

GENERAL SERVICES ADMINISTRATION

**Federal Supply Service
Authorized Information Technology Schedule Pricelist General
Purpose Commercial Information Technology Equipment, Software
and Services**

**SIN 511210: Perpetual Software Licenses
SIN 334111: Purchase of New Equipment
SIN 70-500: Order-Level Materials**

Contract Number: 47QTCA20D006Y

Period Covered by Contract: March 5, 2020 – March 4, 2025

**T-Metrics, Inc
4430 Andrew Blvd
Charlotte, NC 28217
704-525-5551
www.tmetrics.com**

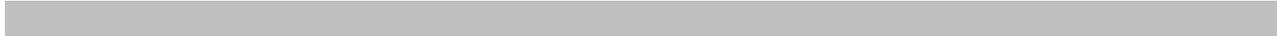
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CUSTOMER INFORMATION

1a. Table of awarded Special Item number(s) with appropriate cross-reference to item descriptions and awarded prices.

SPECIAL ITEM NUMBER 334111 PURCHASING OF NEW ELECTRONIC EQUIPMENT

FSC/PSC Code: 7010

SPECIAL ITEM NUMBER 511210 - PERPETUAL SOFTWARE LICENSES

FSC/PSC Code: 7030 -

SPECIAL ITEM NUMBER 70-500 – ORDER LEVEL MATERIALS

1b. Identification of the lowest priced model number and lowest unit price for that model for each special Item Number awarded in the contract.

Please see Page 11 for a list of pricing for products awarded.

2. Maximum Order: \$500,000 per order

3. Minimum Order: \$100 for SIN

4. Geographic Coverage (Delivery Area): The Geographic Scope of Contract will be domestic delivery.

Domestic delivery is delivery within the 50 states, DC and US territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. Point(s) of Production: United States

6. Discount from list prices or statement of net price: Government Net prices (discounts already deducted).

7. Quantity Discounts: None offered

8. Prompt Payment Terms: Net 30 Days

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold:

T-Metrics agrees to accept the Government purchase card for purchases at or below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

T-Metrics agrees to accept Government purchase cards above the micro-purchase threshold up to \$30,000 or as negotiated at the task order level.

10. Foreign items: Not Applicable

11a. Time of Delivery:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
334111 and 511210	30 Days
70-500	As Negotiated

11b. Expedited Delivery: Please contact T-Metrics for more information

11c. Overnight and 2-day Delivery: Please contact T-Metrics for more information

11d. Urgent Requirements: Please contact T-Metrics for more information

12. F.O.B. Point: Destination

13a. Ordering Address

T-Metrics Inc.
4430 Stuart Andrew Blvd
Charlotte, NC 28217

13b. Ordering procedure: 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

T-Metrics, Inc.
4430 Stuart Andrew Blvd Charlotte NC 28217

15. Warranty Provision: 90 Days

16. Export packing charges, if applicable: Not Applicable

17. Terms and Conditions of Government Purchase card acceptance: None

18. Terms and conditions of rental, maintenance and repair: Not Applicable

19. Terms and conditions of installation: Not Applicable

20. Terms and conditions for any other services: Not Applicable

21. List of service and distribution points: Not Applicable

22. List of Participating dealers: Not Applicable

23. Preventive Maintenance: Not Applicable

24a. Special attributes such as environmental attributes: Not Applicable

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full detail can be found. The EIT standards can be found at www.Section508.gov/.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT)

Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant: Yes No

25. Data Universal Number System (DUNS) number: 62-335-1525

26. T-Metrics is registered in System for Award Management (SAM) database.



Information Technology Category Instructions and Regulations

Terms and Conditions for all IT Contractors

1) Organizational Conflicts Of Interest

a) Definitions.

- i) Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
 - ii) "Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
 - iii) An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.
- b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508

2) Services Performed

- a) All services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.
- b) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- c) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

3) Travel.

- a) Any contractor travel required in the performance of services must comply with the Pub. L.99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.

4) Warranty

- a) Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b) The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.
- c) 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.

Product and Pricing Information

Part Number	Product Description	GSA Price	Country of Origin
TM-SIP-ACD-8p-XXX	SIP ports in 8-port increments. SMB and Enterprise SIP systems require 1 additional server (physical or virtual) for every 48 ports.	\$ 7,707.81	US
TM-ACD-TAP	Agent TAP HW, SW, Recording Archiving SW and cables	\$ 256.93	US
TM-ACD-Supervisor-HASP	Supervisory Listen & View HASP® key	\$ 856.42	US
TM-ACD-Plat-Upgrade-SMB	Express to SMB Upgrade; Requires 1 additional server (physical or virtual) for Event Server SW and Controller SW and T-Metrics Professional Services/T&E	\$ 4,282.12	US
TM-ACD-Port-TDM-TO-SIP-Changeout	Discounted TDM to SIP port interface change-out per 8 ports; replaced TDM port hardware must be returned. Requires T-Metrics Professional Services/T&E	\$ 3,853.90	US
TM-ACD-RASM-XXX	RASM monitors agent state on a remote switch. Includes TM-ACD-Server	\$ 7,707.81	US
TM-ACD-Server	Hardware Server cost—PC with rails, triple redundant hot swappable power supply, RAID 1 with hot spare	\$ 5,652.39	US
TM-ACD-Menu	Menu Design—minimum of 1 per skillset & per menu level	\$ 428.21	US
TM-ACD-CUSTOM-HW/SW	Custom T-Metrics ACD application (hardware and/or software items) in units	\$ 85.64	US
TM-COAS-SIP-Console	COAS SIP PC Console includes software, USB headset, Call Recording Archiving Software, LAN (WAN) Software, and cabling	\$ 2,355.16	US
	T-Metrics ACD Software Subscription Service (SSS) Renewal		
TM-ACD-EXSSS-Ren	Renewal of Extended-Hours Software Subscription Service (SSS) in units: The pricing of the SSS is based on 15% of the total cost of the end-user's installed ACD system	\$ 85.64	US
	T-Metrics COAS Software Subscription Service (SSS) Renewal		
TM-COAS-EXSSS-Ren	Renewal of Extended-Hours Software Subscription Service (SSS) in units: The pricing of the SSS is based on 15% of the total cost of the end-user's installed COAS System	\$ 85.64	US

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