

Section A-General Services Administration

Authorized Federal Supply Schedule Price List

“Prices Shown Here are Net (discount deducted)”

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*, a menu-driven database system. The INTERNET address of *GSA Advantage!* is: GSAAdvantage.gov. For more information on ordering from the Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Mobis Schedule 874
Course Development & Test Administration
SIN 874.4
FSC Class Codes: 6930
Contract Number: GS 02F 0277P
Contract Period:
September 26, 2009 through September 25, 2014
Small Business Designation
Contractor:

SyberWorks, Inc.
411 Waverley Oaks Road
Building 3, Suite 319
Waltham, MA 02452
Phone: 781-891-1999
Fax: 781-891-1999
Toll Free: 888-642-7078
www.syberworks.com

Section B-Customer Information

- 1) Items Awarded:
SIN 874.4 Course Development & Test Administration
- 2) Maximum Order:
\$1,000,000 for all SINS offered
- 3) Minimum Order:
\$100 for all SINS offered.
- 4) Geographic Coverage:
SyberWorks, Inc. provides domestic and overseas delivery.
- 5) Point (s) of Production:
Waltham, MA Massachusetts USA 02456
- 6) Discounts From List Prices:
 - i. GSA Only Discount: 10% GSA Discount on all orders
 - ii. Dollar Volume Discounts:

Order Size	Discount
Over 50K	2%
Over 100K	3%
Over 250K	4%
Over 500K	5%

- iii. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
- iv. Prompt Payment Discount: 5% Net 10 Days; NET 30.

- 8) Prompt Payment Terms:
.5% Net 10 Days; NET 30.
- 9) Acceptance of Government Purchase Cards Above And Below the Micropurchase Threshold:
Government Purchase Cards are accepted at all levels.
- 10) Foreign Items:
Not applicable.
- 11a) Time of Delivery:
As negotiated with ordering agency.
- 11b) Expedited Delivery:
As negotiated with ordering agency.
- 11c) Overnight And Second Day Delivery:
As negotiated with ordering agency.
- 11d) Urgent Requirements:
As negotiated with ordering agency.
- 12) F.O.B. Point (s).
Destination
- 13) Ordering Address(es):
Orders may be placed with SyberWorks Corporation via mail, facsimile, or email. The following provides point of contact information.

SyberWorks, Inc.
 411 Waverley Oaks Road
 Building 3, Suite 319
 Waltham, MA 02452
 Attn: Bob Goldschneider, Business Development Director
 Phone: 781-891-1999



411 Waverley Oaks Road
Building 3, Suite 319
Waltham, MA 02452
www.syberworks.com
1-888-642-7078

Fax: 781-894-1994

Email: bob_goldschneider@syberworks.com



Section B-Customer Information, Continued

13b) Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14) Payment Address (es):

SyberWorks, Inc.
411 Waverley Oaks Road
Building 3, Suite 319
Waltham, MA 02452
Attn: Julie Spataro, Office Manager
Phone: 781-891-1999
Fax: 781-891-1994
Email: jspataro@syberworks.com

15) Warranty Provision:

- a. Unless otherwise specified in the individual delivery order, all elearning related customization sold under this contract are warranted for a period of 6 months as opposed to our normal 90-day commercial warranty.
- b. Six Month Government Warranty: Seller warrants to Buyer, its successors, and customers that all items furnished will be free from defect in material and workmanship for a period of six (6) months after delivery to Buyer (or for such longer period as specified on the face of this order or extended by Seller in any warranty to any other customer for similar terms during the term of this order), will conform to applicable specifications, specified performance requirements, samples and other descriptions furnished or specified by Buyer, will be merchantable, suitable for the intended purposes and free from all other defects, including defects in design, to the extent such items are not of a detailed design furnished by Buyer.
- c. In the event Seller is required to replace or correct any component or any item as a result of breach of the foregoing warranty, the running warranty period for the time of which the defective component is a part shall be suspended from the date Seller received notice of the breach of warranty until the date the component is replaced or corrected, and this portion of the warranty period.
- d. Buyer's approval of Seller's samples or first articles shall not be construed as a waiver by the Buyer of any requirement of the specifications, specified performance requirements, and/or other referenced descriptions applicable here to or of any express or implied warranty. Seller shall provide to Buyer data and reports applicable to any correction or for under this warranty (including revision and updating of all affected data called for under this order) and Seller shall bear the cost thereof. The Seller hereby acknowledges that Seller has represented and this order has been entered into under the basis that Seller has reviewed and accepted the specified performance requirement (s) as set forth in this order and that Seller assumes all risks and full responsibility for meeting said performance requirement (s).
- e. Accordingly, notwithstanding any conflict or inconsistency which hereafter may be found between achievement of the specified performance requirements and Seller's proposal for the item (s) being purchased herein warrants that the item (s) to be requirements of this order. The above warranty is valid

only if the defective item is not the result of unauthorized modification, vandalism, negligence, accident, abnormal use, or incorrect installation (unless installed by the Seller).

16) Export Packaging Charges: None.

17) Terms And Conditions of Government Purchase Card Acceptance: None.

18) Terms And Conditions of Rental, Maintenance, and Repair: Not applicable.

Section B-Customer Information, Continued

19) Terms And Conditions of Repair Parts:

Not applicable.

20) Terms And Conditions of Installation:

Not applicable.

20a) Terms And Conditions Of Any Other Services:

- The labor rates included in Section C will be used as a basis to price those efforts defined in the individual delivery orders awarded under this Federal Supply Schedule.
- The labor rates include the .75% Industrial Funding Fee (IFF) in accordance with Industrial Fee Clause 552.238-76.
- SyberWorks, Inc. is a small business, qualified under NAICS 611710 (Educational Support Services) as well as other codes pertaining to education and training. In accordance with Federal Acquisition Regulations System Chapter 5, as a small business, we are exempt from having to submit a Small Business Subcontracting Plan.

21) List of Service and Distribution Points:

Not applicable.

22) List of Participating Dealers:

Not applicable.

23) Preventive Maintenance.

Not applicable.

24) Environmental Attributes:

Not applicable.

25) Data Universal Number System (DUNS) Number:

006716252

26) Central Contractor Registration (CCR):

SyberWorks Corporation is registered in the CCR database.

27) Section 508 Compliance:

Section 508 compliance information for the supplies and services provided in this contract are available in Electronic and Information Technology at <http://www.w3.org/WAI/GL/508/508-UAAG.html>. The EIT standard can be found at <http://www.Section508.gov/>. SyberWorks, Inc. information on compliance is located at www.syberworks.com/section508.htm.

Section C- Labor Categories & Rates For SIN 874.4

<i>GSA Offer</i>	<i>Qualifications</i>	<i>Job Summary</i>	<i>GSA Rate</i>
<i>Labor Category</i>	<i>Education may be substituted for experience and vice versa</i>		<i>Hourly Rate</i>
Subject Matter Expert	Bach. Degree, Masters or PHD and 10 plus years of specific subject matter industry experience.	Must possess knowledge and expertise in required subject matter. Must have experience in instructional design, development (including the development and integration of hardware and software deliverables), adult learning strategies, courseware, systematic performance validation, database management systems, telecommunications related directly to Distance Learning. Must have at least 5 yrs of experience in Distance Learning and 10 years experience in subject matter best practices and implementation.	\$135.50
Project Manager	Bach. Degree & 5 years of high tech project management experience.	Assist project teams to develop and implement project plans (specifications, time estimates, schedules, etc.). Ensure effective client communication, to include regular status reporting, completion of deliverables, invoicing, and overall project. Oversee all phases of development for a project, including but not limited to: analysis, design, development, quality, assurances, and implementation. Travel may be required to fulfill specific duties.	\$112.50
Instructional Designer/Writer	Bach. Degree and 5 years. Specific experience.	Research/review materials. Conduct needs analysis and task analysis. Create story boards. Write and design training materials that may be in the form of self-instructed modules, online-learning, performance support materials, or instructor-led-training in keeping	\$112.50

		<p>with the principles of adult learning, and adhering to instructional design standards. Writes drafts keeping in mind curriculum planning and development, collaborating on content with the subject matter expert. Ensures the tone and language are appropriate for the target audience. Continuously interacts with project manager to ensure input, feedback and quality end product. Proficient in Microsoft Office and HTML.</p>	
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Section C- Labor Categories & Rates For SIN 874.4, Continued

<i>GSA Offer</i>	<i>Qualifications</i>	<i>Job Summary</i>	<i>GSA Rate</i>
<i>Labor Category</i>	<i>Education may be substituted for experience and vice versa</i>		<i>Hourly Rate</i>
Video Producer	Bach. Degree and 5 years experience. Specific Experience	Determines video applicability for courses. Directs talent and provides video layout, direction, design for talking heads and all types of video. Manages video production including staging, lighting, make up, wardrobe, or other functions required to create the video. Generates video and audio content for the web with either existing or new footage. Original footage shot in DV format and then captured via FireWire (IEEE) in Final Cut Pro. Capable of applying effects, transitions, and title sequences. Output as Quicktime format and then compress using the Flash Video Encoder for deployment.	\$112.50

Course Developer	Bach. Degree & 5 years. Specific experience	Develop, publish, and maintain course development standards and adult learning strategies for use when developing technology-based training. Manage course development process and integrate instructional design standards, adult learning strategies and graphics into the scope of work for consulting projects in collaboration with project team personnel. Design and develop technology-based training, as needed using SyberWorks Web Author and SyberWorks Web Audio. Communicate with client as needed throughout the consulting project, including travel to client site as necessary. Ensure timely and appropriate completion of online courses. Must have experience with HTML and Java Script.	\$99.00
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Section C- Labor Categories & Rates For SIN 874.4, Continued

<i>GSA Offer</i>	<i>Qualifications</i>	<i>Job Summary</i>	<i>GSA Rate</i>
<i>Labor Category</i>	<i>Education may be substituted for experience and vice versa</i>		<i>Hourly Rate</i>
Audio Producer	Bach. degree and or certificate. Specific experience.	Determines audio applicability and content for courses. Directs voice talent. Records and manipulates sound with sophisticated software such as Peak Pro, Pro Tools, SoundBooth and others. Modifies sound files to reduce hiss, noise, and other unwanted sounds. Generates podcasts and sound bites using GarageBand and outputs files in the MP3 format for web distribution.	\$99.00
Voice Talent	4 years speech training. Specific talent and experience.	Voice artist which reads and records various audio voices needed for production of online training and e-Learning.	\$99.00
Programmer	Bach. Degree and 5 years. Specific experience.	Performs direct technical work on projects. Works under supervision and codes, installs, operates, uploads, maintains, configures, troubleshoots, and repairs the system. Knows Experience with SQL, Visual Basic, Java Script, HTML, Access, Java, C, C++, Visual C++, Visual Basic. NET, Pascal, Python, PHP, LISP, Unix, Apache, My SQL, REXX,	\$99.00
Web Designer	Bach. Degree and 4 years. Specific experience.	Builds and installs web sites. Creates. Designs, develops graphics files. Must know HTML, Photoshop, Flash, and Illustrator, HomeSite	\$76.50

Technical Support Specialist	Bach. Degree 3 yrs. Specific experience.	Provides ongoing technical support and administrative (product and deliverable related) support for clients throughout the consulting project to support client in performing software development tasks. Communicate with client either via-telephone or travel to client site as necessary as required to trouble shoot and resolve specific issues.	\$72.00
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Section C- Labor Categories & Rates For SIN 874.4, Continued

<i>GSA Offer</i>	<i>Qualifications</i>	<i>Job Summary</i>	<i>GSA Rate</i>
<i>Labor Category</i>	<i>Education may be substituted for experience and vice versa</i>		<i>Hourly Rate</i>
Administrative Assistant/Support	Assoc. degree and 4 years. General experience.	Performs general administrative tasks, knows HTML, supports project team.	\$67.50
Transcription	Assoc. degree and 1 year of experience. General experience	Translates spoken word audio files, either analog or digital, into text format. Proficient in Microsoft Office.	\$54.00