advisory call (1 Hr.) - 10 Units, Advisory Call (2 Hr.) -20 Units	\$95.91
SU480-959	480-959 Service Units. Price is per service unit. Following is partial Unit Redemption Table. For complete list of redemption, please contact Forrester's Sales Representative. Advisory call (1 Hr.) - 10 Units, Advisory Call (2 Hr.) -20 Units	\$94.20
ITROLEM1	IT ROLEVIEW Prime Member Seat, # of Seats - 1	\$20,957.18
ITROLEM2	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 2	\$15,324.94
ITROLEM3	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 3	\$15,324.94
ITROLEM4	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 4	\$15,324.94
ITROLEM5	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 5	\$15,324.94
ITROLEM6	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 6	\$15,324.94
ITROLEM7	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 7	\$15,324.94
ITROLEM8	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 8	\$15,324.94
ITROLEM9	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 9	\$15,324.94
ITROLEM10	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 10	\$15,324.94
ITROLEM25	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 25	\$13,752.38
ITROLEM50	IT ROLEVIEW Prime Member Seats, price per seat, # of Seats - 50	\$13,752.38
ITROLER1	IT ROLEVIEW Prime Reader Seat, # of Seats - 1	\$6,015.11

ITROLER2	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 2	\$5,440.81
ITROLER3	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 3	\$4,836.27
ITROLER4	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 4	\$4,836.27
ITROLER5	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 5	\$3,929.47
ITROLER6	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 6	\$3,929.47
ITROLER7	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 7	\$3,929.47
ITROLER8	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 8	\$3,929.47
ITROLER9	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 9	\$3,929.47
ITROLER10	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 10	\$3,358.50
ITROLER25	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 25	\$2,720.25
ITROLER50	IT ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 50	\$2,720.25
ITFLBM1	Forrester Leadership Boards - IT - IT ROLEVIEW Membership Seat, # of Seats - 1	\$29,773.30
ITFLBM2	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 2	\$24,559.19
ITFLBM3	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 3	\$24,559.19
ITFLBM4	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 4	\$24,559.19
ITFLBM5	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 5	\$21,460.96
ITFLBM6	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 6	\$21,460.96
ITFLBM7	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 7	\$19,949.62
ITFLBM8	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 8	\$17,984.89
ITFLBM9	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 9	\$17,984.89
ITFLBM10	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 10	\$17,984.89
ITFLBM25	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 25	\$16,623.75

ITFLBM50	Forredster Leadership Boards - IT - IT ROLEVIEW Membership, price per seat, # of Seats - 50	\$16,623.75
ITFLBME1	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 1	\$11,591.94
ITFLBME2	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 2	\$8,441.00
ITFLBME3	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 3	\$8,441.00
ITFLBME4	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 4	\$8,441.00
ITFLBME5	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 5	\$8,441.00
ITFLBME6	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 6	\$8,441.00
ITFLBME7	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 7	\$8,441.00
ITFLBME8	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 8	\$8,441.00
ITFLBME9	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 9	\$8,441.00
ITFLBME10	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 10	\$8,441.00
ITFLBME25	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 25	\$7,465.58
ITFLBME50	IT ROLEVIEW Member Extension M&S Insight for IT Professionals, price per seat, # of Seats - 50	\$7,465.58
ITFLBMR1	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 1	\$3,224.00
ITFLBMR2	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 2	\$2,888.25
ITFLBMR3	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 3	\$2,619.50
ITFLBMR4	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 4	\$2,619.50
ITFLBMR5	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 5	\$2,082.25
ITFLBMR6	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 6	\$2,082.25
ITFLBMR7	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 7	\$2,082.25

ITFLBMR8	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 8	\$2,082.25
ITFLBMR9	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 9	\$2,082.25
ITFLBMR10	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 10	\$1,612.00
ITFLBMR25	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 25	\$1,420.58
ITFLBMR50	IT ROLEVIEW Reader Extension M&S Insight for IT Professionals, price per seat, # of Seats - 50	\$1,420.58
ITMEM&S1	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 1	\$13,375.31
ITMEM&S2	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 2	\$9,738.75
ITMEM&S3	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 3	\$9,738.75
ITMEM&S4	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 4	\$9,738.75
ITMEM&S5	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 5	\$9,738.75
ITMEM&S6	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 6	\$9,738.75
ITMEM&S7	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 7	\$9,738.75
ITMEM&S8	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 8	\$9,738.75
ITMEM&S9	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 9	\$9,738.75
ITMEM&S10	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 10	\$9,738.75
ITMEM&S25	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 25	\$8,787.92
ITMEM&S50	IT ROLEVIEW FLB Extension M&S Insight for IT Professionals, price per seat, # of Seats - 50	\$8,787.92
MSROLEM1	M&S ROLEVIEW Prime Member Seat, # of Seats - 1	\$22,267.00
MSROLEM2	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 2	\$16,372.80
MSROLEM3	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 3	\$16,372.80
MSROLEM4	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 4	\$16,372.80
MSROLEM5	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 5	\$16,372.80

MSROLEM6	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 6	\$16,372.80
MSROLEM7	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 7	\$16,372.80
MSROLEM8	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 8	\$16,372.80
MSROLEM9	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 9	\$16,372.80
MSROLEM10	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 10	\$16,372.80
MSROLEM25	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 25	\$15,062.13
MSROLEM50	M&S ROLEVIEW Prime Member Seats, price per seat, # of Seats - 50	\$15,062.13
MSROLER1	M&S ROLEVIEW Prime Reader Seat, # of Seats - 1	\$6,287.15
MSROLER2	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 2	\$5,743.07
MSROLER3	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 3	\$5,108.31
MSROLER4	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 4	\$5,108.31
MSROLER5	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 5	\$4,141.06
MSROLER6	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 6	\$4,141.06
MSROLER7	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 7	\$4,141.06
MSROLER8	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 8	\$4,141.06
MSROLER9	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 9	\$4,141.06
MSROLER10	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 10	\$3,358.50
MSROLER11	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 25	\$2,962.05
MSROLER12	M&S ROLEVIEW Prime Reader Seats, price per seat, # of Seats - 50	\$2,962.05
M&SFLBM1	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 1	\$31,284.63
M&SFLBM2	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 2	\$25,768.26
M&SFLBM3	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 3	\$25,768.26

M&SFLBM4	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 4	\$25,768.26
M&SFLBM5	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 5	\$22,670.03
M&SFLBM6	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 6	\$22,670.03
M&SFLBM7	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 7	\$19,193.95
M&SFLBM8	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 8	\$19,193.95
M&SFLBM9	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 9	\$19,193.95
M&SFLBM10	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 10	\$19,193.95
M&SFLBM25	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 25	\$17,983.88
M&SFLBM50	Forrester Leadership Boards - M&S - M&S ROLEVIEW Membership Seat, # of Seats - 50	\$17,983.88
M&SFLBME1	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 1	\$10,187.00
M&SFLBME2	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 2	\$7,433.25
M&SFLBME3	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 3	\$7,433.25
M&SFLBME4	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 4	\$7,433.25
M&SFLBME5	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 5	\$7,433.25
M&SFLBME6	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 6	\$7,433.25
M&SFLBME7	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 7	\$7,433.25
M&SFLBME8	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 8	\$7,433.25
M&SFLBME9	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 9	\$7,433.25

M&SFLBME10	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 10	\$7,433.25
M&SFLBME25	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 25	\$6,155.83
M&SFLBME50	M&S ROLEVIEW Member Extension IT Insight for M&S Professionals, price per seat, # of Seats - 50	\$6,155.83
M&SFLBMR1	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 1	\$2,910.75
M&SFLBMR2	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 2	\$2,612.25
M&SFLBMR3	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 3	\$2,351.00
M&SFLBMR4	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 4	\$2,351.00
M&SFLBMR5	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 5	\$1,865.75
M&SFLBMR6	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 6	\$1,865.75
M&SFLBMR7	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 7	\$1,865.75
M&SFLBMR8	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 8	\$1,865.75
M&SFLBMR9	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 9	\$1,865.75
M&SFLBMR10	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 10	\$1,455.30
M&SFLBMR25	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 25	\$1,178.78
M&SFLBMR50	M&S ROLEVIEW Reader Extension IT Insight for M&S Professionals, price per seat, # of Seats - 50	\$1,178.78
M&SMEIT1	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 1	\$11,754.50
M&SMEIT2	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 2	\$8,576.83
M&SMEIT3	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 3	\$8,576.83
M&SMEIT4	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 4	\$8,576.83

M&SMEIT5	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 5	\$8,576.83
M&SMEIT6	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 6	\$8,576.83
M&SMEIT7	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 7	\$8,576.83
M&SMEIT8	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 8	\$8,576.83
M&SMEIT9	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 9	\$8,576.83
M&SMEIT10	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 10	\$8,576.83
M&SMEIT25	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 25	\$7,427.79
M&SMEIT50	M&S ROLEVIEW FLB Extension IT Insight for M&S Professionals, price per seat, # of Seats - 50	\$7,427.79
UGINQFLB	M&S FLB Seat Upgrade for User Group w/ Inquiry (No webinar)	\$13,752.38
CDPD	Custom Data Project Day	\$8,564.23
GLOTECHNO2+	"WORLD CONSUMER TECHNOGRAPHICS - ADDITIONAL SEAT (Must be purchased co-terminous with 1st Technographics SEAT) - Global Consumer Technographics (NA, Europe, AP, LA, Russia), Access to survey data sets, exclusive reports and deliverables, teleconferen	\$36,270.00
GLOTECHNO1	WORLD CONSUMER TECHNOGRAPHICS - Global Consumer Technographics (NA, Europe, AP, LA and Russia), Access to survey data sets, exclusive reports and deliverables, teleconferences and unlimited data cuts. Also includes access to global data research. In	\$166,237.50
NATECHNO2+	AMERICAS CONSUMER TECHNOGRAPHICS ADDITIONAL SEAT (must be purchased co-terminous with 1st Technographics data seat) - North American Consumer Technographics, Access to survey data sets, exclusive reports and deliverables, teleconferences and unlimite	\$15,868.13

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NATECHNO1	AMERICAS CONSUMER TECHNOGRAPHICS - North American Consumer Technographics, Access to survey data sets, exclusive reports and deliverables, teleconferences and unlimited data cuts. Also includes access to global data research. Initial seat at agency	\$39,292.50
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