

BT Federal

Diamond IP™

IP Address Management (IPAM) Solutions

IT Schedule Price List

Prices shown herein are net (discount deducted).

(i) GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Schedule Price List

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 GSA *Advantage!*® is: GSAAdvantage.gov.

IT-70 Schedule

SINs 132-8, 132-12, 132-33, 132-34, 132-50

Contract number xxxxxxxxx

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period xxxxxxxx through xxxxxxxx

BT Federal

John D'Amore Contracts Manager

11440 Commerce Park Drive

Suite 100

Reston, VA 20191

Disclosure Statement:

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained all sheets this proposal.

John.damore@btfederal.com

703-860-6354

<http://www.btfed.com/contracts/gsa-schedule-70/>

BT Federal is classified as a Large Business

(ii) CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Numbers

SIN	MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	UOI	PRICE (inclusive of the .75% IFF)
132-33	ENT-IPC-0002	IPControl License 1-5,000 addresses	IP Control Global License up to 5,000 addresses	Per Address	\$1.10
132-33	ENT-IPC-0003	IPControl License 5,001-25,000 addresses	IP Control Global License up to 25,000 addresses	Per Address	\$1.04
132-33	ENT-IPC-0004	IPControl License 25,001-50,000 addresses	IP Control Global License up to 50,000 addresses	Per Address	\$0.96
132-33	ENT-IPC-0005	IPControl License 50,001-75,000 addresses	IP Control Global License up to 75,000 addresses	Per Address	\$0.88
132-33	ENT-IPC-0006	IPControl License 75,001-100,000 addresses	IP Control Global License up to 100,000 addresses	Per Address	\$0.85
132-33	ENT-IPC-0007	IPControl License 100,001-250,000 addresses	IP Control Global License up to 250,000 addresses	Per Address	\$0.81
132-33	ENT-IPC-0008	IPControl License 250,001-500,000 addresses	IP Control Global License up to 500,000 addresses	Per Address	\$0.74
132-33	ENT-IPC-9001	IPControl License 500,001-1,000,000 addresses	IP Control Global License up to 1,000,000 addresses	Per Address	\$0.66
132-8 *	AP-X05-001	Sapphire x5 Appliance	IPControl Sapphire x5 appliance used with an IPControl software license	Per Unit	\$2,461.68
132-8 *	APD-X05-001	Sapphire x5 Appliance Cold Standby	IPControl Sapphire x5 appliance cold standby appliance	Per Unit	\$1,358.21
132-8 *	AP-X10-001	Sapphire x10 Appliance	IPControl Sapphire x10 appliance used with an IPControl software license	Per Unit	\$4,453.15
132-8 *	APX-X10-001	Sapphire EX10 Appliance with IPControl Software	IPControl Sapphire EX10 appliance including an IPControl software license for 5,000 IP addresses	Per Unit	\$8,644.35
132-8 *	APX-X10-002	Sapphire EX10 Backup Appliance	IPControl Sapphire EX10 backup or reporting appliance with no IP address license	Per Unit	\$7,041.73
132-8 *	APD-X10-001	Sapphire x10 Appliance Cold Standby	IPControl Sapphire x10 cold standby X10 appliance	Per Unit	\$1,782.57
132-8 *	AP-X10D-001	Sapphire x10D Appliance	IPControl Sapphire x10D appliance used with an IPControl software license	Per Unit	\$5,890.60
132-8 *	APX-X10D-001	Sapphire EX10D Appliance with IPControl Software	IPControl Sapphire EX10D appliance including an IPControl software license for 5,000 IP addresses	Per Unit	\$10,314.28
132-8 *	APX-X10D-002	Sapphire EX10D Backup Appliance	IPControl Sapphire EX10D backup or reporting appliance with no IP address license	Per Unit	\$7,662.04
132-8 *	APD-10XD-001	Sapphire x10D Appliance Cold Standby	IPControl Sapphire x10D cold standby appliance	Per Unit	\$2,292.06
132-8 *	AP-X20-001	Sapphire x20 Appliance	IPControl Sapphire x20 appliance used with an IPControl software license	Per Unit	\$14,003.19
132-8 *	APX-X20-001	Sapphire EX20 Appliance with IPControl Software	IPControl Sapphire EX20 appliance including an IPControl software license for 10,000 IP addresses	Per Unit	\$18,671.80

132-8 *	APX-X20-002	Sapphire EX20 Backup Appliance	IPControl Sapphire EX20 backup or reporting appliance with no IP address license	Per Unit	\$14,002.54
132-8 *	APD-X20-001	Sapphire x20 Appliance Cold Standby	IPControl Sapphire x20 cold standby appliance	Per Unit	\$8,060.79
132-8 *	AP-SX20-001	Sapphire DNSSEC Appliance	IPControl Sapphire Sx20 appliance used with an IPControl software license	Per Unit	\$25,462.85
132-33	AP-V10-001	Sapphire Virtual Machine	IPControl Sapphire virtual appliance used with an IPControl software license	Per Instance	\$2,616.23
132-8 *	APB-X10-001	EX10 CK Bundle - Sapphire EX10 Appliance and IPControl license with 100,000 address	IPControl Sapphire EX10-CK appliance maximum 100,000 address capacity	Per Unit	\$30,779.13
132-8 *	APB-X10-002	EX10 CK Lite Bundle - Sapphire EX10 Appliance and IPControl license with 50,000 address	IPControl Sapphire EX10-CK Lite appliance maximum 50,000 address capacity	Per Unit	\$23,248.06
132-8 *	APB-X10D-001	EX10D CK Bundle - Sapphire EX10D Appliance and IPControl license with 100,000 address	IPControl Sapphire EX10D-CK appliance maximum 100,000 address capacity	Per Unit	\$35,363.25
132-8 *	APB-X10D-002	EX10D CK Lite Bundle - Sapphire EX10D Appliance and IPControl license with 50,000 address	IPControl Sapphire EX10D-CK Lite appliance maximum 50,000 address capacity	Per Unit	\$26,849.88
132-8 *	APB-X20-001	EX20 CK Bundle - IPControl Sapphire EX20-CK appliance maximum 500,000 address capacity	IPControl Sapphire EX20-CK appliance maximum 500,000 address capacity	Per Unit	\$106,113.98
132-8 *	APB-X20-002	EX20 CK Lite IPControl Sapphire EX20-CK Lite appliance maximum 250,000 address capacity	IPControl Sapphire EX20-CK Lite appliance maximum 250,000 address capacity	Per Unit	\$68,761.88
132-34	ENT-IPC-10002	Standard Annual Software Maintenance Agreement (5X8) - 1 Year Term	Software Only - Standard Annual Maintenance Agreement (5X8) - 1 Year Term	Per Year	12.09% of License List Price/year
132-34	ENT-IPCM-10002	Standard Annual software Maintenance Agreement (5X8) - Multi-Year Term (3 years)	Software Only - Standard Annual Maintenance Agreement (5X8) - Multi-Year Term	Per Year	11.59% of License List Price/year
132-34	ENT-IPC-10004	Gold Annual Software Maintenance Agreement (24x7) - 1 Year Term	Software Only - Gold Annual Maintenance Agreement (24x7) - 1 Year Term	Per Year	15.11% of License List Price/year
132-34	ENT-IPCM-10004	Gold Annual Software Maintenance Agreement (24x7) - Multi-Year Term (3 years)	Software Only - Gold Annual Maintenance Agreement (24x7) - Multi-Year Term	Per Year	14.61% of License List Price/year

132-34	ENT-IPC-10006	Platinum Annual Software Maintenance Agreement (24x7) - 1 Year Term	Software License Only - Platinum Annual Maintenance Agreement (24x7) - 1 Year Term	Per Year	18.64% of License List Price/year
132-34	ENT-IPCM-10006	Platinum Annual Software Maintenance Agreement (24x7) - Multi-Year Term (3 Years)	Software Only - Platinum Annual Maintenance Agreement (24x7) - Multi-Year Term	Per Year	18.14% of License List Price/year
132-12	SP-AP-10001	Standard Annual Appliance Maintenance Agreement (5X8) for all appliance models - 1 Year Term	Appliances Only - Standard Annual Maintenance Agreement (5X8) for all appliance models - 1 Year Term	Per Year	13.10% of Appliance List Price/year
132-12	SP-APM-10001	Standard Annual Appliance Maintenance Agreement (5X8) for all appliance models - Multi-Year Term (3 years)	Appliances Only - Standard Annual Maintenance Agreement (5X8) for all appliance models -Multi-Year Term	Per Year	12.59% of Appliance List Price/year
132-12	SP-AP-10002	Gold Annual Appliance Maintenance Agreement (24x7) for all appliance models - 1 Year Term	Appliances Only - Gold Annual Maintenance Agreement (24x7) for all appliance models - 1 Year Term	Per Year	16.62% of Appliance List Price/year
132-12	SP-APM-10002	Gold Annual Appliance Maintenance Agreement (24x7) for all appliance models - Multi-Year Term (3 years)	Appliances Only - Gold Annual Maintenance Agreement (24x7) for all appliance models -Multi-Year Term	Per Year	16.12% of Appliance List Price/year
132-12	SP-AP-10003	Platinum Annual Appliance Maintenance Agreement (24x7) for all appliance models - 1 Year Term	Appliances Only - Platinum Annual Maintenance Agreement (24x7) for all appliance models - 1 Year Term	Per Year	19.65% of Appliance List Price/year
132-12	SP-APM-10003	Platinum Annual Appliance Maintenance Agreement (24x7) for all appliance models - Multi-Year Term (3 years)	Appliances Only - Platinum Annual Maintenance Agreement (24x7) for all appliance models -Multi-Year Term	Per Year	19.14% of Appliance List Price/year
132-12	AP-RMA-001	Sapphire Appliance Pre-Configuration	Configure a new or RMA appliance with networking information so it can plug and play at destination	Per Unit	\$226.70
132-8	APS-001	Appliance Shipping & Handling	Appliance Shipping & Handling (United Sates Only)	Per Unit	\$138.24

*Indicates availability for expedited delivery

** Appliances are self-installable.

Courses

SIN(s) PROPOSED	Course Title	Course Length	Minimum Participants	Maximum Participants	PRICE (including IFF)
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132-50	Order # DTINC-30031 - IPControl Administration Training Course per student at a BT Training location (Dallas, TX or Exton, PA)	4 days	1	10	\$1,614.11
132-50	Order # DTINC-30032 - Sapphire Administration Training Course per student at a BT Training location (Dallas, TX or Exton, PA)	1 day	1	10	\$717.38
132-50	Order # DTINC-30035 - Instructor- Led training delivered at a Customer Facility - per Class Day - includes up to five student manuals	per class day (typically 4-5 days)	1	5	\$2,690.18

132-50	Order # DTINC- 30036 - Additional students (above DTINC- 30035) for instructor- led customer training at a Customer Facility - per Class Day in blocks of five students - includes	per class day (typically 4-5 days)	6	10	\$1,793.45
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	student manual per additional student				
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1b Lowest Priced Model Number and Lowest Unit Price for each SIN:

SIN	PRICE (inclusive of the .75% IFF)
132-33	\$0.66
132-8	\$141.05
132-34	11.59% of License List Price/year
132-12	\$226.70
132-50	\$717.38

1c Hourly rates are not applicable

2. Maximum Order: \$500,000

3. Minimum Order: \$100

4. Geographic Coverage: CONUS; shipments destined for OCONUS will be shipped to a CONUS address.

5. Point of Production: Libertyville, IL

6. Prices shown are net of discounts and include GSA IFF

7. Quantity Discounts: Not Applicable

8. Prompt Payment Terms: Standard payment terms

9a. Government purchase cards are accepted below the \$3500 micro-purchase threshold.

9b. Government purchase cards are not accepted above the \$3500 micro-purchase threshold.

10. Foreign Items: Not applicable

11a. Time of delivery: Software may be downloaded. Appliance delivery dependent on shipment priority level.

11b. Appliances under 132-8 are available for expedited delivery. Items available for expedited delivery are indicated by asterisk *

11c. Overnight and 2-day delivery are available. Customers may contact for rates for overnight and 2 day delivery.

11d. Urgent Requirements: **I-FSS-140-B** - 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.

12. FOB Point: Destination

13a. Ordering Address: BT Federal, 11440 Commerce Park Drive, Suite 100, Reston, VA 20191

13b. For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address: BT Federal, 11440 Commerce Park Drive, Suite 100, Reston, VA 20191

15. Warranty:

BT warrants that the Software will substantially perform in accordance with the Documentation for a period of 90 days after delivery to you of the Software, provided that your sole remedy for breach of this performance warranty is that BT will use commercially reasonable efforts to cure such nonconformities as soon as practicable after they are reported to BT if BT can reproduce the nonconformity at its facility. You are responsible for assuring that your network environment meets any site specifications and network requirements as specified in BT' published documentation. This warranty covers identification and correction of nonconformities only (as set forth above) and it does not include assistance in installing or using the Software. Such assistance is provided under a separate support service level agreement ("SLA").

(ii) BT warrants that the media on which the Software is recorded will be free from defects in materials and workmanship under normal use for a period of 90 days from the date the Software is delivered to you. If you experience a media defect during this 90-day period, you may return the media to BT Americas Inc., 415 Eagle View Blvd, Suite 112, Exton, PA 19341, and BT will replace the media without charge.

(iii) BT warrants that the Hardware shall be free from defects in material and workmanship for ninety (90) days after delivery to you and shall conform to the design and specifications as provided with the Hardware from BT. This warranty includes all internal components as provided by BT; however, any components added in after the original assembly shall not be covered by this warranty. BT shall, for any Hardware which fails to conform with the warranties in this section 5(iii), promptly either repair or replace it, at BT's option and cost.

(iv) BT warrants that the services hereunder shall be performed in a professional and workman like manner.

Maintenance and support subscriptions will be provided in accordance with BT's then current Service Level Agreement ("SLA").

(v) BT shall have no responsibility for warranty service under this Section 5 if the defect in the Product is the result of accident, abuse or misuse, is cured by a modification of other BT software or any third party hardware or the Product, or for failure to use the most current version of the Product.

(vi) Actual warranty start dates will be determined by the date of shipment.

(vii) EXCEPT AS OTHERWISE SET FORTH IN THIS AGREEMENT, THE PRODUCT IS PROVIDED TO YOU "AS IS," AND BT MAKES NO EXPRESS OR IMPLIED WARRANTIES WHATSOEVER WITH RESPECT TO ITS FUNCTIONALITY,

OPERABILITY OR USE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some jurisdictions do not allow the exclusion of implied warranties, so the above exclusion may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from one jurisdiction to another.

16. Export Packing Charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds Above the micro-purchase level): Standard terms

18. Terms and conditions of rental, maintenance, and repair: See attached EULA

19. Terms and conditions of installation: See attached EULA

20. Terms and conditions of repair parts: Not applicable

20a. Terms and conditions for any other services: See attached EULA

21. Service and Distribution Point: Exton, PA

22. Participating Dealers: Not applicable

23. Preventative Maintenance: Covered under SINS 132-34 and 132-12

24a. Special Attributes: Not Applicable

24b. 508 Compliance: A completed VPAT is available upon request

25. DUNS Number: 098185700

26. System for Award Management (SAM): BT Federal's Duns Number is 098185700, its Cage Code is 1NKL9 and its EIN is 411947419

132 8 --- Purchase Of New Equipment - SUBJECT TO COOPERATIVE PURCHASING

Includes telephone equipment, audio and video teleconferencing equipment, communications security equipment, facsimile equipment, broadcast band radio, two-way radio, microwave radio equipment, satellite communications equipment, radio transmitters/receivers (airborne), radio navigation equipment/antennas, pagers and public address systems, communications equipment cables, fiber optic cables, fiber optic cables and harnesses, coaxial cables, desktop computers, professional workstations, servers, laptop/portable/notebook computers, large scale computers, optical/imaging systems, other systems, printers, displays, graphics (light pens, digitizers, touch screens), network equipment, other communications equipment, optical recognition input/output (I/O) devices, storage devices, other I/O and storage devices, ADP support equipment, microcomputer control devices, telephone answering, voice messaging systems, ADP boards, installation of ADP equipment, and installation of telephone equipment.

NOTE: Vendors offering New Equipment under SIN 132-8 are required to provide maintenance service and/or repair service and repair parts, in accordance with normal industry practices, for the type of equipment offered, for the Scope of the Contract (i.e., at minimum, the 48 contiguous states and the District of Columbia).

1.MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

a. INSTALLATION. Equipment under this contract is self-installable. Commercial practices for installation/deinstallation/reinstallation are provided with the shipped appliance.

b. 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 requirement 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 or SIN 132-9.

c. OPERATING AND MAINTENANCE MANUALS. BT Federal will furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

5. INSPECTION/ACCEPTANCE

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

6. WARRANTY

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

Warranty terms are specified above under Customer Information #15

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

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

d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows:

BT Americas Inc.,
415 Eagle View Blvd, Suite 112,
Exton, PA 19341

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

132 12 --- Equipment Maintenance - SUBJECT TO COOPERATIVE

PURCHASING

Maintenance, Repair Service, and Repair Parts/Spare Parts for Government-Owned General Purpose Commercial Information Technology Equipment, Radio/Telephone Equipment, (After Expiration of Guarantee/Warranty Provisions and/or When Required Service Is Not Covered by Guarantee/Warranty Provisions) and for Leased Equipment.

1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a (**insert miles**) mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level. **NOT APPLICABLE**
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

BT Americas Inc.,
415 Eageleview Blvd, Suite 112,
Exton, PA 19341

2. MAINTENANCE ORDER

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the

expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.

c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.

d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

e. Cross-year Funding within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is

removed from the ordering activity installation, until the equipment is returned to such installation.

5. SCOPE

a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

b. Equipment placed under maintenance service shall be in good operating condition.
(1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.

b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.

c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

7. RESPONSIBILITIES OF THE CONTRACTOR

a. For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

8. MAINTENANCE RATE PROVISIONS

a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

b. REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

c. AFTER HOURS

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.

d. TRAVEL AND TRANSPORTATION

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level.

e. QUANTITY DISCOUNTS

No standard quantity discounts apply.

9. REPAIR SERVICE RATE PROVISIONS

a. **CHARGES.** Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b. **MULTIPLE MACHINES.** When repairs are ordered by a ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work

performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c. TRAVEL OR TRANSPORTATION (1) AT THE CONTRACTOR'S SHOP (a) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.

(b) The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.

(2) AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)

When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed.

(3) AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)

(a) If repairs are to be made at the ordering activity location, and the location is outside the service area as shown in paragraph 1.a, the repair service and mileage rates negotiated per subparagraphs 1.a and 8.d will apply.

(b) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. LABOR RATES (1) REGULAR HOURS

The Regular Hours repair service rates listed herein shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.

(2) AFTER HOURS

When the ordering activity requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the ordering activity location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.

(3) SUNDAYS AND HOLIDAYS

When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of the Contractor on Sundays or Holidays observed at the ordering activity location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

REPAIR SERVICE RATES

SERVICE PROPOSED (e.g. Job Title/Task)	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	PRICE OFFERED TO GSA (including IFF)
Order # DT-200010 - On-Site Service U.S. Business Hours Mon-Fri with bundled T&E within NAR (8 hour max) Must be scheduled in sets of 3+ consecutive days	per day	\$ 1,973.08
Order # DT-200012 - On-Site Service scheduled outside U.S. Business Hours and/or exceeding 8-hour business day with bundled T&E within NAR (4 hour minimum) Must be scheduled in sets of 3+ consecutive days (scheduling can be combined with DT-20010)	per hour	\$ 340.03
Order # DT-200013 - Remote Service per day no T&E	per day	\$ 1,450.80
Order # DT-20003 - Remote Service scheduled within U.S. Business Hours (2 hr minimum)	per hour	\$ 158.68

****FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR.**

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated January 2015 at a discount of 33% from such listed prices.

11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of 90 days.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period (see warranty listed above under Customer Information Item 15)

12. INVOICES AND PAYMENTS

a. Maintenance Service

(1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

(2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

b. Repair Service and Repair Parts/Spare Parts

Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

132 33 --- Perpetual Software License - SUBJECT TO COOPERATIVE PURCHASING

Includes operating system software, application software, EDI translation and mapping software, enabled E-mail message based products, Internet software, database management programs, and other software.

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

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

considered software maintenance as a service under SIN 132.34 Software Maintenance as a Service.

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

NOTE: The word "Perpetual" is defined in this Solicitation as "continuing forever, everlasting, valid for all time".

132 34 --- Maintenance of Software as a Service - SUBJECT TO COOPERATIVE PURCHASING

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

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

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

1. INSPECTION/ACCEPTANCE

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

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

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

3. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract. (see warranty listed above under Customer Information Item 15)

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)

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

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software.

Standard Support Customers are supported Monday-Friday 9:00AM – 8:00PM (EST). Gold, Platinum and Managed Service customers are supported 7x24x365.

To reach the BT Diamond IP Technical Support Center:

- via Phone
- Domestic & International: +1 (610) 280-2378
- Domestic Only (866)-958-2427
- via E-mail – swsupport@diamondipam.com
- via Web – <http://btdiamondip.com/support>

5. SOFTWARE MAINTENANCE a. Software maintenance as it is defined:

1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help

libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

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

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

2. Software Maintenance as a Service (SIN 132-34)

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

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

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 132-34)

Not Applicable – perpetual license only. See EULA.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

Not Applicable – perpetual license only. See EULA.

8. TERM LICENSE CESSATION

Not Applicable – perpetual license only. See EULA.

9. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 132-34)

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

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following: (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

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

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

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

documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

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

10. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system , or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

Price list listed herein includes a complete description of each IP Control software product as well as the Sapphire appliances for which the software can be used.

BT Diamond IP™ Description

IP Address Management, IPAM for short, encompasses the management of 3 critical network functions:

1. The management of IP address space - All devices on an IP network require an IP address to communicate.
2. The management of DHCP (Dynamic Host Configuration Protocol) - DHCP is a network configuration protocol that automates the configuration of each device's IP information
3. The management of DNS (Domain Name System) - DNS is the directory of the IP network – computers communicate using IP addresses but humans prefer names; DNS translates between names and IP addresses

The acronyms “DDI” (DNS/DHCP/IPAM) and “IPAM” are sometimes used interchangeably.

BT Diamond IP™ is a suite of software and hardware products, and associated services that comprise the most flexible, scalable and comprehensive IPAM solutions on the

market today. BT has been actively engaged in developing IPAM solutions for over a decade. BT has worked with our customers seeking to improve their IPAM operations to streamline their processes and reduce costs. We have implemented many time saving features accessible with our intuitive web-based user interface, enabling our customers to organize their IPAM data on their own terms using our patented container feature. We have developed the most flexible IPAM solution-set that provides a high level of flexibility to meet different requirements and approaches to manage IPs.

BT Diamond IP™ delivers powerful, comprehensive IPAM solutions encompassing: IP block and subnet Management, DHCP and DNS management including Domain Name System Security Extensions (DNSSEC) fully automated DNS zone signing. Our IPAM solutions enable enterprises and service providers to dramatically improve their overall IT operational efficiencies and service levels by automating IPv4 and IPv6 address management with DHCP and DNS server configurations and integrated security management and control. BT Diamond IP™ offers a comprehensive solution to enable automation of DDI processes while securing the network.

Implementation of IPControl™ on our Sapphire™ IPAM appliances not only provides an easy to configure and use IPAM environment, but also enhances the security of the network by taking advantage of the DNSSEC appliance for DNS zone signing. The product has a friendly, intuitive graphical user interface and is highly customizable with extensible templates. Safeguarding network integrity and security, IPControl™ automatically validates information as it is entered, minimizing incorrect data input. IPControl™ is a feature rich software application for the management of TCP/IP addresses and centralized configuration and deployment of multi-vendor, distributed DNS/DHCP appliances, Supporting BT's Sapphire, Cisco and Microsoft DNS and DHCP services. There are no limits on the number of servers supported. Licenses are based on IP addresses. Our Diamond IP products are supported on most other servers (e.g., Dell, HP) running one of the operating systems supported by IPControl agents. IPControl™ is a web based solution (HTTP and HTTPS, customizable port numbers) for performing all functions relating to IPAM, DNS, and DHCP and supports all industry standard web browsers (e.g. Microsoft Internet Explorer, Firefox, Netscape, etc.) Minimal java support is required on the browser (JRE support) and all page rendering is performed server side on the included Tomcat Apache web services. There is no thick client or software download required. IPControl™ provides full support for IPv4 and IPv6 block allocation and sub-netting, as well as individual host assignment via the Graphical User Interface (GUI).

The IPControl™ architecture is based on the full lifecycle of an IP address (Plan, Deploy, Discover, and Reconcile) and uses a “top-down” approach (block management through service deployment). This approach provides the most functionally and tightest

integration to the core management responsibilities related to IPAM, DNS and DHCP respectively.

IPControl™ software enables centralized configuration, deployment, management, and monitoring for multivendor DHCP and DNS servers, including support of BT Diamond IP™ Sapphire appliances.

IPControl™ software, working with BT's Sapphire appliances, provide the most comprehensive IPAM feature set, with ability to monitor and manage distributed servers all from a single holistic web user interface. The system (IPControl running on Sapphire) is bolstered by centralized patches and upgrades, as well as built-in security and redundancy features.

BT Federal has developed the current version of IPControl™ as an advanced, centralized IPAM system that allows organizations to achieve dramatic improvements in operational efficiency by simplifying and automating manual processes, reducing network downtime and creating a more stable and robust IP infrastructure capable of supporting BYOD, VoIP, WLAN, Video and IPv6. In addition, the IPControl™'s new and extensive command line interfaces (CLI) and application programming interfaces (API) that enable integration points between IPControl™ and external systems for advanced automation and workflow of IPAM tasks and processes. This version enhances administrator control through intuitive user interface, extensible templates and built-in validation features that enable accurate configuration, consistent policy deployment and centralized management of IP address space and distributed DNS/DHCP servers even by non-expert users. In addition, granular access controls enable varying levels of responsibility to be delegated to multiple administrators across multiple dimensions.

12. RIGHT-TO-COPY PRICING

See EULA for copy license information.

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50)

1. SCOPE

a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.

b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

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

3. TIME OF DELIVERY

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

4. CANCELLATION AND RESCHEDULING

a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.

c. The ordering activity reserves the right to substitute one student for another up to the first day of class.

d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course.

During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

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

7. INVOICES AND PAYMENT

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

8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. "NO CHARGE" TRAINING

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

BT Diamond IP does offer various "no charge" training and technical resources in addition to our for charge training offerings. These learning resources include resources provided to both the public, for example webinars and whitepapers covering various areas of interest to the general IT and networking community of interest. As well as resources privately provided to our customers.

- Provided to customers only, access to BT's customer support website portal. The portal has an extensive library of technical resources on our IPControl software and Sapphire hardware products. This online knowledge base provides product and security related announcements, FAQs and general questions area, product manuals, user and installation guides, troubleshooting guides.
- Provided to customers and limited release to the public at BT's discretion, various videos from our "how to" video library covering most of the commonly used steps and tasks performed on our IPControl software product. The training video contains over 50 individual subject videos and are supplied in mp4 format. Each video covers a single subject, for example "add a new subnet", "add a DHCP server", "how to run a utilization report" or "how to manage your root block".
- Provided to the public and customers include various web based product and technology seminars spread through the calendar year. Participants must pre-register to participate in the "webinars".
- Provided to the public and customers include various whitepapers covering best practices, IPAM management principles and various networking and security aspects of IP address management and related network services.