

II. MAINTENANCE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE (SIN 132-34)

A. Maintenance of Manugistics Products

At Manugistics, our Product Support mission is to provide consistent, responsive, high quality support for all Manugistics supply chain products to all clients globally. Manugistics offers three types of Solution Support Plans. They are the **Standard Solution Support Plan**, **Premium Solution Support Plan** and the **Signature Solution Support Plan**. A description of each plan is listed below.

A.1 STANDARD SOLUTION SUPPORT PLAN

The standard Solution Support Agreement includes the following services:

- ◆ Telephone access to Product Support during published business hours
- ◆ Access to Manugistics NetLink™
- ◆ Major software product releases
- ◆ Maintenance releases
- ◆ Patches (if applicable)
- ◆ Documentation updates
- ◆ Memberships in the Client Steering Committee
- ◆ Invitation to the Manugistics International Client Conference
- ◆ Surveys, newsletters, and other communications

A.2 PREMIUM SOLUTION SUPPORT PLAN

The Premium Solution Support Agreement, provides all the services included in the Standard Solution Support Agreement as well as the following:

- ◆ Beeper support for critical issues available seven days per week and twenty-four hours per day
- ◆ Toll free phone numbers
- ◆ Additional client contacts
- ◆ Regular status report of open issues
- ◆ Periodic customer service reviews by a senior product support staff member.

A.3 SIGNATURE SOLUTION SUPPORT PLAN

- ◆ Solution Support customized to meet your needs
- ◆ Free support consulting customized to your needs (on-site go live support, on-site upgrade support, etc.). The number of free days received annually will be calculated based on the total Solution Support Agreement. Beeper support for critical issues is available seven days per week and twenty-four hours per day.

SOLUTION SUPPORT PLAN PRICES

	SIN: 132-34 CLIN: 001	SIN: 132-34 CLIN: 002	SIN: 132-34 CLIN: 003
Purchase Price of Software License(s)	Standard Solution Support Plan	Premium Solution Support Plan	Signature Solution Support Plan
\$ 0 – 999,999	18%	21%	24%
\$ 1,000,000 – 1,999,999	15%	18%	21%
\$ 2,000,000 – 4,999,999	12%	15%	18%
\$ 5,000,000 and up	9%	12%	15%

- a. HOW TO USE THE PRICING MATRIX: The price of the maintenance solution support plan is calculated by taking the total software license(s) price (Column 1) and multiplying it by the percentage (%) for the selected solution support agreement (Column 2, 3, or 4). Percentages are based on a 12 month period.

Example: Total Purchase Price of Software License(s), inclusive of End User Fees is \$ 1,780,000. Maintenance plan selected is the Premium Solution Support Plan. The price for 12 months of maintenance would be as follows: (\$ 1,780,000 x 18%) = \$ 320,400. The price for 1 month of maintenance would be \$ 320,400/12 = \$ 26,700.

- b. In order to purchase the Premium Solution Support Plan or the Signature Solution Support Plan the total purchase price for software license(s) must be a minimum of \$500,000.
- c. For each renewal term, Manugistics then-current Solution Support Plan Price shall apply for the Government's then-current Software modules and end End-Users, based upon the Government's election of the Standard Solution Support Plan or the Premium Solution Support Plan.

B. Maintenance of Yantra Products

Manugistics has added the complimentary product line from Yantra Corporation. There is only one level of maintenance of the Yantra items and it is 20% of the GSA Schedule price and is identified below for each line item and quantity break.

YM001	Yearly Maintenance of Yantra Order Administration	qty up to 5 million lines	\$91,697.61
		qty up to 10 million lines	\$129,035.56
		qty up to 20 million lines	\$182,846.14
		qty up to 30 million lines	\$214,363.76

		qty up to 40 million lines	\$232,044.38
		qty up to 50 million lines	\$241,049.41
		per each million over 50 plus \$241,049.41	\$4,392.70
YM002	Yearly Maintenance of Yantra Inventory Synchronization	qty up to 5 million lines	\$78,124.17
		qty up to 10 million lines	\$111,728.32
		qty up to 20 million lines	\$160,157.84
		qty up to 30 million lines	\$188,380.94
		qty up to 40 million lines	\$204,304.48
		qty up to 50 million lines	\$212,321.15
		per each million over 50 plus \$212,321.15	\$3,953.43
YM003	Yearly Maintenance of Yantra Delivery & Service Scheduling	qty up to 5 million lines	\$88,842.36
		qty up to 10 million lines	\$126,509.76
		qty up to 15 million lines	\$148,528.17
		qty up to 20 million lines	\$160,937.55
		qty up to 25 million lines	\$167,306.96
		per each 200,000 over 25 million plus \$167,306.96	\$3,074.89
YM004	Yearly Maintenance of Yantra Supply Collaboration	qty up to 5 million lines	\$51,065.14
		qty up to 10 million lines	\$73,467.91
		qty up to 20 million lines	\$105,644.44
		qty up to 30 million lines	\$124,533.05
		qty up to 40 million lines	\$135,295.16
		qty up to 50 million lines	\$140,676.22
		per each million over 50 plus \$140,676.22	\$2,635.62
YM005	Yearly Maintenance of Yantra Logistics Management	qty up to 5 million lines	\$47,375.27
		qty up to 10 million lines	\$66,044.24
		qty up to 20 million lines	\$92,949.53
		qty up to 30 million lines	\$108,763.25
		qty up to 40 million lines	\$117,768.29
		qty up to 50 million lines	\$122,490.44
		per each million over 50 plus \$122,490.44	\$2,196.35
YM006	Yearly Maintenance of Yantra Reverse Logistics	qty up to 5 million lines	\$64,023.60
		qty up to 10 million lines	\$90,928.89
		qty up to 15 million lines	\$106,687.70
		qty up to 20 million lines	\$115,528.01
		qty up to 25 million lines	\$120,030.53
		per each million over 25 plus \$120,030.53	\$2,196.35
YM007	Yearly Maintenance of Yantra Product Management	qty up to 10,000	\$19,767.15
		qty up to 50,000	\$36,118.98
		qty up to 100,000	\$49,571.62
		qty up to 150,000	\$57,478.48
		qty up to 200,000	\$61,981.00
		qty up to 250,000	\$64,342.07
		per each 10,000 items above 250,000 plus \$64,342.07	\$2,196.35

YM008	Yearly Maintenance of Yantra Networked Warehouse Management Applications					
	Includes Operational Reporting					
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	1	3	10	50	Includes Operational Reporting Max Users 13	\$31,192.56
	3	9	30	150	Includes Operational Reporting Max Users 26	\$90,458.43
	6	18	60	300	Includes Operational Reporting Max Users 100	\$155,962.81
	10	30	100	500	Includes Operational Reporting Max Users 125	\$232,211.30
	15	45	150	750	Includes Operational Reporting Max Users 220	\$317,124.39
	20	60	200	1000	Includes Operational Reporting Max Users 315	\$395,105.79
	25	75	250	1250	Includes Operational Reporting Max Users 500	\$459,223.84
	30	90	300	1500	Includes Operational Reporting Max Users 625	\$518,118.97
	40	120	400	2000	Includes Operational Reporting Max Users 625	\$616,954.72
	50	150	500	2500	Includes Operational Reporting Max Users 625	\$682,845.22
YM009	Yearly Maintenance of Loftware					
	Yearly Maintenance of Loftware Print Server, Premier Edition					\$878.54
	Yearly Maintenance of Loftware Print Server, Premier Edition additional printer licenses					\$74.68
YM010	Yearly Maintenance of RFID Middleware Solution (ConnecTerra)					
	Number of Antenna					
	0-100					\$5,600.69
	101-250					\$12,601.56
	251-500					\$23,336.22
	501-750					\$32,203.98
	751-1000					\$39,204.85
	1001-1500					\$56,006.93
	1510-2000					\$74,675.90
	Each additional unit beyond 2000					\$74,675.9 + (31.74)