



## **GENERAL SERVICES ADMINISTRATION Federal Supply Service Authorized Federal Supply Schedule Pricelist**

Online 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 for GSA Advantage! is <http://www.GSAAdvantage.gov>

### **SCHEDULE 70: GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES**

**Special Item No. 132-8 Purchase of Equipment**

**Special Item No. 132-12 Maintenance, Repair Service and Repair Parts/Spare Parts**

**Special Item No. 132-33 Perpetual Software Licenses**

**Special Item No. 132-34 Maintenance of Software**

**Special Item No. 132-51 Information Technology Professional Services**

### **GSA Contract Number: GS-35F-0082V**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

**Contract Period: November 20, 2013 to November 19, 2018**



**NCR GOVERNMENT SYSTEMS LLC  
20370 Seneca Meadows Parkway  
Germantown, Maryland 20876  
301-820-6488**

**[www.ncr.com](http://www.ncr.com)**

Business size: Large

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**Section One – Customer Information**

**1a. Awarded Special Item Numbers (SINs) with cross-reference to item descriptions and awarded prices:**

Special Item Numbers (SINs)	Item Descriptions and Awarded Prices
Special Item No. 132-8 Purchase of Equipment	Pages 67 to 79
Special Item No. 132-12 Maintenance, Repair Service and Repair Parts/Spare Parts	Pages 67 to 79
Special Item No. 132-33 Perpetual Software Licenses	Pages 67 to 79
Special Item No. 132-34 Maintenance of Software	Pages 67 to 79
Special Item No. 132-51 Information Technology Professional Services	Page 3 and Pages 25 to 27

**1b. Identification of the lowest priced model number and lowest unit price for that model for each Special Item Numbers (SINs) awarded in the contract:**

Special Item Numbers (SINs)	Item Descriptions and Awarded Prices and Page
Special Item No. 132-8 Purchase of Equipment	PID 7878-F840 (\$1.51) Page 71
Special Item No. 132-12 Maintenance, Repair Service and Repair Parts/Spare Parts	PID 7878-F840 (\$0.87) Page 72
Special Item No. 132-33 Perpetual Software Licenses	PID G370-2742 (\$1.41) Page 77
Special Item No. 132-34 Maintenance of Software	PID G370-2797 (\$0.53) Page 77
Special Item No. 132-51 Information Technology Professional Services	Staff Consultant (\$150.75) Page 3

1c. Hourly Rates:

Labor Category and Description	Hourly Rate
<p><b><u>Staff Consultant</u></b>  <u>Experience:</u> Two (2) years' experience in the fundamentals of systems analysis and design services, problem resolution or technology integration/services. This includes but is not limited to database consulting, network consulting, telecommunications consulting, and solutions design consulting. May possess specific experience related to the work to be performed on a specific services order.  <u>Minimum Education:</u> BA/BS Degree or equivalent experience for the service being provided.</p>	\$ 150.75
<p><b><u>Consultant I</u></b>  <u>Experience:</u> Four (4) years of technical experience in the area of systems analysis and design services, system integration and interoperability testing/evaluation, configuration analysis, or problem analysis. This includes but is not limited to database consulting, network consulting, telecommunications consulting, and solutions design consulting. May possess specific experience in the type of solutions or licensed products to be used on a specific services order.  <u>Education:</u> BA/BS Degree or equivalent experience for the service being provided.</p>	\$ 178.71
<p><b><u>Senior Consultant I</u></b>  <u>Experience:</u> Six (6) - eight (8) years of technical experience in the area of systems analysis and design services, requirements analysis, migration services, technical project management, customer business consulting, system architecture consulting, or problem analysis skills. This includes but is not limited to database consulting, network consulting, telecommunications consulting, or solutions design consulting. May possess specific experience in the type of complex solutions or licensed products to be used on a specific services order.  <u>Education:</u> BA/BS Degree, equivalent experience or subject matter expertise.</p>	\$ 191.87
<p><b><u>Partner</u></b>  <u>Experience:</u> Ten (10) or more years of technical experience in the area of systems analysis and design services, migration services, enterprise-wide migration services and systems design, project/program management, highly specialized architecture consulting, business information systems planning, specialized industry specific consultant. This includes but is not limited to database consulting, network consulting, telecommunications consulting, and enterprise solutions design consulting. Must possess specific experience in the type of complex solutions or licensed products to be used on a specific service order.  <u>Education:</u> MS Degree, equivalent experience or subject matter expertise.</p>	\$ 205.57

2. Maximum Order:

The Maximum Order value for the following Special Item Numbers (SINs) is \$ 500,000.

- Special Item No. 132-8 Purchase of Equipment
- Special Item No. 132-12 Maintenance, Repair Service and Repair Parts/Spare Parts
- Special Item No. 132-33 Perpetual Software Licenses
- Special Item No. 132-34 Maintenance of Software
- Special Item No. 132-51 Information Technology Professional Services

**3. Minimum Order:**

The Minimum dollar value for orders to be issued is \$100.00.

**4. Geographic Coverage (Delivery Area):**

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, D.C., and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

**5. Point of Production:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**6. Discounts**

Government Net Prices (discounts already deducted).

**7. Quantity Discounts:**

None offered.

**8. Prompt Payment Terms:**

Payment Terms - Net 30 days. Prompt Payment terms are not offered and are not applicable. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

**9a. Government purchase cards are accepted at or below the micro-purchase threshold.**

**9b. Government purchase cards are accepted above the micro-purchase threshold.**

**10. Foreign Items:**

None.

**11a. Time of Delivery (ARO):**

NCR will deliver to destinations within 30 to 90 days, depending on the product, after receipt of a valid order as negotiated between the ordering activity and NCR. Please call NCR to confirm delivery time/schedule information.

**11b. Expedited Delivery:**

Expedited deliveries will be addressed on a case-by-case basis depending on the ordering activities need and the availability of the product. Please call NCR to confirm delivery time/schedule information. Additional fees may be assessed.

**11c. Overnight and 2-Day Delivery:**

Overnight and 2-Day deliveries will be addressed on a case-by-case basis depending on the ordering activities need and the availability of the product. Please call NCR to confirm delivery time/schedule information. Additional fees may be assessed.

**11d. Urgent Requirements:**

Please contact NCR. Additional fees may be assessed.

**12. F.O.B. Point(s):**

FOB Destination within the 48 contiguous states and the District of Columbia.

FOB Origin to Alaska, Hawaii, Puerto Rico and the US Territories.

**13a. Ordering Address:**

NCR Government Systems, LLC  
20370 Seneca Meadows Parkway  
Germantown, Maryland 20876  
Attn: GSA Program Manager  
Desk Phone: 301-820-6488  
Fax: 301-820-6405

**13b. Ordering Procedures:**

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulations (FAR) 8.405-3.

**14. Payment Address:**

NCR Corporation  
14181 Collections Center Drive  
Chicago, IL 60693

**15. Warranty Provision:**

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. Please refer to *Appendix B* of this pricelist for Contractor's guarantee/warranty terms.

**16. Export Packing Charges:**

Not applicable.

**17. Terms and conditions of Government purchase card acceptance:**

None.

**18. Terms and conditions of rental, maintenance, and repair:**

Unless specified otherwise in this contract, the Contractor's standard commercial maintenance and repair as stated in the contract's commercial pricelist will apply to this contract. Please refer to *Section Three* and *Section Four* or Contractor's guarantee/warranty terms.

**19. Terms and conditions of installation:**

Unless specified otherwise in this contract, the Contractor's standard commercial installation services as stated in the contract's commercial pricelist will apply to this contract. Please refer to *Appendix A* for a description of these services.

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:**

Not applicable.

20a. Terms and conditions for any other services:

Not applicable.

21. Service and distribution points:

Not applicable.

22. List of participating dealers:

**Fields Consulting Group, Inc.**

927 West Hatcher Road, Suite 103  
Phoenix, AZ 85021

Contact: Terry Ward, Vice President Business Dev.

Toll-Free: 866-667-3012 x2060

Phone: 623-239-0026

Email: [terry.ward@fieldsconsulting.com](mailto:terry.ward@fieldsconsulting.com)

Website: <http://www.fieldsconsulting.com>

**Penn Center Systems, Inc.**

6 State Road, Suite 101  
Mechanicsburg, PA 17050

Contact: David Dunn, Director of Sales and Marketing

Toll-Free: 800-734-0459

Phone: 717-790-9955

Email: [davidd@penncentersystems.com](mailto:davidd@penncentersystems.com)

Website: <http://www.penncentersystems.com>

**M.M. Hayes Co., Inc.**

16 Sage Estate  
Albany, New York 12204

Phone: 518-459-5545

Email: [dhhayes@mmhayes.com](mailto:dhhayes@mmhayes.com)

Website: [www.mmhayes.com](http://www.mmhayes.com)

**Virtuo Group Corporation**

6700 Woodlands Parkway, Suite 230-322  
The Woodlands, Texas 77382

Contact: Ms. Theresa G. Blackwell President

Phone: 281-298-8571

Email: [tblackwell@virtuogroup.com](mailto:tblackwell@virtuogroup.com)

Website: [www.virtuogroup.com](http://www.virtuogroup.com)

23. Preventive maintenance:

Not applicable.

**24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):**

Not applicable.

**24b. Section 508 Compliance:**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at [www.Section508.gov/](http://www.Section508.gov/). For more information on Section 508 Compliance please contact the NCR GSA Program Manager.

**25. Data Universal Number System (DUNS) Number:**

NCR's DUNS number is 96-629-6527.

**26. Registration in The System for Award Management (SAM) Database:**

NCR Government Systems LLC is registered in the SAM database.

**Price List Current through Modification PS-0042- Dated August 12, 2014**

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

**SECTION TWO:  
TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT  
(SPECIAL ITEM NUMBER 132-8)**

**1. MATERIAL AND WORKMANSHIP**

All equipment furnished hereunder must perform in all material respects with the Contractor-provided specifications.

**2. ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under a BPA 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 48 contiguous states and the District of Columbia. Equipment delivery to Alaska, Hawaii, Puerto Rico and the U.S. Territories is FOB Origin.

**4. INSTALLATION AND TECHNICAL SERVICES**

**a. INSTALLATION.**

When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule:

Contractor's installation services are referred to as Deployment Services and available for an additional fee. Services and fees may vary by product. Please refer to *Appendix A - Part I*, below, for details on Deployment Services. In all cases where contractor will be providing installation services for the ordering activity, and regardless of the equipment to be installed, the ordering activity shall prepare the site at its own expense according to contractor's written specifications at least thirty (30) days prior to the commencement of performance of contractor's installation services.

**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 receive 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 requirements 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.

c. **OPERATING AND MAINTENANCE MANUALS.**

The Contractor shall 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. Please refer to *Appendix B* of this pricelist for the definition of delivery.

6. **WARRANTY**

a. The Contractor's standard commercial warranty will apply to this contract. Please refer to *Appendix B* of this pricelist for contractor's warranty terms.

b. Limitation of Liability. The Contractor's standard limitations of liability apply to this contract. Please refer to *Appendix B* of this pricelist for applicable limitations of liability.

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

Ordering activity customers should call Contractor's Customer Support Center at 1-800-262-7782 for instructions on where to send the equipment. Shipping charges to the NCR facility are the responsibility of the customer. Mail-in warranty provides a 3 to 5 day factory turn-around.

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).

10. **OPERATING SYSTEM SOFTWARE LICENSES AND UTILITIES**

All items offered as part SIN 132-8 require the installation of an Operating System and may require certain utilities as part of the configuration and staging process. NCR only offers these licenses (as provided below) for the exclusive use with NCR provided hardware offered under SIN 132-8 of this schedule and are not separately orderable as a stand-alone product without the purchase of a configured hardware system. In some cases the operating system may be bundled as part of the Product Identification (PID) or may be required as a separate PID "Feature" of a configuration. Contact your NCR Sales Representative for configuration assistance.

Product ID	Primary Product Description	Purchase Price	Maintenance Rate
7403-F745	Win XP Professional full size disk based image	\$193.94	
7403-F755	Win XP Embedded (XPe) SP2. LIMITED ACCESS	\$113.34	
7403-F765	WEPOS image will change to POS Ready in 2009	\$113.34	
7403-F775	NCR Windows Embedded POSReady 2009	\$113.34	NC
7403-F785	Windows 7 Professional for Embedded Systems w/ Migration Rights to XP Professional SP3	\$214.09	NC
7404-F745	Win XP Pro Base Platform Services	\$239.79	
7404-F755	Win XPe Base Platform Services	\$154.15	
7404-F775	Windows POSReady 2009 Platform Software	\$154.15	
7405-F075	Windows XP Professional w/SP3 OS (7405-5XXX only)	\$205.53	
7405-F076	Windows 7 Professional License (with migration rights to Windows XP Professional)	\$205.53	NC
7407-F700	Windows XP Professional	\$239.79	
7407-F801	Feature - Microsoft Windows XP Professional	\$239.79	NC
7408-F070	Microsoft Windows XP Pro License	\$205.53	
7408-F071	Windows XP Pro w/SP3 (for 7408-3XXX models only)	\$205.53	
7408-F072	Windows 7 Professional License (with migration rights to Windows XP Professional)	\$205.53	
7409-F745	NCR SelfServ 60 Windows XP Professional SP3	\$239.79	
7409-F775	NCR Windows POSReady 2009 Platform Software	\$154.15	
7409-F785	Windows 7 Professional for Embedded Systems with Migration Rights to XP Professional	\$291.17	
7459-F740	Windows XP Professional	\$193.94	
7459-F750	Windows XP Embedded	\$113.34	
7459-F760	Windows Embedded for POS (WePOS)	\$113.34	
7459-F775	Windows POS Ready 2009	\$113.34	NC
7459-F785	Windows 7 Professional for Embedded Systems	\$214.09	NC
7459-K976	Windows Embedded POSReady 2009 OS Upgrade Kit	\$113.34	NC
7600-F740	Windows XP Professional	\$198.98	NC
7600-F775	Windows POS Ready 2009	\$113.34	NC
7600-F785	Windows 7 Professional for Embedded Systems	\$214.09	NC
7601-F740	Windows XP Professional	\$198.98	
7601-F775	Windows POS Ready 2009	\$113.34	
7601-F785	Windows 7 Professional for Embedded Systems	\$214.09	
7625-F090	Feature, Microsoft Windows XP Pro w/SP3	\$205.53	NC
2367-F092	2367 Windows 7 Pro	\$205.53	
7606-F775	Windows POS Ready 2009	\$113.34	
7606-F785	Windows 7 Professional for Embedded Systems (32 bit)	\$214.09	
7606-F790	Windows Embedded POSReady 7 (32bit) for Embedded Systems	\$113.34	
7606-F791	Windows Embedded POSReady 7 (64bit) for Embedded Systems	\$113.34	
7616-F745	RealPOS 72XRT Win XP Professional OS - SP3	\$198.98	
7616-F775	RealPOS 72XRT Windows Embedded POSReady 2009	\$113.34	
7616-F785	RealPOS 72XRT Windows 7 Professional for Embedded Systems (32-bit)	\$214.09	
7616-F786	RealPOS 72XRT Windows 7 Professional for Embedded Systems (64-bit)	\$214.09	
7616-F790	RealPOS 72XRT Windows Embedded POSReady 7 for Embedded Systems (32bit)	\$113.34	
7616-F791	RealPOS 72XRT Windows Embedded POSReady 7 for Embedded Systems (64-bit)	\$113.34	
7702-F775	NCR Windows Embedded POSReady 2009 (EOL 2019)	\$113.34	
7702-F785	Windows 7 Professional (32 bit)	\$214.09	
7702-F786	Windows 7 Professional (64 bit)	\$214.09	
7702-F790	Windows Embedded POSReady 7 (32bit)	\$113.34	
7702-F791	Windows Embedded POSReady 7 (64bit)	\$113.34	
8006-F091	Microsoft Windows 7 Professional SP1 (32) for Embedded Systems	\$256.91	
8006-F092	Windows POSREADY 7 (32 bit) for Embedded Systems	\$137.02	

**SECTION THREE:  
TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR  
SERVICE AND REPAIR PARTS FOR GOVERNMENT-OWNED  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT (WHEN REQUIRED SERVICE IS NOT COVERED  
BY WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT  
(SPECIAL ITEM NUMBER 132-12)**

**1. SERVICE AREAS**

- a. The radius within which maintenance and repair service rates listed herein are applicable to any ordering activity location within a fifty (50) mile radius of the center of the core city of the Contractor's service coverage area. 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 stated in paragraphs 8.d and 9.d of this Special Item Number 132-12.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at one of the Contractor's locations. Ordering activity customers can call 1-800-262-7782 for the location nearest them. Shipping and repair charges will be borne by the ordering activity.

**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 90 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 periods of one year or less, 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 caused by Contractor, 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. Prices are applicable to maintenance offered in the United States only. Maintenance offered outside of the United States is available, but is outside of the scope of this contract. Repair service and repair 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.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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, and for the majority of contractor's products located in Zone 1 (50 mile radius of a contractor's location), Contractor's will use reasonable

efforts to respond to the ordering activity within four hours after Contractor's receipt of the ordering activity's notification that service is required.

**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. Maintenance contracts cover normal wear and tear of parts, not damage due to other causes such as customer abuse and Acts of God. Details on pricing for chargeable parts are as set forth in Section 10 - Repair Parts Rate Provisions, below.

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 hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity or Contractor location. The ordering activity, by providing (30) calendar day's written notice may extend or change the principal period of maintenance as more particularly described in *Appendix A - Part III*.

c. After Hours

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, will be calculated based on the uplift factors described in this SIN. All after hours calls are subject to a two hour call minimum charge. After the initial two hour minimum has been met, Contractor will prorate charges for services rendered for partial hours based on the actual time spent on the service, rounded to the nearest quarter hour.

d. Travel And Transportation

For Maintenance service beyond 50 miles from a contractor's facility, Maintenance Zone Rates shown below apply:

Zone	Distance from Nearest NCR location	Target Response Times (During PPM)	Increase % of the Base Rate
Zone 1	0 to 50 miles	Standard	Base Rate
Zone 2	Over 50 to 100 miles	Add 2 hours to Standard	25 %
Zone 3	Over 100 miles	Add 4 hours to Standard	50 %

(1) For travel time (to or from a ordering activity location and the nearest contractor facility which provides maintenance services) when the travel time occurs outside the Principal Period of Maintenance, Scheduled Additional Periods of Maintenance and contractor's normal business hours. The rates found in paragraph 9(d) below apply.

(2) The per diem rate, in accordance with the Government's Joint Travel Regulations or Federal Travel Regulations, as applicable, shall apply if the NCR associate is required to remain overnight.

(3) Only one person shall respond to a request for maintenance unless it is mutually agreed that more than one is required.

(4) Such additional charge, if any, will apply to each remedial maintenance request, and will be limited to one round trip for each service call.

e. Quantity Discounts

Quantity discounts from listed maintenance service rates for multiple units of equipment owned and/or leased by an ordering activity vary by product line and may be available. Ordering Activities should contact their sales representative for more information.

## 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 or for the applicable minimum charge, the charge for required parts; and, when applicable, the charge for travel or transportation. Time and materials rates will be charged to those ordering activities without maintenance contracts or those with maintenance contracts who request service not covered by their maintenance contract, including service outside their Principal Periods of Maintenance and Scheduled Additional Periods of Maintenance coverage. Ordering Activities requesting warranty service outside of the contracted warranty coverage will also be charged for service at the time and materials rate.

### b. Multiple Machines.

When repairs are ordered by an 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 And 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 warranty or maintenance, 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 shall 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)

- (a) All travel time and expense charges, including reasonable fuel surcharges, will be based on the hourly rate applicable to the category of equipment being serviced. When there is a variety of equipment being serviced at one site, the travel charge will be based on the category of equipment being serviced with the lowest hourly rate.
- (b) The full travel time and expense charge will be based on the time it takes the field engineer to get from his/her present location (if less) to the ordering activity site. This charge is not to exceed the maximum charge that would occur if the field engineer was at the nearest service location to the ordering activity site.
- (c) All travel charges are based on 2-way travel, except in Zone 1 (50 mile radius), M-F, 8 am to 5 p.m. Within Zone 1, there will be no charge to the ordering activity for the time it takes the field engineer to return to the nearest service location (or resident site), or next customer service call from the ordering activity site.
- (d) All time & materials service calls placed outside of Contractor's normal business hours and within Zone 1 will be subject to a one (1) hour travel charge or actual total travel time charge, whichever is less.
- (e) Outside of Zone 1, and/or outside of normal business hours, the time spent traveling is charged round-trip, portal-to-portal. Travel distance should not exceed the round-trip distance from the territory or resident location to the customer site.

The following summarizes the Portal to Portal Charges:

	Zone 1	Outside Zone 1
M-F Business Hrs.	One-Way	Two-Way
M-F Outside Business Hrs Sat., Sun. & Holidays	Two Way	Two Way

- Total Time = Travel Time + Repair Time
- Total Charge = Total Time + Repair Parts

(f) 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 or Contractor 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, including 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.

**REPAIR PER CALL SERVICE RATES**

Table: Continental United States Customer Services Per Call Services Hourly Labor Rates

System Type	Normal NCR Business Hours (Regular Hours)	Outside of Normal NCR Business Hours (After Hours)
Medium Complexity	\$279.00	30% Uplift
Low Complexity 2 hr min.	\$196.00	30% Uplift
Low Complexity ½ hr min.	\$201.00	30% Uplift

(Refer to *Appendix A – Part III* for the definition of the various system types.)

- (i) Contractor's equipment in this schedule pricelist is classified as either Low Complexity, Medium Complexity or High Complexity, for purposes of hourly rate determination. All features, kits and peripherals are classified based on their parent unit.
- (ii) All service calls for Low – High complexity systems are subject to the following:

\* **ALL CALLS ARE SUBJECT TO A MINIMUM CHARGE OF 2 FULL HOURS ON THE JOB.**

- \*\* FRACTIONAL HOURS ABOVE THE 2 HOUR MINIMUM, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR.
- \*\*\* PER CALL SERVICES ARE SUBJECT TO RESOURCE AVAILABILITY.
- (iii) The on-site hourly labor rate for Anchorage, Alaska is 125% of the rates for the 48 contiguous states.
- (iv) The on-site hourly labor rate for Fairbanks, Juneau, and Ketchikan, Alaska are 156% of the rates for Anchorage.
- (v) The on-site hourly labor rate for Hawaii is 110% of the rates for the 48 contiguous states.
- (vi) The on-site hourly labor rate for Guam is 150% of the rates for the 48 contiguous states.
- (3) By making a request for Service, the ordering activity authorizes Contractor to provide and charge for Per Call Services at the applicable hourly rates and is responsible for all charges associated with such Service. The ordering activity is solely responsible for ensuring that its personnel (including its employees, contractors or agents) who request Per Call Services on its behalf are properly authorized to do so. Customer will be required to provide Contractor a valid form of payment prior to service being performed. Unless otherwise agreed to, valid forms of payment are a credit card or funded purchase or delivery order.

## 10. REPAIR PARTS RATE PROVISIONS

All parts, furnished in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be in good operating condition, and may be new or reconditioned. All repair parts chargeable to the ordering activity will be charged in accordance with this paragraph. Where the ordering activity is to be assessed charges for parts furnished in connection with the provision of maintenance services under this contract, the ordering activity customer will be charged the full then-current Customer List Price (CLP) for non-reworkable parts. On reworkable parts, the customer will be charged the full then-current CLP less the 65% rework exchange discount, calculated @ .35 X CLP; however, parts surrendered to NCR must be complete and in reworkable condition. If a customer cannot return a reworkable part, the customer will be charged the full then-current CLP.

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

- a. Repair Service  
Please refer to *Appendix B* to review Contractor's standard warranty for equipment maintenance services.
- b. Repair Parts  
Please refer to *Appendix B* to review Contractor's standard warranty for repair parts.

## 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).
  - (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

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.

**SECTION FOUR:  
TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM  
NUMBER 132-33) AND MAINTENANCE OF GENERAL PURPOSE COMMERCIAL INFORMATION  
TECHNOLOGY SOFTWARE (SPECIAL ITEM NUMBER 132-34)**

**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 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. Please refer to *Appendix B* for details on Delivery.

**2. 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. Please refer to *Appendix B* of this pricelist for contractor's guarantee/warranty terms.

b. Limitation of Liability.

The Contractor's standard limitations of liability as stated in the contract's commercial pricelist will apply to this contract. Please refer to *Appendix B* of this pricelist for limitations of liability.

**3. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1-800-262-7782 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:00 a.m. to 5:00 p.m., Eastern Time, excluding holidays.

**4. SOFTWARE MAINTENANCE (132-34)**

a. The scope of Software maintenance and support services may vary by product. Please refer to *Appendix A - Part IV* of this pricelist for information on Contractor's Software maintenance offerings.

b. Invoices for maintenance service shall be submitted by the Contractor on a monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324).

**5. PERIODS OF MAINTENANCE (132-34)**

a. The Contractor shall honor orders for periods for one year or less.

b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding.

When annually appropriated funds are cited on an order for maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.

d. 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.

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

**6. SOFTWARE TIME AND MATERIALS (T&M) RATES (132-34)**

Customers covered by a Software Services maintenance contract who receive support beyond the contracted scope of services (i.e. out of scope services or services outside the PPM) and customers not covered by a Software Services maintenance contract who require remote telephone and problem resolution support to return their systems to an operational level will be charged at the applicable Per Call Services hourly rate below. By making a request for Per Call Services, the ordering activity authorizes Contractor to provide and charge for Per Call Services at the applicable hourly rates and is responsible for all charges associated with such Service. The ordering activity is solely responsible for ensuring that its personnel (including its employees, contractors or agents) who request Per Call Services on its behalf are properly authorized to do so. Customer will be required to provide Contractor a valid form of payment prior to service being performed. Unless otherwise agreed to, valid forms of payment are a credit card or funded purchase or delivery order.

**Table: Software Hourly Labor Rate (Remote Support)**

Equipment Type	Equipment Complexity	NCR Normal Business Hours	Outside Normal Business Hours
Retail	Medium Complexity	\$279.00	30% Uplift
PCs and Workstations	Low Complexity	\$201.00	30% Uplift

6. Remote Support Hourly Rate Policies for all products except PC Software Products.

a. Minimum Charge:

The minimum time to be charged for hourly remote support service is one (1) hour. In addition, hourly remote support service is charged in 1-hour increments. For example, if a support call requires 1.5 hours of support, the customer is charged for 2 hours of support.

b. Charge Calculation:

The customer will be charged for the time the analyst spends working with the customer, whether that be telephone time, working time in the center trying to resolve the problem, recreating the problem, etc. The total time charged is always subject to the minimum hourly requirements and the 1-hour increment charges.

c. Software Updates:

Customers not enrolled for a Software Services maintenance contract who require a software update will be charged the annual Software Services maintenance rate for the software update.

- d. Hours of Coverage:  
Within the continental United States, hourly remote support service is available from 8:00 a.m. to 5:00 p.m. (customer local time), Monday through Friday, excluding holidays. Outside of the continental United States, support is available 8:00 a.m. to 5:00 p.m. (customer local time), Monday through Friday, excluding holidays.
7. **STANDARD REMOTE SOFTWARE SUPPORT FOR PC SOFTWARE PRODUCTS**
- a. Standard Remote PC Software Support:  
Includes installation, configuration, and start-up assistance as well as failure support for all factory installed operating systems, applications, and components.
- b. Advanced Remote PC Support for Networking:  
Provides configuration assistance, log-in connectivity support, and appropriate adapter drivers for NCR factory installed Fax, E-mail, and modem products as well as non-factory installed communication applications, products and components. Remote support for these networking and communication products is chargeable. NCR provides remote support on best effort basis for non-factory installed networking and communication applications, products, and components. NCR does not recognize any networking or communication vendor's warranty period.
7. **UTILIZATION LIMITATIONS - (132-33, AND 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, including minor modifications thereto, and related documentation 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 provided as in accordance with the terms set forth in the pricelist. Software licenses are granted to the ordering activity or other organization within the ordering activity designated on the Order, and are subject to the license provisions of *Appendix B* of this document. The licensed Software may be accessed and used only by such ordering activity or other organization within an ordering activity. Any other ordering activity, or other organization within an ordering activity requiring access to or use of the Software will be required to obtain a separate license for its own use. The user ordering activity will take appropriate action 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 and the terms of the license. 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;

- (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.

#### **8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

#### **9. RIGHT-TO-COPY PRICING**

Right to copy licenses are not available under this contract.

**SECTION FIVE:  
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours (Monday - Friday, 8:00 am - 5:00 pm, exclusive of holidays observed by the ordering activity or the Contractor), unless otherwise agreed to by the Contractor and the ordering activity. Services provided outside of Contractor's normal working hours may be subject to a premium over the established rates.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
- (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**6. INSPECTION OF SERVICES**

See Section 7 below and *Appendix B*.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. Software and Deliverables are subject to the license terms set forth in Appendix 3. NCR shall only tender for acceptance Deliverables that conform to the requirements of the order. Acceptance occurs upon Delivery. Please refer to *Appendix B* for the definition of Delivery.

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

**9. INDEPENDENT CONTRACTOR**

All IT 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.

**10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"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.

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.

**11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

**12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements - Commercial Item Acquisition as prescribed in 48 CFR 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
- (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

**13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

#### 14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

#### 15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order. If such consent is required, it must be expressly specified in the terms of the order.

#### 16. DESCRIPTION OF IT SERVICES AND PRICING

##### a. NCR'S PROFESSIONAL SERVICES SOLUTION PORTFOLIO

NCR has an extensive Professional Services Solution Portfolio that is tailored to support our customers' diverse IT requirements. Using a combination of Consulting, Management, Engineering and Development, Integration and Deployment, and Maintenance and Support services, NCR encompasses all critical aspects to develop leading-edge solutions.

##### (1) Business Impact Consulting

NCR's Business Impact Consultants are industry experts who work to develop a clear understanding of how new technologies can impact your organization and provide a clear, objective, and organized approach to aligning goals and objectives for maximum results.

NCR Business Impact Consultants can help leverage key technologies that deliver major business initiatives, implement change, increase productivity, improve revenue and margins, enhance customer service, and reduce operating costs.

##### (2) Business and IT Architecture Strategy Consulting

By combining industry knowledge and expertise, NCR's Business and IT Architectural Consultants can help define an IT architecture that is technologically sound. Armed with an awareness of industry trends, NCR's consultants create a consistent and flexible IT strategy and architecture that is integrated within the organization and adaptable for future expansion to achieve maximum impact. NCR has the unique expertise and resources to develop an effective IT architecture that aligns your objectives with IT, while ensuring that the technology investments are based solidly on business value.

##### (3) Project Management

NCR's Project Managers leverage more than a decade of experience with large-scale multi-vendor projects, a strong core competency, a confirmed history of designing and implementing high-tech business solutions, and technology leadership. They combine professional expertise, proven methodology, and teaming among NCR, subcontractors and Subject Matter Expert (SME) resources to ensure that the solution meets the needs of the client and is executed on time and within budget.

NCR's Project Management Methodology for planning, executing, and tracking the solution through completion provides the following benefits to our clients: multiple, complex IT services are implemented in accordance with documented time, cost, and performance objectives; project plans are aligned to business plans; risk is minimized through up-front planning and analysis; solutions are executed on time and within budget; critical path tasks are managed; and end-user acceptance of a new solution is increased by involving users throughout the process.

##### b. DESCRIPTIONS OF NCR JOB TITLES FOR HOURLY RATES

##### (1) Staff Consultant

Experience: Two (2) years' experience in the fundamentals of systems analysis and design services, problem resolution or technology integration/services. This includes but is not limited to database consulting, network consulting, telecommunications consulting, and solutions design consulting. May possess specific experience related to the work to be performed on a specific services order.

Minimum Education: BA/BS Degree or equivalent experience for the service being provided.

(2) Consultant

Experience: Four (4) years of technical experience in the area of systems analysis and design services, system integration and interoperability testing/evaluation, configuration analysis, or problem analysis. This includes but is not limited to database consulting, network consulting, telecommunications consulting, and solutions design consulting. May possess specific experience in the type of solutions or licensed products to be used on a specific services order.

Education: BA/BS Degree or equivalent experience for the service being provided.

(3) Senior Consultant

Experience: Six (6) - eight (8) years of technical experience in the area of systems analysis and design services, requirements analysis, migration services, technical project management, customer business consulting, system architecture consulting, or problem analysis skills. This includes but is not limited to database consulting, network consulting, telecommunications consulting, or solutions design consulting. May possess specific experience in the type of complex solutions or licensed products to be used on a specific services order.

Education: BA/BS Degree, equivalent experience or subject matter expertise.

(4) PARTNER

Experience: Ten (10) or more years of technical experience in the area of systems analysis and design services, migration services, enterprise-wide migration services and systems design, project/program management, highly specialized architecture consulting, business information systems planning, specialized industry specific consultant. This includes but is not limited to database consulting, network consulting, telecommunications consulting, and enterprise solutions design consulting. Must possess specific experience in the type of complex solutions or licensed products to be used on a specific service order.

Education: MS Degree, equivalent experience or subject matter expertise.

c. NCR PROFESSIONAL SERVICES PRICING

(1) Hourly Rates

The hourly rates specified below shall apply regardless of whether the services are performed by NCR or its subcontractors, as long as the individuals performing the services meet the education, experience and expertise requirements for the applicable category.

The following charges apply to purchases of contracted professional services during normal business hours (Monday - Friday, 8:00 am - 5:00 pm, exclusive of holidays observed by the ordering activity or NCR) and to the local service area (50 miles radius). In those instances where an ordered service cannot be supported from within a 50 mile radius, NCR will, upon receipt of an order for services, provide the procurement office with a not-to-exceed estimate of travel and per diem costs. All Information Technology Services engagements carry a minimum purchase requirement of eight (8) labor hours per individual consultant.

(2) Length of Engagement

NCR has a tiered hourly rate schedule based on the length of each Information Technology Services engagement. NCR offers Time and Materials hourly rates for engagement lengths of less than 834

consecutive labor hours with a single consultant. Six month Information Technology Services engagements are priced based on a minimum of 834 consecutive labor hours per individual consultant. Twelve month Information Technology Services engagements are priced based on a minimum of 1,720 consecutive labor hours per individual consultant.

**Hourly Rates:**

Retail /Self-Service Labor Category	Hourly Rate
Staff Consultant	\$150.75
Consultant	\$178.71
Senior Consultant	\$191.87
Partner	\$205.57

Product ID	Product Description
9621-3100-0000	PS Implementation Services
9621-3800-0000	Application Development
9621-3801-0000	Legacy Application Development
9621-4000-0000	PS FIS/SCER Development
9623-1000-0000	PS Customer Education
9628-0000-0000	PS Business Consulting Services
9628-3109-0000	Design Centre Services
9631-1000-0000	PS Project Management
9631-3800-0000	PS Outsourcing
9632-3107-0000	Location Effectiveness Modeling Services
9632-3108-0000	Business Impact Modeling Services
9632-3109-0000	Operational Analysis Services
9636-0000-0000	PS Integration Services
9637-3101-0000	PS Knowledge Asset
9638-0000-0000	PS Deployment Services
9638-4000-0000	PS Deployment Mgmt Services
9641-0000-0000	PS Operational Services
9642-0000-0000	PS Asset Management
9643-0000-0000	PS Help Desk Services
9644-0000-0000	PS Application Mgmt
9645-0000-0000	PS Software Maintenance & Support
9645-4000-0000	PS Additional Software Build
9647-0000-0000	PS IT Consulting Services

**17. HIRING AND SOLICITATION.** For a period of one year from the termination of the applicable engagement under this contract, the ordering activity agrees not to solicit the employment of any employee or subcontractor of NCR who has been directly involved with the delivery of Services or Deliverables under the engagement unless NCR grants its consent in writing.

**18.0 CHANGE CONTROL.** The “Change Control Process” governs changes to an engagement including scope, schedule, and Deliverables during the life of the engagement. The Change Control Process will apply to new engagement components and to modifications of existing engagement components. A “Change Request” will be the vehicle for communicating any desired changes to the engagement. The initiating party will deliver a change request to the other party’s Project Manager substantially in the form of the “Change Request Form” set forth below describing the change, the reason for it, and the effect it may have on the project. Within 15 days, the Project Manager receiving the request will deliver an initial response in the space provided on the Change Request Form. The Project Managers will meet within 15 days to discuss the requested change and will agree, in writing, to (a) approve the Change Request as submitted or subject to agreed modifications; (b) undertake further study regarding its desirability and project impact (and agree on the funding of that study); or (c) reject it. The amount and payment of the costs of further study, if any, will be agreed upon by both Contractor and the ordering activity. The results of the study will document the effect that the implementation of the Change Request will have on the Project price and schedule. The study results will be documented and signed by Contractor using the Change Response Form (or in another format agreed to by the parties). If the ordering activity wants the change implemented, it will sign the Change Request Form appropriately and issue a modification to the order incorporating such change. Contractor will then implement the changes including any required revision of the project plan as specified in the form.

<u>CHANGE RESPONSE FORM</u>	
Requester Name:	Requester Organization Name:
Date Requested:	Date Response Requested By:
Change Requested: (Detailed description of the change requested, the area of the Project Plan/schedule being modified, and the benefits of making the change – attach specifications, if necessary.)	

Agreed and Signed (Resources approved to study requested change):

YOUR PROJECT MANAGER	NCR PROJECT MANAGER
Signature:	Signature:
Date:	Date:

Response to request for change

Change Request is: <input type="checkbox"/> accepted without changes <input type="checkbox"/> rejected <input type="checkbox"/> accepted with modifications (see below)
Modifications to Change Request: (Insert any changes made to original change request. Identify, in detail, the changes to the project scope, all impacted work products and Deliverables, schedule and price.)
Work products and Deliverables that will be changed:
Schedule and Price Revision (or attach revised Project Plan showing schedule and price impact):
Additional Price: \$ _____ Invoice Date: _____

Agreed and Signed (authorization to accept impact and implement change):

YOUR PROJECT MANAGER	NCR PROJECT MANAGER
Signature:	Signature:
Date:	Date:

**SECTION SIX:  
USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS**

PREAMBLE

NCR Government Systems LLC provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Mr. Gary Craft at 770-623-7796 and email [gc185074@ncr.com](mailto:gc185074@ncr.com).

**SECTION SEVEN:  
BEST VALUE BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

BPA NUMBER \_\_\_\_\_

(CUSTOMER NAME)  
 BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

(4) This BPA does not obligate any funds.

(5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

- (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

\*\*\*\*\*

BASIC GUIDELINES FOR USING  
"CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.

## APPENDIX A: EQUIPMENT DEPLOYMENT, WARRANTY, MAINTENANCE, AND OPTIONAL SERVICES

### Part I – Deployment Services

#### 1.0 NCR Responsibilities.

NCR will perform the Services as described herein, or a subset of these Services, as specified in an order. NCR will use commercially reasonable efforts to avoid delay in the schedule. Charges for hardware installation will be calculated by multiplying the applicable hourly rate by the installation hours for each unit. Installation rates include all travel time to customer locations within a predetermined radius of the Customer Support Service's location. Unless stated otherwise in your order, all Deployment Services will be performed during NCR's normal business hours of 8:00 a.m. – 5:00 p.m., Monday through Friday, excluding holidays. Services performed outside of those hours will be subject to the applicable hourly rate.

#### 1.1 Project Management Services.

Before the commencement of Deployment Services, NCR will appoint a Project Manager who will be responsible for overall management of NCR's portion of the project. The Project Manager will work with NCR and your personnel to perform project reviews, work with your representatives and NCR's representatives to accomplish the tasks outlined herein which you have elected to obtain under an order, manage day-to-day project activities, and serve as NCR's single point of contact with respect to interfacing with You. NCR will bill the project manager at the applicable hourly rate set forth in the schedule (132-51). During all phases of the Project, NCR will perform the following Project Management support tasks:

- 1.1.1 Prepare and maintain a detailed Project Plan that identifies and assigns all activities, tasks, and milestones. The Project Plan will specify assigned tasks, task work effort estimates, task interdependencies, and schedule.
- 1.1.2 Coordinate the establishment of a Project environment that includes preparing and maintaining a Roles/Responsibility Matrix. The Roles/Responsibility Matrix will identify and define all core team resources, extended team members, the Project Managers, and the Project sponsor. These resources, in addition to the personnel you assign to this Project as required by this SOW, shall constitute the "Project Team." A personnel plan and resource schedule that details how each Project Team member is expected to contribute to the success of the Project will also be reviewed with your Project Manager.
- 1.1.3 Implement and manage the Change Control Process.
- 1.1.4 Measure, track and evaluate progress against the Project Plan by issuing Project Status Reports. The Project Status Report will be distributed regularly to facilitate formal communication of all Project issues, summarize actual performance as compared to the Project Plan, and identify the next planned tasks to be started in the upcoming Project status review period.
- 1.1.5 Resolve deviations from the Project Plan with your Project Manager.
- 1.1.6 Review Project tasks, schedules, and resources and make changes or additions as appropriate.
- 1.1.7 Conduct Project updates with You. On a scheduled basis, NCR will deliver formal Project Updates, which will include a review of the previous update period's accomplishments, identification of the upcoming period's critical tasks and necessary resources, and identification of risks and contingencies.

1.1.8 Review the work being produced by the Project Team.

## 1.2 Deployment Planning.

NCR's Deployment Planning Service documents the planning process for the Project's deployment, and will focus on site surveys, the staging and installation of systems, and project management. NCR will, as appropriate, prepare a Site Survey Guide, Staging Guide, Installation Guide, Configuration Guide, and Equipment Operations Guide, and other required documents to support the Project. These Guides and related documents use NCR pre-existing methodologies and processes, which will be adapted for this Project. The Guides are NCR's intellectual property, and may not be copied or disclosed to third parties. All Guides provided by NCR are delivered to you with limited rights. The Guides will include the processes and procedures necessary to perform deployment services, and will be validated through either a limited pilot or a representative lab environment at your site, which will be agreed to by the parties and identified on the order. As a result of this validation procedure, changes may be made to the Guides before they are delivered to You for your final review and concurrence. The Guides will be used to support the full deployment of the Project, and may be further revised during deployment as needed. Any changes to these Guides during deployment will necessitate invoking the Change Control Process to determine the impact, if any, to NCR and any related price adjustments.

## 1.3 Site Survey.

NCR will make one visit to each site to diagram the environment. NCR will compare the actual environment to the recommended environment and provide You with a list of deviations by site. You are responsible for correcting any deviations before site preparation or installation services can be performed. NCR will gather the following information through a site survey at each site for which you have contracted for site survey services in your order:

- Layout of site and location
- WAN/LAN Considerations – existing conduit, troughs, ceiling tile, etc.
- Verify location of any special equipment and supporting structure
- Review power outlet availability and suitability
- Identify sites that have to be done after hours
- Identify any out of scope site prep work.

The re-scheduling of any site survey activity requires a minimum of 24 hours lead time, and You may be subject to additional charges as defined below. The parties will agree on a reasonable time in which each site survey will be completed by NCR, which will be identified in the order. Site surveys that are not completed within this agreed-to time frame due to circumstances beyond NCR's control, such as unavailability of the site, lack of responsiveness of your employees, etc., may result in additional charges that will be administered through the Change Control Process when the site survey is rescheduled.

## 1.4 Site Preparation.

1.4.1 NCR will provide the following cabling services at each site for which you have contracted for site preparation in your order:

- Furnish and Install CAT 5 Plenum Rated Cable Drops from the POS terminals, kitchen display systems and/or server to the hub location. Each drop length will not exceed 100 feet.
- Provide one (1) patch cable for each CAT 5 drop.
- Test and label each CAT 5 drop installed.
- All Category 5 drops installed will be terminated at the station end in a RJ45 Surface/Flush mount box and at the hub end in a patch panel.
- Provide and install required patch panel.

- Install ceiling mounts provided by You for the Kitchen Display Monitors ("KDM"). NCR pricing for this service assumes the use of two NCR personnel for 30 minutes; additional personnel or time will be at additional charge.

Note: Conduit and refitting of existing conduit or wiremold is not included. The re-scheduling of any cabling activity requires a minimum of 24 hours lead time, and You may be subject to additional charges.

- 1.4.2 NCR will provide the following wiring services at each site at which you have contracted for wiring services in your order. NCR will perform either a "Level One Site Audit" or a "Level Two Site Audit", as agreed to by the parties and as specified on the order. A Level One Site Audit entails the testing and analysis of the AC distribution power and grounding system to verify the correctness and condition of the electrical wiring powering the receptacle and branch circuits for the areas or network nodes of the given system. Testing will include examining circuits supplying transformers, UPSs, voltage regulators, and power conditioners. Specific tests will check voltage levels, wiring errors, neutral-ground bonding, and isolated ground bonding to meet NCR and industry parameters. A final test report will be provided to You noting locations and items tested, analysis of the test findings, with notes and recommendations for "out-of-specification" findings. A Level Two Site Audit entails all of the tasks performed in the Level One Site Audit plus power monitoring. NCR will install a power monitor that will analyze utility power for typically three days, at a minimum. Upon completion of the monitoring portion of the audit, NCR will collate the monitored data and include this information in a final report presented to You.

## 1.5 Staging.

If you have contracted for staging services in your order, NCR will provide the following services. At the NCR Staging Centers, staging personnel will provide staging services, which include connection of the designated equipment, loading of operating systems and application software, configuration of all equipment and software, and testing of all Products based on specifications defined in the Staging Guide/staging document. NCR will load and test the equipment and software at NCR's Customer Fulfillment Center ("CFC") facility before shipment to your designated site. NCR will load the software from a Gold Master. A Gold Master is software provided by You to NCR either in an agreed-to media format or via access to your network server and that enables NCR to test the system's operability. The Gold Master will be loaded on the equipment using an appropriate method as determined by NCR. Upon completion of the initial software load from the Gold Master, NCR will integrate the systems based upon the Staging Guide created by NCR or a staging document provided by You, as the case may be, and then test the systems for compliance with the Staging Guide/staging document. The final staging process details will be defined upon completion of the Staging Guide/staging document and creation of a rollout schedule.

With respect to the staging of products that you acquire and then provide to NCR for staging and installation (referred to as "Customer Procured Products" or "CPP"), you are the beneficiary of all manufacturers' warranties, if any, for the Customer Procured Products, and you will look only to the manufacturer, and not to NCR, for such warranties. NCR will work with you to identify any defective parts or products or delayed shipments of parts or products provided by you (or your specified supplier) in order to receive replacement parts or products to complete the Project and/or avoid additional Project delays. You will be responsible for facilitating the return and replacement of defective parts or products originally provided to NCR at the CFC, and NCR assumes no obligation with respect to such claims other than stated in this paragraph. NCR does not warrant the design, proper operation or functionality of CPP. NCR HAS NO WARRANTY OBLIGATION FOR CUSTOMER PROCURED PRODUCTS, EVEN IF NCR ASSISTED IN EVALUATING OR SELECTING THEM. THE FAILURE OF CUSTOMER PROCURED PRODUCTS OR THEIR SUPPLIERS WILL NOT AFFECT YOUR OBLIGATIONS TO NCR. You agree that NCR has no responsibility or liability for hardware, software or other items or services provided by persons other than NCR or its subcontractors, or their integration with NCR Products. Title to CPP shall remain with you at all times. You shall bear the risk of loss for all CPP at all times after delivery of such products to the CFC. In the event your suppliers do not abide by the labeling specifications provided by NCR,

- NCR will not be responsible for lost CPP and/or schedule delays. If there is a claim for lost CPP, your Project Manager will provide NCR with proof of delivery to the CFC for all claims. You are responsible for replenishing the CFC inventory for damaged or lost CPP in order to complete the re-staging for your Project. NCR will assume the duties and responsibilities reasonably expected of a public and/or private warehouseman and will be responsible for damage to and/or shortages of the CPP occurring at the CFC that is caused by NCR's negligence or willful misconduct. If you provide CPP items to the NCR CFC as part of your solution, you will be charged an initial 'in-out/short-term warehousing' fee and a monthly per-piece warehousing fee. This fee is for the CFC to provide the following: 1) Product receiving & quantity reporting, 2) Work order management of CPP products through the facility, 3) Inventory handling & movement through the facility, 4) Up to 60-days of short-term warehouse storage prior to Staging activities being completed, and 5) Consolidation of inventory from the warehouse area or staging room onto pallets and shrink-wrap them (as applicable) in preparation for outbound shipment to a customer location.
- 1.6 De-Installation & Installation.** If you have contracted for de-installation services in your order, NCR will de-install your existing equipment, which will be set aside in an area of your site designated by You. If you have contracted for basic installation services in your order, NCR will provide on-site installation services for the equipment and software. NCR will inventory equipment at each site, unbox, install and certify that the newly installed equipment passed NCR's standard diagnostic routines. The installation will be performed pursuant to the Installation Guide provided by NCR, or other installation documentation provided by You, as the case may be. The parties will agree on a reasonable time in which each installation will be completed by NCR, which will be identified in the order. Installations which are not completed within this time frame due to circumstances beyond NCR's control, such as unavailability of the site, requiring NCR to uncrate equipment, lack of responsiveness of your employees, network problems, etc., may result in additional charges at NCR's Time and Materials hourly rate to cover NCR's extra time beyond what was reasonably budgeted to complete the installation. NCR must be provided at least 10 business days' advance notice of the installation date and site. If installation is rescheduled because the required environment is not available or ready and NCR did not perform the site preparation services, you will be subject to additional charges.
- 1.7 Rollout Support.** NCR will establish an installation support center staffed with technical resources to handle unexpected issues during installation activities. The support center will be staffed only during the hours of installation. NCR will create a technical laboratory ("Lab") containing the hardware in Your store at the installation support center. This Lab will be used to train NCR personnel as well as to help provide problem resolution support. The installation support center and Lab will be located at either NCR's facility or your facility, as agreed to and set forth in the order.
- 1.8 Training.** NCR will provide You with an agreed to number of hours of training on your solutions as set forth in the order. The class will be held at either NCR's facility or your facility, as agreed to and set forth in the order for the number of your employees identified in the order. You will be responsible for the expenses of the NCR Educational Consultant and any expenses incurred by Your personnel in traveling to and from the site of the training class.
- 1.9 Refurbishment.** If you designate specific equipment for refurbishment in your order, NCR will perform any or all of the following services, as specified in the order: inspect, clean, and paint such equipment. NCR will perform one preventive maintenance check and test the equipment in accordance with NCR's standard testing procedures to validate the equipment is in good working condition. If the equipment is found not to be in good operating condition, NCR will notify You of the price to repair the equipment, if possible, which would be at NCR's standard Time and Materials rate and would be implemented once you have agreed to this expense via the Change Control Process.
- 1.10 Upgrades.** NCR will evaluate the equipment, perform specified component upgrades and conduct system tests in accordance with NCR's standard testing procedures. Installation of upgrades and kits after initial equipment installation should be calculated by multiplying the applicable hourly installation rate by the installation hours for each unit plus travel time.

## 2.0 Ordering Activity Responsibilities

### 2.1 General.

Before the commencement of Services under this SOW, you will designate a Project Manager who will be regularly available to meet with your personnel and NCR personnel on matters pertaining to this Project. Your Project Manager will procure, manage and direct your resources as requested by the NCR Project Manager and as defined in this SOW. Your Project Manager will serve as your single point of contact when interfacing with NCR regarding the project described herein. You agree to make available suitable resources, space, personnel, and use commercially reasonable efforts to avoid delays in this Project. In addition, You will provide NCR personnel and NCR subcontractor personnel with: (i) safe and reasonable access to your facilities and, while NCR is working on your premises, working space, office space, office supplies, furniture and facilities, including heat, light, ventilation, electric current and outlets, and local telephone extensions, equivalent to those provided to your Project Team members; and (ii) access to network(s) and system(s) and machine or system time, related services, and supplies as necessary to allow NCR to perform the contracted Services specified herein. You are responsible for the identification and interpretation of any applicable laws, regulations, statutes and contracts, if any, that affect your existing application, system or programs to which NCR has access during this project. It is your responsibility to assure that the applications, systems and programs meet the requirements of those laws, regulations, statutes and contracts, if any. Deployment Services do not include the acquisition of any equipment or software required to perform these Services; such equipment and/or software is being purchased by you separately. You will provide NCR with any NCR or third party software or hardware that will be required for development, integration, and testing purposes when requested to permit NCR to perform these Services. You agree to order equipment and software sufficiently in advance to permit NCR to perform these Services.

### 2.2 Deployment Planning.

- You will provide NCR with all available existing documentation.
- You will provide NCR with access to a representative lab system or one or more sites at which NCR can observe the system to be documents, and develop and test the procedures in the Guide(s).

### 2.3 Site Survey.

- You will have an on-site manager present during the site survey.
- You will provide NCR with a Site Survey verification checklist.
- You will provide NCR with any existing site documents (e.g. blueprints, wiring diagram).

### 2.4 Site Preparation.

- You will have an on-site manager present during the site preparation.
- If hazardous materials are discovered during the site preparation process, the cost of removal or treatment of the hazardous materials will be your sole responsibility. NCR will suspend site preparation Services until the situation is resolved. NCR's standard hourly rates will apply for any on-site downtime incurred.
- You are responsible for obtaining all necessary permits, licenses, and rights-of-way. NCR will not be responsible for any cost of delays related to these permits, licenses, or rights-of-way.
- You will provide NCR with site maps that include the **locations of each drop**.

### 2.5 Staging.

- You will provide NCR with appropriate information to be included in the staging document, which will then be provided to You for your review and concurrence prior to staging of the first system.

- You will manage configuration changes throughout the Term. Configuration changes will be handled via the Change Control Process.
- You will provide NCR with a Gold Master in an agreed upon media (unless NCR is creating the Gold Master under this SOW); if any changes are made to the Gold Master, You will sign-off on the Gold Master before it is placed into production.
- If NCR is creating the Gold Master, You will provide NCR with all third party software, including operating systems (if applicable), to be included in the Gold Master.
- If NCR is creating the Gold Master, You will sign-off on the Gold Master before it is placed into production.
- You will be responsible for securing from your third party software provider(s) all necessary and valid licenses for the software, including operating systems (if applicable), that are included in the Gold Master, and for ensuring that such licenses permit NCR to perform the services stated in this SOW with respect to such software. You will indemnify, hold harmless, and defend NCR and its affiliates, and each of their respective officers, directors, employees, agents, and representatives, from and against any and all claims, demands, causes of action, losses, damages and/or other expenses (including, without limitation, reasonable attorney's fees and expenses), relating to any claim or suit brought by any third party alleging that NCR has, by performing the Services under this SOW, infringed or violated any third party intellectual property rights related to the software you provide and will pay all costs and damages finally awarded as a result thereof.
- For CPP, you will be responsible for (1) placing all orders directly with the suppliers; (2) directing your suppliers to comply with NCR's packaging and labeling specification; (3) arranging for shipment to NCR's CFC located at 3200 Shawnee Industrial Way, Suwanee, Georgia 30024; and (4) paying your supplier for all invoices and associated costs, including freight and insurance.
- For CPP, all your suppliers will meet the packaging and labeling specifications provided by NCR. Prior to commencement of the Project, you will verify that each supplier provides a sample label for verification by NCR. NCR reserves the right to periodically request sample labels for the purposes of validating the labeling specification requirements. Missing labeling information may result in delays.
- For CPP, You will provide NCR with a copy of all purchase orders, which will be used by NCR to plan capacity and facilitate receiving at the CFC. In the event the purchase order cannot be made available to NCR, you will provide NCR with a list of all CPP you ordered. In either case, the purchase order or product list must include the following information: your purchase order number, if applicable; NCR's assigned order number and product ID; supplier/vendor name; committed ship date, including partial ship dates; supplier/vendor product identification numbers, a description of the product, and quantities.
- For CPP, you will either (1) provide NCR with excess CPP inventory as mutually agreed, or (2) establish a 24-hour "hot spares" CPP replacement process with your suppliers. This is required in order to maintain a sufficient buffer inventory to minimize the impact of out-of-box product failures, incomplete supplier shipments or defective products. NCR will not be responsible for Project delays resulting from insufficient CPP inventory.
- For CPP, You will provide disposition instructions for any excess inventory upon completion of the Project at least 30 days in advance of the scheduled end of the Project. To the extent You do not provide disposition instructions or do not complete your disposition obligations, NCR will upon reasonable advance written notice ship to you at your expense all excess inventory to your headquarter address.

## 2.6 De-Installation/Installation.

- You will provide NCR with an approved site survey document indicating site readiness.
- You will have an on-site manager present during the installation.
- You will provide NCR access to your technical resources, as needed.
- You will designate a cleared area within the site for de-installed equipment.
- You will uncrate the equipment so that NCR will be able to unbox the equipment.

**2.7 Rollout Support.**

- You will assist NCR personnel to validate and test the lab environment.
- You will provide the products and, as applicable, facilities needed for the lab environment.

**2.8 Training.**

- You are responsible for training all end users and the creation of store policy and operations manuals.

**2.9 Refurbishment.**

- You will ship the equipment to the refurbishment center.
- You will provide NCR with the destination site for the equipment.

**3.0 Change Control Process.**

- 3.1 The "Change Control Process" governs changes to the Project including scope and schedule, during the life of the Project. The purpose of this process is also to coordinate and properly document the development, installation, and evaluation of changes to specified features and functionality during the Project. The Change Control Process will apply to new Project components and to modifications of existing Project components.
- 3.2 A "Change Request" will be the vehicle for communicating any desired changes to the Project. The Change Request will describe the change, the reason for the change, and the effect the change is expected to have on the Project.
- 3.3 The Project Manager of the requesting party will submit a written Change Request to the Project Manager for the other party, in the form of the "Change Request Form," attached as Exhibit D-1 hereto.
- 3.4 Both NCR and you will review the proposed Change Request and either approve it, recommend further study, or reject it. The amount and payment of the costs of further study, if any, will be agreed upon by both NCR and you. The results of the study will document the effect that the implementation of the Change Request will have on the Project price and schedule. The study results will be documented and signed by NCR using the "Change Response Form" attached as Exhibit D-2.
- 3.5 If you want the change implemented, you will sign the Change Response Form. NCR will then implement the changes including any required revision of the Project Plan as specified in the form.

**4.0 Other Charges.**

**4.1 Reschedule, Expedite and Cancellation Charges.**

Your Project Manager may request changes to the Schedule. Depending upon how far in advance of the scheduled installation date you notify NCR and the nature of the change, the requested change may be subject to the charges defined below. You will be charged for all installations that are rescheduled to a later date within ten business days of the scheduled installation date, expedited to an earlier date within five business days of the scheduled installation date, or cancelled (and not rescheduled) within five business days of the scheduled installation date.

Business Days' Notice	Reschedule Charges/Per Site	Expedite Charges	Cancellation Charges
5 to 10	\$100	0%	\$0
4	\$200	25% of Original Fee	25% of Original Fee
3	\$300	50% of Original Fee	50% of Original Fee
2	\$400	75% of Original Fee	75% of Original Fee
1	\$500	100% of Original Fee	100% of Original Fee

#### 4.2 Turn Away Charge.

If NCR arrives at your site to perform scheduled Services and NCR cannot perform those Services due to reasons within your control (e.g. site not ready or available), you will be charged a Turn Away Charge equal to 100% of the Original Fee for that site.

#### 5.0 Installation Categories.

5.1 There are three installation categories within which hardware products can be classified: Unbundled/Customer Installable (Chargeable); Unbundled/NCR Should Install (Chargeable); and Unbundled/NCR Must Install.

5.2 The following table identifies the applicable Product Line installation category and any product-line unique installation notes.

Product Line	Installation Category	Notes
<u>Retail Terminals</u>	Unbundled/Customer Installable	Application software, networking drivers, and special customer testing is to be charged at the applicable hourly rate as supplemental service.
<u>Retail Self Service (Kiosks)</u>	Unbundled/Customer Installable	Application software, networking drivers, and special customer testing is to be charged at the applicable hourly rate as supplemental service. Due to the size of many of the Self Service solutions, additional installation services may be required, for example a rigger.
<u>Scanner/Scanner Scales</u>	Scanners are unbundled and customer installable.  Scanner Scales are unbundled yet recommended for NCR installation (due to US/state laws requiring on-site scale calibration by a certified technician).	Basic installation for both Scanners and Scanner Scales is a billable service and is therefore chargeable.  Scale calibration is included with the basic installation fee.
<u>Solution PCs/Monitors</u>	Unbundled/Customer Installable	Operating Systems purchased with the systems will be delivered pre-loaded. If the customer requests NCR to install or modify any additional software, it should be charged as supplemental service.
<u>Entry Level Servers</u>	Unbundled/Customer Installable	Operating Systems purchased with the systems will be delivered pre-loaded. If the customer requests NCR to install or modify any additional software, it is charged as supplemental service.  (1) Entry Level Server Staging - Staging will consist of the following services: (i) Build and assemble system components (ii) Perform manufacturing test on the components (iii) Staging the system as follows: (a) Setup the equipment exactly as it will be at the customer's site (excluding software applications) (b) Define layout and cabling scheme (c) Physically set up and cable the system (d) Install disk array (DA) software (e) Test, cold boot, and re-test, using pre-defined test suites

Product Line	Installation Category	Notes
		(f) Troubleshoot and resolve problems
Printers	Unbundled/Customer Installable	If NCR installs the printer, the installation covers only the basic operation of the printer. Any special configuration modifications (e.g. loading Windows drivers, special software configurations, etc.) will be charged separately at the applicable hourly rate.

## APPENDIX A: EQUIPMENT DEPLOYMENT, WARRANTY, MAINTENANCE, AND OPTIONAL SERVICES

### Part II – Product Warranty

#### 1.0 Hardware Warranty Service Overview

Warranty commences upon Delivery (See *Appendix B*). Any parts, kits, options or upgrades purchased after the initial Equipment purchase will be covered under the warranty of the unit to which they are attached for the period remaining under that warranty. If the part(s), kit(s), option(s), or upgrade(s) are purchased after the warranty of the parent unit has expired, customer provided proof-of-purchase date may be required to determine warranty eligibility.

For NCR Equipment located outside the U.S., contact the appropriate NCR service center. An NCR support specialist will determine if the Equipment is experiencing a problem covered under warranty. NCR will repair or, at its discretion, exchange Equipment which, during the term of its warranty, does not conform to that warranty. Depending on scope of the warranty for the Equipment, warranty service may be provided at the customer's location, at a service center, or via other means.

If certain parts that NCR designates as "customer replaceable," such as a keyboard or mouse, fail, NCR will provide the customer with a replacement part. It will be the customer's obligation to install the replacement part(s) and return the replaced part(s) in unaltered form to NCR as instructed.

NCR may repair or replace defective parts with new parts, or with reworked parts that are the equivalent of new parts in performance. All parts that are replaced during the warranty period will become the property of NCR, and replacement parts will become the customer's property once the parts they replace have been returned to NCR.

#### 2.0 Customer Responsibilities (All Warranty Services)

In order for NCR to provide warranty service on the customer's Equipment, the customer must agree to:

- a. Attempt basic troubleshooting activities as described in the Equipment's documentation to determine whether there is a defect, and if so to isolate the affected component(s).
- b. Contact NCR promptly when the customer believes that Equipment under warranty requires repair, and follow NCR's problem determination, problem analysis, and service request procedures.
- c. Use reasonable efforts to assist NCR in diagnosing and performing repairs, including as applicable, but not limited to: making customer personnel available on site to perform reasonable troubleshooting and remedial corrective maintenance activity; providing direct phone or electronic contact between NCR's phone agent and customer personnel; and providing remote access to the suspect piece of Equipment.
- d. Remove all features, parts, options, alterations, and attachments not supplied by NCR as part of the Equipment.
- e. Ensure that the Equipment is free of any legal obligations or restrictions that prevent its exchange, if required and, if the customer does not own the Equipment, obtain authorization from the owner to have NCR service it.
- f. Secure all programs and data, and remove all confidential or proprietary information contained in the Equipment, making such backups thereof, as the customer deems appropriate to protect such items. The customer will unload and reload programs and data as may be necessary to permit repairs or component exchanges, and will perform necessary application audit or recovery routines.

- g. Remove any funds contained in the Equipment. NCR will service Equipment containing funds only when the cash container cannot be opened or removed prior to repair, and in that instance will only provide on-site service in the presence of the customer's authorized representative.
- h. Where applicable, provide safe and adequate working conditions for NCR's maintenance personnel, including appropriate utility service and local telephone extensions.
- i. Inform NCR of changes in Equipment location.  
  
In order to maintain Equipment's eligibility for warranty services, the customer must agree that: The customer will not permit anyone other than NCR to perform service on Equipment under warranty.
- j. The customer will maintain the Equipment site in accordance with NCR's specifications and in compliance with IEEE standards for electrical power and grounding quality.
- k. The customer will follow all recommended cleaning, inspection, adjustment, and preventive maintenance procedures.

NCR will not be liable to the customer or any third party for any loss or damage caused by the customer's failure to comply with the customer responsibilities as set forth in this document.

### 3.0 NCR's Responsibilities (All Warranty Services)

At the time of repair, NCR will install any necessary engineering improvements (such as safety and mandatory modifications) available for that Equipment class. Additionally, NCR will perform any required preventive maintenance such as lubricating, dusting, and cleaning sensitive components to improve the performance of the customer's equipment and extend its overall life, and will install engineering improvements (Field Retrofit Order "FRO") that may be available for the Equipment.

NCR will be responsible for loss of, or damage to; Equipment while it is 1) in NCR's possession or 2) in transit at NCR's expense.

### 4.0 Activities Not Covered Under Warranty

Certain service activities and materials are not covered by NCR's warranty and will be charged to the customer at NCR's then-current standard rates and prices. These include, but are not limited to warranty claims for Equipment found by NCR to be in good operating condition and repairs due to:

- a. Alterations or attachments not provided by NCR, approved by NCR in writing, or compatible with NCR's standard interfaces.
- b. Improper use of, or failure to use or replenish, supplies (e.g., consumables such as batteries and ribbons), or use of supplies not meeting NCR's specifications.
- c. The customer's or any third party's negligence, misuse, or abuse.
- d. Failure to perform regular cleaning, inspection, adjustment or preventive maintenance activities.
- e. Failure to operate Equipment in accordance with NCR's power, environmental, and other specifications.
- f. Movement of Equipment by anyone other than NCR.
- g. Failure to adhere to NCR Site Preparation standards.
- h. Damage resulting from fire originating outside of NCR-furnished Equipment, water, or other acts of God.
- i. Use of Equipment above the designated levels or outside of environmental limits, which NCR has communicated to the customer.
- j. Damage ordinarily covered by insurance.

## 5.0 Warranty Periods and Coverage by Product Line

The table below shows the specific warranty period and terms for each major NCR product line. Please contact your NCR Sales Representative for detailed warranty information and/or the availability of warranty upgrades.

Product Line	Warranty Period	Warranty Coverage
Entry Level Servers	1 Year	On-site 8AM-5PM, Mon-Fri; NBD response
Personal Computers	1 Year	On-site 8AM-5PM, Mon-Fri; NBD response
Self-Service (Kiosks)	90 Day	On-site 8AM-8PM, Mon-Sun; NBD response
Retail RealPOS Systems	1 Year	Depot Warranty
Retail RealScan Products	1 Year	Depot Warranty
Retail EasyPoint Systems	1 Year	Depot warranty

## APPENDIX A: EQUIPMENT DEPLOYMENT, WARRANTY, MAINTENANCE, AND OPTIONAL SERVICES

### Part III – Standard Hardware Maintenance Services (SIN 132-12)

#### 1.0 DEFINITIONS (SIN 132-12).

- 1.1 "Annuity Services" is defined in *Appendix B*. All units of substantially similar Equipment and Software installed at the same location must be included under Annuity Services.
- 1.2 All non-Annuity Services are "Per Call" Services. Unless otherwise agreed in writing, they are subject to personnel and material availability, are charged at NCR's then-current hourly rate plus, if applicable, the cost of Parts, Supplies, materials, and expenses, and are subject to a two-hour minimum charge. NCR's hourly rates may vary for different types of Equipment, Software and Services, and for Services performed outside NCR's normal business hours. Uplifts for Per Call Services provided outside of the Base Zone are subject to zone uplift charges. All Per Call Services are subject to a two hour minimum.
- 1.3 The "Principal Period of Maintenance" ("PPM") is the time period, identified in your Order, during which NCR will perform Annuity Services. If a Service request cannot be completed during the current PPM, it will be continued during the next PPM. Unless otherwise agreed in writing, the PPM does not include holidays. Services performed at your request outside the PPM will be chargeable as Per Call Services. To assist you in understanding the PPM you have received, as indicated on your Order, NCR uses the following PPM designations:
- 1.4 A "business day" means Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Time, excluding NCR recognized holidays.
- 1.5 "Documentation" means the user and technical manuals, instructions, specifications and other customer-level documentation relating to the Software Products, in electronic or printed form, provided to you by NCR under an order, including any corrections or updates thereto.
- 1.6 "Equipment" is defined in *Appendix B*.
- 1.7 "Hardware" means all units of hardware identified on an order for which you have contracted with NCR to receive maintenance services.
- 1.8 "Parts" is defined in *Appendix B*.
- 1.9 "Services" is defined in *Appendix B*.
- 1.10 "Software" is defined in *Appendix B*.
- 1.11 "Supplies" means consumable items, such as paper, forms, storage media, print ribbons, ink cartridges, and batteries.

#### 2.0 Scope of Hardware Maintenance

2.1 If your Order includes Hardware Maintenance Services for Retail Solutions, the following terms and conditions apply. In addition, NCR may provide Standard Depot Repair Service for certain Hardware as part of Hardware Maintenance Services. Please refer to Section – Retail Solutions, for applicability of Standard Depot Repair to the Equipment you have purchased, and to Section 10 below for a description of Depot Repair Service.

2.2 This section applies only to Hardware Maintenance Services as described herein ("Services") for all units of hardware ("Hardware") provided by NCR in the United States to you and your affiliates. The Services may be more specifically described in Appendices attached hereto, as applicable. Services performed on a time and materials basis

are charged at NCR's then-current hourly rate plus, if applicable, the cost of Parts, Supplies, materials, and expenses, and are subject to a two-hour minimum charge.

### 3.0 HARDWARE MAINTENANCE SERVICES

3.1 Hardware Maintenance Services consist of Hardware restoral, Parts replacement, and (for NCR-manufactured Hardware) engineering changes, each as necessary to keep the Hardware listed on an Appendix in good working order under normal operating conditions, but unless otherwise agreed in writing do not include Supplies. Services may be provided remotely or on-site. You represent that you have the authority to allow NCR to maintain the Hardware.

3.2 You will place requests for Services through NCR @ Your Service as described in Section 9, or by other electronic means as agreed in writing. The "Principal Period of Maintenance" ("PPM") is the time period, identified in an Appendix, during which NCR will perform Services. If a Service request cannot be completed during the current PPM, it will be continued during the next PPM. Unless you have purchased 7 day per week coverage, the PPM does not include holidays. Services performed at your request outside the PPM will be chargeable at NCR's then-current time and materials rates.

3.3 NCR's "Service Coverage Areas" are a subset of the Metropolitan Statistical Areas defined by the U.S. Census Bureau. Distances stated in this Section are measured from the center of the core city of the NCR Service Coverage Area. For Hardware located within 50 miles of the core city center ("Zone 1"), NCR will respond to calls during the PPM with a targeted response time of four hours after your initial service request, with two hours added for each additional 50 miles or fraction thereof. Response time is measured only during the PPM, from the time NCR receives a request for Service until NCR either begins remote resolution activities or arrives at the Hardware site. A list of NCR Service Coverage Areas including the core city is available upon request.

3.4 NCR may inspect, and if necessary repair, Hardware that has not been subject to NCR warranty or maintenance for 90 days or longer before accepting it for Services. Inspection and any necessary repairs will be charged to you at NCR's then-current time and materials rates. NCR may in its discretion elect not to repair or accept such Hardware for service.

3.5 NCR will determine in its discretion if it will provide Services for the unaltered portion of Hardware that has been altered without NCR's written agreement. NCR will not maintain Hardware if an alteration creates a safety hazard or renders maintenance or repair impractical. For purposes of this section, an "alteration" is a change made to the physical, mechanical, or electrical arrangement of hardware, whether or not additional devices or parts are required, and includes the attachment of mechanical, electrical, or electronic interconnections not approved by NCR.

3.6 Hardware located in secure areas (for example, in casinos or at customs, gate, or lounge areas at airports) is exempt from the targeted response time if security access is not pre-arranged and immediately available to NCR upon arrival at the Hardware site. Time spent waiting for access to Hardware will be billed as Per Call Services.

### 4.0 NCR HARDWARE

New NCR Hardware will receive support specified by NCR's warranty for the same. Warranty upgrades are available, subject to associated charges. On expiration of the warranty, NCR Hardware automatically will be added to your contract at NCR's then-current Services rates for such Hardware. NCR does not provide warranty service on non-NCR products.

### 5.0 YOUR RESPONSIBILITIES

5.1 You are responsible for maintaining a support center or support personnel during the same hours as, or greater than, the PPM specified in an Appendix. Your qualified support center will serve as the initial point of contact for Hardware

problems and shall initially work with your employees to isolate and document Hardware problems. Your support center personnel will be trained in procedures for diagnosing and solving system problems that are user-solvable.

5.1.1 Your support center staff will make reasonable efforts to resolve all user-solvable aspects of the problem. At a minimum, they will: (i) isolate the hardware problem from software and operation problems; (ii) follow error recovery procedures as outlined by NCR; (iii) offer potential resolutions to the problem to the person reporting the problem; (iv) clearly identify and log the problem and recommended resolution, as applicable; and (v) ensure all end-user reports of difficulty are validated against the database for proper configuration before requesting service.

5.1.2 When the problem cannot be resolved by your personnel, the support center will report the problem call to NCR with as much information as possible to effect an efficient repair, including: (i) the site address, the site telephone number or NCR customer number; (ii) the Hardware product identification code; (iii) the serial number of the affected Hardware; (iv) a description of the problem and the date and time at which the problem occurred; (v) database(s), logs, and/or supporting data files required by NCR to recreate the problem; and (vi) reasonable assistance to NCR in recreating and analyzing the problem.

5.2 You will provide NCR personnel with safe and reasonable access to Hardware being maintained and adequate working conditions for NCR to perform the Services. Only NCR may service Hardware covered by Services. You will make your personnel available remotely and on-site to perform reasonable troubleshooting and remedial activities.

5.3 You are additionally responsible for (i) performing data back-up and all necessary business contingencies in the event of failure of Hardware maintained by NCR; (ii) safeguarding all programs, data, and removable storage media before Services begin; (iii) removing, controlling, and replacing or reloading funds, if any, contained in the Hardware; and (iv) providing NCR with reasonably requested information related to the Services. NCR's standard charges for the Services do not include the costs or risks associated with these activities.

5.4 You will notify NCR in writing at least 45 days before Hardware is moved, added, or, subject to Section 8, removed from service. Your notice must include all information required to update your Hardware listed in an Appendix to reflect the change, as well as the effective date of the change. If you do not provide the required notice, NCR will invoice you at the applicable time and materials rate for any additional work that results.

## 6.0 Out of Scope Services

Service related to the following are not included in Services and will be billed at NCR's then-current time and materials rates: (a) hardware not specified in your Appendix; (b) Hardware found to be in good working order; (c) negligence, modification, misuse, or abuse, including failure to comply with the manufacturer's specifications or documentation; (d) use of Supplies other than as recommended by the manufacturer; (e) movement of Hardware by anyone other than NCR; (f) replenishment of Supplies; and (g) acts of third parties, fire originating outside of Hardware, water, acts of God, or damage ordinarily covered by insurance.

## 7.0 NCR @ YOUR SERVICE

7.1 NCR will provide you access to "NCR @ Your Service" ("Site"), a web-based tool which enables you to create, manage, and check the status of Services incidents; troubleshoot problems; request moves/adds/changes/deletion of Hardware; inquire about invoices; and access standard reports. The Site is not open to the general public; NCR will provide a user login and password for each employee you designate. Each employee will be required to agree to NCR's terms of use when they enter the Site.

7.2 NCR maintains a knowledge base of problem and resolution information to help it support its customers. Information you provide in the course of resolving an incident may be included in this knowledge base and used by NCR for its business purposes. NCR will not identify you in its use of such information.

7.3 Access to the Site is intended to assist you in resolving specific questions relating to Hardware which currently is covered by Services. The compilation, repackaging, disclosure, or dissemination to third parties, or other use of the Site, is expressly prohibited. The Site and all intellectual property rights pertaining to it, including but not limited to copyright, are NCR's property and its Confidential Information.

## 8.0 DIAGNOSTIC TOOLS

NCR may use certain computer programs, data, documentation, tools and other materials solely to assist it in providing Services ("Diagnostic Tools"). Diagnostic Tools are the confidential intellectual property of NCR and are not licensed or transferred to you. They may not be copied, transferred, disclosed, or used by anyone other than NCR without NCR's advance written consent. NCR may install, update, change, or remove Diagnostic Tools at its discretion. NCR warrants that Diagnostic Tools will not cause Hardware to fail to materially conform to its warranties or specifications. If Diagnostic Tools do not conform to this warranty, then NCR will either change them so that they conform or will remove them. In all other respects, Diagnostic Tools are "as is." These are NCR's exclusive obligations, and your exclusive rights and remedies, with respect to Diagnostic Tools. Some NCR products may additionally include diagnostic programs or capabilities which are intended for customer use; such programs will be specifically identified by name as "Licensed Software" in NCR's published documentation, and are not subject to this Section (but are subject to all the obligations related to Licensed Software under your NCR purchase agreement).

## 9.0 DESCRIPTION OF STANDARD HARDWARE MAINTENANCE COVERAGE RETAIL SOLUTIONS

Product Line	Class (Complexity)(1)	Standard PPM (2)	Optional Depot Service Available?	Notes
Retail POS Terminals	Medium Complexity	8:00 A.M. to 8:00 P.M., Monday through Sunday, next day response	Yes	Other maintenance coverage options are: (1) Advanced Exchange Depot service (2) Seven days a week, 8:00 am to midnight, 4 hour response (3) Seven days a week, 24 hours a day, 4 hour response
Self-Service (Kiosks)	Medium Complexity	8:00 a.m. to 8:00 p.m., Monday through Sunday, next-day response	Yes	Other maintenance coverage options are available although the most common are: Seven days a week, 8:00 a.m. to 8:00 p.m. next-day response Seven days a week, 8:00 a.m. to midnight, 4-hour response Seven days a week, 24 hours a day, 4-hour response
Scanner/Scale	NA	8:00 a.m. to 8:00 p.m., Monday through Sunday, next-day response.	Yes	Other maintenance coverage options are available although the most common are: <ul style="list-style-type: none"> <li>Seven days a week, 8:00 a.m. to 8:00 p.m. next-day response</li> <li>Seven days a week, 8:00 a.m. to midnight, 4-hour response</li> </ul> Seven days a week, 24 hours a day, 4-hour response

Product Line	Class (Complexity)(1)	Standard PPM (2)	Optional Depot Service Available?	Notes
Entry Level Servers	Low Complexity	Contract Maintenance includes all necessary parts and labor from 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding holidays. All warranty policies also apply to contract maintenance. Entry Level Servers product lines have no scheduled or unscheduled preventative maintenance.	No	
PCs	Low Complexity	Contract Maintenance can be delivered onsite or via mail-in service.  On-site contracted service includes all necessary parts and labor for the contracted service level. Standard maintenance can be upgraded to 7 x 24 hours of coverage with a four-hour response (best effort) for an additional charge. User-replaceable items such as monitor, keyboard, or mouse will typically be shipped directly to the customer and installed by the customer. All warranty policies also apply to contract maintenance.  Mail-in maintenance has a five-day factory turnaround.	No	Application software backups and reloads are customer responsibilities. Application software covered under contract will be included in the mail-in definition to the extent that the application will be brought back to an operational level, provided that the customer has a good system backup available at the time of service.
Monitors	NA	Maintenance is either onsite or via mail-in service. On-site  Service includes all necessary parts and labor for the contracted service level.	No	Standard maintenance can be upgraded to 7 x 24 hours of coverage with a four-hour response (best effort) for an additional charge.  User-replaceable items such as monitor, keyboard, or mouse will typically be shipped directly to the customer and installed by the customer. All warranty policies also apply to contract maintenance.  Mail-in maintenance has a five-day factory turnaround. Application software backups and reloads are

Product Line	Class (Complexity)(1)	Standard PPM (2)	Optional Depot Service Available?	Notes
				customer responsibilities. Application software covered under contract will be included in the mail-in definition to the extent that the application will be brought back to an operational level, provided that the customer has a good system backup available at the time of service.

**Notes:**

(1) **Peripheral Equipment.** All hardwired and cable connected peripheral equipment under the above categories is charged based on parent system. Accordingly, where peripherals appear in the table above, their class is designated as "NA".

(2) **Holidays.** The following Holidays are not included in this coverage unless additional coverage is specified and purchased by the ordering activity:

- |                  |              |
|------------------|--------------|
| New Year's Day   | Memorial Day |
| Independence Day | Labor Day    |
| Thanksgiving     | Christmas    |

**9.0 MAINTENANCE RATES OUTSIDE THE SCOPE OF THIS CONTRACT.**

Maintenance is available separately from NCR for locations outside the scope of this contract.

**10.0 DEPOT REPAIR SERVICE.**

If the Equipment you have purchased has been identified as eligible for Depot repair services in Section 8 and 9 above, the terms of this Section 10 apply to you. Unless your Order indicates that you have purchased "Advanced-Exchange Repair Service", you will receive "Standard Depot Repair Service". Each Service is described below.

**Standard Depot Repair Service.** When you experience a problem with a unit of Hardware, you will contact NCR for assistance. If the Hardware requires repair, NCR will provide you a Work Order number. You will pack the Hardware in appropriate boxing material and will ship the Hardware, at your expense, to the designated NCR depot repair facility listed below. You will include the Work Order number in the address label on the outside of the box.

**Advanced-Exchange Repair Service.** When you experience an equipment problem, you will call your help desk for assistance in diagnosing the problem. If the problem cannot be resolved by your help desk and your help desk determines the problem to be with an eligible unit of Equipment, your help desk will contact NCR for assistance. If the problem requires Depot Repair Service, NCR will ship to you a replacement unit of Equipment from your spare unit inventory, per the following schedule:

Day	Problem Reported	Shipment
Monday – Friday*	Before 6:00 p.m. ET	Ship on same day; next business day delivery**
Saturday*	Before noon ET	Ship on Saturday for Monday delivery**
Sunday**	Anytime	Ship on Monday for Tuesday delivery**

\* Excluding NCR-recognized holidays.

\*\* Based on the location/delivery and holiday schedule of the carrier.

At the time the problem is reported, NCR will provide you with a work order number. When the spare unit arrives at your site from NCR, your personnel will replace the failed unit with the working spare unit. You will pack the failed unit in the received box and use the packaging material that was sent with the spare. You will apply the return shipping address label provided within the box to the outside of the box and mark the work order number on the shipping label. You will, at your expense, ship the failed unit directly to the designated NCR depot facility listed below, so it is received by NCR within 5 days. Once received, NCR will repair or replace the unit of Equipment (typically within 3 to 7 business days), and place the repaired unit of Equipment into your spares inventory at NCR's depot location.

Spare Units Used for Advanced-Exchange Repair Service. Spare unit inventory to support the Advanced-Exchange Repair Service program will be stored at the designated NCR depot facility. NCR will assist you in determining an initial quantity of replacement spare units that you will store at the depot facility. You may purchase new Equipment to be used for spare unit inventory or may contract with NCR to refurbish other units of equipment (for an additional fee) to be used for spare unit inventory. For spares owned by you and stored at an NCR location(s), NCR will (a) assume responsibility for loss or damage to the extent caused by NCR, and (b) provide a regular accounting indicating the location, quantity and serial numbers of the spare units. You will be responsible for managing the number of spares in inventory and ordering additional spares if needed.

Shipping Damage. For both Standard and Advanced-Exchange Repair Service, damage that occurs in shipment is the responsibility of the shipping agent. If damage occurs in shipment from NCR to you, it is NCR's responsibility to place a claim with the shipping agent. If damage occurs in shipment from you to NCR, it is your responsibility to place a claim with the shipping agent. Both parties will provide each other with such assistance as may reasonably be necessary to recover damage claims from the shipping agent.

Additional Units; Repair Location. From time to time, you may install additional units of the Hardware in accordance with an Order. NCR will provide those units with the same service selected for like Hardware at the depot location specified by you, and will invoice you accordingly. You agree that, in the event a unit is returned to NCR for repair and it is determined that depot repair services were not designated for that particular unit, NCR will perform the repair as Per Call Services.

## 11.0 RETAIL SYSTEM MANAGER (Applicable only if RSM is part of your order)

### 11.1 Local Edition:

Your acquisition of NCR Equipment may have included a license to use NCR's Retail Systems Manager ("RSM") Local Edition ("LE") diagnostic software. LE is for use by NCR and you to improve the diagnosis of apparent Hardware problems. RSM LE will function in a limited capability mode if a valid license file is not present or the user authenticates as a "Guest." If RSM LE is utilized to manage a terminal, you are required to purchase Software Maintenance Services for RSM LE.

### 11.2 Site Edition:

You agree to the installation of NCR's RSM Site Edition ("SE") software on your server and/or POS system. You are licensing SE for your Internal Use to remotely resolve and more accurately diagnose problems. You are required to purchase Software Maintenance Services for RSM SE.

**11.3 Enterprise Edition:**

You agree to the installation of NCR's RSM Enterprise Edition ("EE") software on your server. You are licensing EE for your Internal Use to remotely resolve problems, more accurately diagnose problems, and capture terminal asset information and historical alerts. RSM EE utilizes Microsoft SQL Server to store terminal asset and historical alert information. A license of Microsoft SQL Server is not provided with RSM EE and it is your responsibility to obtain such license. You are required to purchase Software Maintenance Services for RSM EE.

**11.4 RSM License:**

All RSM Products are NCR's confidential intellectual property and may not be disclosed, copied, transferred or sublicensed to any third party. All RSM Products are provided on an "as is" basis.

**12.0 ADDITIONAL MAINTENANCE PERIODS**

Additional periods of maintenance are available as follows, and are calculated using the following formula: Standard Monthly Maintenance Rate X (1+ Coverage Uplift %) plus any applicable zone uplift charges.

**Retail Products:**

Coverage Code	Coverage Description	Percent Uplift to Base Maintenance Rate
7820XN02 (Base*)	7 Days/Week, 8 to 8, Next Day Response	0%
7824X403	7 Days/Week, 8 to Midnight, 4 hr Response	12.9%
7820X402	7 Days/Week, 8 to 8, 4 hr Response	10%
5817XX0D	Depot Return and Repair	-32.5%
7024X404	7 Days/Week, 24 Hrs/Day, 4 hr Response	22.7%

**Legacy PC and Entry Level Server Products:**

CS Coverage Code	Coverage Description	Percent Uplift to Base Maintenance Rate
5817X401	5 days/week, 8 to 5, 4 hour response	0%
6817X401	6 days/week, 8 to 5, 4 hour response	5%
5820X402	5 days/week, 8 to 8, 4 hour response	6%
7817X401	7 days/Week, 8 to 5, 4 hour response	10%
6820X402	6 days/week, 8 to 8, 4 hour response	11%
5824X403	5 days/week, 8 to Midnight, 4 hour response	14%
7820X402	7 Days/week, 8 to 8, 4 hour response	16%
6824X403	6 days/week, 8 to Midnight, 4 hour response	19%
6024X404	6 days/week, 24 Hours/Day, 4 hour response	23%
7824X403	7 days/week, 8 to midnight, 4 hour response	24%
5024X404	5 days/week, 24 Hours/Day, 4 hour response	30%
7024X404	7 days/week, 24 Hours/Day, 4 hour response	40%

**Active PC and Entry Level Server Products:**

CS Coverage Code	Coverage Description	Percent Uplift to Base Maintenance Rate
5817XN01	5 days/week, 8 to 5, NBD response	0%
5817X401	5 days/week, 8 to 5, 4 hour response	25%
7824X403	7 days/week, 8 to midnight, 4 hour response	40%
7024X404	7 days/week, 24 Hours/Day, 4 hour response	50%
6820X402	6 days/week, 8 to 8, 4 hour response	40%
7820X402	7 Days/week, 8 to 8, 4 hour response	40%
5024X404	5 days/week, 24 Hours/Day, 4 hour response	50%
7817X401	7 days/Week, 8 to 5, 4 hour response	40%
5824X403	5 days/week, 8 to Midnight, 4 hour response	40%
6024X404	6 days/week, 24 Hours/Day, 4 hour response	50%
6817X401	6 days/week, 8 to 5, 4 hour response	40%
5820X402	5 days/week, 8 to 8, 4 hour response	40%
6824X403	6 days/week, 8 to Midnight, 4 hour response	40%

Notes:

Base\*: Corresponds to the Principal Period of Maintenance to which the Government is entitled upon payment of the Annual Base Maintenance Rate.

## APPENDIX A: EQUIPMENT DEPLOYMENT, WARRANTY, MAINTENANCE, AND OPTIONAL SERVICES

### PART IV - SOFTWARE MAINTENANCE SERVICES (SIN 132-34)

- 1.0 **Scope.** These Software Maintenance Services ("Services") terms apply to Software Maintenance and Support Services for all copies of software which you have licensed from NCR. The Services for specific Software products may be more fully described in attached Appendices. The Services consist of (a) correction of Software Problems and (b) entitlement to Software point releases and patch releases, but not to major releases which are available for a separate fee. These Services are described more fully in Sections 2 and 3, and are available only for the point release of the Software most recently made generally available to customers by NCR, the prior two point releases, and all their associated patch releases.
- 2.0 **Software Support**
- 2.1 A "Software Problem" or "Problem" is an operating condition that causes the Software not to function according to its then-current user-level documentation. If you open a new service request to report a Software Problem, NCR will investigate the Problem within a reasonable time according to the priority established in Section 2.3. If NCR's investigation confirms the existence of the Problem, NCR will use reasonable efforts to correct it or to provide you an alternative, which may include implementing a temporary work-around or changes to the applicable documentation. A Problem will be deemed resolved 30 days after NCR provides a correction or alternative, unless you notify NCR within that time that the Problem persists. Your inability or unwillingness to comply with any of your responsibilities in Section 5 may impact NCR's ability to perform the Services. The Services do not apply to problems caused by hardware or by software other than that licensed from NCR and you are responsible for identification and resolution of such problems at your own cost.
- 2.2 NCR will accept a request for Services through the NCR support web site, by e-mail, or by telephone, as instructed by NCR, during the Principal Period of Maintenance ("PPM"). If you request NCR to perform Services outside of the PPM or on-site, they will be provided subject to NCR resource availability at NCR's then-current hourly labor rates and, if applicable, travel expenses.
- 2.3 When you request Services, you and NCR will agree upon the criticality of the service request and NCR will use reasonable efforts to respond to your requests for Services during the PPM based on these target response times:
- Priority 1: Critical* – Application is totally down or critically impacts your ability to do business. Target response time of 1 hour.
  - Priority 2: Urgent* – Major business functions are impacted, the severity of which is significant and may be repetitive in nature. Target response time of 4 hours.
  - Priority 3: Routine* – Little or no impact to your ability to do business. Target response time of next business day.
- 3.0 **Software Maintenance**
- During the term of the Services, you are entitled to point and patch releases of the covered Software. On your request, NCR will provide you with one copy of the release on NCR-supplied media, which you will use to promptly update each copy of Software you have licensed. Point and patch releases are subject to the license and other terms under which NCR originally provided the Software and may only be installed on hardware for which the Software is licensed by NCR. You will purchase the Services for all copies of Software which you license.
- 4.0 **Your Responsibilities**
- 4.1 You are responsible for providing a help desk to receive calls from your end users during at least the PPM hours. The help desk personnel must be knowledgeable in procedures for diagnosing and solving system problems

that are user-solvable, will serve as the initial point of contact for Service requests, and will initially work with your employees to isolate and document Software Problems. NCR will not accept Problem reports other than those processed through your help desk as described in this Section.

4.1.1 Your help desk will at a minimum: (i) isolate the Software problem from hardware or operational problems; (ii) offer potential resolutions to the person reporting the problem; (iii) ensure that a supported version of the Software with all recommended patches is being used; and (iv) ensure that all end-user reports of difficulty are validated against the configuration guidelines before requesting service.

4.1.2 If your help desk cannot resolve the Problem, you will report the Problem to NCR with as much information as possible to effect an efficient repair, including: (i) site identification information if requested; (ii) the Software product description and release level; (iii) a description of the Problem and the date and time at which the problem occurred; (iv) Service request priority and business justification as defined in Section 2.3; (v) database(s), logs, and/or supporting data files required by NCR to isolate, recreate, and identify the Problem; and (vi) reasonable assistance to NCR in recreating and analyzing the Problem, as well as access to your Problem isolation environment if required by NCR.

4.2 Unless NCR has separately agreed to provide some or all of these capabilities, you are responsible for (i) providing NCR with remote connectivity to the Software (and you acknowledge that if you fail to do so, NCR may not be able to provide the Services without making separately chargeable on-site visits); (ii) safeguarding all programs, data, and removable storage media before Services begin and, if necessary, reinstalling programs and data; (iii) copying, distributing, and installing/de-installing each Software release and maintaining master media at the latest release level; and (iv) testing any new functionality that may be included in a release. System administration, installation, and integration services, including backup and restoral of programs and data, are also your responsibility. NCR's standard charges for the Services do not include the costs or risks associated with these activities.

## 5.0 Out of Scope Services

Services beyond the scope of those described in this section may be available either on a pre-paid or time and material basis at your request. Time spent on a Service request for Software that is found to function according to its current user-level documentation, or for which a release was made available to you which would have corrected the problem had it been installed, will be billed to you at NCR's time and materials rate. Unless specifically contracted for, the Services do not include support for custom or customized Software.

## 6.0 Termination

6.1 These Services may be terminated:

6.1.1 By either party upon a material default by the other in the performance of any of its obligations if not cured within 60 days after written notice by the non-defaulting party.

6.1.2 Notwithstanding the above, if you default on undisputed payment obligations and fail to make full payment within 15 days after you receive written notice of default, NCR may, in addition to any other rights it may have, terminate Services for which payment has not been made. At its option, NCR may elect to suspend Services in whole or in part, rather than terminating the Services.

6.2 You may terminate Services without penalty with respect to a copy of Software prior to the end of the current term if you permanently remove that copy of Software from productive use and do not replace it with a functional equivalent (*e.g.*, site closure). However, if you terminate Services for any copy of Software for any other reason, you may do so only after the end of the first full year of the Initial Term, and you must provide at least 45 days' advance written notice and pay NCR an early termination fee equal to 25% of the prepaid Services fees that would have otherwise been applicable during the Initial Term or current renewal term. NCR will credit back the remainder of any applicable and pre-paid Services fees in excess of the termination fee. If you terminate Services under this Section 6.2, NCR reserves the right to invoice for the full price of any releases provided by NCR during the current term.

6.3 If NCR is not reasonably able to secure documentation, training, or support, as applicable, necessary to fully perform its obligations for any non-NCR Software, NCR may cancel the Services with respect to that non-NCR Software upon 90 days' written notice.

## 7.0 NCR @ YOUR SERVICE

7.1 NCR may have provided you with access to "NCR @ Your Service" ("Site"), a web-based tool which enables you to create, manage, and check the status of Services incidents; troubleshoot problems; request moves, adds, changes, and/or deletion of Software; inquire about invoices; and access standard reports. The Site is not open to the general public; NCR will provide a user login and password for each employee you designate. Each employee will be required to agree to NCR's terms of use when they enter the Site.

7.2 NCR maintains a knowledge base of problem and resolution information to help it support its customers. Information you provide in the course of resolving an incident may be included in this knowledge base and used by NCR for its business purposes. NCR will not identify you in its use of such information.

7.3 Access to the Site is intended to assist you in resolving specific questions relating to Supported Software. The compilation, repackaging, disclosure, or dissemination to third parties, or other use of the Site, is expressly prohibited. The Site and all intellectual property rights pertaining to it, including but not limited to copyright, are NCR's property and its Confidential Information.

## Appendix B: Commercial Terms Governing All Special Item Numbers

### 1.0 DEFINITIONS

Definitions. The following defined terms are used in this agreement and related documents:

"Annuity Services" means Services delivered during a prepaid coverage period, such as maintenance Services.

"Deliverables" means software, documentation, analyses, reports, or other items created at the Government's request by Contractor which are specifically identified as such in an order.

"Documentation" means training, installation, and operation manuals intended to assist end-users in Product operation, which the Contractor provides with Products.

"Equipment" means hardware, including peripherals and Parts.

"Hosted Services" mean software-as-a-service, cloud-based, application hosting, and similar services.

"Internal Use" means the Government's internal use as an end user, unless additional use rights are granted in an order.

"Parts" means component elements of Equipment.

"Product" means all goods, licenses and services and contract deliverables ordered or acquired from NCR under any SIN during the term of this agreement.

"Section" means a titled or integer-numbered section of the Contract and "Paragraph" means a numbered subpart of a Section.

"Services" means work performed or services provided by Contractor on the Government's behalf.

"Software" means computer programs and data available from Contractor as standard Products, together with associated Documentation, fixes, updates, upgrades, and enhancements which Contractor provides to the Government. Software also includes: (a) Deliverables in software form; and (b) firmware and other computer programs and data embedded in Equipment provided by Contractor.

"Third Party Products" means Products bearing a third party's brand or copyright notice. Third Party Products are subject to any terms provided by their manufacturer or supplier, which in the event of conflict will take precedence over this the terms of this agreement. They are warranted solely by the manufacturer or supplier unless Contractor agrees otherwise in writing.

## 2.0 TITLE, RISK OF LOSS & LICENSE COMMENCEMENT.

2.1 Title and risk of loss to tangible Products pass to the Government, and licenses to Software and Deliverables commence, upon delivery, which occurs as follows: (a) shipped Products are delivered when Contractor places them with a carrier for shipment to the Government, F.O.B Origin; (b) non-shipped Products other than Services are delivered when they are tendered to the Government (for example, when they are hand-delivered to the Government's facility, or when Contractor provides the Government with the means to access downloadable Products); (c) Annuity Services and Hosted Services are delivered on a monthly basis prorated over the applicable billing period; and (d) other Services are delivered when performed.

2.2 Contractor will use commercially reasonable efforts to deliver Products by the delivery dates set forth in the Order. Contractor's agreement to a specific delivery date is conditioned on the Government's Order being accepted within any lead-time or other requirements stated by Contractor. If Contractor fails to meet an agreed delivery date, the Government may give written notice of non-delivery. If Contractor does not deliver the Products within 15 days after receipt of that notice, the Government may cancel the Order without further obligation or liability of either party. Pre-delivery cancellation as set forth in this Paragraph is the Government's sole remedy for a missed delivery date.

## 3.0 LICENSE

3.1 Contractor grants the Government a non-exclusive, royalty-free (apart from charges stated in the Order) license to use Software of the version and release levels stated in the Order, only in the United States, only for Internal Use, and only as permitted by this Section and the Order. Software which the Government access solely through Hosted Services is subject to the applicable contract or other Order attachment, and is not licensed to the Government under this Section.

3.2 Unless the Order provides otherwise, the Government may install and run each copy of Software only on the single hardware unit for which it is licensed. Use of Software for any other purpose (such as installation on additional processing units, use to provide data processing to third parties, or use for testing or disaster recovery systems) requires additional licenses from Contractor together with payment of applicable license fees.

3.3 The Government is licensed to possess and use only the object code form of the Software. Except as this agreement expressly permits, the Government may not: (a) use, copy, modify, publish, or display the Software; or (b) distribute, disclose, rent, loan, or transfer it to any other party. The Government may make one archival copy of the Software for backup purposes only. The Government may not reverse engineer the Software or derive a source code equivalent of it other than as authorized by statute. Software is copyrighted and licensed, not sold, and is Contractor's confidential and unpublished property, or that of Contractor's licensors. The Government is not licensed to use Software in conjunction with software or hardware other than as authorized by Contractor. Use of Software outside the United States requires Contractor's written consent; the Government may not export Software without first complying with any applicable export laws and regulations. The Government will retain and will not alter or obfuscate copyright notices or proprietary legends on any copies of Software or associated media. Except as expressly provided in this agreement, Contractor and its licensors retain all intellectual property rights in Software, Deliverables, Documentation, and any other materials which Contractor may provide to the Government.

3.4 Documentation and non-software Deliverables are Contractor's or its licensors' copyrighted works. The Government is licensed to possess and use them for Internal Use only. The Government may copy and distribute non-software Deliverables as reasonably necessary for the Government's Internal Use. The Government may not copy or distribute Documentation to third parties without Contractor's written consent. If Deliverables or Documentation are marked with a confidentiality notice, they are Confidential Information subject to the Contractor's "confidentiality" terms, including its limitations on disclosure to third parties.

3.5 With Contractor's prior approval the Government may: (a) transfer a copy of Software installed on the hardware for which it is licensed along with the transfer of that hardware to another party, but only if that party accepts the terms of this Agreement in writing and pays applicable re-license fees; or (b) allow a service provider who has first agreed in writing to comply with all of the terms of this agreement to use the Software solely for the Government's benefit and within the scope of the Government's license. Any other attempt to transfer or assign any of the Government's rights or obligations with respect to any Software is void and will automatically terminate the Government's license to that Software. Contractor may, at any time and upon reasonable notice, audit the Government's use of the Software and Deliverables and if material non-compliance is found, then in addition to its other remedies at law or equity the Government will reimburse Contractor for all reasonable expenses related to the audit. The Government's license will automatically terminate if the Government fails to materially comply with any part of this agreement. When the Government's license to Software or Deliverables ends, the Government will immediately stop using them, and destroy all copies unless Contractor directs the Government to return them.

3.6 To the extent Software includes components governed by open source software ("OSS") licenses containing provisions inconsistent with this agreement, each of those components is instead governed solely by the applicable OSS license. If that license requires the provision of corresponding source code, Contractor hereby offers the Government a copy of that source code consistent with the OSS license terms.

#### 4.0 DIAGNOSTIC TOOLS.

Contractor may include with Products certain computer programs, data, documentation, tools, and other materials with restricted rights which are not itemized as licensed Products under an Order which Contractor uses to assist it in providing Services ("Diagnostic Tools"). Diagnostic Tools are the confidential intellectual property of Contractor, are not Products under this agreement, are not licensed or transferred to the Government, and the Government has no rights with respect to them. Diagnostic Tools may not be copied, transferred, disclosed, or used by anyone other than Contractor. Contractor may install, update, change, or remove Diagnostic Tools at its discretion. Contractor warrants that Diagnostic Tools will not cause Products to fail to materially conform to their warranties or specifications. If Diagnostic Tools do not conform to this warranty, then Contractor will either change them so that they conform or will remove them. The provisions in this Section, together with applicable provisions in the "Infringement Claims" Section, set forth each party's exclusive rights, remedies, and obligations with respect to Diagnostic Tools.

#### 5.0 CONSISTENCY WITH THE FAR

Consistent with FAR 12.211 and 12.212, all Contractor-provided computers Software Documentation or other technical data are provided to the Government under the terms of *Appendix B*.

#### 6.0 WARRANTIES

6.1 Contractor warrants that: (a) each Product will materially conform to its published specifications, to its Documentation, and to any other requirements stated in the Order; (b) Equipment, Supplies, and Software media will be free from defects in material and workmanship, and any refurbished or used Parts will function as new; (c) Services and Deliverables will materially conform to the description set forth in the Order; (d) Services will be performed in a professional manner consistent with recognized industry standards by trained and experienced personnel; and (e) except for any purchase money security interest retained by Contractor, title to Equipment and Supplies will be clear at the time of delivery.

6.2 Warranties for: (a) Equipment commence upon delivery and continue for 90 days; (b) Software media, and consumable supplies, commence upon delivery and continue for 30 days; (c) Services commence upon performance and continue for 30 days; and (d) Software and Deliverables commence upon delivery of the first copy and continue for 30 days.

6.3 If a Product or Service does not materially conform to its warranty and the Government gives Contractor written notice during the warranty period, Contractor will correct, repair, or replace the Product or re-perform the Service at no charge to the Government. If Contractor is unable to do so within a reasonable time, and the Government requests a refund in writing within 30 days after the Government's initial notice, Contractor will refund the purchase price. Contractor may require return of nonconforming Products prior to issuing a refund. Refunds for nonconforming Annuity Services will not exceed the payment made to Contractor for the then-current billing period.

6.4 THESE ARE THE SOLE AND EXCLUSIVE WARRANTIES MADE BY CONTRACTOR. THERE ARE NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO OTHER WARRANTIES OR WARRANTY REMEDIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED. Contractor does not warrant: that a Product will yield any particular business or financial results; that data, reports, or analysis will be accurate in all respects; that a Product will be free from all bugs and errors; or that a Product will operate without interruption. All warranties are subject to the following "Exclusions" Paragraph.

6.5. Exclusions. Contractor is not responsible for, and Contractor's warranties and Annuity Services coverage do not include:

- a) Providing and maintaining an operating environment in conformity with published specifications, interface requirements, or documentation.
- b) Operating, implementing, tuning, field-testing, or backing-up Products or systems.
- c) Protecting the Government's data against loss, corruption, or unavailability, or the Government's systems' data security, except that Contractor will comply with the Government's reasonable written security requirements provided in advance which are consistent with the Order and the requirements and capabilities of the Products.
- d) Determining whether any privacy laws, regulations, or other legal duties or restrictions apply to data in the Government's possession or that the Government make available to Contractor, and if so establishing compliance with them.
- e) Damage to Products or property not caused by Contractor and resulting from negligence, abuse, misuse, vandalism, unauthorized repair or modification, improper handling, improper storage, fire, water, acts of God, terrorism, catastrophic events, or acts or omissions of others.
- f) Obtaining necessary licenses, permits, or consents to possess, install, or use Products; complying with any governmental mandates; paying any associated fees, taxes, or other costs regarding the Government's use of Products or data; export of Products or data to locations outside of the United States; or, to the extent permitted by law, disposal of Equipment or of the items replaced by Equipment. If a license, permit, or other authorization is required to install or service Equipment because of its application or environment (for example, use of unsupported third party software, or location in a casino), Contractor may in its discretion decline to install or support that Equipment if obtaining the necessary authorization would in Contractor's opinion constitute an unwarranted burden.

## 7.0 LIABILITY LIMITATIONS

NEITHER CONTRACTOR NOR ITS AFFILIATES, EMPLOYEES, SUBCONTRACTORS OR SUPPLIERS, WILL BE LIABLE TO THE GOVERNMENT FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES, FOR LOSS OF PROFITS OR REVENUE (OTHER THAN THE PROFITS AND REVENUE INCLUDED IN THE PRODUCT PRICE FOR AN ACTION BY CONTRACTOR TO RECOVER PAYMENT OF A PRICE OWED) OR LOSS OF TIME, OPPORTUNITY OR DATA, WHETHER IN AN ACTION IN CONTRACT, TORT, PRODUCT LIABILITY, STRICT LIABILITY, STATUTE, LAW, EQUITY OR OTHERWISE. NEITHER CONTRACTOR NOR ITS AFFILIATES, EMPLOYEES, SUBCONTRACTORS OR SUPPLIERS, WILL BE CUMULATIVELY LIABLE TO

GOVERNMENT FOR ANY AMOUNT GREATER THAN THE PURCHASE PRICE, FEES AND CHARGES SET FORTH IN THE PRODUCT ORDER(S) AT ISSUE. Notwithstanding, this Section will not limit Contractor's: (a) obligations under the "Infringement Claims" Section; (b) liability for direct damages for personal injury, including death, to the extent caused by its negligence or willful misconduct; or (c) failure to comply with the Price Reductions Clause and/or the Price Adjustment. EACH CLAUSE OF THIS SECTION IS SEPARATE FROM EACH OTHER CLAUSE OF THIS SECTION AND FROM THE REMEDY LIMITATIONS AND EXCLUSIONS ELSEWHERE IN THIS AGREEMENT, AND WILL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF A REMEDY OR ANY TERMINATION OF THIS AGREEMENT.

## 8.0 INFRINGEMENT CLAIMS

8.1 Contractor will, at its expense, defend the Government against any IP Claim. Contractor will also pay the damages, costs, and attorneys' fees that are awarded against the Government in a final, non-appealable court judgment for the IP Claim, or required to be paid by the Government or on the Government's behalf in a settlement of the IP Claim that Contractor has agreed to in writing. As used in this Section, an "IP Claim" means a suit brought against the Government by a third party to the extent the suit alleges that the Government's use of a Product infringes a patent or copyright of the third party. For the purposes of this Section only, a "Product" includes any Diagnostic Tools which Contractor provided with that Product as described in Section 4.0.

8.2 Contractor's obligations set forth in this Section are subject to the Government: (a) providing Contractor prompt written notice that the IP Claim has been threatened or brought, whichever is sooner (the "Claim Notice"); (b) providing Contractor sole control of the defense and any appeal or settlement (at Contractor's discretion) of the IP Claim (collectively, "Defense or Settlement"); (c) cooperating with Contractor with respect to the Defense or Settlement; (d) providing Contractor with requested documentation and information relevant to the IP Claim or the Defense or Settlement; and (e) complying with all court orders. If the Government's delay in providing the Claim Notice causes detriment to Contractor with respect to the defense or resolution of the IP Claim, the obligations set forth in this Section will not apply to the IP Claim. Notwithstanding any other provision of this agreement, Contractor is not responsible for any fees (including attorneys' fees), expenses, costs, judgments, or awards that are incurred prior to Contractor's receipt of the Claim Notice from the Government. Contractor will have the sole right to select counsel. The Government may, at its sole expense, engage additional counsel of the Government's choosing for purposes of conferring with Contractor's counsel.

8.3 The obligations set forth in this Section will not apply to an IP Claim if the alleged infringement is based on, caused by, or results from: (a) Contractor's compliance with any of the Government's designs, specifications, or instructions; (b) modification of the Product other than by Contractor; (c) any Product or service not provided by Contractor to the Government; or (d) combination or use of the Product with any Product or service not provided by Contractor to the Government.

8.4 If an intellectual property infringement allegation is brought or threatened against the Product, or Contractor believes that such an allegation may be brought or threatened, Contractor may: (a) obtain a license for the Product; (b) modify the Product; or (c) replace the Product with a product having substantially the same functionality. If Contractor in its discretion determines that none of the foregoing is available on a reasonable basis, upon Contractor's written request to the Government, the Government will promptly return the Product to Contractor, and Contractor will refund the Government the price it paid Contractor for the Product, less depreciation on a 5-year straight-line basis.

8.5 THIS SECTION SETS FORTH CONTRACTOR'S ENTIRE OBLIGATIONS, AND THE GOVERNMENT'S EXCLUSIVE REMEDIES, WITH RESPECT TO INTELLECTUAL PROPERTY INFRINGEMENT, INCLUDING ANY IP CLAIM.

## 9.0 REPLACEMENT & RETURNED PRODUCTS & PARTS.

Replacement Products and Parts which Contractor may provide the Government are subject to the same delivery, title, risk of loss, and license provisions which applied to the Products and Parts being replaced. Title to replaced Products and Parts passes to Contractor upon delivery of their replacements. Title to Products returned for credit or refund passes to Contractor, and license rights to Software and Deliverables terminate, when Contractor issues the agreed refund or credit for them (in the case of trade-ins, when Contractor delivers the replacement Product).

## 10.0 CONFLICT OF TERMS

To the extent that this *Appendix B* conflicts with any other provision of the price list, the terms of *Appendix B* shall control.

In lieu of the above terms and conditions in Appendix A, the Government may choose to accept the following End-User License Agreement for the software.

#### GOVERNMENT END-USER LICENSE AGREEMENT

NOTICE: This Government End-User License ("EULA") governs the Government's possession and use of the software ("Software") provided to the Government by NCR Government Systems LLC and its licensors ("NCR").

The following terms apply to the Software:

##### **License Scope**

Subject to all the terms of this EULA, NCR grants the Government a nonexclusive license to possess the Software and to install and run each copy on a single hardware unit for which it is licensed, only for the Government's internal use as an end-user.

##### **License Fees and Duration**

The Software license is subject to full payment of the amount stated in the GSA Customer Purchase Order under which it was purchased and will be effective until terminated as provided below, or if applicable, the expiration date stated in the Order.

##### **General License Terms**

The Software is the NCR software product (which may be in the form of firmware or other code embedded within hardware) identified in the Order, along with any documentation or other licensed materials supplied with it. This EULA also governs any Software updates or upgrades NCR may provide. The Software is copyrighted and licensed, not sold, and is NCR's confidential and unpublished information, or that of NCR's licensors.

The Government is licensed to possess and use only the object code form of the Software. Except as this EULA expressly permits, the Government may not (a) use, copy, modify, publish, or display the Software; or (b) disclose, rent, loan, or transfer it to any other party. The Government may make one archival copy of the Software for backup purposes only. The Government may not reverse engineer the Software or derive a source code equivalent of it other than as authorized by law. The Government will retain any copyright notices and proprietary legends on all copies of the Software and the media on which it is delivered.

With NCR's prior approval the Government may: (a) transfer Software installed on hardware to another party along with the transfer of that hardware, but only if that party accepts the terms of this EULA and pays applicable re-license fees; or (b) allow a service provider to use the Software solely for the Government's benefit and within the scope of the Government's license, subject to all the terms of this EULA. The Government is not licensed to use the Software in conjunction with software or hardware other than that authorized by NCR under the contract between NCR and the Government ("Prime Contract") or Order. The Government may not export the Software without first complying with any applicable export laws and regulations.

Use of the Software other than as stated in the "License Scope" section above (such as installation on different or additional hardware, or use on behalf of third parties) may require additional licenses from NCR and the execution of a new GSA Customer Purchase Order. NCR may, at any time and upon reasonable notice, subject to Government security requirements, audit the Government's use of the Software and if non-compliance is found, then NCR shall notify the Government and afford it an opportunity to execute a new GSA Customer Purchase Order for any undisputed number of licenses required to bring the

Government into compliance under this agreement. When the Government's license ends, the Government will immediately stop using the Software and will destroy all copies unless NCR directs the Government to return them.

The Software may include components or functionality ("Diagnostic Tools") which NCR uses to assist it in providing support. Diagnostic Tools are the confidential intellectual property of NCR, are not licensed or transferred to the Government, and NCR grants no rights with respect to them. Diagnostic Tools may not be accessed, copied,

transferred, disclosed, or used by anyone other than NCR. NCR may install, update, change, or remove them at its discretion.

### Limited Warranty

NCR warrants that for 30 days after delivery of the first copy to the Government, the Software will materially conform to its published specifications. If the Government gives timely written notice of nonconformity, NCR will correct or replace the Software at no charge. If NCR is unable to do so within a reasonable time, and the Government requests a refund in writing within 30 days after its initial notice, NCR will refund the purchase price and the Government's license to possess and use the Software will terminate. THESE ARE NCR'S SOLE AND EXCLUSIVE WARRANTIES. THERE ARE NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO OTHER WARRANTIES OR WARRANTY REMEDIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED. NCR does not warrant that the Software will yield any particular business or financial results; will be free from all bugs and errors; or will operate without interruption. The Government is responsible for selecting the Software to meet its requirements, and for its installation, use, and results.

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### APPENDIX C: PRICE LIST ABBREVIATIONS

CODE	NOTE DESCRIPTION
<b>BB</b>	NCR recommends using optical fiber for connectivity and is not supporting copper connectivity at this time.
<b>CC</b>	Product class is a field replaceable unit/item, not a maintenance item. Maintenance/support is therefore, not available for this class of product.
<b>CFO</b>	Call NCR for orderability
<b>CL</b>	Certification of this product is limited to specific uses or systems. Contact your NCR Sales Representative for configuration assistance.
<b>CO</b>	The product is offered as an incidental component of an Eligible Offer as that term is defined in FAR 25.003. This product is not offered separately as an end item under this schedule; nor does NCR's TAA certification extend to the procurement of this product independent from NCR's system configuration as an Eligible Offer. Unit pricing for this product is provided solely for the convenience of the Ordering Activity.
	Energy Star Compliant.
<b>GG</b>	Must be ordered with a system.
<b>IS</b>	This system must be purchased in conjunction with NCR Implementation Services. Please contact your NCR sales representative for order assistance.
<b>MC</b>	Migration credits may be available on this product. Contact your NCR Sales Representative for information.
<b>MFG</b>	Manufacturer's Warranty.
<b>MN</b>	Catalog maintenance prices for Retail, Self-Service, Entry Level Server and Personal Computer System products reflect the standard level. Other levels of support are available. Please see the Appendix of NCR's Terms and Conditions or contact your NCR Sales Representative for details of maintenance coverage and pricing.
<b>NBD</b>	Next Business Day (Support) Response.
<b>NA</b>	Not Available or Applicable.
<b>NC</b>	No Charge if Base Unit is under a maintenance contract
<b>NSP</b>	Not Separately Priced / included (Can apply to maintenance or purchase price).
<b>OS</b>	All items offered as part SIN 132-8 require the installation of an Operating System and may require certain utilities as part of the configuration and staging process. Please refer to OPERATING SYSTEM SOFTWARE LICENSES AND UTILITIES (Page 10 of 79) as describe under SIN 132-08 for product information and pricing.
<b>PS</b>	Because of custom configuration options, NCR highly recommends purchasing custom implementation support through its Information Technology Professional Services Organization with this product.
<b>VPS</b>	This product is valid for use with multiple Solution PCs and Servers. Contact your NCR Sales Representative for configuration assistance.
<b>VP</b>	This product is valid for use with multiple Solution PCs. Contact your NCR Sales Representative for configuration assistance.
<b>VS</b>	This product is valid for use with multiple Servers. Contact your NCR Sales Representative for configuration assistance.



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<b>1. Retail Terminals - NCR RealPOS XR7 Terminals</b>				
7702-1215-8801	RealPOS XR7 15" PCAP w/ Intel Celeron - must add pwr supply, drive, memory	\$1,410.50	\$11.02	
7702-1225-8801	RealPOS XR7 15" Resistive w/ Intel Celeron - must add pwr supply, drive, memory	\$1,120.84	\$10.64	
7702-1315-8801	RealPOS XR7 15" PCAP w/ Intel i3-- must add pwr supply, drive, memory	\$1,637.19	\$12.59	
7702-1325-8801	RealPOS XR7 15" Resistive w/ Intel i3 - must add pwr supply, drive, memory	\$1,385.31	\$12.28	
7702-1515-8801	RealPOS XR7 15" PCAP w/ Intel i5 - must add pwr supply, drive, memory	\$1,889.06	\$13.22	
7702-F030	X series Table-top POS stand	\$151.13		
7702-F100	US Power Cord 1416-C325-0030	\$10.08		
7702-F110	10/100/1000 Ethernet Cable	\$10.08		
7702-F120	150 watt external power supply - no cord	\$60.45		NC
7702-F134	4GB base memory DDR3 1600 (1x4)	\$100.75		NC
7702-F136	8GB base memory DDR3 1600 (2x4)	\$201.50		NC
7702-F140	Peripheral Filler plate - No right side options	\$2.02		
7702-F141	NCR Encrypted MSR	\$65.49		NC
7702-F150	Peripheral Filler plate - No left side options	\$2.02		
7702-F240	80GB Solid State Drive	\$201.50		NC
7702-F242	Dual 80GB Solid State Drive (RAID)	\$403.00		\$3.21
7702-F260	500GB 2.5" 7mm HDD	\$113.34		\$3.21
7702-F262	Dual HDD 500GB RAID	\$214.09		\$3.21
7702-F450	XR7 2x20 customer display integrated to table top stand	\$151.13		\$2.71
7702-K030	XR7 Base Stand Kit	\$151.13		
<b>1. Retail Terminals - NCR RealPOS 82XRT Terminals</b>				
7606-1002-8801	RealPOS 82XRT; Celeron G540, Diskless, 2GB DDR3, 80 Plus Gold, Beige	\$954.61	\$6.86	
7606-1007-8801	RealPOS 82XRT; Celeron G540, Diskless, 2GB DDR3, 80 Plus Gold, Charcoal	\$954.61	\$6.86	
7606-1110-8801	RealPOS 82XRT; Celeron G540, Diskless, 2GB DDR3, UPS Power Supply, Beige	\$979.79	\$6.86	
7606-1302-8801	RealPOS 82XRT; Pentium G850, Diskless, 2GB DDR3, 80 Plus Gold, Beige	\$1,065.43	\$7.37	
7606-1307-8801	RealPOS 82XRT; Pentium G850, Diskless, 2GB DDR3, 80 Plus Gold, Charcoal	\$1,065.43	\$7.37	
7606-1504-8801	RealPOS 82XRT; Core-i3 2120, Diskless, 4GB DDR3, 80 Plus Gold, Beige, No power cord	\$1,259.38		
7606-1507-8801	RealPOS 82XRT; Core-i3 2120, Diskless, 2GB DDR3, 80 Plus Gold, Charcoal	\$1,183.81		\$7.87
7606-1509-8801	RealPOS 82XRT; Core-i3 2120, Diskless, 4GB DDR3, 80 Plus Gold, Charcoal	\$1,259.38		\$7.87
7606-1707-8801	RealPOS 82XRT; Core-i5 2400, Diskless, 2GB DDR3, 80 Plus Gold, Charcoal	\$1,309.75		\$8.88
7606-F022	Extended I/O Board (2x RS-232, 2x USB)	\$37.78		
7606-F040	Trusted Platform Module (TPM) Feature	\$15.11		NC
7606-F133	2GB DDR3 Memory upgrade	\$75.56		
7606-F138	4GB DDR3 Memory upgrade	\$100.75		
7606-F150	PCI Riser Card	\$25.19		
7606-F171	Internal CD/DVD ROM Black	\$133.49		\$3.02
7606-F172	Internal CD/DVD ROM (Black with Spare Beige Bezel)	\$133.49		\$3.02
7606-F180	Internal UPS Battery	\$136.01		
7606-F190	US Power Cord	\$5.04		
7606-F242	2.5" Solid State Disk Drive 40GB Secondary	\$201.50		\$1.76
7606-F243	80GB 2.5" Primary Solid State Drive	\$201.50		\$1.76
7606-F261	3.5" 250GB Primary Hard Disk Drive	\$98.23		\$2.39
7606-F262	3.5" 250GB Secondary Hard Disk Drive	\$98.23		\$2.39
7606-F263	3.5" 500GB Primary Hard Disk Drive	\$110.83		\$2.39
7606-F264	3.5" 500GB Secondary Hard Disk Drive	\$110.83		\$2.39
7606-F310	Conversion Kit (Modular) - Beige	\$25.19		
7606-F311	Conversion Kit (Modular) - Charcoal	\$25.19		
7606-K022	Extended I/O Board (2x RS-232, 2x USB)	\$27.71		
7606-K133	2GB DDR3 Memory upgrade	\$65.49		
7606-K138	4GB DDR3 Memory upgrade	\$90.68		
7606-K243	80GB 2.5" Secondary Solid State Disk Drive kit	\$191.43		\$1.76
7606-K300	Peripheral Int Tray Kit - Beige	\$148.61		
7606-K301	Peripheral Int Tray Kit - Charcoal	\$148.61		
7606-K306	Front Bezel - Charcoal	\$20.15		
7606-K307	Front Bezel - Beige	\$20.15		
7606-K310	Conversion Kit - Beige	\$25.19		
7606-K311	Conversion Kit - Charcoal	\$25.19		
7606-K480	US Weights & Measures Label	\$10.08		
<b>1. Retail Terminals - NCR RealPOS 80XRT Terminals</b>				
7459-5208-8801	RealPOS 80XRT Celeron Processor E3400, Diskless, 1GB memory, 80Plus, Beige	\$889.12	\$6.86	
7459-5209-8801	RealPOS 80XRT Celeron Processor E3400, Diskless, 1GB memory, 80Plus, Charcoal	\$889.12	\$6.86	
7459-5218-8801	RealPOS 80XRT Celeron Processor E3400, Diskless, 1GB memory, UPS Ready, Beige	\$914.31	\$6.86	
7459-5408-8801	RealPOS 80XRT Pentium Dual Core E5300, Diskless, 1GB memory, 80 Plus, Beige	\$1,015.06	\$7.37	
7459-5411-8801	NCR RealPOS 80XRT; Pentium Dual Core E5300, 2.6GHz, 1GB DDR2 667MHz, 160GB SATA HDD, 80 Plus Power	\$1,105.73	\$9.76	
7459-5413-8801	RealPOS 80XRT Pentium Dual Core E5300, Diskless, 1GB memory, 80 Plus, Charcoal	\$1,015.06	\$7.37	
7459-5608-8801	RealPOS 80XRT Core2 Duo E7400, Diskless, 1GB memory, 80 Plus, Beige	\$1,216.56	\$7.87	



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7459-5708-8801	RealPOS 80XRT Core2 Quad Q9000 Series, Diskless, 2GB memory, 80 Plus, Beige	\$1,468.43	\$8.88	
7459-F022	Extended I/O Board (2x RS-232, 2x USB)	\$37.78		
7459-F131	DDR2 667MHz Memory Upgrade, 512MB	\$37.78		
7459-F132	DDR2 667MHz Memory Upgrade, 1GB	\$57.93		
7459-F133	DDR2 667MHz Memory Upgrade, 2GB	\$98.23		
7459-F172	Internal CD/DVD ROM	\$133.49	\$1.57	
7459-F180	Internal UPS Battery	\$136.01		
7459-F241	2.5" Solid State Disk Drive 40GB	\$201.50	\$0.69	
7459-F265	3.5" 250GB Primary Hard Disk Drive (Adv Format)	\$90.68	\$2.39	
7459-K022	Extended I/O Board (2x RS-232, 2x USB)	\$27.71		
7459-K131	DDR2 667MHz Memory Upgrade, 512MB	\$27.71		
7459-K132	DDR2 667MHz Memory Upgrade, 1GB	\$47.86		
7459-K133	DDR2 667MHz Memory Upgrade, 2GB	\$88.16		
7459-K180	Internal UPS Battery	\$125.94		
7459-K300	Peripheral Integration Tray Kit, Beige	\$148.61		
7459-K301	Peripheral Integration Tray Kit, Charcoal Gray	\$148.61		
7459-K304	Integration kit for converting Distributed terminal	\$55.41		
7459-K306	Charcoal Bezel (bezel only)	\$20.15		
7459-K311	Charcoal Gray Conversion Kit (Modular)	\$25.19		
7459-K315	Tray Insert for 719x Printer, Beige	\$12.59		
7459-K316	Tray Insert for 719x Printer, Charcoal Gray	\$12.59		
7459-K317	Keyboard Filler Plate (Beige)	\$60.45		
7459-K318	Keyboard Filler Plate (Charcoal)	\$60.45		
7459-K320	Vertical Mount Stand, Charcoal	\$25.19		
7459-K325	Tray Insert for 64-POS POS Keyboard, Beige	\$12.59		
7459-K480	US Weights & Measures Label	\$10.08		
<b>1. Retail Terminals - NCR RealPOS 72XRT Terminals</b>				
7616-1200-8801	RealPOS 72XRT Base w/ Dual-Core G530T, 4GB DDR3, No HDD, No Power Cord	\$1,007.50	\$7.18	
7616-1300-8801	RealPOS 72XRT Base w/ Intel i3, 4GB DDR3, No HDD, No Power Cord	\$1,209.00	\$8.82	
7616-1500-8801	RealPOS 72XRT Base w/ Intel i5, 4GB DDR3, No HDD, No Power Cord	\$1,460.88	\$9.38	
7616-F004	RealPOS 72XRT No Display Packaging Upgrade	\$15.11		
7616-F017	RealPOS 72XRT 17" Capacitive Touch Display (CCFL)	\$730.44	\$9.00	
7616-F037	RealPOS 72XRT 17" Touch Display - LED	\$730.44	\$9.00	
7616-F045	72XRT 15" touch display LED backlight	\$528.94	\$9.00	
7616-F047	RealPOS 72XRT 17" Touch Display - LED	\$730.44	\$9.00	
7616-F100	RealPOS 72XRT US Power Cord	\$5.04		
7616-F105	RealPOS 72XRT 10/100/1000 Ethernet Cable	\$5.04		
7616-F138	RealPOS 72XRT 4GB DDR3 Memory Upgrade	\$100.75	NC	
7616-F140	RealPOS 72XRT No MSR (adds filler plate)	\$5.04		
7616-F142	RealPOS 72XRT JIS MSR	\$65.49	NC	
7616-F145	RealPOS 72XRT 3-Track Programmable ISO MSR (OPOS or Wedge Support)	\$65.49	NC	
7616-F150	RealPOS 72XRT Biometric Module	\$100.75	\$3.34	
7616-F171	RealPOS 72XRT Integrated CD/DVD-ROM Drive	\$100.75	\$3.02	
7616-F243	72XRT Solid State Drive 80GB (server grade)	\$201.50	\$3.21	
7616-F263	RealPOS 72XRT 3.5" 250GB HDD on sled	\$98.23	\$3.21	
7616-F266	RealPOS 72XRT Dual 2.5" 250GB HDD on sled	\$196.46	\$3.21	
7616-F451	RealPOS 72XRT 2x20 VFD Customer Display	\$95.71	\$1.01	
<b>1. Retail Terminals - NCR RealPOS 70XRT Terminals</b>				
7403-0017-8801	RealPOS 70XRT 17" Capacitive Touch Display - not mounted to chassis	\$654.88	\$9.00	
7403-0035-8801	RealPOS 70XRT 15" LED Display with Capacitive touch	\$554.13	\$9.00	
7403-1010-8801	NCR RealPOS 70XRT Base w/ Intel Celeron 900, 1GB DDR2, NO HDD, US CORD	\$931.94	\$7.18	
7403-1200-8801	RealPOS 70XRT Base w/ Dual Core Celeron T3100, 2GB DDR2, No HDD, US CORD	\$1,057.88	\$8.82	
7403-1310-8801	NCR RealPOS 70XRT Base w/ Intel Core2 Duo P8400, 2GB DDR2, NO HDD, US CORD	\$1,360.13	\$8.82	
7403-F017	RealPOS 70XRT 17" Capacitive Touch Display	\$730.44	\$9.00	
7403-F035	RealPOS 70XRT 15" Capacitive Touch display with LED backlight	\$528.94	\$9.00	
7403-F105	10/100/1000 Ethernet Cable	\$5.04		
7403-F131	512MB DDR2 Memory Upgrade (SO-DIMM)	\$40.30	NC	
7403-F132	1GB DDR2 Memory Upgrade (SO-DIMM)	\$57.93	NC	
7403-F133	2GB DDR2 Memory Upgrade (SO-DIMM)	\$75.56	NC	
7403-F134	4GB Memory Upgrade - Brings a model 1010 unit to 4GB total via two 2GB memory modules	\$151.13		
7403-F141	3-Track ISO MSR (OPOS support)	\$60.45	NC	
7403-F143	3 track ISO MSR (wedge interface support)	\$65.49	NC	
7403-F144	RP70XRT Wedge Emulation MSR	\$65.49	NC	
7403-F145	RealPOS 70XRT 3 track ISO USB MSR-programmable (Default programming is USB/HID POS-MSR mode (OPOS	\$65.49		
7403-F150	Biometric Module (Optical Sensor)	\$100.75	\$3.34	
7403-F171	Integrated CD/DVD-ROM Drive	\$125.94	\$3.02	
7403-F241	40GB Solid State Flash Drive with SATA interface. Fits in HDD drive bay	\$201.50	\$3.21	



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7403-F263	250GB 4K sector hard Disk 3.5"	\$98.23	\$3.21	
7403-F266	250GB 4K sector Dual disk drive package (2 x 2.5")	\$196.46	\$3.21	
7403-F451	2x20 VFD Customer Display	\$95.71	\$1.01	
7403-F935	RealPOS 70XRT 15" LED Backlight LCD with Capacitive Touch	\$1,105.73	\$9.00	
7403-K131	512MB DDR2 Memory Upgrade (SO-DIMM)	\$40.30	NC	
7403-K132	1GB DDR2 Memory Upgrade (SO-DIMM)	\$57.93	NC	
7403-K133	2GB DDR2 Memory Upgrade (SO-DIMM)	\$75.56	NC	
7403-K141	ISO 3 track MSR (Side Mount) Kit	\$55.41	NC	
7403-K142	JIS MSR (Side Mount) Kit	\$65.49	NC	
7403-K144	RealPOS 70XRT 3 track wedge emulation MSR-programmable - Default programming is USB/HID Keyboard mode	\$65.49		
7403-K145	RealPOS 70XRT 3 track ISO USB MSR-programmable (Default programming is USB/HID POS-MSR mode (OPOS	\$65.49		
7403-K171	Integrated CD/DVD-ROM Drive Kit	\$115.86	\$3.02	
7403-K300	Standard Integration Tray Kit (allows Keyboard for GMS )	\$110.83		
7403-K301	Low profile Integration Tray Kit (No Keyboard)	\$62.97		
7403-K320	Wall Mount Kit for NCR RP70XRT Terminal	\$141.05		
7403-K321	Wall Mount Kit for RP70XRT Display Head Only	\$151.13		
7403-K325	RealPOS 70XRT No hinge Base Chassis kit	\$20.15		
7403-K451	2x20 Customer Display Kit	\$100.75	\$1.01	
7403-K452	Rear Display Universal Mount Assembly Kit (for use with poles or hinges)	\$16.62		
7403-K453	Rear Display Hinge Kit - Small Displays	\$72.04		
7403-K454	Rear Display Hinge Kit - Large Displays	\$50.38		
7403-K455	NCR RealPOS 70XRT Signage covers (5)	\$16.62		
<b>1. Retail Terminals - NCR RealPOS 60 Terminals</b>				
7601-1001-8801	RealPOS 60: Intel Celeron Processor 900, 2.2GHz, 1GB DDR3 800MHz, 250GB 2.5" SATA	\$853.86	\$8.82	
7601-1010-8801	RealPOS 60: Intel Celeron Processor 900, 2.2GHz, 1GB DDR3 800MHz, 40GB 2.5" SATA SSD (Charcoal)	\$954.61	\$8.19	
7601-2001-8801	RealPOS 60: Intel Celeron Dual Core T3100, 1.9GHz, 2GB DDR3 800MHz, 250GB 2.5" SATA	\$949.57	\$6.42	
7601-2010-8801	RealPOS 60: Intel Celeron Dual Core T3100, 1.9GHz, 2GB DDR3 800MHz, 40GB 2.5" SATA SSD	\$1,050.32	\$6.42	
7601-F021	Extended I/O Board (3x 12v USB)	\$37.78		
7601-F132	1GB DDR3 Memory Upgrade	\$57.93		
7601-F133	2GB DDR2 Memory Upgrade	\$75.56		
7601-F134	4GB DDR3 Memory Upgrade	\$151.13		
7601-F350	Amplified Audio Feature	\$27.71		
7601-K132	1GB DDR3 Memory Upgrade	\$47.86		
7601-K133	2GB DDR3 Memory Upgrade	\$65.49		
7601-K480	US Weights & Measures Label	\$10.08		
<b>1. Retail Terminals - NCR RealPOS 40 Terminals</b>				
7600-1001-8801	RealPOS 40: Atom N270, 1.6GHz, 1GB DDR2 800MHz, 250GB 2.5" SATA HDD (Charcoal)	\$652.36	\$8.19	
7600-1010-8801	RealPOS 40: Atom N270, 1.6GHz, 1GB DDR2 800MHz, 40GB 2.5" SATA SSD (Charcoal)	\$753.11	\$7.56	
7600-F021	Extended I/O Board (3x 12v USB)	\$37.78	NC	
7600-F133	2GB DDR2 Memory Upgrade (SO-DIMM)	\$75.56	NC	
7600-K301	Rear Cable Cover (Charcoal)	\$37.78		
7600-K310	Power supply mounting bracket	\$25.19		
7600-K320	Vertical Mount Stand (Charcoal)	\$37.78		
7600-K480	US Weights & Measures Label	\$10.08		
<b>1. Retail Displays - NCR RealPOS Touch Screen and Dynakey Displays</b>				
5954-1600-9090	NCR RealPOS 15" LED DynaKey, No MSR, No Cables, No Mount (Beige)	\$591.91	\$8.75	
5954-1700-9090	NCR RealPOS 15" LED DynaKey, No MSR, No Cables, No Mount (Charcoal)	\$591.91	\$8.75	
5954-2600-9090	NCR RealPOS 15" LED DynaKey, with Capacitive Touch Screen, No MSR, No Cables, No Mount (Beige)	\$686.61	\$9.57	
5954-2700-9090	NCR RealPOS 15" LED DynaKey, with Capacitive Touch Screen, No MSR, No Cables, No Mount (Charcoal)	\$686.61	\$9.57	
5954-K119	NCR RealPOS DynaKey Kit - 15" Next Gen DynaKey 3-Track MSR (Charcoal)	\$82.87		
5954-K123	NCR RealPOS DynaKey 3-Track ISO MSR (Beige) kit	\$82.87		
5954-K124	NCR RealPOS DynaKey 3-Track ISO MSR (Charcoal) kit	\$82.87		
5954-K829	NCR RealPOS DynaKey - G103 Dynakey Keytip Kit - 1-2-3 Keytip Set ("0", "00", "000") & Double High Key	\$7.10		
5954-K960	NCR RealPOS DynaKey Kit - 15" Next Gen DynaKey Biometrics Upgrade (Beige)	\$118.38	\$3.34	
5954-K961	NCR RealPOS DynaKey Kit - 15" Next Gen DynaKey Biometrics Upgrade (Charcoal)	\$118.38	\$3.34	
5964-6502-9090	NCR RealPOS Performance Touch Display, 12.1", No MSR, No Mount, No Cables, Dual-bulb (Beige, ROHS)	\$641.63	\$13.03	
5964-6702-9090	NCR RealPOS Performance Touch Display, 12.1", No MSR, No Mount, No Cables, Dual-bulb (Charcoal, ROHS)	\$641.63	\$13.03	
5964-K022	Standard IntegrationTray Mount Kit for Dynakey, LCD, and Touch Screen (Light Gray, G11)	\$47.35		
5964-K023	Standard IntegrationTray Mount Kit for Dynakey, LCD, and Touch Screen (Charcoal Gray, CG1)	\$47.35		
5964-K030	Standard Table Top Mount Kit for Dynakey and Touch Screen (Beige, G11)	\$47.35		
5964-K031	Standard Table Top Mount Kit for Dynakey and Touch Screen (Charcoal Gray, CG1)	\$47.35		
5964-K038	DynaKey Checkstand Mount w/NCR and VESA Pattern (Beige-RoHS)	\$92.34		
5964-K039	DynaKey Checkstand Mount w/NCR and VESA Pattern (Charcoal - RoHS)	\$92.34		
5964-K103	Universal Switching Power Supply - 12V, 2.5A output for Touch (ROHS)	\$59.19		
5964-K110	12.1" Touch JIS MSR (Beige, RoHS)	\$47.35	NC	
5964-K113	12" TOUCH, 3 TRACK ISO MSR, (G11 ROHS)	\$82.87	NC	
5964-K906	Enhanced Integration Mount w/ Customer Display Arm (Bulk Pack Only)	\$92.34		



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5964-K907	DISP; Enhanced Integrated Mount (Beige)	\$106.54		
5965-K116	15" Touch ISO 3 Track MSR (Beige)	\$82.87		
5965-K117	15" Touch ISO 3 Track MSR (Charcoal)	\$82.87		
5965-K120	15" Touch JIS MSR (Beige)	\$82.87		
5965-K121	15" Touch JIS MSR (Charcoal)	\$82.87		
5966-1011-9090	NCR RealPOS 15" Resistive Entry Level Touch Monitor , Cables and Remote Mount (Beige)	\$551.66	\$13.03	
5966-1012-9090	NCR RealPOS 15" Resistive Value Touch Monitor , Cables and Remote Mount (Charcoal)	\$551.66	\$13.03	
5966-9011-9090	NCR RealPOS 15" Resistive Entry Level Touch Monitor , Cables no Mount bulk pack (Beige)	\$551.66	\$13.03	
5966-9012-9090	NCR RealPOS 15" Resistive Entry Level Touch Monitor, Cables, No Mount , (Charcoal)	\$551.66	\$13.03	
5966-K100	3-Track MSR Kit for 5966 (Beige)	\$82.87		NC
5966-K101	3-Track MSR Kit for 5966 (Charcoal)	\$82.87		NC
5966-K900	5966 MSR (Charcoal) with 2m USB Cable	\$87.60		NC
<b>1. Retail Displays - Customer Display Products</b>				
5942-8000-9090	NCR RealPOS 15" LCD Display, VGA cable, remote mount, AUO LCD (Beige)	\$355.14	\$9.57	
5942-8100-9090	NCR RealPOS 15" LCD Display, VGA cable, remote mount, AUO LCD (Charcoal)	\$355.14	\$9.57	
5975-2010-9082	NCR RealPOS 256x64 Graphical Display (Beige)	\$182.31	\$3.65	
5975-2011-9082	NCR RealPOS 256x64 Graphical Display (Charcoal)	\$182.31	\$3.65	
5975-9000-9082	5975-1000/5975-K833 Combo (Bulk Pack Only)	\$111.28		
5975-K833	5975 Short Pole Kit - (Beige)	\$14.21		
5975-K834	5975 Short Pole Kit (Charcoal)	\$14.21		
5975-K835	5975 Tall Pole Kit (Beige)	\$14.21		
5975-K836	5975 Tall Pole Kit (Charcoal)	\$14.21		
5975-K910	5975 Remote Table Top/Counter Top Mount (Beige)	\$11.84		
5975-K912	5975 Remote Table Top/Counter Top Mount (Charcoal)	\$11.84		
5982-3100-9090	6.5" Color VGA LCD Monitor with mount and cables, RoHS, Beige	\$355.14	\$8.31	
5982-4100-9090	6.5" Color VGA LCD Display, no mount, no cables, RoHS, Charcoal	\$331.47	\$8.31	
5982-9100-9090	6.5" Color VGA LCD Display, no mount, no cables, RoHS, Gray	\$331.47	\$8.31	
5982-K731	6.5" LCD Remote Mount (Charcoal Gray)	\$9.47		NC
<b>1. Retail Cash Drawers - NCR RealPOS 2181 Full Size Cash Drawer</b>				
2181-2008-9090	Full-size CD w/slip slots; RP80XRT integ or Modular Config; US Till, Standard Lock. (Beige)	\$173.79	\$1.51	
2181-2108-9090	Full size Cash Drawer w/media slots; Charcoal gray, US Universal till, 2-position standard lock.	\$173.79	\$1.45	
2181-3006-9090	NCR RealPOS Full Size Cash Drawer w/media slots; Beige, Universal till, No Lock	\$164.73	\$1.45	
2181-3010-9090	NCR RealPOS Full-size Cash Drawer w/ two media slots; No till, 3 position lock (Beige)	\$161.20	\$1.45	
2181-3105-9090	NCR RealPOS Full Size Cash Drawer w/media slots;Charcoal, Universal Till, 3-position Lock	\$173.79	\$1.45	
2181-3106-9090	NCR RealPOS Full Size Cash Drawer w/media slots;Charcoal, Universal Till, No Lock	\$164.73	\$1.45	
2181-3108-9090	NCR RealPOS Full Size Cash Drawer w/media slots;Charcoal, Universal Till, 2-position Lock	\$173.79	\$1.45	
2181-3110-9090	NCR RealPOS Full-size Cash Drawer w/ two media slots; No till, 3 position lock (Charcoal)	\$161.20	\$1.45	
2181-3205-9090	NCR RealPOS Full Size Cash Drawer w/media slots, 5 bill/5 coin till, 3-position lock, Black	\$173.79	\$1.51	
2181-K001	Kit - 10 Key pack- Supervisor Key (4589)	\$17.18		
2181-K002	Kit - 10 Key pack- Operator Key (4589)	\$17.18		
2181-K010	Kit - Till Lid	\$23.17	\$0.00	
2181-K060	Universal Till, adjustable 5C/5B, non removable coin compartment (US)	\$24.68		NC
<b>1. Retail Cash Drawers - NCR RealPOS 2183 Mid-Range Cash Drawer</b>				
2183-6400-9090	NCR RealPOS Mid-Range Cash Drawer (Black) w/Lock	\$195.05	\$1.83	
2183-6450-9090	NCR 2183 Mid-Range Cash Drawer (HD slides)	\$214.09	\$1.83	
2183-K007	NCR RealPOS Mid-Range Cash Drawer Till w/ Lid and Lock	\$36.02		
2183-K898	NCR RealPOS Mid-Range Cash Drawer Lock Assembly Kit - LOCK #160	\$8.31		
2183-K899	NCR RealPOS Mid-Range Cash Drawer Lock Assembly Kit - LOCK #165	\$8.31		
2183-K931	NCR RealPOS Compact Cash Drawer Supervisor Keys (6)	\$16.62		
<b>1. Retail Cash Drawers - NCR RealPOS 2186 Compact Cash Drawer</b>				
2186-6400-9090	NCR RealPOS Compact Cash Drawer W/ US TILL KIT, STAINLESS STEEL FRONT PLATE (16X16), #235 LOCK,	\$136.01	\$1.73	
2186-7400-9090	NCR RealPOS Compact Cash Drawer-Beige W/ US TILL KIT (5B5C), PAINTED FRONT PLATE (16X16), #235 LO	\$136.01	\$1.73	
2186-7600-9090	NCR RealPOS Compact Cash Drawer-Beige, No till, Painted Front Plate	\$90.68	\$1.73	
2186-K010	LOCKABLE TILL LID AND KEY	\$13.85		
2186-K050	2186 CASH DRAWER LOCK SET #435 W/ 2 KEYS	\$23.17		
2186-K073	2186 Set of 6 keys for standard #235 lock	\$27.15		
2186-K085	NCR 2186 Coin Cups for US till(5 cups per set)	\$12.59		
2186-K100	NCR RealPOS Compact Cash Drawer Under Counter Brackets	\$19.39		
2186-K700	2186 Lock Assembly Kit with 6 keys (lock code F2)	\$35.26		
2186-K710	2186 Lock Assembly Kit w/ 6 keys (lock code F8)	\$35.26		
2186-K720	2186 Lock Assembly Kit w/ 6 keys (lock code F10)	\$35.26		
2186-K801	CASH DRAWER TILL (5B/5C)	\$16.62		
<b>1. Retail Cash Drawers - NCR RealPOS 2189 Full Size Cash Drawer</b>				
2189-K054	Coin Tray & Slip Slot Tray	\$24.94		
2189-K060	KIT, TILL 2 1/2L	\$16.62		NC
2189-K061	LID FOR 2-1/2L UNIVERSAL TILL	\$19.39		NC



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<b>1. Retail Scanners and Price Verifiers</b>				
2356-1203-0000	NCR RealPOS Value Handheld Scanner (White)	\$106.80	\$3.46	
2356-2201-0000	NCR RealPOS Standard Handheld Scanner (Black)	\$120.40	\$3.46	
2356-2208-0000	NCR RealPOS Standard Handheld Scanner (White)	\$120.40	\$3.46	
2356-4201-0000	Scanner: High Perf Rastering Laser (Black)	\$160.70	\$5.23	
2356-4208-0000	NCR RealPOS High Performance Handheld Scanner (White)	\$160.70	\$5.23	
2356-4209-0000	NCR RealPOS High Performance Handheld Scanner (Charcoal) All Imaging 1D & 2D Imager	\$244.32	\$5.42	
2356-4210-0000	NCR RealPOS High Performance Handheld Scanner (Gray) 1D & 2D Imaging Scanner with Drivers License Parsing	\$264.47	\$5.42	
2356-6701-0000	NCR RealPOS Digital Imager Handheld Scanner (Black)	\$255.40	\$6.36	
2356-6707-0000	NCR RealPOS Digital Imager Handheld Scanner (White)	\$255.40	\$6.36	
2356-9208-0000	NCR 2D Presentation Imaging Scanner	\$301.75	\$1.89	
2356-9209-0000	NCR 2D Presentation Imaging Scanner with drivers license (DL) parsing	\$314.84	\$1.89	
2356-9808-0000	NCR 2D Imager Presentation Scanner (Charcoal)	\$378.82	\$6.36	
2356-K110	Intellistand for 2356-42xx (Black)	\$33.25		
2356-K112	Gooseneck Stand	\$14.61		
7874-3003-9090	7874 Compact Scanner (EU-TPP scale ready) 35.3 cm (13.9 inch); top plate not included - Imaging Hybrid Capable	\$554.13	\$9.76	
7874-4003-9090	7874 Midsize Scanner, 39.9cm (15.7 inch), top plate not included - Imaging Hybrid Capable	\$591.91	\$9.76	
7874-5003-9090	7874 Midsize Scanner/ Scale, 39.9cm (15.7 inch) - Imaging Hybrid Capable	\$730.44	\$15.43	
7874-F030	Rear extension to create 16"40.6 cm scanner from 7874-4xxx/-5xxx midsize	\$20.15		
7874-F150	Integrated Imaging Scan Module Feature: Cashier Facing	\$251.88		
7874-K001	Kit - Convert 7874 compact to midsize scanner	\$42.82		
7874-K002	Kit - extender to increase 7874 midsize to 40.6cm/16" length	\$22.67		
7874-K200	Kit - 20" extender for 7874-4000 and -5000 (needs long top plate)	\$50.38		
7874-K608	Kit - midsize Everscan top plate (usually for K001)	\$68.01		
7874-K751	Kit - 7874 leveling screws (pack of 12 screws)	\$12.59		
7874-K752	Kit - leveling for 7874-4000	\$10.08		
7876-4694-9090	Compact - Scanner - (scale ready) (RoHS)	\$1,181.29	\$12.61	
7878-1001-9090	RealPOS High Performance Bi-Optic Scanner Release 2	\$846.30	\$9.26	
7878-F203	Checkpoint EAS Ready (Uses 7878-K940)	\$16.12		
7878-F512	RS - 232 DB9 cable (1416-C019-0040)	\$15.11		
7878-F565	USB Cable Nonpowered to standard USB socket on POS or PC (Type A USB)	\$15.11		
7878-F567	Scale cable for dual-cable scale interface -- RS-232 (DB9F) to scanner Aux. Port (1432-C100-0040)	\$15.11		
7878-F570	Cable Sensormatic RS232 communications	\$12.59		
7878-F593	Top Plate EverScan Glass	\$75.56		
7878-F594	Top Plate EverScan Glass with Produce Guard	\$125.94		
7878-F602	Top Plate Sapphire Glass	\$125.94		
7878-F603	Top Plate Sapphire Glass with Produce Guard	\$151.13		
7878-F610	Standard Power Cord AND Power Supply (U.S.)	\$12.59		
7878-F611	Twist Lock Power Cord AND Power Supply (U.S.)	\$12.59		
7878-F620	Powered USB 4 Meter, uses 1432-C156-0040	\$20.15		
7878-F703	Side rails	\$5.04		
7878-F816	Remote dual scale display 30lb, 13.995kg and 15kg	\$108.31	\$5.04	
7878-F840	Scanner-only top plate short support plugs to give same height as 75/76 scanner-only	\$1.51		
7878-K602	Kit - 7878 sapphire top plate	\$133.49		
7878-K732	Side rail kit for 7878	\$12.59		
7878-K852	7878 Scale kit for USA, Canada, Mexico and Puerto Rico	\$219.13		
7878-K940	Checkpoint antenna and cable kit for RealScan 78 and 74 (7878 and 7874). NOT interlock cable.	\$16.12		
7884-1001-9090	NCR RealPOS Single Window Scanner	\$377.81	\$6.11	
7884-F594	RealScan 84 Horizontal Everscan Top Plate Assembly	\$100.75		
7884-F603	RealScan 84 Horizontal SapphireTop Plate Assembly	\$144.07		
7884-K919	7884 Plastic Horizontal Mounting Adapter (w/brackets)	\$27.71		
<b>1. Retail Keyboards</b>				
5932-1313-9090	NCR RealPOS Big Ticket Keyboard, PS2, w/ 3-Track MSR, Keylock (Charcoal Gray, CG1)	\$258.07	\$1.83	
5932-2223-9090	NCR RealPOS 64-Key Keyboard, PS2, No MSR (Beige)	\$165.73	\$1.83	
5932-2224-9090	NCR RealPOS 64-Key Keyboard, PS2, 3-Track MSR (Beige)	\$189.41	\$1.83	
5932-2226-9090	NCR RealPOS 64-Key Keyboard, PS2, No MSR (Charcoal)	\$165.73	\$1.83	
5932-2227-9090	NCR RealPOS 64-Key Keyboard, PS2, 3-Track MSR (Charcoal)	\$189.41	\$1.83	
5932-4200-9090	NCR RealPOS 37-Key Keyboard w/ wedge, PS/2, w/ 7.5 meter cable (beige)	\$139.69	\$1.83	
5932-5225-9090	NCR RealPOS Big Ticket Keyboard, USB, w/ 3-Track MSR, No Keylock (Beige)	\$224.92	\$2.96	
5932-5315-9090	NCR RealPOS Big Ticket Keyboard, USB, w/ 3-Track MSR, Keylock (Charcoal, CG1)	\$248.60	\$2.96	
5932-5410-9090	NCR RealPOS Big Ticket Keyboard, USB, 3-Track MSR, Keylock (Beige)	\$248.60	\$2.96	
5932-5425-9090	NCR RealPOS Big Ticket Keyboard, USB, 3-Track MSR, No Keylock (Beige)	\$224.92	\$2.96	
5932-5515-9090	NCR RealPOS Big Ticket Keyboard, USB, 3-Track MSR, Keylock (Charcoal)	\$248.60	\$2.96	
5932-6670-9090	NCR USB Compact Alphanumeric Keyboard w/ Glidepad (No MSR/No Keylock/No cable) - Charcoal	\$139.69	\$4.09	
5932-7100-9090	NCR RealPOS 78-Key Keyboard, w/ MSR, Keylock (Beige)	\$139.69	\$2.71	
5932-9313-9090	NCR RealPOS Big Ticket Keyboard, PS2, w/ 3-Track MSR, No Keylock, no Speaker (Charcoal)	\$258.07		
5932-9315-9090	NCR RealPOS Big Ticket Keyboard, USB, No MSR filler plug and Keylock	\$291.22	\$2.96	



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5932-K013	KB: JIS MSR Upgrade Kit	\$47.35		NC
5932-K093	KIT, DOUBLE HIGH KEY CAP FOR 64 KEY POS KEYBOARD (20 SETS)	\$47.35		
5932-K100	10 Sets of keys (EX,R and S) - For use with Big Ticket, 37-Key and 64-Keyboards & DynaKeys	\$33.15		
5932-K900	USB Big Ticket Keyboard Kit, (150) double-high key tips - G13 and (150) double-high key tip lenses	\$182.31		
5932-K949	2 Double High Keys (Black) and 2 Lens for USB Big Ticket Keyboard	\$4.74		
<b>1. Retail Cables</b>				
1416-C851-0040	DISP: 4M Powered USB Cable (12V) for 12.1" LCD (5942) and 15" Value Touch Monitor (5966)Black	\$19.50		
1416-C870-0010	Cable - High-Bright LCD 2x20 Matrix Display 1m RS-232 Cable, +12V terminal power	\$13.86		
1432-C043-0010	5975 2x20 VFD 12v Com Power - 1M	\$21.66		
1432-C045-0040	5975 2x20 VFD RS232 12v Com Power - 4M	\$21.66		
1432-C092-0010	PTR: 24V PRINTER POWER CABLE. 1 METER, BLACK, RoHS	\$15.16		
1432-C092-0040	PTR: 24V PRINTER POWER CABLE. 4 METER, BLACK, RoHS	\$19.50		
1432-C114-0040	Low Profile VGA Cable (for use with 5982 6.5")	\$10.83		
1432-C153-0010	DISP: 1M RS232 COMMUNICATIONS / POWER CABLE FOR 5964 (ROHS)	\$13.00		
1432-C153-0040	DISP: 4M RS232 COMMUNICATIONS / POWER CABLE FOR 5964 (ROHS)	\$15.16		
1432-C156-0010	USB Plus Power cable 12V (green plug) 1M, Black (ROHS)	\$25.99		
1432-C156-0040	USB Plus Power cable 12V (green plug) 4M, Black (ROHS)	\$28.16		
1432-C158-0010	USB cable for 15" Touch Monitor with one standard USB connector and one power connector, 1M, Black, ROHS	\$30.33		
1432-C158-0040	USB cable Type A to 2x4 Latch-N-Lock, 4M, Black, ROHS	\$32.49		
1432-C191-0040	DISP: 4M DVI-D to DVI-D Cable (Black)	\$15.16		
1432-C370-0152	PTR: RS232 Comm Cable, 9-pin to 9-pin RS-232 Cable, 15.2M	\$45.49		
1432-C376-0015	1.5 meter USB cable (Black) - for use with 5932-6670-9090	\$6.50		
1432-C377-0025	2.5 meter USB cable (Black) - for use with 5932-6670-9090	\$8.66		
1432-C386-0007	Y Cable that allows Displays to be powered from 80XRT - 30" length	\$10.83		
1432-C407-0028	USB Cable, Shielded USB: locking power plus connector, 7 ft. straight (2.8m) - Does not require a power supply	\$27.29		
1432-C408-0046	USB Cable, Shielded USB: 15 ft. straight (4.6m), coiled - Does not require a power supply	\$28.16		
1432-C412-0030	RS232, black, DB9 female, with 12V Power from POS, 3m(9.8'), straight, 5V host power	\$32.49		
1432-C413-0030	USB, black, Type A, 3m (9.8'), straight, 5V host power	\$13.00		
1432-C429-0090	CABLE, DB9 MALE TO RJ45, 7409 RS232, 90 INCHES	\$21.66		
<b>2. Self-Service - NCR 2367 (TouchPort 90) Kiosks</b>				
2367-1000-8090	Virtual Agent pedestal kiosk, standard, 120 VAC	\$2,945.93	\$5.44	
2367-F030	Virtual Agent Pedestal, standard color- Silver/ black	\$976.27		
2367-F070	Printer, wide format, 2ST	\$1,181.80	\$17.40	
2367-F101	Virtual Agent - pamphlet holder, standard	\$43.85		
2367-F130	Virtual Agent - 17" display, cap touch, Core2Duo	\$1,209.20	\$14.91	
2367-F515	DIP MSR, with illuminated bezel	\$569.32	\$8.40	
2367-F530	2D Imager	\$324.05	\$9.27	
2367-F561	Camera (No Secondary display)	\$342.55	\$5.04	
2367-F576	Card Encoder Dispenser (Magnetic) with Lighted Bezel	\$1,524.35	\$22.77	
2367-F747	RAM, 4GB	\$106.19		NC
2367-F850	No software image	\$7.54		
2367-F901	Handset, Noise Cancelling, Black	\$599.46	\$8.80	
<b>2. Self-Service - NCR 8006 (SelfServ 85) Kiosks</b>				
8006-1100-8801	SelfServ 85 Kiosk	\$1,986.79	\$45.67	
8006-F310	Receipt Printer, SNBC	\$342.55		
8006-F381	Power Cable, US	\$68.51		
8006-F430	Chassis w/ Display Fascia 32" w/ Receipt, Imager, MSR, Trackball	\$2,500.62		
8006-F431	Chassis w/ Display Fascia 32" w/ Receipt, Imager, MSR	\$2,500.62		
8006-F436	Chassis w/ Display Fascia 32" w/ Receipt, Imager, & MSR/Pin Pad)	\$2,500.62		
8006-F470	Terminal, Intel Celeron T3100, 160 GB HDD, 2GB	\$822.12	\$8.73	
8006-F472	Terminal, Intel Core i3-3240T, 8GB, 250GB HDD, 12V USB Daughter Card	\$1,130.42	\$7.52	
8006-F500	Pin Pad Mount, Supports Verifone VX820	\$188.40		
8006-F501	Pin Pad Mount, Supports Verifone VX820, w/ 3-Track MSR (Loyalty Card)	\$325.42		
8006-F516	MSR, Dip, 3 Track	\$256.91		
8006-F530	Imager	\$424.76		
8006-F700	Trackball and Switch	\$513.83	\$0.87	
8006-F746	Memory, 4GB Module, SO-DIMM, DDR3	\$102.77		NC
8006-F890	Wireless, US	\$99.34		
8006-F976	Card Encoder - IST220	\$633.72		
<b>2. Self-Service - NCR 7625 (SelfServ 72) Kiosks</b>				
7625-1010-8801	NCR SelfServ 72 US/ARG Note Accept, T3100 Dual Core, 1 GB, 160GB HDD, UL291 24 hr safe, 1ST Printer	\$12,194.78	\$73.75	
7625-F130	Feature, Cash Dispenser with 3 cassettes	\$2,055.30	\$13.70	
7625-F230	Feature, Kaba-Mas Cencon 2000 Electronic Lock (for multiparty access)	\$684.41		
7625-F231	Feature, Kaba-Mas Auditcon 552 Electronic Lock	\$684.41		
7625-F400	Feature, 110 volt UPS	\$219.23		NC
7625-F471	Feature, NFC Contactless Payment Reader	\$308.30	\$3.02	
7625-F500	Feature, Mounting for Pin Pad	\$68.51		



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7625-F515	Feature, Mounting for MSR	\$68.51		
7625-F516	Feature, USB Dip Card Reader	\$308.30	\$2.15	
7625-F530	Feature, 2D Imaging Scanner	\$808.42	\$12.02	
7625-F532	Scanner, N5680 Imager	\$808.42	\$6.18	
7625-F590	Feature, Check Imager with retention	\$1,712.75	\$19.14	
7625-F745	Feature, 1 GB Memory Module (total 2 GB)	\$109.62	NC	
<b>2. Self-Service - NCR 7409 (SelfServ 60) Kiosks</b>				
7409-1720-8801	17 Capacitive Touch Celeron T3100 Model, High Density HD, 1GB DDR2 Memory, No Bezel, No MSR, US Power C	\$1,918.28	\$14.24	
7409-1725-8801	17 Capacitive Touch Core2Duo P8400 Model,High Density HD, 2GB DDR2 Memory, No Bezel, No MSR	\$2,295.09	\$14.91	
7409-1785-8801	17" Capacitive, Core 2 Duo, 2GB DDR2, LED, Privacy Filter P8400 CPU	\$2,603.38	\$14.91	
7409-1900-8801	NCR SelfServ 60 19" Kiosk, Capacitive Touch, Intel Celeron 575, 80GB HDD, 1GB DDR2, No Bezel, No MSR	\$2,158.07	\$15.11	
7409-1920-8801	19 Capacitive Touch Celeron T3100 Model,High Density HD, 1GB DDR2 Memory, No Bezel, No MSR	\$2,158.07	\$15.11	
7409-1925-8801	19 Capacitive Touch Core2Duo P8400 Model,High Density HD, 2GB DDR2 Memory, No Bezel, No MSR	\$2,534.87	\$15.78	
7409-F103	NCR SelfServ 60 Digital Download Front Bezel	\$20.55		
7409-F105	NCR SelfServ 60 17" Standard Front Bezel (CG1)	\$15.07		
7409-F130	NCR SelfServ 60 19" Standard CG1 Bezel	\$20.55		
7409-F225	NCR SelfServ 60 ISO 3 Track MSR (17" and 19")	\$68.51		
7409-F228	NCR SelfServ 60 ISO 3 Track MSR (17" and 19")	\$68.51		
7409-K001	NCR SelfServ 60 USB Port Security Clip Kit (3 clips)	\$13.70		
7409-K002	NCR SelfServ 60 Signage Rail Kit (2 rails)	\$58.23		
7409-K035	NCR SelfServ 60 Fixed Angle Mount, Modular	\$188.40		
7409-K036	NCR SelfServ 60 Fixed Angle Mount Blank Face Plate Assembly	\$17.13		
7409-K060	Wide Printer Pedestal Upper Cabinet	\$274.04		
7409-K061	Wide Printer Pedestal Upper Blank Faceplate	\$68.51		
7409-K062	Wide Printer Pedestal Scanner attachment with Omni Directional Scanner	\$548.08	\$6.72	
7409-K063	Wide Printer Pedestal Upper w/KBD Tray	\$171.28		
7409-K064	Wide Pedestal w/KBD Tray and Omni-Scanner	\$616.59	\$6.72	
7409-K068	Kit - Pin Pad/Dip MSR Assembly (Wide Printer Pedestal)	\$890.63	\$2.15	
7409-K069	Kit - SS60 Cable Cover, Pedestal	\$61.66		
7409-K070	SelfServ 60 Pedestal - No Printer	\$1,644.24		
7409-K071	Kit - Bracket Spacer for the pin Arm wide Pedestal	\$49.33		
7409-K105	SelfServ 60 17" Black Bezel Kit	\$15.07		
7409-K130	SelfServ 60 19" Black Bezel Kit	\$20.55		
7409-K210	Ruggedized Cable Cover for 7409	\$34.26		
7409-K225	Kit: 3-Track ISO MSR, 7409, 17/19 inch SS60	\$68.51		
7409-K250	NCR SelfServ 60 Fixed Angle Mount Face Plate Assembly with DIP Card Reader	\$352.83	\$2.15	
7409-K300	NCR SelfServ 60 Integrated Omni-Directional Scanner Kit (Bracket and Scanner included)	\$479.57	\$6.72	
7409-K302	SelfServ 60 Fixed Angle Mount Faceplate w/Omni-Scanner - 7409	\$548.08	\$6.72	
7409-K303	Kiosk Kit; Kit for retrofitting Omni Scanner for fixed angle mount 7409-K035 - Does not include the scanner	\$232.25		
7409-K313	Kit - Fixed angle mount Omni-directional Laser Scanner for 7610/11 RP25/50 using 7409-K035 Fixed angle mount	\$548.08	\$6.78	
7409-K330	Kit - Laser Scanner MS3207 mounted to the 7610/11 RealPos 25/50 bottom Cable cover	\$548.08	\$6.78	
7409-K331	Kit - Enhanced Imager MS4980 attach to the cable cover of 7610/11 RP 25/50 - Tall Table top mount 7404-K034.	\$650.85	\$6.78	
7409-K361	NCR SelfServ 60 Fixed Angle Mount Face Plate Assembly with DIP Card Reader and Imager	\$702.23	\$6.18	
7409-K370	SS60 - USB Adapter module - 802.11a/b/g/n with desk stand & 1m USB cable (US)	\$119.89	\$1.41	
7409-K502	NCR SelfServ 60 Flush Wall Mount Kit	\$45.22		
7409-K566	Kit - Swivel Mount Bracket 7404/7409	\$256.91		
7409-K570	NCR SelfServ 60 Payment Device Mounting Arm	\$58.23		
7409-K571	Payment device mounting side arm spacer (for 19" model)	\$30.83		
7409-K598	SS60 Pedestal Sign Rail Kit (Supports K06X/5X Kits)	\$92.49		
7409-K630	Self Serv "ignition" style lock no key for printer pedestal lower cabinet	\$18.50		
7409-K915	Kit - SS60 Fix Angle Mount Security Lock FRBB	\$196.62		
7409-K945	SS60 7409 Stylus Kit	\$23.98		
7409-K960	SelfServ 60 Shelf Mount Cabinet for N Csh	\$856.38		
<b>2. Self-Service - NCR 7408 (SelfServ 71) Kiosks</b>				
7408-3410-8801	NCR SelfServ 71, US Model, T3100 Dual Core, 1 GB, 160GB HDD, 2ST Printer	\$17,126.81	\$154.35	
7408-F473	DIP Card Reader	\$308.30	NC	
7408-F476	FEATURE - DISPLAY FASCIA 17IN 7409 W/ N5680 IMAGER OPENING AND DIP MSR (STANDARD COLORS)	\$308.30		
7408-F501	Universal Pinpad Mount	\$119.89		
7408-F502	Pin Pad Mount (Charcoal Gray)	\$205.53		
7408-F801	1 GB additional memory (2 GB total) for 7408-3XXX only	\$205.53	NC	
7408-K002	Single replacement F53 note cassette (unconfigured)	\$308.30		
7408-K003	EasyPoint 48 Topper - Standard with low-profile Tri-light (Black 1)	\$225.40	NC	
7408-K020	Kit: replacement signage knobs and threaded studs (qty 14 & allen wrench)	\$54.81		
7408-K100	Kit, Check Imager side car for SelfServ 71	\$4,110.60	\$34.19	
7408-K101	Kit, 4th dispenser cassette module and mounting hardware for SelfServ 71	\$3,082.95	\$13.70	
<b>2. Self-Service - NCR 7405 (SelfServ 70) Kiosks</b>				
7405-5427-8801	NCR SelfServ 70, Recycler, 17", T3100 Dual Core, 1G DIMM, 160GB HDD	\$8,563.75	\$48.36	



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7405-5627-8801	NCR SelfServ 70, US Note Accept, 17", T3100 Dual Core, 1G DIMM, 160GB HDD	\$7,193.55	\$67.10	
7405-F093	High security lock - multiparty access	\$685.10		
7405-F550	Xpress Check-in Application	\$5,480.80		
7405-F552	Xpress Check-in Application - Small Property Version (with less then 300 rooms)	\$2,397.85		
7405-F610	UPS - 110 volt	\$219.23		NC
7405-F644	Bill Recycler - Bulk Load	\$7,056.53	\$70.59	
7405-F672	Additional 1 GB DDR DIMM (for 7405-5XXX models only)	\$109.62		NC
7405-F703	Coin Dispense - US	\$890.63	\$8.93	
7405-F708	Card encoder/hopper for non-hotel units	\$1,233.18	\$18.14	
7405-F718	2D scanner for acceptor or recycler model (7405-5XXX models only)	\$808.42	\$4.97	
7405-F719	Feature, Imaging Scanner	\$808.42	\$6.18	
7405-F730	17" MSR (7405-5XXX models only)	\$82.21		NC
7405-F735	17" MSR and mounting feature for side car (for 7405-5XXX only)	\$205.53		NC
7405-F736	3-TRACK ISO MSR, 7409, ADA	\$82.21		
7405-F737	3-TRACK ISO MSR, 7409, ADA, MOUNT	\$205.53		
7405-F742	Side arm for pin pad	\$171.28		
7405-F750	Check Acceptor Side Car	\$1,644.24	\$12.83	
7405-F751	Feature, integrated check imager with retention	\$1,644.24	\$19.14	
7405-F752	Feature, integrated check imager with retention (recycler model)	\$1,644.24	\$19.14	
7405-K410	Recycler replacement drop box	\$205.53		
7405-K411	Recycler Cassette	\$582.34		NC
7405-K420-V001	7405 Cabinet Replacement Keys (10 pcs)	\$17.13		
7405-K500	Cash Cassette - 1,200 note capacity	\$226.08		
7405-K900	Kit: RFID encoder for 7405 and 7407 hotel units	\$2,740.40		
<b>2. Self-Service - NCR 7404 (EasyPoint Advantage) Kiosks</b>				
7404-1200-8801	NCR EasyPoint Advantage 17-inch Resistive Touch Celeron M, 80Gb HDD	\$2,021.05	\$17.40	
7404-F241	MSR 3 Track ISO	\$85.64		NC
7404-F301	Wireless Card Americas	\$85.64	\$1.75	
7404-K005	NCR EasyPoint Advantage Stylus Kit	\$34.26		
7404-K034	NCR EasyPoint Advantage (7404) Tall Table Top Mount	\$202.10		
7404-K241	MSR 3 Track ISO	\$85.64		NC
7404-K254	512MB Memory Kit	\$54.81		NC
7404-K255	1 GB Memory Upgrade Kit (SODIMM)	\$95.91		NC
7404-K301	Wireless Card Americas	\$85.64	\$1.75	
7404-K302	RS232 Conversion Cable RJ45 to 9 Pin Serial	\$10.28		
7404-K361	7404 80Gb HDD Kit, 2.5" Mobile PATA	\$188.40	\$3.43	
7404-K594	NCR EasyPoint Advantage Park II Printer with Wall Mount Enclosure	\$1,130.42	\$14.91	
7404-K598	NCR EasyPoint Advantage Sign Rail Kit (2 rails per kit)	\$58.23		
<b>2. Self-Service - NCR 7407 (XpressPort 70) Kiosks</b>				
7407-3000-8090	XpressPort 70 Rel 2.0 - Travel Kiosk	\$6,847.57	\$144.88	
7407-F051	Feature - Bezel, Display, (CG1), Xpress Port w/ 7409	\$13.70		
7407-F101	Feature - Domestic US Power Cord	\$14.39		
7407-F151	Feature - 3 Track MSR Only (7409)	\$828.97		
7407-F152	Feature - 3 Track MSR/PPR (7409)	\$1,109.86		
7407-F201	Feature - Bar Code Imager	\$493.27	\$6.45	
7407-F251	Feature - Magnetic Encoder / Dispenser	\$1,274.29		NC
7407-F252	Feature - RFID Encoder / Dispenser	\$1,445.56	\$6.05	
7407-F301	Feature - Printer, Full Page w/ Presenter	\$2,103.26		
7407-F351	Feature - Signature Capture	\$1,000.25	\$3.76	
7407-F406	Feature - Internal CD/DVD-Rom	\$147.30	\$1.68	
7407-F451	Feature - Lower Module	\$1,623.69		NC
7407-F550	Xpress Check-in Application	\$5,480.80		
7407-F853	Xpress Check-in Application	\$6.85		
7407-F854	Xpress Check-in Application	\$102.77		
7407-K013	NCR XpressPort 70 - Signature Capture Kit	\$822.12	\$3.76	
7407-K154	7407 MSR/PPR with Imager	\$1,688.77	\$6.72	
<b>2. Self-Service - Kiosk Mounting Brackets and Rails</b>				
7402-K471	Point of Purchase Display Kit	\$12.59		
7402-K526	Mounting Bracket Full Length 7402 & Printer	\$75.56		
7402-K561	Wall Mount Bracket (Black) for 7409-K035 Fixed angle mount - 7409	\$50.38		
7402-K562	Table/Pedestal Mounting Bracket for the 7409 Kiosk	\$35.26		
7402-K563	Wall Bracket Printer for the 7409 1ST kiosk printer - 7409	\$75.56		
7402-K565	WALL MOUNT BRACKET(USE WITH TILT MOUNT)	\$50.38		
7402-K568	Wall Mount Bracket w/Keyboard Shelf - 7409	\$226.69		
7402-K569	Kiosk Bracket for Rugged Keyboard 7409	\$37.78		
7402-K591	Remote Printer adaptors, Modular Plug to DB9 for interfacing to a remote NCR 7197 printer	\$17.63		
7402-K596	Kiosk Full Page Printer Kit	\$1,612.00	\$22.02	



Product ID	Product Description	Purchase Price	Monthly Maintenance Price	Notes
7402-K598	NCR EasyPoint 42 Sign Rail Kit 2336 pedestals - 7409	\$68.01		
<b>3. Miscellaneous Products and Kits</b>				
2330-K370	USB Wireless Adapter Kit - US	\$156.92	\$1.24	
2336-K030	CDISP: DISPENSER CANISTER- US	\$348.03		
2336-K037	KSK: PEDESTAL BASE WITH KEYBOARD SHELF (RoHS)	\$629.26		
2336-K051	KSK: PRINTER BLANK SPACER ASSEMBLY (RoHS)	\$116.81		
2336-K052	KSK: Pedestal BASE Standard (RoHS)	\$339.12		
2336-K080	Slim Line Pedestal with Ptr and Dip MSR reader	\$4,932.72	\$3.46	
2336-K081	Slim Line Pedestal White with Ptr/Dip MSR Reader/Imager	\$5,754.84	\$5.67	
2336-K088	Slim Line Pedestal White with Ptr/Imager	\$5,378.04	\$4.09	
2336-K212	KB: Rugged Keyboard w/Trackball US Layout/USB Interface	\$599.46	\$6.17	
2336-K312	Kit - Storm Rugged Keyboard 2210-452223 with US English	\$599.46	\$6.17	
2336-K638	Low Profile Wall Mount for EP Adv w/Scanner	\$143.87		
2355-K015	KSK: CASH CODE CASSETTE CST 1K0-67-P1L	\$119.89		
2355-K063	KSK: Cash Code SM Bill Validator w/firmware download and SW upgrade license	\$493.27	\$14.17	
5151-7144-9090	NDIS 163 Base Level Media Player Core 2 Duo Digital Media Player with T4400 2.2 GHz	\$920.77	\$12.49	
7932-8203-0000	PC/ELS: TABLET PC	\$9,527.22		
7932-8209-0000	PC/ELS: AC ADAPTER FOR RUGGED TABLET	\$204.02		
7932-8210-0000	PC/ELS: STAND FOR RUGGED TABLET	\$659.21		
7932-8211-0000	PC/ELS: DOCLITE FOR RUGGED TABLET	\$419.83		
<b>4. NCR PCs &amp; Servers - Monitors, Hardware Options, and Kits</b>				
3498-1910-8090	19 inch Wide FP Monitor	\$266.58	\$12.85	
3498-2753-8090	17" Analog Flat Panel Display	\$232.73	\$5.92	
3498-2780-8990	20" Vis Flat Panel Monitor	\$516.24	\$12.85	
<b>5. NCR Power Protection</b>				
4053-4411-7194	POWER CONDITIONER, 10 AMP, 120 VOLT	\$672.43		
4053-4412-7194	POWER CONDITIONER, 12 AMP, 120 VOLT	\$694.42		
4053-4416-7194	POWER CONDITIONER, 16 AMP, 120 VOLT	\$905.99		
4053-4420-7194	POWER CONDITIONER, 2 AMP, 120 VOLT	\$180.59		
4053-4421-7194	POWER CONDITIONER, 2 AMP, 2 OUTLET, 120 VOLT	\$195.71		
4053-4422-7194	POWER CONDITIONER, 20 AMP, 120 VOLT	\$1,208.24		
4053-4423-7194	Power Conditioner 2 AMP, 120 V - Standard 2-outlet, wall-mountable	\$202.81		
4053-4430-7194	POWER CONDITIONER, 3 AMP, 120 VOLT	\$265.15		
4053-4431-7194	Power Conditioner 3 AMP, 120 V - Standard, wall-mountable	\$285.93		
4053-4440-7194	POWER CONDITIONER, 4 AMP, 3-outlet, 120 VOLT	\$306.71		
4053-4441-7194	4-amp Power Conditioner, 120 V, 2-outlet	\$306.71		
4053-4442-7194	Power Conditioner 4 AMP, 120 V - Standard, wall-mountable	\$322.50		
4053-4450-7194	POWER CONDITIONER, 5 AMP, 120 VOLT	\$354.39	\$3.93	
4053-4451-7194	Power Conditioner 5 AMP, 120 V - Standard, wall-mountable	\$398.97		
4053-4460-7194	POWER CONDITIONER, 6 AMP, 120 VOLT	\$439.70		
4053-4461-7194	Power Conditioner 6 AMP, 120 V - Standard, wall-mountable	\$452.16		
4053-4470-7194	POWER CONDITIONER, 7 AMP, 120 VOLT	\$514.51		
4053-4471-7194	Power Conditioner 7 AMP, 120 V - Standard, wall-mountable	\$521.99		
4053-4472-7194	Line Conditioner, IEC input/output, 7 AMP / 840 Watt, 120 Volts	\$565.96	\$14.84	
4053-4480-7194	POWER CONDITIONER, 8 AMP, 120 VOLT	\$581.00		
4053-4511-7194	Ground Guard Line Conditioner, 11 AMP, 240 Volt	\$747.24		
4053-4511-7494	POWER CONDITIONER, 11 AMP, 230 VOLT	\$1,495.31		
4053-4517-7194	POWER CONDITIONER, 1 AMP, 120 VOLT, w' wall mount bracket	\$188.15	\$3.93	
4053-4518-7194	POWER CONDITIONER, 1.5 AMP, 120 VOLT, w' wall mount bracket	\$210.82	\$3.93	
4053-4520-7194	POWER CONDITIONER, 2 AMP, 120 VOLT	\$225.93		
4053-4521-7194	Power Conditioner-ground guard, 2-amp, 120 Volt, w' wall mount bracket	\$256.16	\$3.93	
4053-4530-7194	POWER CONDITIONER, 3 AMP, 120 VOLT	\$293.94		
4053-4531-7194	Power Conditioner-ground guard, 3-amp, 120 Volt, w' wall mount bracket	\$307.54	\$3.93	
4053-4540-7194	POWER CONDITIONER, 4 AMP, 120 VOLT	\$331.72		
4053-4550-7194	POWER CONDITIONER, 5 AMP, 120 VOLT	\$439.70		
4053-4560-7194	POWER CONDITIONER, 6 AMP, 120 VOLT	\$490.40		
4053-4570-7194	POWER CONDITIONER, 7 AMP, 120 VOLT	\$556.06		
4053-4580-7194	POWER CONDITIONER, 8 AMP, 120 VOLT	\$614.25		
4055-2540-7194	Power Conditioned UPS - 250VA/167W, 120V	\$450.35	\$8.56	
4055-4040-7194	Power Conditioned UPS - 400VA/268W, 120V	\$622.64	\$8.56	
4055-6040-7194	Power Conditioned UPS - 600VA/402W, 120V	\$941.51	\$12.49	
<b>6. NCR Media Manager Software</b>				
G370-3137-0100	NCR Media Manager - Interactive	\$24,683.75	\$476.04	
G370-3138-0100	NCR Media Manager - Non-Interactive	\$17,631.25	\$340.03	
G370-3141-0100	NCR Media Manager - Integration Engine	\$7,052.50	\$136.01	
<b>7. NCR Retail and Self-Service Solution Software</b>				



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G370-1808-0000	NCR General POS Solution 2.0 POS Application (order one per POS terminal) w/Direct Software Maintenance	\$246.13	\$3.93	
G370-1815-0000	NCR General POS Solution 2.0 PCIF External Runtime License	\$105.08	\$1.66	
G370-1816-0000	NCR General POS Solution 2.0 EPT/CP External Runtime License	\$105.08	\$1.66	
G370-2419-0000	NCR General POS Solution 2.0 Manager's WorkStation (MWS) w/Direct Software Maintenance	\$560.67	\$8.99	
G370-2427-0000	NCR General POS Solution 2.0 Corporate Workstation (CWS) Base (includes two locations) w/Direct Software Maint	\$1,336.45	\$12.38	
G370-2429-0000	NCR General POS Solution 2.0 Corporate Workstation (CWS) Add-on Location - For Locations 21+	\$34.56	\$0.53	
G370-2462-0100	TAPS Fiscal Printer Drivers	\$35.26		
G370-2641-0000	FiPay BIN Table Manager	\$15,868.13		
G370-2642-0000	FiPay Route (1-250) Stores	\$24.68		
G370-2643-0000	FiPay Route (250-500) Stores	\$21.16		
G370-2644-0000	FiPay Route (501-1000) Stores	\$17.63		
G370-2645-0000	FiPay Route (1001-1500) Stores	\$14.11		
G370-2646-0000	FiPay Route (1501-2000) Stores	\$10.58		
G370-2647-0000	FiPay Route (Corporate License)	\$7.05		
G370-2648-0000	FiPay Dial Backup (1-500 Stores)	\$35.26		
G370-2649-0000	FiPay Dial Backup (500 - 1000 Stores)	\$31.74		
G370-2650-0000	FiPay Dial Backup (1000 + Stores)	\$28.21		
G370-2651-0000	FiPay Direct Base Package	\$35,262.50		
G370-2652-0000	FiPay Direct Store (1-100 Stores)	\$211.58		
G370-2653-0000	FiPay Direct Store (101-250) Stores)	\$176.31		
G370-2654-0000	FiPay Direct Store (251-500) Stores)	\$158.68		
G370-2655-0000	FiPay Direct Store (500 + Stores)	\$141.05		
G370-2656-0000	FiPay Server (1-100 Stores)	\$846.30		
G370-2657-0000	FiPay Server (101-250 Stores)	\$705.25		
G370-2658-0000	FiPay Server (251-500 Stores)	\$564.20		
G370-2659-0000	FiPay Server (500 + Stores)	\$423.15		
G370-2660-0000	FiPay Server (Corporate License)	\$352.63		
G370-2661-0000	FiPay-PIN Base Package - US Sites	\$35,262.50		
G370-2662-0000	FiPay-PIN (1-500 Lanes) - US Sites	\$52.89		
G370-2663-0000	FiPay-PIN (501-1000 Lanes) - US Sites	\$45.84		
G370-2664-0000	FiPay-PIN (1001-1500 Lanes) - US Sites	\$38.79		
G370-2665-0000	FiPay-PIN (1501+ Lanes) - US Sites	\$28.21		
G370-2666-0000	FiPay-PIN (Corporate License) - US Sites	\$24.68		
G370-2673-0000	FiPay @ The Pump (251-500 Service Centers)	\$669.99		
G370-2674-0000	FiPay @ The Pump (501-1000 Service Centers)	\$599.46		
G370-2675-0000	FiPay @ The Pump (1000+ Service Centers)	\$528.94		
G370-2676-0000	FiPay @ The Pump (Corporate License)	\$423.15		
G370-2677-0000	Retail Polling Module (RPM)	\$20,452.25		
G370-2678-0000	Retail Polling Module (RPM) - Additional Production System	\$10,226.13		
G370-2679-0000	Retail Polling Module (RPM) - Standby System	\$5,113.06		
G370-2680-0000	Retail Polling Module (RPM) - Test System	\$2,045.23		
G370-2681-0000	RPM Trickle Module	\$13,047.13		
G370-2682-0000	RPM Trickle Module - Additional Production System	\$6,523.56		
G370-2683-0000	RPM Trickle Module - Standby System	\$3,261.78		
G370-2684-0000	RPM Trickle Module - Test System	\$1,304.71		
G370-2685-0000	WANSupp (1-100 Stores)	\$141.05		
G370-2686-0000	WANSupp (101-250 Stores)	\$130.47		
G370-2687-0000	WANSupp (251- 500 Stores)	\$119.89		
G370-2688-0000	WANSupp (501- 1000 Stores)	\$112.84		
G370-2689-0000	WANSupp (1001- 1500 Stores)	\$102.26		
G370-2690-0000	WANSupp (1501-2000 Stores)	\$84.63		
G370-2691-0000	WANSupp (Corporate License)	\$67.00		
G370-2692-0000	RTS Base	\$20,452.25		
G370-2693-0000	RTS Base - Additional Production System	\$10,226.13		
G370-2694-0000	RTS Base - Standby System	\$5,113.06		
G370-2695-0000	RTS Base - Test System	\$2,045.23		
G370-2696-0000	RTS Operator Alerts	\$6,347.25		
G370-2697-0000	RTS Operator Alerts - Additional Production System	\$3,173.63		
G370-2698-0000	RTS Operator Alerts - Standby System	\$1,586.81		
G370-2699-0000	RTS Operator Alerts - Test System	\$634.73		
G370-2700-0000	RTS Settlement Package	\$21,157.50		
G370-2701-0000	RTS Settlement Package - Additional Production System	\$10,578.75		
G370-2702-0000	RTS Settlement Package - Standby System	\$5,289.38		
G370-2703-0000	RTS Settlement Package - Test System	\$2,115.75		
G370-2704-0000	RTS Settlement Package - Additional Link	\$11,636.63		
G370-2705-0000	RTS Payment Reconciliation	\$11,636.63		
G370-2706-0000	RTS Payment Reconciliation - Additional Production System	\$5,818.31		
G370-2707-0000	RTS Payment Reconciliation - Standby System	\$2,909.16		



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G370-2708-0000	RTS Payment Reconciliation - Test System	\$1,163.66		
G370-2709-0000	RTS Negative Check Validation	\$17,631.25		
G370-2710-0000	RTS Negative Check Validation - Additional Production System	\$8,815.63		
G370-2711-0000	RTS Negative Check Validation - Standby System	\$4,407.81		
G370-2712-0000	RTS Negative Check Validation - Test System	\$1,763.13		
G370-2713-0000	Additional Payment Link	\$11,636.63		
G370-2714-0000	Additional Payment Link - Additional Production System	\$5,818.31		
G370-2715-0000	Additional Payment Link - Standby System	\$2,909.16		
G370-2716-0000	Additional Payment Link - Test System	\$1,163.66		
G370-2717-0000	Additional Transaction Type Using Same Link	\$1,939.44		
G370-2718-0000	Additional Transaction Type Using Same Link - Additional Production System	\$969.72		
G370-2719-0000	Additional Transaction Type Using Same Link - Standby System	\$485.21		
G370-2720-0000	Additional Transaction Type Using Same Link - Test System	\$193.94		
G370-2721-0000	Additional Transaction Link w/ Unlimited Changes	\$14,105.00		
G370-2722-0000	Additional Transaction Link w/ Unlimited Changes - Additional Production System	\$7,052.50		
G370-2723-0000	Additional Transaction Link w/ Unlimited Changes - Standby System	\$3,526.25		
G370-2724-0000	Additional Transaction Link w/ Unlimited Changes - Test System	\$1,410.50		
G370-2726-M000	NCR Advanced Checkout Solution 6.0 Raleys Enterprise Upgrade License	\$211,575.00		
G370-2728-0000	RTS Payment System	\$20,452.25		
G370-2729-0000	RTS Payment System - Additional Production System	\$10,226.13		
G370-2731-0000	RTS Payment System - Standby System	\$5,113.06		
G370-2732-0000	RTS Payment System - Test System	\$2,045.23		
G370-2737-0000	NCR Advanced Checkout Solution 6.1 POS Application for 6+ lanes with Used Equipment	\$913.30		
G370-2738-0000	NCR Advanced Checkout Solution 6.1 Base Application for 6+ lanes with Used Equipment	\$5,571.48		
G370-2739-0000	NCR Advanced Checkout Solution 6.1 Base Application for 1-5 lanes with Used Equipment	\$1,406.97		
G370-2740-0000	NCR Advanced Checkout Solution 6.1 POS Application for 1-5 lanes with Used Equipment	\$1,086.09		
G370-2742-0100	NCR Advanced Marketing Solution 7950 R2.0 Initial Setup Software	\$1.41		NC
G370-2743-0000	NCR Advanced Restaurant Foundation Software	\$2,115.75		
G370-2744-0000	NCR Advanced Restaurant Add-on POS	\$599.46		
G370-2745-0100	Support tools for NCR SuperAsic Scanners	\$17,631.25	\$340.03	
G370-2746-0100	Linux support tools for NCR SuperAsic Scanners	\$17,631.25	\$340.03	
G370-2747-0100	DOS support tools for NCR SuperAsic Scanners	\$17,631.25	\$340.03	
G370-2749-0100	Xpress Check-in Application	\$3,173.63	\$61.21	
G370-2785-0100	Xpress Check-in Application - Small Property Version (with less than 300 rooms)	\$2,468.38	\$47.60	
G370-2786-0100	Xpress Check-in Application - Lock System License only	\$1,410.50	\$27.20	
G370-2797-0100	NCR Retail Systems Manager per Terminal Managed Fee (no media)	\$35.26	\$0.53	
G370-2801-0000	RTS Pathfinder Upgrade:Base Pathfinder Package Upgrade	\$14,105.00		
G370-2802-0000	RTS Pathfinder Upgrade:Information Package Upgrade	\$3,526.25		
G370-2803-0000	RTS Pathfinder Upgrade:Alerting and Monitoring Package Upgrade	\$3,526.25		
G370-2804-0000	RTS Pathfinder Upgrade:Settlement Package Upgrade	\$7,052.50		
G370-2805-0000	RTS Pathfinder Upgrade:Polling Package Upgrade	\$3,526.25		
G370-2806-0000	RTS Pathfinder Upgrade:Additional 10 Users	\$3,526.25		
G370-2835-0000	Linux Point of Service 9.0 for Retail Hardware Client License	\$67.00	\$2.42	
G370-2846-0100	Retail Systems Manager SNMP Client Only - Only required when the SNMP Support is used without RSM SE	\$35.26	\$0.53	
G370-2855-0100	RSM SE PXE Functionality Only	\$141.05	NC	
G370-2870-0100	NCR Hotel Application - Version 2.x	\$3,103.10	\$59.85	
G370-2876-0100	NCR Kiosk Management System - Enterprise License	\$7,757.75	\$272.03	
G370-2878-0100	NCR Kiosk Management System - Per Kiosk License	\$38.79	\$1.36	
G370-2894-0000	Linux Enterprise for Retail 10 Service Pack 1	\$67.00	\$2.42	
G370-2912-0000	NCR Linux Loadable Diagnostics for Customers	\$81.10		
G370-2913-0000	NCR SelfServ Checkout Enterprise Reporting Software	\$141.05	\$3.02	
G370-2914-0000	NCR FastLane Diagnostics USB Key -internal use only	\$17.63		
G370-2916-0000	NCR Advanced Restaurant Communication Center	\$701.72		
G370-3041-0100	NCR Wayfinding Base License - Small Facility	\$17,631.25	\$340.03	
G370-3042-0100	NCR Wayfinding Base License - Medium Facility	\$24,683.75	\$476.04	
G370-3043-0100	NCR Wayfinding Base license - Large Facility	\$31,736.25	\$612.06	
G370-3148-0000	Linux Enterprise for Point of Service 11 SP1	\$67.00	\$2.42	
G370-3299-0000	NCR Retail Systems Manager Enterprise Edition (EE)	\$7,052.50	\$136.01	
G370-3300-0000	NCR Retail Systems Manager Site Edition (SE)	\$282.10	\$5.44	
G370-3319-1100	NCR Hotel Check-In / Out Software - XpressHotel NEC R2.5	\$7,228.81	\$139.41	
G370-3343-0000	NCR Order & Pay - License	\$846.30	\$16.32	
G370-3344-0000	NCR Order & Pay - Attendant Station License	\$2,115.75	\$40.80	
G370-3345-0000	NCR Order & Pay - Data Management Tool	\$7,052.50	\$136.01	
G370-3363-0000	Signature Capture Module for Settlement	\$17,631.25	\$0.00	
G370-3393-0000	NCR Netkey Kiosk Application License (Deli)	\$52,893.75	\$1,020.09	
G370-3396-0000	NCR Netkey Application License (Loyalty)	\$52,893.75	\$1,020.09	
G370-3411-0000	NCR Netkey Kiosk Designer License Base (2 licenses)	\$15,162.88	\$292.43	
G370-3412-0000	NCR Netkey Kiosk Designer License (Additional)	\$4,584.13	\$88.41	



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G370-3413-0000	NCR Netkey Manager+Client (Qty 1-49)	\$1,339.27	\$25.84	
G370-3414-0000	NCR Netkey Manager+Client (Qty 50-99)	\$814.56	\$15.72	
G370-3415-0000	NCR Netkey Manager+Client (Qty 100-249)	\$651.65	\$12.54	
G370-3416-0000	NCR Netkey Manager+Client (Qty 250-499)	\$521.18	\$10.05	
G370-3417-0000	NCR Netkey Manager+Client (Qty 500-999)	\$416.80	\$8.01	
G370-3418-0000	NCR Netkey Manager+Client (Qty 1000-1499)	\$333.58	\$6.42	
G370-3419-0000	NCR Netkey Manager+Client (Qty 1500-1999)	\$283.51	\$5.44	
G370-3432-0000	Fuel POS and Pump Management	\$7,704.86		
G370-3438-0100	RTS Small Store Server Licence (5 POS)	\$544.45	\$8.77	
G370-3439-0100	RTS Medium Store Server Licence (20 POS)	\$725.70	\$11.71	
G370-3440-0100	RTS Large Store Server Licence (>20 POS)	\$1,088.91	\$17.53	
G370-3442-0100	RTS Sales Transaction Service (< 20 Connections)	\$2,496.59	\$40.12	
G370-3443-0100	RTS Sales Transaction Service (< 50 Connections)	\$4,538.28	\$72.99	
G370-3444-0100	RTS Sales Transaction Service (< 100 Connections)	\$6,807.78	\$109.41	
G370-3445-0100	RTS Sales Transaction Service (< 200 Connections)	\$10,211.31	\$164.12	
G370-3450-0100	RTS Enterprise Configurator	\$13,615.56	\$218.83	
G370-3460-0100	Retail Transaction Services POS - ARS Migration	\$158.68	\$2.57	
G370-3461-0100	RTS Small Store Server 5 POS ARS Migration	\$272.23	\$4.38	
G370-3462-0100	RTS Medium Store Server 20 POS ARS Migration	\$363.20	\$5.89	
G370-3463-0100	RTS Large Store Server 20 + POS ARS Migration	\$544.45	\$8.77	
G370-3479-0000	NCR Retail Platform Software for Linux (RPSL) and NCR Terminal Support for Fedora 13 Linux	\$88.16	\$2.42	
G370-3488-0000	Fuel POS and Pump Management PER TERMINAL (requires G370-3432-0000)	\$1,768.77		
G370-3493-0100	NCR Kiosk Management Services - Enterprise Upgrade License	\$7,052.50	\$272.03	
G370-3494-0100	NCR Kiosk Management Services - Per Kiosk Upgrade License	\$35.26	\$1.36	
G370-3602-0000	RTS V4 Upgrade, 1st Production System	\$8,463.00		
G370-3603-0000	RTS V4 Upgrade, Production System 2+	\$4,231.50		
G370-3604-0000	RPM V4 Upgrade, 1st Production System	\$8,463.00		
G370-3605-0000	RPM V4 Upgrade, Production System 2+	\$4,231.50		
G370-3606-0000	RTS V4 Upgrade, RTS Test System	\$846.30		
G370-3607-0000	RTS V4 Upgrade, RPM Test System	\$846.30		
G370-3608-0000	RTS V4 Upgrade, RPM/WANSupp	\$6,347.25		
G370-3609-0000	RTS V4 Upgrade, Settlement System	\$23.98		
G370-3749-0000	Integrated Fuel Card (IFC)	\$141,050.00		
G370-3750-0000	Settlement Portal	\$158,681.25		
G370-3751-0000	Petrolane	\$1,586.81		
G370-3752-0000	Fuel Control (Nexgen or ECC)	\$2,468.38		
G370-3753-0000	FiPay EPS (petrolane related - inside & outside)	\$3,720.19		
<b>8. Maintenance for Discontinued Products</b>				
2181-1008-9090	NCR RealPOS Full Size Cash Drawer w/media slots:RP80XRT integrated/modular,Beige,2 1/2 Till,2-position Std. L		\$1.64	
2181-1010-9090	NCR RealPOS Full Size Cash Drawer w/media slots:RP80XRT integrated/modular,Beige,NO Till,3-position(Manual)		\$1.64	
2181-1105-9090	NCR RealPOS Full Size Cash Drawer w/media slots:RP80XRT integrated/modular,Charcoal,2 1/2 Till,3-position(Ma		\$1.64	
2181-1110-9090	NCR RealPOS Full Size Cash Drawer w/media slots:RP80XRT integrated/modular,Charcoal,NO Till,3-position(Man		\$1.64	
2181-2005-9090	Full-size CD w/ slips slots: RP80XRT integ. or Mod Config.: US till, Manual Release Lock. (Beige)		\$1.64	
2181-2006-9090	Full-size Cash Drawer w/ media slots: RP80XRT integrated or modular, Beige, Universal Till, No Lock		\$1.64	
2181-2105-9090	Full-size CD w/slip slots: RP80XRT integr or Modular Config: US Till, Manual Release Lock. (Charcoal Gray)		\$1.64	
2181-2106-9090	Full-size Cash Drawer w/ media slots: RP80XRT integrated or modular, Charcoal, 2 1/2 Till, No Lock		\$1.64	
2183-6300-9090	NCR RealPOS Mid-Range Cash Drawer (Beige)W/ NO LOCK		\$1.71	
2183-6500-9090	NCR RealPOS Mid-Range Cash Drawer (Black)W/ NO LOCK		\$1.71	
2189-9005-9090	NCR RealPOS Full Size Cash Drawer w/ media slots: Integrated or Modular, Beige, 2 1/2 till, Manual Release Lock		\$1.64	
2189-9006-9090	NCR RealPOS Full Size Cash Drawer w/ media slots: Integrated or Modular, Beige, 2 1/2 till, No Lock		\$1.64	
2189-9010-9090	NCR RealPOS Full Size Cash Drawer w/ media slots: Integrated or Modular, Beige, Manual Release Lock - No till		\$1.64	
2189-9105-9090	NCR RealPOS Full Size Cash Drawer w/ media slots: Integrated or Modular, Black, 2 1/2 till, Manual Release Lock		\$1.64	
2189-9107-9090	NCR RealPOS Full Size Cash Drawer; RP80 Integrated or Modular Configurations; w/ No Lock and 2 1/2 Till (Black)		\$1.64	
2189-9108-9090	NCR RealPOS Full Size Cash Drawer; RP80 Modular Config, w/ Standard Lock and 2 1/2 Till (Black)		\$1.64	
2356-4271-0000	Scanner Only: BT Cordless, Rastering Laser (Black)		\$5.92	
2356-4278-0000	NCR RealPOS High Performance Cordless Handheld Scanner (White)		\$5.92	
3222-1001-8090	NCR 3222 PC, Corei3,3.1G,2G,1x250G,vPro		\$8.85	
3222-1002-8090	NCR 3222 PC, Corei3,3.1G,8G,2x250G		\$8.85	
3222-1004-8090	NCR 3222 PC, Corei3,3.1G,4G,2x250G		\$8.85	
5972-2700-9082	NCR RealPOS 2x20 LCD Display, High-bright LCD (Beige), w/ 4M Powered RS-232 Cable (ROHS)		\$1.57	
5972-2800-9082	NCR RealPOS 2x20 LCD Display, High-bright LCD (Charcoal), w/ 4M Powered RS-232 Cable (ROHS)		\$1.57	
5975-1000-9082	NCR RealPOS 2x20 VDF Display (Beige)		\$1.50	
5975-1001-9082	NCR RealPOS 2x20 VDF Display (Charcoal)		\$1.50	
7402-1143-8801	NCR RealPOS 70 12" Cap w/ Celeron 2.5, 512 DDR, 80GB HDD, MSR, US CORD		\$24.72	
7402-1152-8801	NCR RealPOS 70 15" Cap w/ Celeron 2.5, 512 DDR, 80GB HDD, MSR, US CORD		\$24.72	
7402-1263-8801	NCR RealPOS 70 17" Cap w/ Celeron 2.5, 512 DDR, 80GB HDD, MSR, US CORD		\$24.72	
7403-0015-8801	RealPOS 70XRT 15" Capacitive Touch Display - not mounted to chassis		\$9.61	



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7403-1000-8801	NCR RealPOS 70XRT Base w/ Intel Celeron 575, 1GB DDR2, NO HDD, US CORD		\$7.66	
7403-1001-8801	NCR RealPOS 70XRT Base w/ Intel Celeron 575, 512MB DDR2, 80GB HDD or larger, US CORD		\$7.66	
7403-1300-8801	NCR RealPOS 70XRT Base w/ Intel Core2 Duo T7500, 2GB DDR2 , NO HDD, US CORD		\$9.40	
7403-F015	NCR RealPOS 70XRT 15" Capacitive Touch Display - remote mount capable		\$9.61	
7404-1100-8801	EasyPoint Advantage Kiosk		\$16.72	
7404-1110-8801	NCR EasyPoint Advantage 15" Kiosk, Celeron 1.5M, 512MB Memory, 80GB HDD, No MSR, No Mount		\$17.80	
7405-1315-8801	SelfServ70 - Hotel Check-in, 15" capacitive, P4, 1GB, 80 GB		\$57.70	
7405-2410-7190	NCR SelfServ 70 with recycler		\$51.05	
7405-2415-8801	NCR SelfServ70-US Recycler, 15" capacitive, P4, 1GB, 80 GB		\$51.05	
7405-2417-7190	NCR SelfServ 70 with cash recycler, 17", P4, 1 GB Memory		\$51.05	
7405-2615-8801	NCR SelfServ70-US Accept, 15" capacitive, P4, 1GB, 80 GB		\$68.91	
7405-2815-8801	SelfServ70-Note Accept & Card Dispense, 15" capacitive, P4, 1GB, 80 GB		\$112.77	
7405-5417-8801	NCR SelfServ 70 - Recycle, 17", 1GB, 80 GB HDD, DVD-Rom		\$48.36	
7405-5617-8801	NCR SelfServ 70 - US Accept, 17", 1GB, 80 GB HDD, DVD		\$67.10	
7406-2200-8090	NCR XpressPort 60		\$140.18	
7407-2200-8090	NCR XpressPort 70		\$144.88	
7408-1010-8801	SelfServ 71 - 15" capacitive touch, 1GB, 80GB HDD		\$154.35	
7408-1015-8801	SelfServ 71, 15" capacitive, P4, 1GB, 80 GB HDD		\$154.35	
7408-3300-8801	NCR SelfServ 71 - US, 17" capacitive touch, 1GB, 1ST 80 mm printer		\$154.35	
7409-1700-8801	NCR SelfServ 60 17" Kiosk, Capacitive Touch, Intel Celeron 575, 80GB HDD, 1GB DDR2, No Bezel, No MSR		\$14.24	
7409-1701-8801	NCR SelfServ 60		\$14.24	
7409-1705-8801	NCR SelfServ 60 17" Kiosk, Capacitive Touch, Core2Duo T7500, 2GB DDR2, 80GB HDD, No Bezel, No MSR		\$14.91	
7409-1710-8801	NCR SelfServ 60 17" Resistive Touch, Intel Celeron 575, 80GB HDD, 1GB DDR2 Memory, No Bezel, No Mount, US		\$14.24	
7409-1905-8801	NCR SelfServ 60 19" Kiosk, Capacitive Touch, Intel Celeron Core2Duo T7500, 80GB HDD, 2GB DDR2, No Bezel, f		\$15.78	
7459-5202-8801	NCR RealPOS 80XRT: Celeron 440, 2.0GHz, 512MB DDR2 667MHz, Standard SATA HDD, 80Plus, (Beige)		\$10.49	
7459-5207-8801	NCR RealPOS 80XRT: Celeron 440, 2.0GHz, 512MB DDR2 667MHz, Standard SATA HDD (Charcoal)		\$10.49	
7459-5212-8801	NCR RealPOS 80XRT: Celeron 440, 2.0GHz, 512MB DDR2 667MHz, Standard SATA HDD, UPS Ready (Beige)		\$8.71	
7459-5222-8801	NCR RealPOS 80XRT: Celeron 440, 2.0GHz, 1GB DDR2 667MHz, No HDD (Beige)		\$7.46	
7459-5402-8801	RealPOS 80XRT; Pentium Dual Core E2160, 1.8GHz, 1GB DDR2 667MHz, 80 GB SATA HDD (Beige)		\$11.06	
7459-5407-8801	RealPOS 80XRT; Pentium Dual Core E2160, 1.8GHz, 1GB DDR2 667MHz, 80 GB SATA HDD (Charcoal)		\$11.06	
7459-5602-8801	NCR RealPOS 80XRT: C2D E7400, 2.8GHz, 1GB DDR2 667MHz, 250GB SATA HDD,80Plus,(Beige)		\$11.63	
7459-5702-8801	NCR RealPOS 80XRT: C2Q 9000 Series, 2GB DDR2 667MHz, 250GB SATA HDD,80Plus,(Beige)		\$12.77	
7600-1000-8801	RealPOS 40; Atom N270, 1.6GHz, 1GB DDR2 800MHz, 160GB 2.5" SATA HDD (Charcoal)		\$9.28	
7601-1000-8801	RealPOS 60; Intel Celeron Processor 900, 2.2GHz, 1GB DDR3 800MHz, 160GB 2.5" SATA HDD (Charcoal)		\$9.99	
7625-1000-8801	NCR SelfServ 72, US, 17" Capacitive, 1 GB DIMM, 1ST Printer		\$73.75	