

**AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

Note: Red Hand LLC d/b/a Electronic Tenant Solutions wishes to participate under the Cooperative Purchasing and Recovery Purchasing programs. The following SINs are available to state and local governments:
Special Item No. 132-32 Term Software Licenses
Special Item No. 132-34 Maintenance of Software as a Service

SPECIAL ITEM NUMBER 132-32 - TERM SOFTWARE LICENSES

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service – which is categorized under a difference SIN (132-34).

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

- Application Software
- Communications Software
- Ancillary Financial Systems Software

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interfaces 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>.

SPECIAL ITEM NUMBER 132-34 - MAINTENANCE OF SOFTWARE AS A SERVICE

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially.

Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

**Red Hand, LLC
d/b/a Electronic Tenant Solutions**

1234 31st ST NW STE 200
Washington, DC 20007-3430
Phone: 202-342-7090
Fax: 202-342-7099

www.electronictenant.com

Contract Number: **GS-35F-0256Y**

DUNS: **960506074**

Period Covered by Contract: **03/15/2012 – 03/14/2017**

General Services Administration/ Federal Acquisition Service

Pricelist current through Modification # _____, dated _____.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.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 Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Red Hand, LLC
d/b/a Electronic Tenant Solutions
1234 31st ST NW
Washington, DC 20007-3430

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

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

202-342-7090 Ext.101 (Support)

202-342-7090 Ext.102 (Sales)

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

- Block 9: G. Order/Modification Under Federal Schedule Contract
- Block 16: Data Universal Numbering System (DUNS) Number: **960506074**
- Block 30: Type of Contractor: **Other Small Business**
- Block 31: Woman-Owned Small Business - **No**
- Block 37: Contractor's Taxpayer Identification Number (TIN): **364664457**
- Block 40: Veteran Owned Small Business (VOSB): **Not Applicable**

- 4a. CAGE Code: **60GZ5**
- 4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

The 48 contiguous states and the District of Columbia, including Alaska, Hawaii, and Puerto Rico

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) |
|----------------------|--------------------------|
| <u>132-32</u> | <u>* Days</u> |
| <u>132-34</u> | <u>* Days</u> |

***To be negotiated between Electronic Tenant Solutions and Ordering Activity. Dependent upon all required information being provided to contractor within a timely fashion.**

Expedited Delivery may be available upon request; dependent upon all required information being provided to contractor within a timely fashion.

- 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** from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **Refer to Proposed GSA Price List**
- c. Dollar Volume: **None**
- d. Other Special Discounts (i.e. Government Education Discounts, etc.): **None**

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 of orders to be issued is **\$100**.

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

The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-32 - Term Software Licenses
Special Item Number 132-34 - Maintenance of Software as a Service

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 Acquisition 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 2003)

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (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 52.212-4)

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.gsaadvantage.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. 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.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

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:

Not Applicable

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 or 132-9.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant: **Yes**

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): <http://www.electronictenant.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 TERM SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 132-32) AND MAINTENANCE AS A SERVICE (SPECIAL
ITEM NUMBER 132-34) 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 postacceptance 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.

Refer to Red Hand LLC d/b/a Electronic Tenant Solutions' Commercial License Agreement.

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 **202-342-7090 Ext. 101** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from **8:00am to 5:00pm Eastern time Monday-Friday.**

4. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined: (select software maintenance type) :

X 1. Software Maintenance as a Product (SIN 132-32)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

X 2. Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

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 (SIN 132-32) AND MAINTENANCE (SIN 132-34)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Term licenses and/or 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 term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or 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 term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE*

a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to **Not Applicable**% of all term license payments during the period that the software was under a term license within the ordering activity.

***Since Red Hand, LLC d/b/a Electronic Tenant Solutions is not offering Perpetual Software Licenses (SIN132-33), Conversion From Term License To Perpetual License does not apply.**

7. TERM LICENSE CESSATION*

a. After a software product has been on a continuous term license for a period of **Not Applicable** months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

***Since Red Hand, LLC d/b/a Electronic Tenant Solutions is not offering Perpetual Software Licenses (SIN132-33), Term License Cessation does not apply.**

8. UTILIZATION LIMITATIONS - (SIN 132-32 AND SIN 132-34)

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

b. When acquired by the ordering activity, commercial computer software 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.

9. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)*

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 (132-33), 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 (132-32), 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.

***Since Red Hand, LLC d/b/a Electronic Tenant Solutions is not offering Perpetual Software Licenses (SIN132-33), Software Conversions do not apply.**

10. 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.

11. RIGHT-TO-COPY PRICING*

The Contractor shall insert the discounted pricing for right-to-copy licenses.

***Red Hand, LLC d/b/a Electronic Tenant Solutions does not offer Right-To-Copy licenses at this time.**

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Red Hand, LLC d/b/a Electronic Tenant Solutions 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:

Ian O'Neil

Phone: 202-342-7090 Ext.110

e-mail: ian@electronictenant.com

Fax: 202-342-7099

**(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.

Electronic Tenant® Solutions

INDISPENSIBLE, INFORMATIVE & INTERACTIVE MARKETING & MANAGEMENT TOOLS

MASTER LICENSE AGREEMENT

I. CLIENT IDENTIFICATION, CLIENT MATERIAL, AND PRODUCTION

This Electronic Tenant® Solutions Master License Agreement (the "Agreement") sets forth the terms and conditions by which Red Hand, LLC ("we," "us," or "Licensor") will provide to the Client ("you" or "Licensee") a license to utilize a customized form of the interactive, web-based work known as The Electronic Tenant® Handbook (the "Handbook") and/or related services (the "Services") (collectively, the "Project") for the Licensee's property or properties (the "Property" or "Properties"), effective as of the date Licensee executes this Agreement. The GSA Schedule 70 Contract Terms and Conditions and Awarded GSA Pricelist entered between Licensor and Licensee in conjunction herewith is expressly incorporated and made part hereof. We will prepare Electronic Tenant® Solutions functionality for the Property or Properties identified on the attached Schedule A. The Property or Properties covered by this License, the period of the License and the financial terms governing the License, are included in Schedule A attached hereto and made part hereof. Please review the terms and conditions of this Agreement, and indicate your acceptance of them by executing and returning to us this Agreement, and Schedule A identifying the specific property or properties for which a Handbook is to be created, via facsimile (202-342-7099) or electronic mail.

A. Client Identification

LICENSEE: _____

CONTACT ADDRESS: _____

CITY, STATE, ZIP: _____

CONTACT(S): _____

TELEPHONE: _____

EMAIL(S): _____

PROPERTIES: _____

B. Client Material

In order to begin to create the Handbook, we require the following materials:

1. An electronic version (Microsoft Word preferred) of the text of your current tenant handbook / manual, and related documents (forms, boilerplate lease, emergency procedures / preparedness documents, rules and regulations, etc.) for the Property that you approve for inclusion in the Handbook. If no current handbook exists, you may submit a handbook for a like property as an initial draft. Please note that we charge additionally for creating, editing, organizing, and finalizing text that has not been submitted in electronic or final form.
2. Any building images, building logos, company logos and related artwork you would like incorporated into the Handbook. High-resolution images should be submitted in JPEG, GIF, TIFF or EPS format. Images of low resolution or poor quality normally can be used, but are subject to the approval of our graphic design department. Any modification, scanning or re-creation of an image that is required, as determined by our graphic design department will be subject to additional charges.

C. Production

Upon receipt of the aforementioned materials, we will commence deployment of Electronic Tenant® Solutions functionality for each Property. The production and approval process will be as follows:

1. Using images supplied to us or from our image library, we will provide you with several initial Electronic Tenant® Handbook template designs in PDF format. The template design will serve as the basic design (look and feel) for each page/slide of the Electronic Tenant® Handbook for use in all Properties. We will ask you to review, suggest edits or provide further direction in order to finalize a single template. A Template Approval Form will be provided for your endorsement. After you submit the Template Approval Form confirming your acceptance of the template design for the Handbook, any subsequent changes you

Initial: _____

request in the template design will be implemented by us at rates for those services as provided in the Awarded GSA Pricelist.

2. We will review, edit and organize the text submitted to us and create a "Master Content Document" that outlines the structure and contains a first draft of the text to be included in the Electronic Tenant® Handbook. This document, provided in Microsoft Word, will allow you to review, edit and approve all text to be included in the Electronic Tenant® Handbook.
3. Using the approved template design and the first draft of the Master Content Document we will create a fully operational "working version" (web-based) of the Electronic Tenant® Handbook for the property. We will return the "working version" and corresponding Master Content Document to you for review, edits and comments. We ask that you make any text related edits directly in the Master Content Document provided and return it to our offices via e-mail.
4. Upon receipt of the edited Master Content Document we will make necessary edits, activate and test all modules, third party integration and return the final Electronic Tenant® Handbook to you for final review and approval, which you will confirm by submission of a Final Approval Form we will provide. At this stage, please provide written instructions and specifications regarding, as applicable, requests for restricted access, security, authorized persons, and/or linking to other websites.
5. When we receive the Final Approval Form, we will complete the Handbook. We will then provide you with an invoice showing the total Project Price and the balance remaining, if any. Your approval will be indicated by your endorsement of a Final Approval Form we provide, to be submitted prior to continuation of the process described hereinbelow.
6. When we receive the balance shown on the invoice, we will post the Electronic Tenant® Handbook on our server to the designated World Wide Web URL, (including a PDF file of the Handbook) and send you the link to the URL. Your customized version of The Electronic Tenant® Handbook is then ready for use in accordance with the terms of this License Agreement.
7. Should we be required to provide additional services, we will charge for such services at our Awarded GSA Pricelist rate.
8. Other than the license fees as provided in Schedule A and all renewal fees provided for herein, and fees for additional modules or services expressly requested by licensee during the term of this agreement or any extensions, no additional fees will be charged to licensee hereunder without Licensee's prior written consent.

II. STANDARD TERMS AND CONDITIONS:

1. Grant of License. Licensor hereby grants Licensee a nonexclusive, limited, nontransferable license (the "License") to: (A) have the Handbook posted, pursuant to the terms and conditions set forth in this Agreement, on Licensor's 24/7 Internet-connected server with a designated World Wide Web URL; (B) use the Handbook for the exclusive purpose of acting as an on-line source of information about the Property for current or prospective tenants, brokers, property managers and authorized service providers to the Property; (C) have the Handbook updated, in accordance with the maintenance terms set forth herein; and (D) receive the services (the "Services") set forth in this Agreement, all pursuant to the terms and conditions set forth in this Agreement.

2. Term and Termination. (A) The Initial Term of this License is the Term set forth in Schedule A. The Initial Term commences on the date Licensee executes Schedule A (Effective Date). The Initial Term may be renewed, terminated, or otherwise modified by Licensor and Licensee in accordance with this Agreement.

(B) Licensee has the right to terminate this License by giving thirty (30) days advance written notice to Licensor. Licensee will remain obligated to pay the pro rata portion of the license fee for the portion of the term during which the license was in effect (whether the Initial Term or any Renewal Term) prior to the effective date of termination, and to pay for all expenses incurred and services rendered by Licensor to which Licensor is entitled under the terms of this License Agreement.

(C) Licensor has the right to suspend access to the Handbook, without notice, upon Licensee's nonpayment of any fees or expenses that have been due and payable for more than 30 days. Any failure or decision on Licensor's part to exercise this right at any time does not constitute a waiver of this right.

3. Fees. The total Project Price, set forth in Schedule A, constitutes the license fee under this Agreement for the Initial Term. One-half of the Project Price constitutes the initial payment due upon the execution of this Agreement. The balance of the Project Price is

Initial: _____

due and payable within forty-five (45) days thereafter or upon final approval of the Electronic Tenant® Handbook, whichever comes first.

Should any payment due hereunder, inclusive of payments for renewal fees as described below, not be made by the date it is due (in the case of renewal fees, the date on which the renewal term commences), interest shall accrue on any overdue balance at a rate of interest governed by the Prompt Payment Act and the regulations at 5 CFR 1315, until the balance is paid.

4. Renewals. With the written authorization of Licensee, this Agreement, shall renew for a one-year term (the “Renewal Term”) on the day following the annual anniversary of the Effective Date (the “Renewal Date”). The license fee for the first Renewal Term shall be as stated in Schedule A.

With the written authorization of Licensee, this Agreement shall thereafter renew for an additional one-year term, upon each anniversary of the Renewal Date, at contemporary Awarded GSA Pricelist pricing, provided that the configuration of the Handbook is not materially changed,.

5. Licensor’s Intellectual Property Rights. The Handbook incorporates intellectual property that is owned by Licensor or which Licensor is authorized to use, including but not limited to inventions, methods and processes that are subject to patent protection; literary and graphic material that is subject to copyright protection; trade and service marks subject to trademark protection; and methods, processes and information that is confidential and subject to trade secret protection.

6. Licensee’s Intellectual Property Rights. Subject to its grant of right and permission to Licensor to include and use any literary or graphic material it creates for the Handbook, Licensee reserves its rights to all of its trade marks, service marks, copyrights, and proprietary or licensed literary or graphic material it provides to Licensor for inclusion in the Handbook. Licensee hereby grants Licensor a limited, non-exclusive right to use Licensee’s name and trademarks in the Handbook and to allow Licensor to make and distribute copies of all or portions of the Handbook for promotional purposes. Licensor may reference Licensee’s name, trade name and trademarks, as applicable, for the purpose of identifying Licensee as having utilized the Handbook in connection with the conduct of Licensee’s business and/or management of real property, provided that Licensor shall make no representation as to Licensee’s satisfaction with the Handbook or the Services, without Licensee’s written permission.

7. Material Provided by Licensee. Licensee shall provide original literary and graphic material in final form for inclusion in the Handbook, which shall be and remain the intellectual property of Licensee. Should Licensor be required to edit the material provided by Licensee with Licensee’s approval, or should Licensee require Licensor to create any literary and graphic material for inclusion in the Handbook, then Licensor shall be compensated for such services at rates provided in the Awarded GSA Pricelist. Once Licensee has approved the contents of the Handbook in the Master Content Document referenced in Section I.2 above, and endorsed the Final Approval Form, referenced in Section I.C.4 above, should Licensor request any changes to the form or content of the Handbook, it shall compensate Licensor for services required to implement such changes at rates provided in the Awarded GSA Pricelist. Any literary or graphic material created by Licensor specifically for use in Licensee’s Handbook, including any material that was initially provided by Licensee that contains modifications created by Licensor at Licensee’s request or with its approval, shall be and remain the intellectual property of Licensee, but shall be subject to a perpetual non-exclusive license allowing Licensor to use such material for purposes related to the creation and deployment of similar products for its use or the use of its clients.

8. Security; Confidential Information; Linking. The parties acknowledge that when posted by Licensor to a website for use by Licensee and its authorized tenants and third parties, Licensor shall have no obligation to control access to the Handbook by Licensee or its authorized users, except under the following conditions: Licensee may request that access to the Handbook be restricted, either with respect to designated portions of the Handbook, or with respect to certain identified users of the Handbook. In the event Licensee makes such a request, Licensor will cooperate in attempting to implement generally available means to implement such restrictions as are requested by Licensee. In the event that the implementation of such restrictions requires the provision of services or the purchase of equipment beyond that which is readily available to Licensor without expenditure of additional costs or resources, then Licensee will be required to reimburse Licensor the cost of such additional services, at Awarded GSA Pricelist rates, or equipment, in advance of Licensor implementing such restrictions. In no event shall Licensor be required to provide services or equipment that are not available at commercially reasonable effort and costs. In implementing these restrictions Licensor shall, in accordance with the foregoing, make commercially reasonable efforts to implement the requested restrictions, but does not warrant the effectiveness of any attempted restrictions, and disclaims liability for any lack of effectiveness thereof.

Licensor will make commercially reasonable efforts to select a reputable host for the server on which the Handbook is maintained and from which access is to be provided to Licensee for its authorized users; but Licensor disclaims any responsibility for the security of that host server or for any other website on which the Handbook is posted or to which it may be linked.

With the written permission of Licensee, which will not be unreasonably withheld, Licensor shall have the right to place links to allow the Handbook to be linked to websites of third parties selected by Licensor to offer products and services to users of the Handbook, so long as such products or services do not involve illegal activity or activity that is otherwise not permitted by Licensee in connection with

Initial: _____

its ownership and management of the Property. In the event Licensor permits such links to websites of third parties, it represents only that it believes such third parties to be reputable and responsible operators of the websites and providers of products or services marketed through those websites. Licensor expressly disclaims responsibility for the accuracy or performance of such website or products or services provided by the owners and operators of such websites.

With the written permission of Licensee, which will not be unreasonably withheld, Licensor shall have the right to use information provided by authorized users of the Handbook for any lawful purpose, so long as such purpose does not involve the disclosure of information considered private and confidential under applicable law.

9. Maintenance and Editing. At Licensee's request, after final approval of the Handbook, Licensor will make text and graphic edits, alterations, and substitutions to all pre-existing Chapters and Sub-Sections, building announcements and calendar events without charge, provided that the work required to make such edits and alterations does not exceed an aggregate of one hour per month or more than 12 hours within the Initial Term or within any one-year Renewal Term. Time spent providing such services in excess of these periods will be billed at Licensor's GSA Schedule contract rates then in effect.

Time that Licensor spends on updates shall be billed in accordance with the policy and rates stated herein. Licensee is responsible for final approval of all graphics and text submitted to Licensor for direct insertion into the Handbook. Any such graphics or text provided by Licensee will be considered approved and final, unless Client requests Licensor's editing and design services.

No additional fees will be incurred, other than those specified in Schedule A, without the prior written consent of Licensee.

10. On-Line Accessibility. The Handbook will be on-line and accessible no less than 99 percent of time during the term of this Agreement, except for any down-time attributable to the following: (i) access is lost, limited or interrupted because of the failure of software or hardware provided or used by Licensee or its tenants; (ii) the Handbook is not accessible due to Licensor's regular maintenance, repairs or the installation of upgrades, (iii) access is not available due to substantially abnormal, unexpectedly high use, (iv) the Handbook or Licensor is a target of a denial-of-service attack or similar external threat; (v) access is lost, limited or interrupted because the World Wide Web or the electricity system has experienced a failure, interruption, or breakdown; and (vi) other occurrences outside Licensor's control that would reasonably fall within the principles of *force majeure*.

11. Restrictions. The restrictions imposed on Licensee by the terms of this Agreement, are the following: Licensee may not (i) modify, adapt or alter the Handbook (except as expressly permitted pursuant to this Agreement) or reverse engineer, decompile, disassemble or otherwise attempt to discover the source code of any software element or component employed in the creation, operation or functioning of any product or service hereunder; (ii) create a derivative work based on the Handbook/Services, (iii) merge the Handbook/Services with another product or document without the express prior written consent of Licensor, (iv) use the Handbook/Services for purposes not in accordance with the terms and conditions set forth in or incorporated by reference in this Agreement; (v) make copies or authorize the making of copies of the Handbook without the express prior written consent of Licensor, (vi) remove or obscure any proprietary rights notices or labels from the Handbook/Services; (vii) disclose any intellectual property of the Handbook/Services to any third party; or (viii) use printed copies of the PDF file of the Handbook/Services for purposes unrelated to property management of the Property described in the Handbook. The restrictions of this section shall survive the termination of this Agreement.

12. Licensor's Representations and Warranties. Licensor represents that the Handbook contains original work or work that Licensor is authorized to include, and that Licensor is authorized to grant this License. Licensor represents and warrants that any material it creates or provides for inclusion in the Handbook will not infringe the rights of any third party. Licensor does not here represent or warrant that the Handbook or the Services will meet Licensee's requirements, that the Handbook, Services, or any related documentation will be error free, or that immaterial errors will be corrected. Nor does Licensor make any warranty as to the results that may be obtained from use of the Handbook and the Services or as to the accuracy, reliability or content of any data or information provided by others that is included in the Handbook.

13. Disclaimer of Warranty. EXCEPT AS IS EXPRESSLY PROVIDED HEREIN, LICENSOR MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND. LICENSOR EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

14. Limitation of Liability. LICENSOR SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND WHICH RESULT FROM DEFECTS OR DEFICIENCIES OF OR IN LICENSEE'S EQUIPMENT, SOFTWARE OR HARDWARE OR INCOMPATIBILITY OF LICENSEE'S SOFTWARE OR HARDWARE, OR FROM LICENSEE'S USE OF THE HANDBOOK FOR PURPOSES NOT

Initial: _____

SPECIFICALLY AUTHORIZED BY THE LICENSE HERE GRANTED, OR FROM MODIFICATIONS MADE TO THE HANDBOOK WITHOUT PRIOR WRITTEN AUTHORIZATION AND APPROVAL FROM LICENSOR.

LICENSOR IS NOT RESPONSIBLE UNDER ANY CIRCUMSTANCES FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES ARISING FROM LICENSEE'S USE OF THE HANDBOOK OR THE SERVICES.

LICENSOR SHALL HAVE NO LIABILITY FOR OR IN CONNECTION WITH ANY CLAIM ARISING FROM THE INCLUSION IN THE HANDBOOK OF ANY INFORMATION OR MATERIAL PROVIDED OR APPROVED BY LICENSEE (INCLUDING, BUT NOT LIMITED TO, RULES, REGULATIONS, POLICIES, PROCEDURES, TERMS, CONDITIONS OR STATEMENTS).

NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, LICENSOR'S TOTAL LIABILITY TO LICENSEE FOR ANY CLAIM LICENSEE ASSERTS AGAINST LICENSOR ARISING FROM THIS AGREEMENT OR AS A RESULT OF ANY BREACH THEREOF SHALL NOT EXCEED THE AMOUNT OF THE ANNUAL LICENSE FEE PAID BY LICENSEE FOR THE PRECEDING 12 MONTH PERIOD. LICENSEE ACKNOWLEDGES THAT LICENSOR'S WILLINGNESS TO ENTER INTO THIS AGREEMENT UPON THE TERMS SET FORTH HEREUNDER IS EXPRESSLY CONDITIONED UPON LICENSEE'S AGREEMENT TO THE LIMITATION OF LIABILITY SET FORTH IN THIS SECTION.

15. No Tortious, Unlawful or Prohibited Use. Licensee shall not use or permit the use of the Handbook for any purpose that is tortious, unlawful or prohibited by the terms and conditions of this Agreement.

16. Non-Disclosure and Non-Solicitation. Licensee shall not knowingly target or solicit for hire or employ Licensor's employees who are involved in the design or implementation of the Handbook or Licensor's creation of intellectual property utilized in the creation of the Handbook under the terms of this Agreement. Nothing herein shall preclude Licensee from hiring any employee of Licensor who seeks employment without having been solicited by Licensee.

17. Indemnification. Licensor here indemnifies and holds Licensee harmless against any damage, injury or loss suffered by Licensee arising from the breach of any warranty given by Licensor in connection with this Agreement. In the event a claim is made against Licensee that could give rise to a determination of such breach, then Licensee shall promptly notify Licensor of the claim and provide Licensor all documentation setting forth or describing the basis for the claim. Licensor and Licensee shall each be responsible for defending any claim arising from such alleged breach asserted against each, respectively, unless they agree to defend such claim jointly. Licensee shall consult with Licensor and its counsel prior to and in the course of engaging in any settlement discussions with the claimant, and may settle any claim made against it, so long as such settlement does not, without Licensor's consent, include an admission of any breach by Licensor.

18. Assignment. Licensee shall not assign or otherwise transfer any interest in this Agreement without the prior written consent of the Licensor, which consent shall not be unreasonably withheld. Notwithstanding the foregoing, Licensee shall be permitted to assign this Agreement to (i) any parent, subsidiary, or affiliate, or to a management company retained by Licensee to manage the Property, (ii) the owner of any Property covered by this Agreement, or to any parent, subsidiary or affiliate of said owner; or (iii) to any purchaser or transferee of any Property covered by this Agreement.

19. No Third Party Beneficiaries. No persons or entities are intended to be third-party beneficiaries of this Agreement entitled to the enforcement of rights hereunder.

20. Governing Law. The interpretation and validity of this Agreement shall be governed by applicable Federal law. The parties here consent to the jurisdiction of the U.S. Court of Federal Claims in Washington, DC for the resolution of claims arising under this Agreement.

22. Severability. If any part of this Agreement is found void or unenforceable, it will not affect the validity of the balance of the Agreement, which shall remain valid and enforceable according to its terms.

22. Amendments. This Agreement may only be amended in writing.

23. Notice. Any notice required to be given under the terms of this Agreement shall be given in writing and shall be served either personally, delivered by first class U.S. mail or by express courier service (signature required), or sent by facsimile (confirmation of receipt required) or by e-mail.

Notice to Licensee shall be provided in accordance with the Client Information set forth in Section I.A above, as updated in writing by Licensor in accordance with the requirements of this Section. Notice to Licensor shall be to:

Red Hand LLC
1234 31st Street, NW
Washington, D.C. 20007

Initial: _____

Attn: Accounting
Fax: 202-342-7099
E-mail: billing@ElectronicTenant.com

Correspondence, notices and acknowledgments sent under this Agreement may be sent in writing or by electronic means. The parties agree that: (i) these electronic transmissions shall be deemed to satisfy any legal formalities requiring that agreements be in writing, (ii) neither party shall contest the validity or enforceability of any such electronic transmission under any applicable statute of frauds, and (iii) computer maintained records when produced in hard copy form shall constitute business records and shall have the same validity as any other generally recognized business records.

24. Entire Agreement. This Agreement, inclusive of the GSA Schedule 70 Contract Terms and Conditions and Authorized Pricelist incorporated and made part hereof, between Licensor and Licensee relating to the Handbook or any Services to be provided by Licensor in conjunction therewith and it supersedes any prior representations, discussions, undertakings, communications or advertising, whether written or oral, relating to the Handbook and the Services described herein.

25. Counterparts. This Agreement may be executed in counterparts, each of which shall be deemed an original but all of which together shall constitute one and the same instrument.

The parties hereto have executed this Agreement effective as of the Effective Date.

SIGNATURE PAGE FOLLOWS

RED HAND, LLC:

LICENSEE:

By: Ian E. O'Neil
Manager, Red Hand LLC

Date

By:

Date

Title

Initial: _____

Electronic Tenant[®] Solutions

INDISPENSIBLE, INFORMATIVE & INTERACTIVE MARKETING & MANAGEMENT TOOLS

SCHEDULE A ELECTRONIC TENANT[®] HANDBOOK MASTER LICENSE AGREEMENT

This Schedule A is made part of the Master License Agreement (MLA) between Red Hand, LLC and the Licensee therein identified, which is incorporated herein. This Schedule A identifies individual properties or groups of properties that are owned or managed by Licensee, and is being executed by an authorized representative of the owner of such property or properties as is/are herein identified. If more than one property is to be identified as being subject to the License and subject to the same terms, then a list of such properties shall be attached to this Schedule A. The List of Properties may be modified by the addition or removal of one or more properties during the effective period of the License. In connection with any such modification a new List shall be prepared, reflecting the addition or removal of Properties, and become part hereof.

A. Property / Client Information

LICENSEE IN MLA: _____ MLA DATE: _____

PROPERTY TITLE
OWNER
(Legal Entity): _____

PROPERTY
ADDRESS: _____
VANITY NAME (if
applicable): _____

CONTACT NAME(s): _____
CONTACT
ADDRESS: _____
CITY, STATE, ZIP: _____

TELEPHONE: _____

EMAIL(s): _____

B. Term

The initial Term of the License shall be 1 year(s), commencing on the date the authorized representative executes this document. Should any Properties thereafter be added to the original List of Properties, the term of the License for such Property shall commence on the effective date of the addition, which will be shown on the List of Properties.

C. Annual License Fee

The basic license fee for the initial year and first renewal year of the license for each Property on the original List of Properties shall be as follows:

| <u>Item Description</u> | <u>Quantity</u> | <u>Year 1</u> | <u>Renewal</u> |
|---|-----------------|------------------|------------------|
| Electronic Tenant® Handbook • Comprehensive Package (30 Property Rate) | 1 | \$0.00 | \$0.00 |
| Electronic Tenant® Handbook • Mini Package (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| Individual Property Pages • Shared (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| <i>Module Application Options:</i> | | | |
| • Interactive Service & Maintenance Request System (30 Property Rate) | 1 | \$0.00 | \$0.00 |
| • Interactive Preventative Maintenance System (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Certificate of Insurance Tracking System (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Interactive Life-Safety Video Training & Testing System (30 Property Rate) -Additional Video Fee | 0 0 | \$0.00 \$0.00 | \$0.00 \$0.00 |
| • Interactive Property Survey System (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Property Contact Management System Included (30 Property Rate) | 1 | \$0.00 | \$0.00 |
| • Instant Alert System (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Tenant E-Mail Notification System (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Interactive Building Calendar (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Interactive Freight Elevator Reservation System (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Interactive Shared Conference Reservation System (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Interactive Company / Individual Tenant Directory (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| • Interactive Leasing / Space Availability System (30 Property Rate) | 0 | \$0.00 | \$0.00 |
| Third-Party WWW Services Integration Fee (One-Time Fee) | 0 | \$0.00 | \$0.00 |
| | | <i>Year 1</i> | <i>Renewal</i> |
| Estimated Total | | \$0.00 | \$0.00 |

The License Fee for any Property added to the List of Properties after the execution of the MLA will be at the established GSA contract rate for newly-added Properties, which will be shown on the revised List of Properties.

This Schedule A is being executed by an authorized representative of the property or properties herein identified.

ACCEPTANCE:

Signature

Name (Printed)

Title

Effective Date

Initial: _____

| SIN | MFR | Product Number | Product Description | Number of Properties | Awarded GSA Price w/ IFF | Warranty | COO |
|--|-----------------------------|----------------|--|----------------------|--------------------------|---------------------------|-----|
| Software Packages | | | | | | | |
| 132-32 | Electronic Tenant Solutions | ETH-1 | Electronic Tenant® Handbook • Comprehensive - Term License 1st Year, 1 site, price per site | 1-9 | \$ 6,841.31 | Term of License Agreement | US |
| | | | | 10-19 | \$ 5,863.98 | | |
| | | | | 20-29 | \$ 5,375.31 | | |
| | | | | 30+ | \$ 4,886.65 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-1 | Electronic Tenant® Handbook • Comprehensive - Term License Annual Renewal, 1 site, price per site | 1-9 | \$ 1,465.99 | Term of License Agreement | US |
| | | | | 10-19 | \$ 1,172.80 | | |
| | | | | 20-29 | \$ 1,075.06 | | |
| | | | | 30+ | \$ 977.33 | | |
| 132-32 | Electronic Tenant Solutions | ETH-2 | Electronic Tenant® Handbook • Mini Package - Term License 1st Year, 1 site, price per site | 1-9 | \$ 3,909.32 | Term of License Agreement | US |
| | | | | 10-19 | \$ 3,420.65 | | |
| | | | | 20-29 | \$ 2,931.99 | | |
| | | | | 30+ | \$ 2,443.32 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-2 | Electronic Tenant® Handbook • Mini Package - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 1,075.06 | Term of License Agreement | US |
| | | | | 10-19 | \$ 977.33 | | |
| | | | | 20-29 | \$ 879.60 | | |
| | | | | 30+ | \$ 781.86 | | |
| 132-32 | Electronic Tenant Solutions | ETH-3 | Individual Property Pages • Shared - Term License 1st Year, 1 site, price per site | 1-9 | \$ 830.73 | Term of License Agreement | US |
| | | | | 10-19 | \$ 733.00 | | |
| | | | | 20-29 | \$ 635.26 | | |
| | | | | 30+ | \$ 537.53 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-3 | Individual Property Pages • Shared - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 830.73 | Term of License Agreement | US |
| | | | | 10-19 | \$ 733.00 | | |
| | | | | 20-29 | \$ 635.26 | | |
| | | | | 30+ | \$ 537.53 | | |
| Application Options to be paired with software packages | | | | | | | |
| 132-32 | Electronic Tenant Solutions | ETH-4 | Service & Maintenance Request System - Term License 1st Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-4 | Service & Maintenance Request System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-5 | Preventative Maintenance System - Term License 1 Year, 1 site, Price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-5 | Preventative Maintenance System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |

Red Hand, LLC
d/b/a Electronic Tenant Solutions
GS-35F-0256Y
Awarded GSA Pricelist



| SIN | MFR | Product Number | Product Description | Number of Properties | Awarded GSA Price w/ IFF | Warranty | COO |
|--------|-----------------------------|----------------|---|----------------------|--------------------------|---------------------------|-----|
| 132-32 | Electronic Tenant Solutions | ETH-6 | Certificate of Insurance Tracking System - Term License 1 Year, 1 site, Price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-6 | Certificate of Insurance Tracking System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-7 | Interactive Video Training & Testing System - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-7 | Interactive Video Training & Testing System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-8 | Additional Video (e.g. Occupant and Fire Warden Videos) - Term License 1 Year, 1 site, price per site - Must be purchased with Interactive Video Training & Testing System | 1-9 | \$ 244.33 | Term of License Agreement | US |
| | | | | 10-19 | \$ 244.33 | | |
| | | | | 20-29 | \$ 244.33 | | |
| | | | | 30+ | \$ 244.33 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-8 | Additional Video (e.g. Occupant and Fire Warden Videos) - Term License Annual Renewal 1 site, price per site - Must be purchased with Interactive Video Training & Testing System | 1-9 | \$ 244.33 | Term of License Agreement | US |
| | | | | 10-19 | \$ 244.33 | | |
| | | | | 20-29 | \$ 244.33 | | |
| | | | | 30+ | \$ 244.33 | | |
| 132-32 | Electronic Tenant Solutions | ETH-9 | Interactive Property Contact Management System - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-9 | Interactive Property Contact Management System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-10 | Instant Alert System - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-10 | Instant Alert System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-11 | Tenant E-Mail Notification System - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |

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| SIN | MFR | Product Number | Product Description | Number of Properties | Awarded GSA Price w/ IFF | Warranty | COO |
|--------|-----------------------------|----------------|--|----------------------|--------------------------|---------------------------|-----|
| 132-32 | Electronic Tenant Solutions | ETH-AR-11 | Tenant E-Mail Notification System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-12 | Interactive Building Calendar - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-12 | Interactive Building Calendar - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-13 | Freight Elevator Reservation System - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-13 | Freight Elevator Reservation System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-14 | Shared Conference Reservation System - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-14 | Shared Conference Reservation System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-15 | Interactive Leasing / Space Availability System - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-15 | Interactive Leasing / Space Availability System - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-16 | Interactive Property / Individual Tenant Directory - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-16 | Interactive Property / Individual Tenant Directory - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |

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| SIN | MFR | Product Number | Product Description | Number of Properties | Awarded GSA Price w/ IFF | Warranty | COO |
|--------------------|-----------------------------|----------------|---|----------------------|--------------------------|---------------------------|-----|
| 132-32 | Electronic Tenant Solutions | ETH-17 | Third-Party WWW Services Integration Fee (One-Time Fee) | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-18 | Pre-Packaged Communications Campaign Support (Per Campaign) - Term License 1 Year, 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| 132-32 | Electronic Tenant Solutions | ETH-AR-18 | Pre-Packaged Communications Campaign Support (Per Campaign) - Term License Annual Renewal 1 site, price per site | 1-9 | \$ 781.86 | Term of License Agreement | US |
| | | | | 10-19 | \$ 684.13 | | |
| | | | | 20-29 | \$ 586.40 | | |
| | | | | 30+ | \$ 488.66 | | |
| Maintenance | | | | | | | |
| 132-34 | Electronic Tenant Solutions | MA-01 | Maintenance Hourly Rate. Price per hour. | N/A | \$ 92.85 | N/A | N/A |