

GENERAL SERVICES ADMINISTRATION

AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

GS 35F 0165T

Multiple Award Schedule

CATEGORY 70- INFORMATION TECHNOLOGY CATEGORY

Price List

EFFECTIVE JANUARY 1, 2017 THROUGH DECEMBER 31, 2021

Price list current through Modification PA-0031 effective June 17th, 2020

SINS OLM, 511210, 54151, 54151 ECOM, 54151S, 611420, 811212

Products and contract ordering information, terms and conditions, up-to-date pricing are also available on GSA Advantage! system. Agencies can browse GSA Advantage! by accessing GSA's home page on the Internet at www.gsaadvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

HOWARD, DAY & ASSOCIATES, INC.



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A Small Business Concern

AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

- Special Item OLM OLM Order-Level Materials (OLM)
- Special Item No. 33411 Purchasing of New Electronic Equipment
- Special Item No. 511210 Software Licenses
- Special Item No. 54151 Software Maintenance Services
- Special Item No. 54151ECOM Electronic Commerce and Subscription Services
- Special Item No. 54151S Information Technology Professional Services
- Special Item No. 611420 Information Technology Training
- Special Item No. 811212 Computer and Office Machine Repair and Maintenance

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

SIN 33411 PURCHASING OF NEW ELECTRONIC EQUIPMENT

FSC CLASS 7010 - SYSTEM CONFIGURATION

- End User Computers/Desktop Computers
- Professional Workstations
- Servers
- Other Systems Configuration Equipment, Not Elsewhere Classified

FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES

- Printers
- Display
- Network Equipment
- Other Communications Equipment

FSC Class 7042 - MINI AND MICRO COMPUTER CONTROL DEVICES

- Microcomputer Control Devices
- Telephone Answering and Voice Messaging Systems

FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

- Miscellaneous Communications Equipment
- Installation (FPDS Code N070) for Equipment Offered

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 132-8 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable.



SIN 511210- SOFTWARE LICENSES

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

- Application Software
- Utility Software
- Communications Software

Microcomputers

- Application Software
- Utility Software
- Communications Software

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

SIN 54151- SOFTWARE MAINTENANCE SERVICES

SIN 54541S ECOM ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

FPDS Code D399 Other Data Transmission Services, Not Elsewhere Classified Except "Voice" and Pager Services

SIN 54151S- INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.



SIN 611420- INFORMATION TECHNOLOGY TRAINING (FPDS Code U012)

SIN 811212- COMPUTER AND OFFICE MACHINE REPAIR AND MAINTENANCE

(FPDS Code J070 - Maintenance and Repair Service) (Repair Parts/Spare Parts - See FSC Class for basic equipment)

- Maintenance
- Repair Service
- Repair Parts/Spare Parts

SIN OLM– ORDER-LEVEL MATERIALS (OLMs)

Howard, Day & Associates, Inc

5334 Navarro Street

Houston, TX 77056-6231

Tel: +1 (678) 566-3859 or +1 (855) 259-7556

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Contract Number: GS 35F-0165 T

Period Covered by Contract: 01/01/2017-12/31/2021

General Services Administration
Federal Supply Service

Pricelist current through Modification #_ PA0031 effective June 17th, 2020

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 Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>



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INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

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 micro- purchase 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.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) 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 micro-purchase 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. GEOGRAPHIC SCOPE OF CONTRACT:

The Geographic Scope of Contract is delivery within the 48 contiguous states, the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Ordering Address:

Howard, Day & Associates, Inc
5334 Navarro Street
Houston, TX 77056-6231
Tel: +1 (678) 566-3859 or +1 (855) 259-7556 ext.101
Fax : +1 (678) 566-3866
www.Howardday.com – E-mail: Dnguyen@Howardday.com



Payment Address:

Howard, Day & Associates, Inc
5334 Navarro Street
Houston, TX 77056-6231
Tel: +1 (678) 566-3859 or +1 (855) 259-7556 ext.101
Fax : +1 (678) 566-3866
www.Howardday.com – E-mail: Dnguyen@Howardday.com

Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Tel: +1 (678) 566-3859 ext. 102

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: 869168468
Block 30: Type of Contractor - B. Other Small Business
Block 31: Woman-Owned Small Business - _____No_____
Block 36: Contractor's Taxpayer Identification Number (TIN): 58-1951301

- 4a. CAGE Code: _1LTF1_____
- 4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

For deliveries made to destinations outside the 48 contiguous States and the District of Columbia; i.e., Alaska, Hawaii, and the Commonwealth of Puerto Rico, the following conditions will apply:

- (1) Delivery will be f.o.b. inland carrier, point of exportation (FAR 52.247-38 [SEE C.2]), with the transportation charges to be paid by the ordering activity from point of exportation to destination in Alaska, Hawaii, or the Commonwealth of Puerto Rico, as designated by the ordering office for purchase. The Contractor shall add the actual cost of transportation to destination from the point of exportation in the 48 contiguous States nearest to the designated destination. Such costs will, in all cases, be based upon the lowest regularly established rates on file with the Interstate Commerce Commission, the U.S. Maritime Commission (if shipped by water), or any State regulatory body, or



those published by the U.S. Postal Service; and must be supported by paid freight or express receipt or by a statement of parcel post charges including weight of shipment.

(2) The right is reserved to ordering agencies to furnish Government bills of lading.

6. 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:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
33411	15-30 days
811212	Negotiable with Agency
511210	15-30 days
54151	Negotiable with Agency
611420	Negotiable with Agency
54151S	Negotiable with Agency
54151ECOM	Negotiable with Agency

b. 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.

7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: 0 % -30 days NET from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: a discount may be offered on a case-by-case basis based on the size of the project and complexity.
- c. Dollar Volume: a discount may be offered on a case-by-case basis based on the size of the project and complexity.
- d. Other Special Discounts: Government Educational Institutions are offered the same discounts as all other Government customers.

8. TRADE AGREEMENTS ACT OF 1979, as amended:

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.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

10. Small Requirements: The minimum dollar value of orders to be issued is \$ 100 .

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:
 - Special Item No. 33411 Purchasing of New Electronic Equipment
 - Special Item No. 511210 Software Licenses
 - Special Item No. 54151 Software Maintenance Services
 - Special Item No. 54151 ECOM Electronic Commerce and Subscription Services
 - Special Item No. 54151S Information Technology Professional Services
 - Special Item No. 811212 Computer and Office Machine Repair and Maintenance



- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$250,000:
Special Item No. 611420 Information Technology Training Special

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.



- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

17. PURCHASE OF OPEN MARKET ITEMS



NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Out of scope

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS



Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the 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.

23. 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 the following:

www.Howardday.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.



(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)



**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT
(SPECIAL ITEM NUMBER 33411)**

1. MATERIAL AND WORKMANSHIP

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

2. ORDER

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

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

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination for the 48 contiguous States and the District of Columbia. For Alaska, Hawaii, and the Commonwealth of Puerto Rico, the following conditions will apply:

(1) Delivery will be f.o.b. inland carrier, point of exportation (FAR 52.247-38 [SEE C.2]), with the transportation charges to be paid by the ordering activity from point of exportation to destination in Alaska, Hawaii, or the Commonwealth of Puerto Rico, as designated by the ordering office for purchase. The Contractor shall add the actual cost of transportation to destination from the point of exportation in the 48 contiguous States nearest to the designated destination. Such costs will, in all cases, be based upon the lowest regularly established rates on file with the Interstate Commerce Commission, the U.S. Maritime Commission (if shipped by water), or any State regulatory body, or those published by the U.S. Postal Service; and must be supported by paid freight or express receipt or by a statement of parcel post charges including weight of shipment.

(2) The right is reserved to ordering agencies to furnish Government bills of lading.

4. INSTALLATION AND TECHNICAL SERVICES

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:

a) Acknowledgment, the Ordering agencies contact signs the Order Acknowledgment thereby agreeing that the equipment is ready to begin the acceptance testing.

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 33411.

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.

6. WARRANTY

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

- Hardware Warranty: 1 year for all hardware products (all parts, accessories and components) sold by Howard, Day & Associates, Inc to the Agency.

- Howard, Day & Associates, Inc warrants that the Hardware shall be free of defects in material and workmanship and shall perform, under normal use and circumstances, substantially in accordance with the Documentation for a period of one (1) year from the shipment date should Howard, Day & Associates, Inc not have the responsibility to install the Hardware; and one (1) year from the acceptance date of the hardware should Howard, Day & Associates, Inc have the responsibility to install the Hardware.

In the event that Howard, Day & Associates, Inc receives notice from the Agency during the warranty period that any Hardware does not conform to its warranty, Howard, Day & Associates, Inc shall, as soon as practicable or, in any event, within fifteen (15) business days of notice, as its sole option, either repair or replace the non-conforming Hardware or, if neither of the foregoing is available, refund the purchase price to the Agency. Hardware replaced under the terms of any such warranty will be new or refurbished equipment. Howard, Day & Associates, Inc warrants that any repair/replacement parts provided shall have a ninety (90) day warranty or shall be covered under the remaining warranty period of the original Hardware warranty (whichever is longer).

- Procedures:



To obtain service under this warranty, the Agency must bring the malfunction of the hardware to the attention of Howard, Day & Associates, Inc within the one (1) year period of the warranty and no later than thirty (30) days after such malfunction, whichever first occurs. Failure to bring the malfunction to the attention of Howard, Day & Associates, Inc within the prescribed time results in the Agency being not entitled to warranty service. Any item may only be returned with the prior written approval of Howard, Day & Associates, Inc. Any such approval shall reference a return material authorization number issued by authorized Howard, Day & Associates, Inc service personnel. Transportation costs, and other related charges, if any, incurred in connection with the return of a defective item to Howard, Day & Associates, Inc shall be borne by the Agency. Any transportation costs, and other related charges, incurred in connection with the redelivery of a repaired or replaced item to the Agency shall be borne by Howard, Day & Associates, Inc. If Howard, Day & Associates, Inc determines, in its sole discretion, that the allegedly defective item is not covered by the terms of the warranty provided hereunder or that a warranty claim is made after the warranty period, the cost of repair by Howard, Day & Associates, Inc including all shipping expenses, shall be borne by the Agency.

Exclusions:

The foregoing warranties and remedies are for the Agency’s exclusive benefit and are non-transferable. In addition, any and all warranties shall be void as to Products damaged or rendered unserviceable by: (1) the acts or omissions of non-Howard, Day & Associates, Inc personnel or other persons not certified by Howard, Day & Associates, Inc to perform such acts; (2) misuse, abuse, accident, electrical irregularity, theft, vandalism, fire, water, or other peril; (3) alteration or additions to the Products or part thereof performed by personnel not certified by Howard, Day & Associates, Inc to perform such alterations and additions, or other unauthorized repair, installation or opening or other causes beyond Howard Day’s control; or (4) the Agency’s failure to meet environmental specifications.

Third Party Products: When a product not manufactured by Howard, Day & Associates, Inc is sold by Howard, Day & Associates, Inc hereunder to complete an order, the warranty coverage on that product is limited to its original manufacturer’s warranty.

DISCLAIMER: THE LIMITED WARRANTIES EXPRESSLY SET FORTH SHALL BE IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND HOWARD, DAY & ASSOCIATES, INC SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWARD, DAY & ASSOCIATES, INC DOES NOT WARRANT THAT THE SYSTEMS WILL MEET THE AGENCY’S REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE. THIS WARRANTY IS THE ONLY WARRANTY MADE BY HOWARD, DAY & ASSOCIATES, INC WITH RESPECT TO THE GOODS DELIVERED HEREUNDER AND MAY BE MODIFIED, AMENDED OR SUPPLEMENTED ONLY BY A WRITTEN INSTRUMENT SIGNED BY A DULY AUTHORIZED OFFICER OF HOWARD, DAY & ASSOCIATES, INC AND ACCEPTED BY THE AGENCY.

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: 5334 Navarro Street, Houston, TX 77056-6231

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. There is a 35% restocking fee for all equipment.

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).



TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 811212)

1. SERVICE AREAS

a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a 75 miles radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be stated in paragraphs 8.d and 9.d of this Special Item Number 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:

5334 Navarro Street, Houston, Texas 77056-6231

2. MAINTENANCE ORDER

a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.

b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.

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

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

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

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



3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

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

5. SCOPE

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. Equipment placed under maintenance service shall be in good operating condition.
 - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
 - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
 - (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 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.

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, this repair service should normally be done within 4 hours after notification.

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 rounded up to the next 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 outside of 75 mile radius, the Contractor will be reimbursed for the actual cost of the traveling expenses. 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. Such additional charges, will apply to each remedial maintenance request, and it will be limited to one roundtrip for each service call.

e. MAINTENANCE PRICES

New system maintenance prices are based on fixed percentage of BASE GSA pricing for each product and component purchased under SIN's 33411 and 511210, and vary by product line. Add-ons maintenance prices, for products and components purchased under SIN's 33411 and 511210 during subsequent years, are based on fixed percentage of BASE GSA pricing, and vary by product line. The total maintenance cost of a system is equal to the sum of the maintenance costs listed under SIN's 811212 and SIN's 54151 for each product and component purchased, and which are part of the system.

During the warranty period, the agency will receive the same support and services offered in the standard plan (please see below):

After the warranty period, a selection of maintenance and flexible support programs ensure that mission critical infrastructures are running smoothly 24/7 and service interruptions are minimized. A continuous around the clock support 24x7x365 is provided with one single point of contact. The helpdesk is staffed by live customer agents during business hours from 8:00 am through 5:00 pm EST from Monday-Friday. After hours technical support are handled by highly-skilled engineers on call to avoid delays in escalation procedure in case of emergency. Agencies with premium plans are provided with an additional phone number for after hours coverage. Maintenance does not include custom application changes and enhancements.

(1) Plans Highlights

Standard Care plan:

- Coverage from 8:00 am to 5:00 pm local time, M-F excluding government and/or Howard, Day and Associates' holidays;
- Multi-media support channels (telephone, e-mail, web);
- Unlimited technical assistance support during plan hours;
- Log/track system for prioritization and tracking for open issues;
- Hardware replacement, defective part must be returned first to Howard, Day & Associates;
- Technical assistance by remote support;
- Remote diagnosis and troubleshooting;
- Free software patches, bugs, fixes, updates and upgrades to correct errors or defects;
- Severity 1 and 2 coverage after plan hours
- Calls after hours with severity 3 and 4 will be responded the next business days.

Extended Care Plan:



- Coverage 24x7x365
- Multi-media support channels (telephone, e-mail, web);
- Unlimited technical assistance support during plan hours;
- Log/track system for prioritization and tracking for open issues;
- Advance Hardware replacement, defective part must be returned to Howard, Day & Associates within 30 days;
- Technical assistance by remote support;
- Remote diagnosis and troubleshooting;
- Free software patches, bugs, fixes, updates and upgrades to correct errors or defects;

Premium Care Plan:

- Coverage 24x7x365
- Multi-media support channels (telephone, e-mail, web)
- Unlimited technical assistance support
- Log/track system for prioritization and tracking for open issues.
- Advance hardware replacements parts, defective part must be returned to Howard, Day & Associates within 30 days;
- Technical assistance by remote support;
- Remote diagnosis and troubleshooting;
- Free software patches, bugs, fixes, updates and upgrades to correct errors and defects;
- Daily monitoring of system to warn against outages, security and any other issues related to system performances;
- Monthly statistics;

Customized Plan

Available to agencies to meet their individual requirements, and negotiated outside the scope of this contract on a case-by-case basis.

On-Site Support

On-site support is available to Agency’s sites located less than 75 miles radius from Contractor’s Support Center. For Agency’s sites over 75 miles radius from the Contractor’s Support Center, on-site support will be available and negotiated outside the scope of this contract on a case-by-case basis, and may be subject to non-standard response.

Standards for problem severity and turnaround time

Problem Severity	Severity 1	Severity 2	Severity 3	Severity 4
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Definitions	Total failure of the product. System is down and completely inoperative. No work around.	Significant lost of product functionality. Serious impact on customer’s ability to conduct business. No acceptable work around. System is not completely inoperative.	Product operational with a technical issue. No impact on the customer’s ability to continue using the product. Acceptable workaround. Problems will be resolved during business hours.	Issue of minor significance with minimum impact. Do not require a rapid turn around.
Response time after initial call	Premium Plan < 30 minutes Extended Plan <1 hour Standard Plan <2 hours	Premium Plan <1 hour Extended Plan <2 hours Standard Plan <3 hours	Premium Plan <2 business hours Extended Plan <4 business hours Standard Plan <6 business hours	Premium Plan <4 business hours Extended Plan <6 business hours Standard Plan <8 business hours
On-site support	4 Plan Hours	Next Business Day	At Howard Day’s discretion	At Howard Day’s Discretion

f. QUANTITY DISCOUNTS

Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by a ordering activity are indicated below:

5 units and over +1.5% discount on annual standard maintenance rate; 5 units and over +2% discount on annual extended maintenance rate; 5 units and over +2.5% discount on annual premium maintenance rate.

5 units and over +3% discount on monthly standard maintenance rate; 5 units and over + 2% on monthly extended maintenance rate; 5 units and over + 3% discount on monthly premium maintenance rate.

Discounts have already been applied on the ALRS annual and monthly maintenance rates.

Discounts have already been applied on the ALRS annual maintenance rate.



g. MULTIPLE YEAR MAINTENANCE DISCOUNTS

A multiple year maintenance discount of 12.5 % on total cost is offered to ordering activity on system maintenance price > \$7,500.00

9. REPAIR SERVICE RATE PROVISIONS

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

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

c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

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

(b) When equipment is returned to the Contractor's shop for adjustments or repairs which are covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant shall be borne by the ordering activity, and the return to the ordering activity location, should be borne by the Contractor.

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

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

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

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

(a) The repair service rates listed for subparagraph (2) above apply, except that a travel charge of 0.34 per mile for repairmen will apply to the round-trip distance between the geographic limits of the applicable service area and the ordering activity location. Such charge will apply as an additional charge, but it will be limited to one round trip for each request that is made by the ordering activity for repair service, regardless of whether repairs are performed at the ordering activity location or at the Contractor's shop.

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

d. LABOR RATES



(1) REGULAR HOURS

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

(2) AFTER HOURS

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

(3) SUNDAYS AND HOLIDAYS

When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location and/or by Howard, Day & Associates, Inc, the Sundays and/or 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

LOCATION	MINIMUM CHARGE*	REGULAR HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS AND HOLIDAYS PER HOUR
CONTRACTOR'S SHOP	Three hours	\$135.00	\$200.00	\$300.00
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	Three hours	135.00	\$200.00	\$300.00
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	Three hours	\$135.00	\$200.00	\$300.00

*MINIMUM CHARGES INCLUDE __3_ FULL HOURS JOB

**FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE ROUNDED UP TO THE NEXT HOUR.

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial fall pricelist dated 10/01/06 and revised, at a discount of 5% from such listed prices including the 0.75% IFF.

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

a. REPAIR SERVICE

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

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period of 90 days.



12. INVOICES AND PAYMENTS

a. Maintenance Service

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

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

b. Repair Service and Repair Parts/Spare Parts

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

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER511210), PERPETUAL SOFTWARE LICENSES (SPECIAL



ITEM NUMBER 511210) AND MAINTENANCE (SPECIAL ITEM NUMBER 54151) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its 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 software, unless the change is due to the defect in the software.

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.

1) Software Warranty: Howard, Day & Associates, Inc warrants that the Software (when properly installed and used in accordance with the documentation) shall be free from significant programming errors and perform under normal use and circumstances, in accordance with the Documentation for a period of one (1) year from the acceptance date. Howard, Day & Associates, Inc shall also provide patches (as the term is defined below) at no charge to the Agency for a period of twelve (12) months from the acceptance date. “Patches” means Software which fixes certain problems and/or bugs in the Software. Warranty does not cover custom application changes after thirty (30) days from the acceptance date. Howard, Day & Associates, Inc does not warrant that the Software will operate in an uninterrupted or error-free manner. In the event that Howard, Day & Associates, Inc receives notice from the Agency during the warranty period that the Software does not conform to this warranty, Howard, Day & Associates, Inc shall, as soon as practicable or, in any event, within thirty (30) days of notice, at its option, either repair or replace the non-conforming Software or, if neither of the foregoing is available, refund to the Agency the purchase price in exchange for return of the Software and the Hardware upon which it operates. Howard, Day & Associates, Inc warrants that any repair/replacement Software provided shall have a ninety (90) day warranty from acceptance date of such repair/replacement Software or shall be covered under the remaining warranty period of the original Software warranty (whichever is longer).

2) Exclusions: The foregoing warranties and remedies are for the Agency’s exclusive benefit and are non-transferable. In addition, any and all warranties shall be void as to Products damaged or rendered unserviceable by: (1) the acts or omissions of non- Howard, Day & Associates, Inc personnel or other persons not certified by Howard, Day & Associates, Inc to perform such acts; (2) misuse, abuse, accident, electrical irregularity, theft, vandalism, fire, water, or other peril; (3) alteration or additions to the Products or part thereof performed by personnel not certified by Howard, Day & Associates, Inc to perform such alterations and additions, or other unauthorized repair, installation or opening or other causes beyond Howard, Day & Associates, Inc’s control; or (4) the Agency’s failure to meet environmental specifications.

3) Third Party Products: When a product not manufactured by Howard, Day & Associates, Inc is sold by Howard, Day & Associates, Inc hereunder to complete an order, the warranty coverage on that product is limited to its original manufacturer’s warranty.



4) **DISCLAIMER:** THE LIMITED WARRANTIES EXPRESSLY SET FORTH SHALL BE IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND HOWARD, DAY & ASSOCIATES, INC SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HOWARD, DAY & ASSOCIATES, INC DOES NOT WARRANT THAT THE SYSTEMS WILL MEET THE AGENCY’S REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR FREE. THIS WARRANTY IS THE ONLY WARRANTY MADE BY HOWARD, DAY & ASSOCIATES, INC WITH RESPECT TO THE GOODS DELIVERED HEREUNDER AND MAY BE MODIFIED, AMENDED OR SUPPLEMENTED ONLY BY A WRITTEN INSTRUMENT SIGNED BY A DULY AUTHORIZED OFFICER OF HOWARD, DAY & ASSOCIATES, INC AND ACCEPTED BY THE AGENCY.

- 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.

3. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number +1 (855)259-7556 ext. 101 or +1 (678) 566 3859 ext.101 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available 24x7x365 with one single point of contact. Helpdesk is staffed by live customer agents during business hours from 8:00 am through 5:00 pm EST from Monday-Friday. After hours technical support are handled by highly-skilled engineers on call with pagers. Clients with premium plans are provided with an additional phone number for after hours coverage.

4. SOFTWARE MAINTENANCE

- a. Software maintenance service shall include the following:
Please refer to Terms and Conditions applicable to Maintenance 811212, Paragraph 8.
- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

5. PERIODS OF TERM LICENSES (511210) AND MAINTENANCE (54151)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lessor period of time.
- 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 maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the 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 maintenance is to be continued during the subsequent period.

6. UTILIZATION LIMITATIONS - (511210 AND 54151)

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

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

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

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

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

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

7. SOFTWARE CONVERSIONS - (511210)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (511210), the purchase price of the new software shall be reduced by the amount that was paid to

purchase the earlier version. Under a term license (511210), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY



The Contractor shall include, in the schedule pricelist, a complete 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

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 611420)

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

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

3. TIME OF DELIVERY

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

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least 10 business days before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT



The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

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

7. INVOICES AND PAYMENT

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

8. FORMAT AND CONTENT OF TRAINING

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.

b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

- (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
- (2) The length of the course;
- (3) Mandatory and desirable prerequisites for student enrollment;
- (4) The minimum and maximum number of students per class;
- (5) The locations where the course is offered;
- (6) Class schedules; and
- (7) Price (per student, per class (if applicable)).

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

9. "NO CHARGE" TRAINING

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

Not in the scope of the contract.

10. COURSE DESCRIPTIONS

Classes are usually scheduled at the time of the installation of the equipment or at any other date suitable to the ordering activity.

COURSE TITLES	
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<p>Atir 7 IVR Admin 101 for System Administrators.</p>	<p>Pre-requisites: Understanding of basic computer operating skills within the Windows environment.</p> <p>Course description and objectives: Starting and stopping the Atir7 system; configuring lines; configuring applications; recording new passages, generating reports; monitoring the system; troubleshooting. Practical exercises.</p> <p>1 day course provided at the ordering activity’s location. Number of students: from 1 to 4</p>
<p>Atir 7 IVR Tech 101 for Technicians.</p>	<p>Pre-requisites: Telecom hardware and PC hardware background. Understanding of basic computer concepts and basic computer operating skills within the Windows environment.</p> <p>Course description and objectives: Starting and stopping the Atir 7 system; configuring lines; configuring applications, monitoring systems, troubleshooting, removing/installing line cards, CPU card, power supply; installing new software. Practical exercises.</p> <p>1 day course provide at the ordering activity’s location. Number of students: from 1 to 4</p>
<p>Atir 7 Dev 101 for Developers.</p>	<p>Pre-requisites: Basic Programming skills, familiar with call flow and terminology; experience using MS Windows; familiar with TCP/IP, and databases.</p> <p>Course description and objectives: Description and features of the Atir 7 communication development platform . Installation and configuration of the Atir 7 communication development components. Creating and debugging applications. Adding TTS and Speech recognition to an application. Deploying applications on Atir 7 communication server. Practical exercises.</p> <p>3 day courses at the Contractor’s location. Number of students: 2 to 4.</p>
<p>Atir 7 ADV Dev for Developers.</p>	<p>Pre-requisite: Must have attended the Atir 7 Dev 101 course</p> <p>Course description and objectives: Implementation of more complex Atir7 solutions. Dispatcher script programming; relational database interface; creation and generation of dynamic and database-driven menu; creation and generation of dynamic and database-driven grammar for use with Automatic speech recognition; inter channel notification and communication; event handling and error processing.</p> <p>2 day course at the Contractor’s location. Number of students: 2 to 4</p>



TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S 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, 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 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

The Inspection of Services-Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour 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 (Deviation – May 2003) 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 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.

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 SERVICES AND PRICING



LABOR CATEGORY	DESCRIPTION
<p>SENIOR APPLICATION SOFTWARE DEVELOPER/ SENIOR IVR/CTI APPLICATION DEVELOPER</p> <p>Minimum Experience</p>	<p>+8 years in the areas of software development and implementation. +3 to 5 years in a senior role. +3 years of experience in Speech enabled in CTI/IVR projects. Strong command of technology and business process related to a project. Excellent software functional design capabilities. Extensive knowledge of software engineering and programming practices.</p> <p>Good knowledge of software lifecycle development for Customer Care Management systems. Good knowledge of speech applications / engines development tools. Expert in object oriented programming, web and client development with Visual Studio, Visual Basic, ASP, .Net, Javascript, HTML,CSS,SQL Server, SQL Plus, Oracle Databases and Object Database Connector connectivity. Excellent written and verbal communication skills.</p>
<p>Functional Responsibility</p>	<p>Responsible for the entire software development lifecycle project. Coordinates and leads technical projects from initiation through delivery. Interfaces with clients and other development teams to define and selects technical solutions. Insures the efforts comply with customer guidelines and requirements. Analyzes and debugs issues across all application layers -- presentation, communication, database, data security and application server—.</p> <p>Possesses the process disciplines to maintain evolving documents and to integrate architectural decision-making into the systems life cycle. Provides support for new program requirements with solutions using current and emerging technologies. Plays a mentoring role for all project related team members. Strong conflict resolutions skills.</p>
<p>Educational Requirements</p>	<p>BA/BS in Computer Science, Information Services or related field or related work experience.</p>

Labor Category	Education Requirements	Equivalent General/Work Experience	GSA Hourly Rates
<p>Senior Application Software Developer/ Senior IVR/CTI Application Developer</p>	<p>BA/BS in Computer Science, Information Services</p>	<p>8+ years of related field experience</p>	<p>\$195.00</p>

**TERMS AND CONDITIONS APPLICABLE TO
ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES (SPECIAL IDENTIFICATION
NUMBER 54151ECOM)**

******NOTE:** *If offering IT Professional Services with E-Commerce, use SIN 54151S and include the Terms and Conditions applicable to the IT Professional Services offered.*

1. SCOPE

The prices, terms and conditions stated under Special Item Number 54151ECOM Electronic Commerce (EC) and Subscription Services apply exclusively to EC and Subscription Services within the scope of this Information Technology Schedule.

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE

The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

3. INFORMATION ASSURANCE

- a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “*Standards for Security Categorization of Federal Information and Information Systems*”) (FIPS 200, “*Minimum Security Requirements for Federal Information and Information Systems*”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 54151ECOM is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce and Subscription services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

4. DELIVERY SCHEDULE.

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in *Information for Ordering Activities Applicable to All Special Item Numbers*, paragraph 6. *Delivery Schedule*.

5. INTEROPERABILITY.

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.



teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

6. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic 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.

7. PERFORMANCE OF ELECTRONIC SERVICES

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

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.

9. RIGHTS IN DATA

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

10. ACCEPTANCE TESTING

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

11. WARRANTY

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer’s commercial warranty for the item listed below:

Voice, messages and hosting services including components. All these items are known as “Services”. Please see GSA price list for more details.

Howard, Day & Associates, Inc warrants that the “Services” will be performed in a good and workmanlike manner.

Howard, Day & Associates’ entire liability with respect to this warranty will be, at its sole discretion, to either (a) correct the non-performance of the “Services” within a reasonable time frame or (b) refund the fees paid by the Agency for the portion of the “Services” non- performed. To the maximum extent permitted by applicable law,



Howard, Day & Associates will not be liable for any damages. In each case, the Agency will have to notify Howard, Day & Associates, in writing within five (5) business days, after the occurrence of the event.

THIS WARRANTY IS THE ONLY WARRANTY MADE BY HOWARD, DAY & ASSOCIATES, INC WITH RESPECT TO THE GOODS AND SERVICES DELIVERED HEREUNDER

LIABILITY AND DISCLAIMER: HOWARD, DAY & ASSOCIATES MAKES NO OTHER, AND EXPRESSLY DISCLAIMS ALL OTHER, REPRESENTATIONS, WARRANTIES, CONDITIONS OR COVENANTS, EITHER EXPRESS OR IMPLIED (INCLUDING WITHOUT LIMITATION, ANY EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, DURABILITY, TITLE, ACCURACY OR NON-INFRINGEMENT) ARISING OUT OF OR RELATED TO THE PERFORMANCE OR NON-PERFORMANCE OF THE SERVICES, INCLUDING BUT NOT LIMITED TO ANY WARRANTY RELATING TO THIRD PARTY SERVICES, ANY WARRANTY WITH RESPECT TO THE PERFORMANCE OF ANY HARDWARE OR SOFTWARE USED IN PERFORMING SERVICES AND ANY WARRANTY CONCERNING THE RESULTS TO BE OBTAINED FROM THE SERVICES. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY AND LIMITED REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE. AGENCY ACKNOWLEDGES THAT NO REPRESENTATIVE OF HOWARD DAY & ASSOCIATES OR OF ITS AFFILIATES IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY ON BEHALF OF HOWARD DAY & ASSOCIATES OR ANY OF ITS AFFILIATES THAT IS NOT IN THIS AGREEMENT.

HOWARD DAY & ASSOCIATES, ITS AFFILIATES, AND ITS AND THEIR SUPPLIERS, SUBCONTRACTORS AND AGENTS ARE HEREBY RELEASED AND SHALL CONTINUE TO BE RELEASED FROM ALL LIABILITY IN CONNECTION WITH THE LOSS, DAMAGE OR CORRUPTION OF DATA AND SOFTWARE, AND AGENCY ASSUMES ALL RISK OF LOSS, DAMAGE OR CORRUPTION OF DATA AND SOFTWARE IN ANY WAY RELATED TO OR RESULTING FROM THE SERVICES.

HOWARD, DAY & ASSOCIATES, INC DOES NOT WARRANT THAT THE ‘SERVICES’ WILL MEET THE AGENCY’S REQUIREMENTS OR THAT THE SERVICES WILL NOT BE UNINTERRUPTED, ERROR FREE, WITHOUT DELAYS IN DELIVERY OR IN PERFORMANCE DUE TO CARRIER DELAYS, INCLUDING INSTANCES OF A FORCE MAJEURE EVENT, AND CIRCUMSTANCES OR CAUSES BEYOND HOWARD, DAY & ASSOCIATES’ CONTROL.

The warranty shall commence upon the later of the following:

- a. Activation of the user’s service
- b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect or within a reasonable delay when replacement item is not available. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

12. MANAGEMENT AND OPERATIONS PRICING

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

13. TRAINING

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:



14. MONTHLY REPORTS

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

15. ELECTRONIC COMMERCE SERVICE PLAN

- (a) Describe the electronic service plan and eligibility requirements.

Please see GSA price list

- (b) Describe charges, if any, for additional usage guidelines.

Please see GSA price list

- (c) Describe corporate volume discounts and eligibility requirements, if any.

Please see GSA price list



USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Howard, Day & Associates, Inc 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 Anh P Nguyen, anguyen@Howardday.com , Tel: +1(678) 566-3859 ext. 102

Fax +1 (678) 566-3866



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 customers 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.

Price List

SIN	Part Number	Manufacturer	ALRS TURNKEY LODGING SYSTEM	GSA Price
33411	A7-ALRS19-7004A	Howard, Day & Associates	4 Port Analog ALRS lodging system with SQL, Windows 2019 OS, on-site installation and training included. Own back-up hard-drive. ALRS mobile self-service app included.	\$24,999.00
33411	A7-ALRS19-7008A	Howard, Day & Associates	8 Port Analog ALRS lodging system with SQL, Windows 2019 OS, on-site installation and training included. Own back-up hard drive. ALRS mobile self-service app included.	\$26,983.58
33411	A7-ALRS19-7012A	Howard, Day & Associates	12 Port Analog ALRS lodging system with SQL, Windows 2019 OS, on-site installation and training included. Own back-up hard drive. ALRS mobile self-service app included.	\$28,562.45
33411	A7-ALRS19-7004A-TTS	Howard, Day & Associates	4 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 4 TTS licenses for one language, MCRP for TTS licenses, on-site installation and training included. Own back-up hard drive. ALRS mobile self-service app included.	\$28,420.07
33411	A7-ALRS19-7008A-TTS	Howard, Day & Associates	8 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 8 TTS licenses for one language, MCRP for TTS licenses, on-site installation and training included. Own back-up hard drive. ALRS mobile self-service app included.	\$34,424.13
33411	A7-ALRS19-7012A-TTS	Howard, Day & Associates	12 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 12 TTS licenses for one language, MCRP for TTS licenses, on-site installation and training included. Own back-up hard drive. ALRS mobile self-service app included.	\$39,753.03

SIN	Part Number	Manufacturer	Product Description	GSA Price
			THIRD PARTY SOFTWARE LICENSES	
511210	VBVoice	Pronexus	VBVoice Runtime license, per port	\$183.77
511210	VBVoice MCRP TTS	Pronexus	VBVoice MCRP runtime for TTS license, per port	\$145.00
511210	VBVoice MCRP ASR	Pronexus	VBVoice MCRP runtime for ASR license, per port	\$145.00



SIN	Part Number	Manufacturer	Product Description	GSA Price
			TRAINING	
611420	T-IVRA-101	Howard, Day & Associates	Atir 7 IVR Admin 101: For System Administrators: Pre-requisites: Understanding of basic computer operating skills within the Windows environment. 1 day course: starting and stopping the Atir7 system; configuring lines; configuring applications; recording new passages, generating reports; monitoring the system; troubleshooting. Price per class.	\$1,259.38 + travel and lodging expenses
611420	T-IVRT-101	Howard, Day & Associates	Atir 7 IVR Tech 101: For Technicians. Pre-requisites: telecom hardware and PC hardware background. Understanding of basic computer concepts and basic computer operating skills within the Windows environment. 1 day course: starting and stopping the Atir 7 system; configuring lines; configuring applications, monitoring systems, troubleshooting, removing/installing line cards, CPU card, power supply; installing new software. Price per class.	\$1,259.38 + travel and lodging expenses
611420	T-IVRD-101	Howard, Day & Associates	Atir 7 Dev 101: For Developers: Pre-requisites: Basic Programming skills; familiar with call flow and terminology; experience using MS Windows; familiar with TCP/IP, and databases. 3 day courses with practical exercises. Description and features of the Atir 7 communication development platform . Installation and configuration of the Atir 7 communication development components. Creating and debugging applications. Adding TTS and Speech recognition to an application. Deploying applications on Atir 7 communication server. Price per student	\$1,964.63
611420	T-IVRD-ADV-	Howard, Day & Associates	Atir 7 ADV Dev: For Developers: Pre-requisites: must have attended the Atir 7 Dev 101 course. 2 day course with practical exercises to implement more complex Atir 7 solutions. Dispatcher script programming; relational database interface; creation and generation of dynamic and database-driven menu; creation and generation of dynamic and database-driven grammar for use with Automatic speech recognition; inter channel notification and communication; event handling and error processing. Price per student	\$1,964.63



SIN	Part Number	Manufacturer	PROFESSIONAL SERVICES	GSA Price Hourly Rate
54151S	PS-SASD-HDA	Howard, Day & Associates	Senior Application Software Developer/Senior IVR/CTI Application Developer	\$195.00

SIN	Part Number	VOICE, MESSAGES AND HOSTING SERVICES	GSA Price
54151ECOM	IVR-INB-30	IVR inbound calls, per minute charge, 0-30,000 minutes (each 60 second portion or fraction is round-up to the next minute)	\$0.0495
54151ECOM	IVR-INB-150	IVR inbound calls, per minute charge, 30,001-150,000 minutes (each 60 second portion or fraction is round-up to the next minute)	\$0.0295
54151ECOM	IVR-INB-500	IVR inbound calls, per minute charge over 150,001 minutes (each 60 second portion or fraction is round-up to the next minute)	\$0.0275
54151ECOM	IVR-OUT-30	IVR outbound calls, per minute charge, 0-30,000 minutes (each 60 second portion or fraction is round-up to the next minute)	\$0.0579
54151ECOM	IVR-OUT-150	IVR outbound calls, per minute charge, 30,001-150,000 minutes (each 60 second portion or fraction is round-up to the next minute)	\$0.0295
54151ECOM	IVR-OUT-500	IVR outbound calls, per minute charge over 150,001 minutes, (each 60 second portion or fraction is round-up to the next minute)	\$0.0275
54151ECOM	IVR-TTC-HOST-MOD	IVR TTC module included	\$0
54151ECOM	IVR-ACD-HOST	IVR ACD task router per call 0-1,000	\$0
54151ECOM	IVR-ACD-HOST50	IVR ACD task router per call 1,001-50,000	\$0.0350
54151ECOM	IVR-ACD-HOST200	IVR ACD task router per call 50,001-200,000	\$0.0325
54151ECOM	IVR-ACD-HOST500	IVR ACD task router per call 200,001-500,000	\$0.0300
54151ECOM	IVR-ACD-HOST600	IVR ACD task router per call over 500,001	\$0.0285
54151ECOM	HOSTEDIVR05	IVR@\$0.05 per minute up to 30,000 minutes (each 60 second portion or fraction is round-up to the next minute) -For concurrent inbound and outbound calls only- Must pay monthly application support fee -	\$0.0495



SIN	Part Number	VOICE, MESSAGES AND HOSTING SERVICES	GSA Price
54151ECOM	IVR-TF -INB-30	IVR toll free inbound calls, per minute charge, 0-30,000 minutes (each 60 second portion or fraction is round-up to the next minute)	\$0.0599
54151ECOM	IVR-TF -INB-150	IVR toll free inbound calls, per minute charge, 30,001-150,000 minutes (each 60 second portion or fraction is round-up to the next minute)	\$0.0539
54151ECOM	IVR-TF -INB-500	IVR toll free inbound calls, per minute charge over 150,000 minutes (each 60 second portion or fraction is round-up to the next minute)	\$0.0519
54151ECOM	IVR -CALL-REC-VOL	Call recording charge per minute/month over 10,000 minutes (free from 0 to 10,000 minutes)	\$0.0399
54151ECOM	IVR-CALL-REC-STOR	Call recording storage charge per minute/month	\$0.0015
54151ECOM	IVR-HOST-MIN	IVR minimum monthly call charges (include 500 minutes)	\$29.00
54151ECOM	SMS- BROAD	SMS broadcast per message	\$0.02950
54151ECOM	SMS-INB	SMS inbound per message	\$0.02950
54151ECOM	SMS-OUT	SMS outbound per message	\$0.02950
54151ECOM	HOST-MOB-APP-MESS	Hosted mobile application per message	\$0.0850
54151ECOM	IVR-CALL-REC-SI	Call recording set-up and installation	\$0
54151ECOM	HOSTED-IVR-SET-UP	Hosted IVR set-up fee	\$295.00
54151ECOM	A7-ALRS-APP	ALRS APP transactions per message (each 60 second portion or fraction counts as one message)	\$0.08
54151ECOM	HOST-A7-ALRS-APP	ALRS Hosted mobile self-service app. (Must have an IVR ALRS lodging system under support)	\$0
54151ECOM	HOSTEDPLATFORM-APP-BASIC	Application monthly hosted support-Basic service - If IVR, HOSTEDIVR05 applicable-	\$49.00
54151ECOM	HOSTEDPLATFORM-APP-STANDARD	Application monthly hosted support-Standard service - If IVR, HOSTEDIVR05 applicable-	\$95.00
54151ECOM	HOSTEDPLATFORM-ADDONS	Application Add-on monthly hosted support- If IVR, HOSTEDIVR05 rate applicable-	\$49.00
54151ECOM	HOSTEDPLATFORM-APP-4	Application-monthly hosted support- 4 platforms minimum-If IVR, HOSTEDIVR05 rate non applicable-	\$0



SIN	Part Number	Manufacturer	MAINTENANCE ALRS TURNKEY LODGING SYSTEM	BASE GSA Price	Standard Plan 8 to 5 (M- F) 10.50%	Extended Plan 24x7x365 15%	Premium Plan Daily monitoring 24x7x365 20%
811212	A7-ALRS - 7004A-MA	Howard, Day & Associates	Annual maintenance 4 Port Analog turnkey lodging system with Windows 2003 OS	\$24,986.00	\$2,623.53	\$3,747.90	\$4,997.20
811212	A7- ALRS12- 7004A-MA	Howard, Day & Associates	Annual maintenance 4 Port Analog ALRS lodging system with SQL, Windows 2012 OS	\$24,999.00	\$2,624.9	\$3,749.85	\$4,999.80
811212	A7- ALRS19- 7004A-MA	Howard, Day & Associates	Annual maintenance 4 Port Analog ALRS lodging system with SQL, Windows 2019 OS	\$24,999.00	\$2,624.9	\$3,749.85	\$4,999.80
811212	A7- ALRS19- 7008A-MA	Howard, Day & Associates	Annual maintenance 8 Port Analog ALRS lodging system with SQL, Windows 2019 OS	\$26,983.56	\$2,833.27	\$4,047.53	\$5,396.71
811212	A7- ALRS19- 7012A-MA	Howard, Day & Associates	Annual maintenance 12 Port Analog ALRS lodging system with SQL, Windows 2019 OS	\$28,562.45	\$2,999.06	\$4,284.37	\$5,712.49
811212	A7- ALRS19- 7004A- TTS-MA	Howard, Day & Associates	Annual maintenance 4 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 4 TTS licenses.	\$28,420.07	\$2,984.11	\$4,263.01	\$5,684.01
811212	A7- ALRS19- 7008A- TTS-MA	Howard, Day & Associates	Annual maintenance 8 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 8 TTS licenses	\$34,424.13	\$3,614.53	\$5,163.62	\$6,884.83
811212	A7- ALRS19- 7012A- TTS-MA	Howard, Day & Associates	Annual maintenance 12 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 12 TTS licenses.	\$39,753.03	\$4,174.07	\$5,962.96	\$7,950.61



SIN	Part Number	Manufacturer	MAINTENANCE ALRS TURNKEY LODGING SYSTEM	BASE GSA Price	Monthly Standard Plan 8 to 5 (M-F) 21% /12	Monthly Extended Plan 24x7x365 25% /12	Monthly Premium Plan Daily monitoring 24x7x365 29% /12
811212	A7-ALRS - 7004A-MM	Howard, Day & Associates	Monthly maintenance 4 Port Analog turnkey lodging system with Windows 2003 OS	\$24,986.00	\$437.26	\$520.54	\$603.83
811212	A7-ALRS12- 7004A-MM	Howard, Day & Associates	Monthly maintenance 4 Port Analog ALRS lodging system with SQL, Windows 2012 OS	\$24,999.00	\$437.48	\$520.81	\$604.14
811212	A7-ALRS19- 7004A-MM	Howard, Day & Associates	Monthly maintenance 4 Port Analog ALRS lodging system with SQL, Windows 2019 OS	\$24,999.00	\$437.48	\$520.81	\$604.14
811212	A7-ALRS19- 7008A-MM	Howard, Day & Associates	Monthly maintenance 8 Port Analog ALRS lodging system with SQL, Windows 2019 OS	\$26,983.56	\$472.21	\$562.16	\$652.10
811212	A7-ALRS19- 7012A-MM	Howard, Day & Associates	Monthly maintenance 12 Port Analog ALRS lodging system with SQL, Windows 2019 OS	\$28,562.45	\$499.83	\$595.05	\$690.26
811212	A7-ALRS19- 7004A-TTS- MM	Howard, Day & Associates	Monthly maintenance 4 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 4 TTS licenses.	\$28,420.07	\$497.35	\$592.08	\$686.82
811212	A7-ALRS19- 7008A-TTS- MM	Howard, Day & Associates	Monthly maintenance 8 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 8 TTS licenses	\$34,424.13	\$602.42	\$717.17	\$831.92
811212	A7-ALRS19- 7012A-TTS- MM	Howard, Day & Associates	Monthly maintenance 12 Port Analog ALRS lodging system with SQL, Windows 2019 OS, 12 TTS licenses.	\$39,753.03	\$695.68	\$828.19	960.7



SIN	Part Number	Manufacturer		BASE GSA Price	Annual Maintenance 15%
			MAINTENANCE THIRD PARTY SOFTWARE LICENSES		
54151	VBVoice	Pronexus	VBVoice Runtime license, per port	\$183.77	\$27.57
54151	VBVoice	Pronexus	VBVoice MCRP runtime for TTS license, per port	\$145.00	\$21.75
54151	VBVoice MCRP ASR	Pronexus	VBVoice MCRP runtime for ASR license, per port	\$145.00	\$21.75