

MANUFACTURER:**Active Network**<http://www.activenetwork.com/>**RESELLER:**

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Manufacturer Description: Active Network provides the tools and solutions that facilitate interaction among citizens, organizations, corporations, and governments to increase participation from active citizens. Federal, State, and local governments use Active Network's technologies and online tools to interact with their citizens and constituents in a secure, real-time, multi-channel environment to deliver the services demanded by its population.

GSA Schedule Offering:

Special Item No. 132-33 Perpetual Software Licenses and Annual Maintenance

ACM Enterprise Citizen Website Content Management

Description: Active Network's Active Content Management (ACM) Enterprise is designed for government organizations to enhance communications with their citizens and increase efficient delivery of services. The ACM Enterprise Citizen Website Content Management Package offers a flexible and easy-to-use content management solution that allows your non-technical staff to update and manage website content, enabling timely and relevant communications with citizens and constituents.

Benefits:

- *Improve Communications and Interactions with Citizens* through personalized content, web forms, full text searches, and updates delivered through the citizen's medium of choice
- *Allow two-way communications* with Web 2.0 tools, SMS messaging, e-mail, and other channels
- *Empower your staff* by allowing them to update content using simple interface with no HTML or webmaster skills required
- *Increase efficiency* by using simple, pre-defined templates for calendars, events, document libraries, RFPs, bid management, citizen requests, newsletters, subscriptions, job posting, online payments, knowledge base and many other capabilities

Configuration and Purchasing Guidelines: Minimum configuration must include at least one ACM Enterprise Core Module (one module required for every 100,000 potential users, one ACM Enterprise Startup Package, and one ACM Enterprise Annual Support Agreement. Additional modules and Professional Services can be purchased to support specific requirements, such as complex designs, external interfaces, additional training, etc. Hosting by Active Network is also available.

ACM Enterprise *Core Module* (one required per 100,000 potential user population) includes the following features:

Application Form	Home Page	RSS Feed
Attachment	Link	Search
Calendar	Login	Site Map
Category	Quick Links	Survey
General Content	Quick Poll	Comments/Ratings

ACM Enterprise *Startup Pack* (includes up to 15 days of consulting services) for:

- Project management
- Business process review
- Software installation and configuration
- Site audit
- Education and training
- Note: Travel and expenses to be invoiced in accordance with Federal Travel Regulations (FTR)
- Additional Professional Services may be purchased to support more complex implementations

Annual support includes (1st year annual support must be purchase with core module):

- All software releases
- Unlimited help desk support
- Remote troubleshooting

Add-on Bundles: Add-on modules expand the capabilities of ACM Enterprise by providing functional expansion to support special-purpose activities. Add-on modules include

Social Media Bundle: This bundle provides support for integration of popular social media packages, including Facebook, Twitter, LinkedIn, and many others. The Social Media bundle allows for workflow management of content to social media sites, provides full audit trail and allows for feeds and updates to also be integrated directly into your site.

Media Center Bundle: This bundle enables ACM Enterprise to support audio and video streaming, photo galleries. In addition these galleries can be tagged, sorted, added to playlists, downloaded and allows users to supply ratings and comments where applicable and required.

Job Center Bundle: This bundle provides the capability to post job openings and related information, and enables candidates to efficiently search for matches to their skills, post resumes, complete applications, and track progress of their applications.

Procurement Bundle: This bundles enables an organization to post solicitation documents, such as Request for Quotations, Request for Proposals, Amendments, etc., that can be easily searched by potential bidders. Workflows manage the postings in accordance with their related time constraints.

Campaign and Subscription Management Bundle: This bundle integrates Active Network's PureSend campaign and subscription manager. It allows citizens to sign up for information services related to their interests. These could include notifications related to special event and emergencies, or could be regular newsletters and announcement. Citizens can select topics of interest and the channel of delivery to include, e-mail, SMS, and phone message. The organization can also establish campaigns to reach its population or a subset of its population. These campaigns might be related to a change in services (e.g., new trash pickup days, street cleaning, or street repairs).

Definition of "Potential User": Pricing is based on the number of potential users, which is defined as the target audience for the website (e.g., citizens in the jurisdiction or constituents in the target market).

Interfaces: Interfaces to external and legacy systems can be easily built. Please contact Active Network for an estimate on custom interfaces.

ActiveCase Case Management and Knowledge Management Solution (Licensed)

Description: ActiveCase is a knowledge-based case management solution that increases your level of citizen and constituent support through self-service features and provides your staff with additional support to manage cases and responses to inquiries. ActiveCase includes features such as duplicate case tracking, geographic encoding, active SLA enforcement, and management dashboards that improve efficiency while reducing costs, thus allowing a larger caseload without increasing staff and costs.

Benefits:

- *Increase operational efficiency* through flexible workflows, automatic escalation, duplicate case detection, address verification, smart forms, and scripting, all supported by a powerful knowledge base engine.
- *Exceed citizen service expectations* with multi-channel access to knowledge and resources, feedback mechanisms that capture citizen inputs and recommendations for improved content, and support for mobile devices and social media (Web 2.0).
- *Improve management oversight and decision-making* with a feature-rich, graphical management dashboard, metrics reporting at all organizational levels, and map report for visualization, trend reporting, and constituent analysis.

Modules Available	Description
Case Management	Automates the entire customer service and inquiry management process. Logged requests are assigned and routed to the appropriate department for completion. Requests can be automatically escalated if they have not been closed within a pre-set time frame. A request can be tracked by the minute to keep citizens informed of its status. Pre-defined templates can be automatically loaded into the database for quick startups. An easy-to-use, intuitive interface makes logging and tracking inquiries simple and quick.
Knowledge Management	Patented “self-learning technology” helps you deliver a competitively differentiated citizen experience. Using the latest advances in artificial intelligence, Active Knowledge Management continuously “learns” how citizens and call center staff search for information and automatically applies that insight to make it easier and easier for them to find what they are seeking.

Configuration and Purchasing Guidelines: Minimum configuration must include at least one Case Management or Knowledge Management Core Module (one module required for every 5 case users (see below for definition of a case user)), one Startup Package, and one Annual Support Agreement. Additional modules and Professional Services can be purchased to support specific requirements, such as complex designs, external interfaces, additional training, etc. Hosting by Active Network is also available.

Startup Pack (includes up to 15 days of consulting services) for:

- Project management
- Business process review
- Software installation and configuration
- Site audit
- Education and training
- Note: Travel and expenses to be invoiced in accordance with Federal Travel Regulations (FTR)
- Additional Professional Services may be purchased to support more complex implementations

Annual support includes (1st year annual support must be purchase with core module):

- All software releases
- Unlimited help desk support
- Remote troubleshooting

Definition of Case User: Pricing is based on the number of case users, which is defined as the number of staff who will be handling cases, also known as case workers, customer representatives, and agents. The self-service is provided for unlimited external users to browse the knowledgebase and to submit requests.

Interfaces: Interfaces to external and legacy systems can be easily built. Please contact Active Network for an estimate on custom interfaces. Integration is strong suit of ours and our process is unique in many ways. We have built over 200 integration connectors to business applications (including PeopleSoft, Hansen and out of the box integration with ESRI GIS) bidirectional and in real-time. We manage each integration connector as part of your Support & Maintenance agreement. This means that your organization will realize the benefit of having a true closed loop customer facing solution while also ensuring full automation of business functions through tight integration that is maintained for the life time of your investment.

GSA PRICING:

Special Item Number (SIN)	Manufacturer	MFR Part #	Product Description	Unit	GSA Price (with IFF 0.75%)
ACM Enterprise Citizen Website Content Management					
132-33	Active Network	ACM-0010	ACM Enterprise Core Module (Core module, startup pack, and first year maintenance must be purchased together ~minimum purchase configuration)	1 module per 100,000 potential users	\$ 56,010.08
132-33	Active Network	ACM-0020	ACM Enterprise Core Module ~ Annual Subscription	Per 100,000 potential users	\$ 34,107.81
132-33	Active Network	ACM-0030	ACM Enterprise Annual Support	Per Each Core Module	\$ 14,418.14
132-33	Active Network	ACM-0040	ACM Enterprise Startup Pack (includes 15 days of consulting services). Additional services may be purchased using On-Site Installation Rate.	Each includes up to 15 days of installation and configuration support services	\$ 31,420.65
Add On Features for ACM Enterprise Citizen Website Content Management					
132-33	Active Network	ACM-1010	ACM Enterprise Social Media Bundle (Must purchase core modules, services, and support first)	Each	\$ 18,670.03
132-33	Active Network	ACM-1011	ACM Enterprise Social Media Bundle ~ Annual Subscription	Annual	\$ 11,369.59
132-33	Active Network	ACM-1012	ACM Enterprise Social Media Bundle Annual Support (In addition to Core Module support)	Annual	\$ 4,806.05

Special Item Number (SIN)	Manufacturer	MFR Part #	Product Description	Unit	GSA Price (with IFF 0.75%)
132-33	Active Network	ACM-1020	ACM Enterprise Media Center Bundle (Must purchase core modules, services, and support first)	Each	\$ 18,670.03
132-33	Active Network	ACM-1021	ACM Enterprise Media Center Bundle ~ Annual Subscription	Annual	\$ 11,369.59
132-33	Active Network	ACM-1022	ACM Enterprise Media Center Bundle Annual Support (In addition to Core Module support)	Annual	\$ 4,806.05
132-33	Active Network	ACM-1030	ACM Enterprise Job Center Bundle (Must purchase core modules, services, and support first)	Each	\$ 18,670.03
132-33	Active Network	ACM-1031	ACM Enterprise Job Center Bundle ~ Annual Subscription	Annual	\$ 11,369.59
132-33	Active Network	ACM-1032	ACM Enterprise Job Center Bundle Annual Support (In addition to Core Module support)	Annual	\$ 4,806.05
132-33	Active Network	ACM-1040	ACM Enterprise Procurement Bundle (Must purchase core modules, services, and support first)	Each	\$ 18,670.03
132-33	Active Network	ACM-1041	ACM Enterprise Procurement Bundle ~ Annual Subscription	Annual	\$ 11,369.59
132-33	Active Network	ACM-1042	ACM Enterprise Procurement Bundle Annual Support (In addition to Core Module support)	Annual	\$ 4,806.05

Special Item Number (SIN)	Manufacturer	MFR Part #	Product Description	Unit	GSA Price (with IFF 0.75%)
132-33	Active Network	ACM-1050	ACM Enterprise Campaign and Subscription Bundle (Must purchase core modules, services, and support first)	Each	\$ 18,670.03
132-33	Active Network	ACM-1051	ACM Enterprise Campaign and Subscription Bundle ~ Annual Subscription	Annual	\$ 11,369.59
132-33	Active Network	ACM-1052	ACM Enterprise Campaign and Subscription Bundle Annual Support (In addition to Core Module support)	Annual	\$ 4,806.05
Other ACM Enterprise Citizen Website Content Management Products					
132-33	Active Network	ACM-9010	SDK per Developer	Each	\$ 4,667.51
132-33	Active Network	ACM-9020	SDK Enterprise	Each	\$ 18,670.03

ActiveCase Case Management Solution - Minimal Configuration for 5 users					
132-33	Active Network	ACR-0010	ActiveCase Case Management Solution - Minimal Configuration for 5 users (Includes Case Management Core Module (Server +5 users); Case Management Self Service (Unlimited); and First Year Maintenance)	Each	\$ 50,765.99
132-33	Active Network	ACR-0020	ActiveCase Case Management Solution - Minimal Configuration for 5 users ~ Annual Subscription	Annual	\$ 24,391.96
132-33	Active Network	ACR-0030	ActiveCase Startup Pack (includes 15 days of consulting services). Additional services may be purchased using On-Site Installation Rate.	Each includes up to 15 days of installation and configuration support services	\$ 31,420.65

Special Item Number (SIN)	Manufacturer	MFR Part #	Product Description	Unit	GSA Price (with IFF 0.75%)
132-33	Active Network	ACR-0040	ActiveCase Case Management Solution - Minimal Configuration for 5 users ~ Annual Support	Annual	\$ 10,333.00
Active Knowledge Management Solution - Minimal Configuration for 5 users					
132-33	Active Network	KM-0010	Active Knowledge Management Solution - Minimal Configuration for 5 users (Includes Knowledge Management/FAQ Core Module (Server +5 User); Knowledge Management/FAQ Self Service (Unlimited); and First Year Maintenance)	Each	\$ 41,321.16
132-33	Active Network	KM-0020	Active Knowledge Management Solution - Minimal Configuration for 5 users ~ Annual Subscription	Annual	\$ 19,633.43
132-33	Active Network	KM-0030	Active Knowledge Management Startup Pack (includes 15 days of consulting services). Additional services may be purchased using On-Site Installation Rate.	Each includes up to 15 days of installation and configuration support services	\$ 31,420.65
132-33	Active Network	KM-0030	Active Knowledge Management Solution - Minimal Configuration for 5 users ~ Annual Support	Annual	\$ 8,410.58
Add On Features for ActiveCase Case Management and Knowledge Management Solutions					
132-33	Active Network	ACR-1010	Case Management Add'l User License (5-user pack)	5-user pack	\$ 7,001.26
132-33	Active Network	ACR-1011	Case Management Add'l User License (5-user pack) ~ Annual Subscription	Annual	\$ 4,263.48

Special Item Number (SIN)	Manufacturer	MFR Part #	Product Description	Unit	GSA Price (with IFF 0.75%)
132-33	Active Network	ACR-1012	Case Management Add'l User License (5-user pack) ~ Annual Support	Annual	\$ 1,802.27
132-33	Active Network	ACR-1020	Case Management Offline (5-user pack)	5-user pack	\$ 2,333.75
132-33	Active Network	ACR-1021	Case Management Offline (5-user pack) ~ Annual Subscription	Annual	\$ 1,420.83
132-33	Active Network	ACR-1022	Case Management Offline (5-user pack) ~ Annual Support	Annual	\$ 600.76
132-33	Active Network	KM-1010	Knowledge Management Add'l User License (5-user pack)	5-user pack	\$ 3,500.63
132-33	Active Network	KM-1011	Knowledge Management Add'l User License (5-user pack) ~ Annual Subscription	Annual	\$ 2,132.23
132-33	Active Network	KM 1012	Knowledge Management Add'l User License (5-user pack) ~ Annual Support	Annual	\$ 901.13
132-33	Active Network	ACR-1040	Mobile Server (incl. 5 users)	Each	\$ 4,667.51
132-33	Active Network	ACR-1041	Mobile Server (incl. 5 users) ~ Annual Subscription	Annual	\$ 2,842.64
132-33	Active Network	ACR-1042	Mobile Server (incl. 5 users) ~ Annual Support	Annual	\$ 1,201.51
132-33	Active Network	ACR-1043	Mobile User License (5-user pack) - additional users	5-user pack	\$ 2,333.75
132-33	Active Network	ACR-1044	Mobile User License (5-user pack) ~ Annual Subscription	Annual	\$ 1,420.83
132-33	Active Network	ACR-1045	Mobile User License (5-user pack) ~ Annual Support	Annual	\$ 600.76

Special Item Number (SIN)	Manufacturer	MFR Part #	Product Description	Unit	GSA Price (with IFF 0.75%)
132-33	Active Network	ACR-1050	Department Connector	Each	\$ 9,335.01
132-33	Active Network	ACR-1051	Department Connector ~ Annual Subscription	Annual	\$ 5,684.31
132-33	Active Network	ACR-1052	Department Connector ~ Annual Support	Annual	\$ 2,403.02