On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage®, a menu-driven database system. The INTERNET address for GSA Advantage® is http://www.gsaadvantage.gov

**SCHEDULE TITLE:** Federal Supply Schedule 70 – General Purpose Commercial Information Technology Equipment, Software, and Services

**CONTRACT NUMBER:** GS-35F-0121S

**CONTRACT PERIOD:** December 15, 2005 – December 14, 2025

**BUSINESS SIZE:** Small Business

For more information on ordering from Federal Supply go to this website: www.gsa.gov/schedules

**CONTRACTOR:**
DriveSavers, Inc.
400 Bel Marin Keys
Boulevard Novato, CA 94949
Phone Number: 800.440.1904 or 415.382-2000
Email: recovery@drivesavers.com

**CONTRACTOR'S ADMINISTRATION SOURCE:**
Rocky Trono, Authorized Administrator and Negotiator
DriveSavers, Inc.
400 Bel Marin Keys
Boulevard Novato, CA 94949
Phone Number: 800.440.1904 or 415.382-8000 x113
Email: gov.gsa@drivesavers.com,
rocky.trono@drivesavers.com

Contract Services Offered: Certified Secure Computer Data Recovery and Digital Forensics services for all operating systems and media including Hard Disk Drives, Solid State Drives, Servers, NAS and SAN Devices, Smart Devices and Phones, and select removable media.

**SPECIAL ITEM NUMBER 811212 – EQUIPMENT MAINTENANCE**
FSC/PSC Class J070 - Maintenance and Repair Service

**SPECIAL ITEM NUMBER 54151S – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399 - Other Information Technology Services, Not Elsewhere Classified

**NOTE: SPECIAL ITEM NUMBER OLM - ORDER-LEVEL MATERIALS (OLMs)- SUBJECT TO COOPERATIVE PURCHASING**
Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA.
SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. CUSTOMER INFORMATION:
   a. TABLE OF AWARDED SPECIAL ITEM NUMBERS
      (SINs)    SIN                DESCRIPTION
               811212              Maintenance, Repair Service and Repair Parts/Spare Parts
               54151S              Information Technology Professional Services
               OLM                Order-Level Materials (OLMs)
   b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH
      SIN: SIN    SERVICE                Cost
               811212        Smart Device Data Recovery    $376.00
   c. HOURLY RATES (Services only):
      SIN    SERVICE                Cost
               54151S        Forensic Analysis    $282.00
   d. COMMERCIAL JOB TITLE
      SIN  54151S: eDiscovery/Digital Forensics Analyst
      Minimum/General Experience: 2 years of technical experience in forensic computer imaging and analysis. Requires competence in all phases of eDiscovery and computer forensic techniques, concepts and methods; also requires knowledge of all available hardware, system software, input/output devices and forensic and management best practices. Minimum certifications required in EnCASE - Guidance Software. Training and experience includes use of Access Data (FTK), Nuix, Cellebrite and Paraben cell phone forensics.
      Functional Responsibility: Utilizing forensic best practices, performs data collection and/or forensic imaging of
hard drives, RAIDs, cell/smart phones and all removable media storage devices. Maintain chain of custody. Data culling, analysis and creating load files for review and final production. Technicians and Examiners use hardware and software techniques that are repeatable and defensible. Responsibilities also include expert reporting, testimony and consulting. Provide eDiscovery solutions and/or forensic analysis for ALL operating system environments, including encrypted data. Develops and advances the best possible technical solutions for data culling and analysis. 

Forensic analysts can assist in identifying and gaining access to potential sources of ESI thus minimizing data loss and its destruction. DriveSavers Forensic Analysts utilize cutting edge technology in house to meet any and all ESI challenges.

2. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)
The Maximum Order value for the following Special Item Numbers (SINs) is: $500,000
   Special Item Number 811212 – Equipment Maintenance
   Special Item Number 54151S – Information Technology Professional Services

3. MINIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)
The Minimum Order value for the following Special Item Numbers (SINs) is: $25
   Special Item Number 811212 – Equipment Maintenance
   Special Item Number 54151S – Information Technology Professional Services

4. GEOGRAPHIC SCOPE OF CONTRACT: (delivery area)
   Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.
   Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.
   Under Cooperative Purchasing authorized State and local government entities are eligible to place orders.

5. POINTS OF PRODUCTION: (service)
   Novato, Marin County, CA

6. STATEMENT OF NET PRICE:
   Discounts: Prices shown are NET Prices; Basic discounts have been deducted.

7. QUANTITY DISCOUNTS: None

8. PROMPT PAYMENT TERMS: Net 30

9. GOVERNMENT PURCHASE CARDS
   a. Government purchase cards are accepted at or below the micro-purchase threshold. Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract.
   b. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card).
   c. The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance: 415.382.2000 or 800.440.1904
10. FOREIGN ITEMS: None / Not applicable

11. DELIVERY SCHEDULE

   a. Time of Delivery:
      The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

      | SIN No. | DELIVERY TIME (Days ARO) |
      |---------|---------------------------|
      | 811212  | As agreed upon between the vendor and ordering agency. |
      | 54151S  | As agreed upon between the vendor and ordering agency. |

   b. Expedited Delivery:
      Items available for expedited delivery are noted in this price list; “Standard 1-2 Day Service.”

   c. Overnight and 2-day delivery:
      Contact Contractor for rates for overnight and 2-day delivery: 415.382.2000 or 800.440.1904

   d. Urgent Requirements:
      When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B POINT: Destination

13. a. CONTRACTOR'S ORDERING ADDRESS:
      DriveSavers, Inc.
      Attn: Job#________
      400 Bel Marin Keys Blvd.
      Novato, CA 94949
      PH: 415.382.2000

   b. ORDERING PROCEDURES:
      Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. PAYMENT ADDRESS:
      DriveSavers, Inc.
      Attn: Job#________
      400 Bel Marin Keys Blvd.
      Novato, CA 94949
      PH: 415.382.2000

15. WARRANTY PROVISION
   a. Unless specified otherwise in this contract, the Contractor’s standard commercial warranty as stated in the contract’s commercial pricelist will apply to this contract.
      The Manufacturers standard commercial warranty applies.

   b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for
the particular purpose described in this contract.
c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will
not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in
accepted items.
d. If inspection and repair of defective equipment under this warranty will be performed at the
Contractor’s plant, the address is as follows: 400 Bel Marin Keys Blvd., Novato, CA 94949.

16. EXPORT PACKAGING CHARGES: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE
The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-
purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for
wire transfer payments will be shown on the invoice.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: N/A

19. TERMS AND CONDITIONS OF INSTALLATION: N/A

20. a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS
   AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A
   b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS:
   Services performed at DriveSavers, Inc., 400 Bel Marin Keys Blvd., Novato, CA 94949

22. LIST OF PARTICIPATING DEALERS: N/A

23. PREVENTIVE MAINTENANCE: N/A

24. a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES
   (e.g., recycled content, energy efficiency, and/or reduced pollutants).
   DriveSavers is a certified Green company, by the County of Marin, CA.

   b. SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT):
   If applicable, Section 508 compliance information on the supplies and services in this contract are available in
   Electronic and Information Technology (EIT) at the following:
   N/A. DriveSavers does not sell a product that is subject to the Section 508 standards.
   The EIT standards can be found at: www.Section508.gov/.

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 61-511-3081

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:
   DriveSavers is registered in System for Award Management (SAM) in lieu of FAR clause 52.204-7, Central
   Contractor Registration (CCR). Our information in SAM is current, accurate, and complete.
1. SERVICE AREAS
   a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within
      a 30 mile radius of the Contractor’s service points. If an additional charge is to apply because of a greater
      distance from the contractor’s service areas, the mileage rate or other distance factor shall be stated in
      paragraph 7.d and 8.d of this Special Item 811212.
   b. When repair services cannot be performed at the ordering activity installation site, the repair services will
      be performed at the Contractor’s plant(s) listed below:

      DriveSavers, Inc.
      400 Bel Marin Keys Blvd.
      Novato, CA 94949

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 811212). Automatic acceptance of order renewals for maintenance service shall apply for machines
      which may have been discontinued from use for temporary periods of time not longer than 120 calendar
      days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be
      considered to be confirmed by the Contractor.
   b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lessor period
      of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed
      upon date, which will be written into the maintenance order. Maintenance orders shall not be made
      effective before the expiration of any applicable maintenance and parts guarantee/warranty period
      associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end
      of the contract period.
   c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or
      shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days
      from the date on the notification. However, the ordering activity may extend the original discontinuance
      date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar
      days prior to the original discontinuance date.
   d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of
      maintenance shall automatically expire on September 30th of the contract period, or at the end of the
      contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall
      be required, if maintenance is to continue during any remainder of the contract period.
   e. Cross-year Funding Within Contract Period. Where an ordering activity’s specific appropriation authority
      provides for funds in excess of a 12 month, fiscal year period, the ordering activity may place an order under
      this schedule contract for a period up to the expiration of the contract period, notwithstanding the
      intervening fiscal years.
   f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of
      maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will
      be required if maintenance is to be continued during the subsequent period.
3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS
   a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.
   b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs. 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.

4. LOSS OR DAMAGE
   When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

5. SCOPE
   a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
   b. Equipment placed under maintenance service shall be in good operating condition.
      i. 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. (Government)
      ii. 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.
      iii. 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 811212 (or outside the scope of this contract)

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY
   a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
   b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.
   c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.
7. RESPONSIBILITIES OF THE CONTRACTOR
   a. For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.
   b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

8. MAINTENANCE RATE PROVISIONS
   a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.
   b. REGULAR HOURS
      The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.
   c. AFTER HOURS
      Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.
   d. TRAVEL AND TRANSPORTATION
      If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level.
   e. QUANTITY DISCOUNTS
      Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity are indicated below: No quantity discounts apply.

9. REPAIR SERVICE RATE PROVISIONS
   a. CHARGES. Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.
   b. MULTIPLE MACHINES. When repairs are ordered by 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 OR TRANSPORTATION
      i. AT THE CONTRACTOR'S SHOP
         1) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.
         2) The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.
ii. AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)

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

iii. AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)

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

2) 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

i. REGULAR HOURS

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

ii. AFTER HOURS

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

iii. SUNDAYS AND HOLIDAYS

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

e. REPAIR SERVICE RATES: N/A

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

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

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

f. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of N/A
g. REPAIR PARTS/SPARE PARTS
   All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period
   N/A

12. INVOICES AND PAYMENTS
   a. Maintenance Service
      i. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly
      basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C.
      3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.
      ii. Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of
          the monthly rate for each calendar day.
   b. Repair Service and Repair Parts/Spare Parts
      Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of
      work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash
      payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering
      services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall
      be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE
      SHOWN ON THE INVOICE.
1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional 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 I-FSS-60 Performance Incentives (April 2000)
   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.
   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, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   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 contract.

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-
i. Cancel the stop-work order; or
ii. 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-
i. 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
ii. 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

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (MAR 2009)
(DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND I —FEB 2007)
applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

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. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007)
Rights in Data – General, may apply.

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 Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional 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 Professional 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 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—
   i. The offeror;
   ii. Subcontractors; and/or
   iii. 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.

16. **DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING**
   a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 54151S IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
   b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.
The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer  
Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.  
Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.  
Minimum Education: Bachelor’s Degree in Computer Science
**DRIVESAVERS, INC.**  
Information Technology Schedule Price List  
Certified Secure Data Recovery and Digital Forensic Services

### GENERAL SERVICES
ADMINISTRATION Federal Supply Schedule 70  
GS-35F-0121S  
SIN: 811212, 54151S

<table>
<thead>
<tr>
<th>SIN</th>
<th>SERVICE DESCRIPTION</th>
<th>MEDIA CAPACITY</th>
<th>DRIVESAVERS PART NUMBER</th>
<th>MINIMUM PRICE Offered to GSA (including IFF)</th>
<th>MAXIMUM PRICE Offered to GSA (including IFF)</th>
<th>ATTEMPT FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>10 – 200 GB</td>
<td>ES-HDD1-200</td>
<td>$471</td>
<td>$2184</td>
<td>NO</td>
</tr>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>201 GB – 16 TB</td>
<td>ES-HDD1-6000</td>
<td>$471</td>
<td>$2312</td>
<td>NO</td>
</tr>
</tbody>
</table>

**HDD1: Hard Disk Drives - Data Recovery Services on Internal and External Hard Disk Drives**

**ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND**

<table>
<thead>
<tr>
<th>SIN</th>
<th>SERVICE DESCRIPTION</th>
<th>MEDIA CAPACITY</th>
<th>DRIVESAVERS PART NUMBER</th>
<th>MINIMUM PRICE Offered to GSA (including IFF)</th>
<th>MAXIMUM PRICE Offered to GSA (including IFF)</th>
<th>ATTEMPT FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>10 GB – 16 TB</td>
<td>SS-HDD1-6000</td>
<td>$770</td>
<td>$3339</td>
<td>NO</td>
</tr>
</tbody>
</table>

**SSD: Solid State Drives - Data Recovery Services**

**ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND**

<table>
<thead>
<tr>
<th>SIN</th>
<th>SERVICE DESCRIPTION</th>
<th>MEDIA CAPACITY</th>
<th>DRIVESAVERS PART NUMBER</th>
<th>MINIMUM PRICE Offered to GSA (including IFF)</th>
<th>MAXIMUM PRICE Offered to GSA (including IFF)</th>
<th>ATTEMPT FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>1 GB – 16 TB</td>
<td>SS- SSD-6000</td>
<td>$770</td>
<td>$3339</td>
<td>NO</td>
</tr>
</tbody>
</table>

**SMART DEVICE - Data Recovery Services: All smart phones, tablets, iPhones, iPads**

**ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND**

<table>
<thead>
<tr>
<th>SIN</th>
<th>SERVICE DESCRIPTION</th>
<th>MEDIA CAPACITY</th>
<th>DRIVESAVERS PART NUMBER</th>
<th>MINIMUM PRICE Offered to GSA (including IFF)</th>
<th>MAXIMUM PRICE Offered to GSA (including IFF)</th>
<th>ATTEMPT FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>3 – 1000 GB</td>
<td>ES-SMART-1000</td>
<td>$376</td>
<td>$1318</td>
<td>NO</td>
</tr>
</tbody>
</table>

**MOBILE FORENSIC Image Only: For potential litigation purposes**

**ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND**

<table>
<thead>
<tr>
<th>SIN</th>
<th>SERVICE DESCRIPTION</th>
<th>MEDIA CAPACITY</th>
<th>DRIVESAVERS PART NUMBER</th>
<th>MINIMUM PRICE Offered to GSA (including IFF)</th>
<th>MAXIMUM PRICE Offered to GSA (including IFF)</th>
<th>ATTEMPT FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>1 MB – 150 GB</td>
<td>ES-MFI-150</td>
<td>$1413</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

**FORENSIC IMAGE ONLY: On all storage devices (not including mobile devices); for potential litigation purposes**

**ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND**

<table>
<thead>
<tr>
<th>SIN</th>
<th>SERVICE DESCRIPTION</th>
<th>MEDIA CAPACITY</th>
<th>DRIVESAVERS PART NUMBER</th>
<th>MINIMUM PRICE Offered to GSA (including IFF)</th>
<th>MAXIMUM PRICE Offered to GSA (including IFF)</th>
<th>ATTEMPT FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>1 MB – 150 GB</td>
<td>ES-Fi-150</td>
<td>$1413</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>151 MB – 16 TB</td>
<td>ES-Fi-6000</td>
<td>$2140</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>
IMAGE ONLY: On mechanically failed hard drives with proprietary operating systems

### ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND

<table>
<thead>
<tr>
<th>Service Code</th>
<th>Service Type</th>
<th>Capacity Range</th>
<th>Image Code</th>
<th>Economy</th>
<th>No.</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>1 MB – 150 GB</td>
<td>ES-IMAGE-150</td>
<td>$1413</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>151 MB – 16 TB</td>
<td>ES-IMAGE-6000</td>
<td>$2140</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

### STANDARD SERVICE: 1-2 BUSINESS DAYS TURNAROUND

<table>
<thead>
<tr>
<th>Service Code</th>
<th>Service Type</th>
<th>Capacity Range</th>
<th>Image Code</th>
<th>Economy</th>
<th>No.</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Standard Service</td>
<td>1 MB – 150 GB</td>
<td>SS-IMAGE-150</td>
<td>$2355</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>811212</td>
<td>Standard Service</td>
<td>151 MB – 16 TB</td>
<td>SS-IMAGE-6000</td>
<td>$2997</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

ENTERPRISE A: Data Recovery Service on Consumer Devices with 5 Drives or Less (Priced on TOTAL CAPACITY)
Engineering Price Consultation Recommended: 800.440.1904

### ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ECON. 1 Drive NAS</td>
<td>0 GB – 16 TB</td>
<td>ES-ENTA-16T-1D</td>
<td>$685</td>
<td>$2483</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>ECON. 2-3 Drives</td>
<td>501 GB – 48 TB</td>
<td>ES-ENTA-48T-3D</td>
<td>$685</td>
<td>$4196</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>ECON. 4-5 Drives</td>
<td>4.01 – 80 TB</td>
<td>ES-ENTA-80T-5D</td>
<td>$1027</td>
<td>$6765</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

### STANDARD SERVICE: 1-2 BUSINESS DAYS TURNAROUND

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>STND. 1 Drive NAS</td>
<td>0 GB – 16 TB</td>
<td>SS-ENTA-16T-1D</td>
<td>$1027</td>
<td>$3768</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>STND. 2-3 Drives</td>
<td>501 GB – 48 TB</td>
<td>SS-ENTA-48T-3D</td>
<td>$1027</td>
<td>$6765</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>STND. 4-5 Drives</td>
<td>4.01 – 80 TB</td>
<td>SS-ENTA-80T-5D</td>
<td>$2055</td>
<td>$10190</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

ENTERPRISE B: Data Recovery on all Commercial Multiple-Drive Systems, PRICED PER DRIVE (PD), up to 14 drives
Engineering Price Consultation Recommended: 800.440.1904

### ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Economy Service</td>
<td>501-999 GB (PD)</td>
<td>ES-ENTB-PD-1000</td>
<td>$428 (PD)</td>
<td>$2140 (PD)</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Economy Service</td>
<td>1000-1999 GB (PD)</td>
<td>ES-ENTB-PD-2000</td>
<td>$428 (PD)</td>
<td>$2355 (PD)</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Economy Service</td>
<td>2000 GB - 16 TB (PD)</td>
<td>ES-ENTB-PD-6000</td>
<td>$642 (PD)</td>
<td>$2569 (PD)</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

**Prices Not To Exceed**

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$7707</td>
<td>$19697</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### STANDARD SERVICE: 1-2 BUSINESS DAYS TURNAROUND

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Service</td>
<td>501-999 GB (PD)</td>
<td>SS-ENTB-PD-1000</td>
<td>$642 (PD)</td>
<td>$3168 (PD)</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Standard Service</td>
<td>1000-1999 GB (PD)</td>
<td>SS-ENTB-PD-2000</td>
<td>$642 (PD)</td>
<td>$3425(PD)</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Standard Service</td>
<td>2000 GB - 16 TB (PD)</td>
<td>SS-ENTB-PD-6000</td>
<td>$856 (PD)</td>
<td>$3853 (PD)</td>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>

**Prices Not To Exceed**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$10276</td>
<td>$29973</td>
<td></td>
</tr>
</tbody>
</table>

ENTERPRISE C: Data Recovery on RAIDS with 15 (or more) drives, PRICED PER DRIVE (PD); i.e. All EMC and SAN Systems
Engineering Price Consultation Recommended: 800.440.1904

### ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Page 16 of 19
<table>
<thead>
<tr>
<th>Code</th>
<th>Service</th>
<th>Capacities</th>
<th>ES-ENTC-PD</th>
<th>Cost (PD)</th>
<th>Cost (PD)</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>All Capacities (PD)</td>
<td>ES-ENTC-PD</td>
<td>$399 (PD)</td>
<td>$1313 (PD)</td>
<td>NO</td>
</tr>
</tbody>
</table>
## REMOVABLE MEDIA Data Recovery: USB Flash Drives, CDs and DVDs

### ECONOMY SERVICE: 5-7 BUSINESS DAYS TURNAROUND

<table>
<thead>
<tr>
<th>Service Code</th>
<th>Description</th>
<th>Capacity</th>
<th>Product Code</th>
<th>Economy</th>
<th>Digital Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>3.0 - 9.9 GB</td>
<td>ES-CART-9.9</td>
<td>$471</td>
<td>$1318 NO</td>
</tr>
<tr>
<td>811212</td>
<td>Economy Service</td>
<td>10 - 300 GB</td>
<td>ES-CART-300</td>
<td>$471</td>
<td>$2312 NO</td>
</tr>
</tbody>
</table>

### DIGITAL FORENSIC SERVICES:

<table>
<thead>
<tr>
<th>Service Code</th>
<th>Description</th>
<th>SIN Cost / Per Hour</th>
<th>Product Code</th>
<th>SIN Cost</th>
<th>Per Hour</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Forensic Analysis</td>
<td>SIN COST / PER HOUR</td>
<td>F-FA-3</td>
<td>$282</td>
<td>Per Hour</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Pricing Determination for Data Recovery Service

Data Recovery is the process of retrieving computer data which, for various reasons, has become inaccessible using normal methods. A skilled data recovery engineer extracts lost data from damaged or corrupted storage media producing data that is once again accessible and functional. DriveSavers research and development of proprietary hardware and software technology enable its engineering team to overcome both physical problems with the storage media and corruption issues.

DriveSavers engineers first determine if the problem is hardware or software related. If it’s a software problem, after making an exact copy of the storage device contents, and based on the operating system, they use specialized software that they have developed themselves to overcome any corruption obstacles and recover the data. For hardware problems, they tap an inventory that contains almost every drive part ever made.

Major mechanical problems require a trip to DriveSavers ISO 5 certified, government compliant, cleanroom where engineers perform repairs in an environment with air 10,000 times cleaner than normal office air.

Price Structure Determination:

Our price structure is based on 4 major criteria:

- The full capacity of the hard drive or storage media.
- The operating system and environment for the specific media.
- The level of service required for the recovery of your data / How fast the data needs to be recovered.
- DriveSavers 5-Point Ranking System.

Operating System / Storage Environment Criteria

- Hard Disk Drives: Internal and external devices
- Solid State Drives: Flash-based memory storage device.
- Smart Device Disk Drives: All smartphones, tablets, iPhones, iPads
- Image Only Data Recovery: Only on mechanically failed hard drives with proprietary O/S.
- Mobile Device Forensic Image Only: For litigation purposes
- Forensic Image Only: For litigation purposes (not including mobile devices)
- Enterprise Data Recovery – Level A: Consumer Devices with 5 drives or less
- Enterprise Data Recovery – Level B: All commercial Multiple-Drive Systems up to 14 drives
- Enterprise Data Recovery – Level C: RAIDs with 15 or more drives; All EMC and SAN systems.
- Removable Media: USB Flash, CDs and DVDs.

Levels of Service

- Economy Service: 5-7 Business Day Turnaround
  This service offers the lowest cost. An engineer will complete the data recovery within 5-7 business days.

  Our Standard turnaround time is the fastest in the industry. An engineer will complete the data recovery in 1-2 days during normal business hours, Monday through Friday.

5-Point Ranking Process for Pricing Determination

Final pricing on a successful recovery is not simply based on the number of hours involved in completing the recovery. Instead, the price is determined according to a formula that involves a five-point ranking of the complexity and results of the recovery.
The two variables under “Complexity” are for the mechanical and software aspects of the recovery. The three variables under “Results” include the following: 1) were the most critical files recovered, 2) are the file names and data structures intact and 3) what percentage of data was recovered overall.

The method of factoring in the difficulty and success of these results into the final price is the standard in the data recovery industry. These values govern the final recovery cost. DriveSavers will never exceed the price indicated on GSA Schedule.

5-Point Ranking Variables

<table>
<thead>
<tr>
<th>Complexity</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanical Complexity</td>
<td>Are critical files present?</td>
</tr>
<tr>
<td>(5 = most complex)</td>
<td>(5 = best outcome)</td>
</tr>
<tr>
<td>Software Complexity</td>
<td>Integrity of Data structure / File</td>
</tr>
<tr>
<td>(5 = most complex)</td>
<td>Names.</td>
</tr>
<tr>
<td></td>
<td>(5 = best outcome)</td>
</tr>
</tbody>
</table>

What if DriveSavers can NOT recover the data?

If the data is not recoverable, no matter what efforts were involved or how many hours were put in to the attempt, there is NO FEE for our Economy and Standard Service for this GSA Schedule solicitation.

Our Commitment

DriveSavers is the only data recovery provider in the industry to post proof that it is SOC 2 Type II compliant, assuring that every aspect of the facility and network is certified secure to protect personal and confidential data.

DriveSavers understands the value of every customer’s data. All information that is collected, used, retained and disclosed during the data recovery process is protected in conformity with FAR 52.224-2 (Privacy Act), FAR 52.204-21 & DFAR 252.204-7012 for safeguarding information in accordance with NIST SP 800-171, DOJ Order 2640.2F, U.S. government Data-At-Rest (DAR) mandate, National Institute of Standards and Technology (NIST SP 800-34 & 800–171), Sarbanes–Oxley Act of 2002 (SOX), Health Insurance Portability Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), Gramm-Leach-Bliley Act (GLBA), and the International Traffic In Arms Regulations, 22 CFR Parts 120-130 (ITAR) and the Export Administration Regulations, 15 CFR Parts 730-774 (EAR).