

# Customer Information

- 1a. **Table of Awarded Special Item Numbers.**  
Please refer to Table of Contents.
- 1b. **Most Economical Pricing by SIN.**  
Listed below is the most economical pricing per prefix per Special Item Number.
- |       |              |       |
|-------|--------------|-------|
| 58-1: | WCR4455,     | \$17  |
| 58-7: | ZX-7313,     | \$800 |
| 58-8: | ZX-7304/7305 | \$142 |
- 1c. **Hourly rates.**  
Contractor is proposing hourly rates for Professional Services only. Hourly rates do not include travel and per diem expenses.
- 2 **Maximum Order.**  
The maximum order for SIN 58-1 is \$50,000.  
The maximum order for SIN 58-7 is \$1,000.  
The maximum order for SIN 58-8 is \$500,000
- 3 **Minimum Order.**  
The minimum order is \$100.
- 4 **Geographic Scope of Contract.**  
Includes the 48 contiguous states and the District of Columbia, Alaska, Hawaii, Puerto Rico, Guam, US Virgin Islands, and all other US territories not specifically named here. Delivery orders which contain either an A.P.O or F.P.O. paying office and/or ship-to locations are accepted under the scope of this contract.  
Authorized Resellers may accept A.P.O. or F.P.O. orders at their option.
- 5 **Point of Production.**  
Israel
- 6 & 7. **Discounts from List Price.**  
Prices listed herein are NET; Discounts and Quantity Discounts have been deducted.
- 8 **Prompt Payment Terms.**  
Payment terms are Net 30 days; no additional prompt payment terms are offered.
- 9a. **Government Purchase Cards.**  
Government Purchase Cards are accepted at or below the micro-purchase threshold.  
Authorized Resellers may accept Government Purchase Cards at their option.
- 9b. **Government Purchase Cards.**  
Government Purchase Cards are accepted above the micro-purchase threshold.  
Authorized Resellers may accept Government Purchase Cards at their option.
- 10 **Foreign items.**  
Country of Origin is Israel for all SIN 58-1 items offered under this contract.
- 11a. **Time of Delivery.**  
Not to exceed 90 days after receipt of order.  
Generally 30 days delivery time.
- 11b. **Expedited Delivery.**  
Expedited Delivery is 14 days after receipt of order. All items in this price list are available for Expedited Delivery.
- 11c. **Overnight and 2-Day Delivery.**  
All items in this price list may be shipped Overnight or 2-Day Delivery if specified by schedule

customer when placing order. The schedule customer may contact Contractor for Overnight and/or 2-Day Delivery rates.

Authorized Resellers may offer Overnight and 2-Day Delivery at their option.

11d. **Urgent Requirements.**

When the normal time of delivery does not meet schedule customer needs, schedule customer is encouraged to contact Contractor to ask for accelerated delivery time on order.

Contractor will reply to inquiry within 3 working days after receipt. 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 contract.

Contractor will make every effort to accept such requests.

12. **F.O.B. Point.**

Origin

13a. **Contractor's Ordering Address(es).**

Optibase, Inc.  
GSA Order Processing  
880 Maude Avenue, Suite D  
Mountain View, CA 94043

-or-

Optibase, Inc.  
C/o Authorized Reseller

13b. **Ordering procedures.**

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

14 **Payment Address(es).**

Optibase, Inc.  
Accounts Receivable - GSA  
880 Maude Avenue, Suite D  
Mountain View, CA 94043

-or-

as shown on invoice from Authorized Optibase Reseller. Payment address will be shown on each invoice.

15 **Warranty Provision.**

***Standard (Basic) Warranty Repair:***

The Basic Warranty accompanies all Optibase products and is granted by Optibase at no additional cost for a period of twelve (12) months from date of purchase. The Basic Warranty entitles customers to free repair services during twelve (12) months from date of purchase.

***Gold & Silver Service Program Warranty Repair (available for MGWX100 products onl) see Support Program Contract for details.:***

***Please note that ASM7062 and ASM7061 (Gold & Silver Support Programs) are defined and priced as follows:***

ASM7062  
Gold Service Program

SIN 58-7

Required with purchase of MGWx100 products or custom engineered equipment. 12% of the total equipment price includes Advanced Replacement, Preferred Hotline access, software updates and standard training – For more details consult the Service Program Document.

ASM7061  
Silver Service Program

SIN 58-7

Required with purchase of MGWx100 products or custom engineered equipment. 7% of the total equipment price includes repair service and standard training – For more details consult the Service Program Document.

**16 Export Packing Charges.**

Not available from Optibase. (Only Commercial packaging, packing and marking practices will be performed by Optibase.)

**17 Terms and Conditions of Government Purchase Card Acceptance.**

Optibase will accept Government Purchase Cards above the micro-purchase level up to \$50,000. If schedule customer intends to make a purchase for amount higher than \$50,000, the customer is encouraged to ask Contractor to make arrangements for a higher charge.

**18 Terms and Conditions of Rental, Maintenance and Repair.**

Rental is not applicable.

Maintenance is only applicable on Gold or Silver Service Program purchases for MGWX100 products.

*Repair:*

*DOA (Defective On Arrival)*

The Basic Hardware Warranty entitles the customer to free advance replacement services during three (3) months from date of purchase under DOA status. After expiration of DOA status, advance replacement services are available through the Extended Warranty Program.

*Repairs or Replacements*

A customer is to initiate repair or replacement processes by contacting the Optibase distributor who sold him/her the product. The distributor will then open a service call in the Optibase Helpdesk. If the product was purchased from Optibase directly, the customer will open a call in the Optibase Helpdesk. Instructions on using the helpdesk can be found at:

[http://helpdesk.optibase.com/syshelp/Using\\_Optibase\\_Helpdesk.pdf](http://helpdesk.optibase.com/syshelp/Using_Optibase_Helpdesk.pdf).

Optibase will perform repairs within nine (9) working days from date of receipt of the product at the company premises.

*Shipping costs*

Optibase will pay transportation costs to return repaired product back to the customer (customer will pay transportation costs to send product to the Contractor). Contractor defines repair as repair, replace, or refund purchase price at its sole discretion.

*Advanced Replacement Provision*

In order to enjoy Advance Replacement services, the customer is to sign an Advance Replacement Agreement and forward it to Optibase immediately.

Shipment of a Replacement Product is dependent on the customer being within acceptable credit limits.

*Additional Provisions*

Optibase reserves the right to refund the purchase price as its exclusive warranty remedy.

Optibase reserve the right to ship a replacement board.

*MGW Family Provision*

if Warranty Void sticker is removed, Optibase reserves the right to deny Warranty and charge for hardware repair services.

***Out of Warranty Repair:***

Repair charges for Out of Warranty products are offered in this price list for most items (not MGWx100 products). A product enters an Out of Warranty status upon expiration of the Basic Warranty that is granted by Optibase at no additional cost for a period of twelve (12) months from date of purchase, or upon expiration of the Extended Warranty whereas it has been acquired.

Out of warranty repair prices are calculated per defective product and the prices appear in Optibase Official Price List.

Product is to be shipped to Contractor at customer's expense and will be shipped back to customer after repair at customer's expense. A discount of \$1,000 will be applied to bulk shipments of 10 boards.

Shipment costs both ways to be at customer's expense. A Purchase Order or Credit Card must be used to authorize repair charges.

19. **Terms and Conditions of Installation**  
Installation terms and conditions are subject to customer project requirements and will be determined by project specifications.
20. **Terms and Conditions of Repair Parts**  
Repair parts not applicable.