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Contract No: GS-35F-0277W
Period Covered: February 26, 2010 thru February 25, 2015

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

**SPECIAL ITEM NUMBER 132-8 PURCHASE OF EQUIPMENT
SPECIAL ITEM NUMBER 132-12 MAINTENANCE OF EQUIPMENT
SPECIAL ITEM NUMBER 132-51 IT PROFESSIONAL SERVICES
FPDS Code D301 (enter the codes that were awarded)**

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.

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE**

Pricelist current through Modification # PA002 dated April 28, 2010

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! By accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fsa.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 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!TM on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!TM and the Federal Acquisition 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 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:

1200 Exectuative Dr. East Suite 168

Richardson, TX 75081-2263

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 will 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:

(972) 907-9977

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

Block 16: Data Universal Numbering System (DUNS) Number: 835086182

Block 30: Type of Contractor - B. Other Small Business

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor

Block 31: Woman-Owned Small Business - **Yes**

Block 36: Contractor's Taxpayer Identification Number (TIN): 75-2553360

4a. CAGE Code: 1F8Z3

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

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)

132-8	As negotiated with ordering activity.
132-12	As negotiated with ordering activity.
132-51	As negotiated with ordering activity.

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: ¼ % - 10 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
- e. Other: 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 value of orders to be issued is \$50.00.

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

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
 Special Item Number 132-8 Purchase of Equipment
 Special Item Number 132-12 Maintenance of Equipment
 Special Item Number 132-51 Information Technology Professional Services

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. 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:

N/A

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.

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:

<http://www.dfwtechnology.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 132-8)

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 any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

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

\$75.00 an hour

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 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.

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 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 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.

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: Dallas/Fort Worth Technology, Inc., 1200 Executive Drive East, Richardson, TX, 75081.

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

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 132-12)

1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a 50 mile 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 7.d and 8.d of this Special Item Number 132-12.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:
Dallas/Fort Worth Technology, Inc., 1200 Executive Drive East, Richardson, TX, 75081.

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

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 132-12 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.

b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.

7. RESPONSIBILITIES OF THE CONTRACTOR

For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, 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 prorated to the nearest quarter hour.

d. TRAVEL AND TRANSPORTATION If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be:
30 cents a mile

e. QUANTITY DISCOUNTS

Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by a ordering activity are indicated below: NONE

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

REPAIR SERVICE RATES				
REPAIR SERVICE RATES GSA (1% DISCOUNT PLUS THE .75% IFF)				
Location	Minimum Charge	Regular Hours	After Hours	Weekends and Holidays
	Per Hour*	Per Hour**	Per Hour**	Per Hour**
CONTRACTOR'S SHOP	\$45.00	\$45.00	\$67.50	\$90.00
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	\$65.00	\$65.00	\$97.50	\$130.00
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	\$75.00	\$75.00	\$112.50	\$150.00

The charge above the regular maintenance rate for distance more than 50 miles outside the established service area will be 30 cents a mile for round trip distance.

*MINIMUM CHARGES INCLUDE 1 FULL HOURS ON THE JOB.

**FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER 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 pricelist dated 05/01/2010, at a discount of 1% from such listed prices.

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 1 year.

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 INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

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

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair 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 1 – 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 (May 2001) (Deviation 1 – 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 – Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

IT Technical Support Manager

Minimum/General Experience: 5 years of IT technical support experience or IT managed services delivery experience. Experience includes knowledge of hardware platforms to effectively understand the systems and applications that run on them. Understand relevant contemporary computer architectures, relevant desktop systems, applications, and related equipment. Understand the impact of design, performance, supportability, reuse and cost. This knowledge must couple with IT managed services, IT help desk operations, desktop support operations, maintenance operations, and field support process. This technical background is combined with business competency in IT technical support operations and management, resource scheduling, leveling and business process knowledge.

Functional Responsibilities: Management of Technical Support Specialists in support of technology implementations for desktop support, help desk, for in-sourced, outsourced, and field service/support calls. The role combines client-contact and back office functions including: IT technology solutions, consulting, support, implementation and maintenance, process enhancement, quality assurance, resource scheduling and training, process enhancements, program awareness and focus on best practices. Must manage the integration of purchased applications (with an understanding of underlying architecture). Install and understand how the software tools work for the overall success of projects and the end users. Must understand multiple relevant information systems and understand how each system interacts with the others. Must keep up to date with OS environments and related technology trends. May have supplier management and contract negotiation responsibilities.

Minimum Education: Bachelor's Degree with relevant technical certification such as: A+ Certification, Microsoft Certified Professional (MCP) or Microsoft Systems Engineer (MCSE), Project Management Professional (PMP).

IT Support Specialist I

Minimum/General Experience: 3 years of relevant work experience. Experience includes customer service, information systems, understanding of applications, general maintenance concepts, experience with software tools, and a good overall working knowledge of contemporary computer equipment and software packages. Prerequisite experience includes knowledge of hardware platforms and key components to effectively understand the systems and applications that run on them.

Functional Responsibilities: Technical Specialist to support technology implementations for desktop solutions, first line help desk agent. This position can be in an IT call center, or as part of a client desktop support team, and for field service calls at client site. Support end users with various minor computer service requests by telephone, via email and via other media as required and provide basic level services and remote control. The role combines client technical support and effective communication skills, IT solution installation, implementation and maintenance following a prescribed process and procedures, quality assurance, and customer training. Install and understand how the software tools work for the overall success of projects. Keep up to date with OS environments.

Minimum Education: Bachelor's Degree with relevant technical certification such as: A+ Certification, Microsoft Certified Professional (MCP) or Microsoft Systems Engineer (MCSE)

IT Support Specialist II

Minimum/General Experience: 5 years of relevant work experience. Experience includes relevant information systems, contemporary computer architectures, relevant desktop systems and applications, equipment, coupled with IT managed services, help desk operations, desktop support operations, maintenance methods, and field support process. Must understand the business impact of achieving the right design, performance, supportability, reuse and cost.

Functional Responsibilities: Technical Support Specialists to support technology implementations for Desktop, Help Desk, for in-sourced, outsourced, and field service/support calls. The role combines client-contact and back office functions including: IT technology solutions, consulting, support, implementation and maintenance, process enhancement, quality assurance, resource scheduling and training, process enhancements, program development awareness and focus on field best practices. Integrate purchased applications (with an understanding of underlying architecture). Install and understand how the software tools work for the overall success of projects. Must understand multiple relevant information systems and understand how each system interacts with the others. Must keep up to date with OS environments and related technology trends.

Minimum Education: Bachelor's Degree with relevant technical certification such as: A+ Certification, Microsoft Certified Professional (MCP) or Microsoft Systems Engineer (MCSE)

IT System Administrator II

Minimum/General Experience: 4 years of experience with relevant IT server software and hardware systems and data network elements, routers, switches, wireless configuration and operation. Must possess strong analytical, technical, and operations skills. Understand the impact of design, performance, supportability, reuse and cost. Demonstrates experience in providing integrated team support and maintenance of server and network hardware and software.

Functional Responsibility: The System Administrator understands business needs and available technology and manages the server and network performance and maintains security accordingly. Ensures that security policies are unambiguous, and procedures are implemented and enforced. Communicates with users when there are server/network problems and troubleshoots problems. Implements policies, procedures, and standards and ensures their conformance with information systems and client objectives. Oversees or performs server installs and network software; and trains users on operation. Oversees server/network software and hardware inventories and licenses. Studies and evaluates new products/technologies products and services to determine those which best meet company needs and potential impact on existing system configurations. Presents information and recommendations to management. Integrate purchased applications (with an understanding of underlying architecture). Install and understand how the software

tools and various utility programs work for the overall success of projects. Work with all systems such as database and understand how each system interacts with others. Keep up to date with OS environments.

Minimum Education: Bachelor's Degree or higher in related field and relevant professional experience

IT System Administrator III

Minimum/General Experience: 3 years IT solution design, implementation and operation, 5 years experience with relevant IT server software and hardware systems and network elements, WAN/LAN technologies, routers, switches, wireless network design, configuration and operation. Must possess strong analytical, technical, and operations skills. Understand the impact of design, performance, supportability, reuse and cost. Demonstrates experience in managing integrated support team and maintenance of server and network hardware and software. Demonstrates IT integrated solution design experience.

Functional Responsibility: The SA III must be able to manage a team that can design and successfully implement an optimized IT Solution that optimizes business benefits versus cost. Responsible for analysis and evaluation of user business problems and development of system recommendations to meet requirements. Assignments typically include problem definition, evaluation of requirements, project management, and implementation of systems to meet business and user requirements. The System Administrator oversees IT solutions, constantly evaluating business needs versus available technology. Continuously oversees the server and network performance and maintains security accordingly. Ensures that security policies are unambiguous, and procedures are implemented and enforced. Communicates with users and IT managers when there are server/network problems and troubleshoots problems. Constructs and oversees policies, procedures, and standards and ensures their conformance with information systems and client objectives. Studies and evaluates new products/technologies products and services to determine those which best meet company needs and potential impact on existing system configurations. Presents information and recommendations to management. Evaluate, procure, and integrate purchased applications (with an understanding of underlying architecture). Install and understand how the software tools and various utility programs work for the overall success of projects. Work with all systems such as database and understand how each system interacts with others. Keep up to date with OS environments.

May have supplier management and contract negotiation responsibilities.

Minimum Education: Bachelor's Degree or higher in related field and relevant professional experience

IT Field Engineer I

Minimum/General Experience: 5 or more years of user and customer facing IT technical support experience which includes relevant information systems, contemporary computer architectures, relevant desktop systems and applications, and equipment. Experience with IT system and network installation, reconfiguration, testing, servicing and maintenance. Proficient in configuration, troubleshooting, repairing, and testing relevant systems and equipment and associated software programs. Highly knowledgeable of contemporary computer/telecommunication equipment, related devices, and software applications and competent in the use of diagnostic equipment, special tools and test procedures to resolve problems.

Functional Responsibilities: Installs, configures, tests, troubleshoots, repairs IT systems including network and telecommunications hardware/software. Supervises technical support in the installation, relocation, reconfiguration, integration and testing of computer, peripherals, equipment and associated software programs, applying the principals of computer science, telecommunications and mechanical, electrical engineering. Experience in leading client site installation or assembly team. Oversees the use of current diagnostic procedures, equipment, tools and instruments to determine the cause of malfunctions and perform corrective action.

Minimum Education: Bachelor's Degree and relevant professional experience with relevant technical certification such as: A+ Certification, Microsoft Certified Professional (MCP) or Microsoft Systems Engineer (MCSE)

IT Field Engineer II

Minimum/General Experience: 8 or more years of user and customer facing IT technical support experience which includes relevant information systems, contemporary computer architectures, wireless networking, WAN/LAN, relevant desktop systems and applications, and equipment. Experience with IT system and network installation, reconfiguration, testing, servicing and maintenance. Proficient in configuration, troubleshooting, repairing, and testing relevant systems and equipment and associated software programs. Highly knowledgeable of contemporary computer/telecommunication equipment, related devices, and software applications and competent in the use of diagnostic equipment, special tools and test procedures to resolve problems. Understand the impact of design, performance, supportability, reuse and cost.

Significant experience in planning, managing and monitoring contract tasks and activities.

Functional Responsibilities: Installs, configures, tests, troubleshoots, repairs IT systems including network and telecommunications hardware/software. Supervises technical support in the installation, relocation, reconfiguration, integration and testing of computer, peripherals, equipment and associated software programs, applying the principals of computer science, telecommunications and mechanical, electrical engineering. Work with all systems and understand how each system interacts with others. Experience in leading client site installation or assembly team. Oversees the use of current diagnostic procedures, equipment, tools and instruments to determine the cause of malfunctions and perform corrective action.

Minimum Education: Bachelor's Degree and relevant professional experience with relevant technical certification such as: A+ Certification, Microsoft Certified Professional (MCP) or Microsoft Systems Engineer (MCSE)

IT Field Engineer III

Minimum/General Experience: 12 or more years of user and customer facing IT technical support experience which includes relevant information systems, contemporary computer architectures, wireless networking, WAN/LAN, security, routing, switching, relevant desktop systems and applications, and equipment. Experience with IT system and network installation, reconfiguration, testing, servicing and maintenance. Proficient in configuration, troubleshooting, repairing, and testing relevant systems and equipment and associated software programs. Highly knowledgeable of contemporary computer/telecommunication equipment (or other relevant specialized technology), related devices, and software applications and competent in the use of diagnostic equipment, special tools and test procedures to resolve problems. Understand the impact of design, performance, supportability, reuse and cost.

Significant experience in planning, managing and monitoring contract Projects - tasks and activities.

Functional Responsibilities: Installs, configures, tests, troubleshoots, repairs IT systems including network and telecommunications hardware/software. Supervises technical support in the installation, relocation, reconfiguration, integration and testing of computer, peripherals, equipment and associated software programs, applying the principals of computer science, telecommunications and mechanical, electrical engineering. Work with all systems and understand how each system interacts with others. Experience in leading client site installation , assembly team, and commissioning team. Oversees the use of current diagnostic procedures, equipment, tools and instruments to determine the cause of malfunctions and perform corrective action. Responsible for effective communication and escalation with OEM.

Minimum Education: Bachelor's Degree and relevant professional experience with relevant technical certification such as: A+ Certification, Microsoft Certified Professional (MCP) or Microsoft Systems Engineer (MCSE)

IT Equipment

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132-8	Cipher Lab	A15042BS0K001	1504 Scanner, K/W(PS2) Cable	\$258.78
132-8	Cipher Lab	A15042BS0U001	1504 Scanner, USB Cable	\$260.99
132-8	Cipher Lab	A15042BS0R001	1504 Scanner, RS232 Cable	\$258.78
132-8	Cipher Lab	A15042BKAK001	1504 Scanner, Auto-sense Stand, K/W(PS2) Cable	\$269.86
132-8	Cipher Lab	A15042BKAU001	1504 Scanner, Auto-sense Stand, USB Cable	\$272.08
132-8	Cipher Lab	A15042BKAR001	1504 Scanner, Auto-sense Stand, RS232 Cable	\$269.86
132-8	Cipher Lab	A15042BKAK002	1504 Scanner, Auto-sense Stand, K/W(PS2) Cable, Weight	\$275.40
132-8	Cipher Lab	A15042BKAU002	1504 Scanner, Auto-sense Stand, Weight	\$277.62
132-8	Cipher Lab	A15042BKAR002	1504 Scanner, Auto-sense Stand, RS232 Cable, Weight	\$275.40
132-8	Cipher Lab	A1704SYS0K001	1704SR, K/W(PS2) Cable	\$307.49
132-8	Cipher Lab	A1704SYS0U001	1704SR, USB Cable	\$307.49
132-8	Cipher Lab	A1704SYS0R001	1704SR, Straight RS232 Cable	\$307.49
132-8	Cipher Lab	A1704SYS0K002	1704SR, Coiled K/W(PS2) Cable	\$310.23
132-8	Cipher Lab	A1704SYS0U002	1704SR, Coiled USB Cable	\$310.23
132-8	Cipher Lab	A1704SYS0R002	1704SR, Coiled RS232 Cable	\$310.23
132-8	Cipher Lab	A1704DYS0K001	1704DC, K/W(PS2) Cable	\$307.49
132-8	Cipher Lab	A1704DYS0U001	1704DC, USB Cable	\$307.49
132-8	Cipher Lab	A1704DYS0R001	1704DC, RS232 Cable	\$307.49
132-8	Cipher Lab	A1704DYS0K002	1704DC, Coiled K/W(PS2) Cable	\$310.23
132-8	Cipher Lab	A1704DYS0U002	1704DC, Coiled USB Cable	\$310.23
132-8	Cipher Lab	A1704DYS0R002	1704DC, Coiled RS232 Cable	\$310.23
132-8	Cipher Lab	A1560CBS00001	1560 Scanner, Black	\$127.45
132-8	Cipher Lab	A1560CBK0R002	1560 + 3656 + US adaptor + RS232 Cable	\$224.42
132-8	Cipher Lab	A1560CBK0K002	1560 + 3656 + US adaptor + PS2 Cable	\$224.42
132-8	Cipher Lab	A1560CBK0H002	1560 + 3656 + US adaptor + USB Cable	\$224.42
132-8	Cipher Lab	A1560CBK0R006	1560 + 3656 + US adaptor + RS232 Cable + Weight	\$229.96
132-8	Cipher Lab	A1560CBK0K006	1560 + 3656 + US adaptor + PS2 Cable + Weight	\$229.96
132-8	Cipher Lab	A1560CBK0H006	1560 + 3656 + US adaptor + USB Cable + Weight	\$229.96
132-8	Cipher Lab	A3656NBA0R002	3656 + US adaptor + RS232 Cable	\$96.97
132-8	Cipher Lab	A3656NBA0K002	3656 + US adaptor + PS2 Cable	\$96.97
132-8	Cipher Lab	A3656NBA0H002	3656 + US adaptor + USB Cable	\$96.97
132-8	Cipher Lab	A3656NBA0R006	3656 + US adaptor + RS232 Cable + Weight	\$102.51
132-8	Cipher Lab	A3656NBA0K006	3656 + US adaptor + PS2 Cable + Weight	\$102.51
132-8	Cipher Lab	A3656NBA0H006	3656 + US adaptor + USB Cable + Weight	\$102.51
132-8	Cipher Lab	A8000RSC00001	Linear imager, Communication Cradle/RS232	\$277.47
132-8	Cipher Lab	A8000RSC00002	Linear imager, Communication Cradle/USB	\$288.35
132-8	Cipher Lab	A8000RSC00003	Laser, Communication Cradle/RS232	\$369.95
132-8	Cipher Lab	A8000RSC00004	Laser, Communication Cradle/USB	\$380.84
132-8	Cipher Lab	A8000RSC00005	Linear imager	\$266.04
132-8	Cipher Lab	A8000RSC00010	Laser	\$358.53
132-8	Cipher Lab	A8001RSC00001	Linear imager	\$293.79

132-8	Cipher Lab	A8001RSC00002	Laser	\$386.28
132-8	Cipher Lab	A8001RSC00005	Linear imager, 4MB	\$304.67
132-8	Cipher Lab	A8001RSC00006	Laser, 4MB	\$397.16
132-8	Cipher Lab	A8021RS000201	Linear imager, 2MB, built-in coupler ,Terminal only	\$315.55
132-8	Cipher Lab	A8021RS000202	Laser, 2MB, built-in coupler ,Terminal only	\$397.16
132-8	Cipher Lab	A8062RS000001	Linear imager	\$310.11
132-8	Cipher Lab	A8062RS000002	Laser	\$402.60
132-8	Cipher Lab	A8071RS000201	Linear imager	\$391.72
132-8	Cipher Lab	A8071RS000202	Laser	\$484.20
132-8	Cipher Lab	A8400RS000007	Linear Imager-16M SRAM- 29 Keys	\$503.98
132-8	Cipher Lab	A8400RS000008	Linear Imager-16M SRAM- 39 Keys	\$503.98
132-8	Cipher Lab	A8400RS000009	Laser-16M SRAM- 29 Keys	\$584.83
132-8	Cipher Lab	A8400RS000010	Laser-16M SRAM- 39 Keys	\$584.83
132-8	Cipher Lab	A8400RS000011	2D Imager-16M SRAM-29 Keys	\$719.58
132-8	Cipher Lab	A8400RS000012	2D Imager-16M SRAM-39 Keys	\$719.58
132-8	Cipher Lab	A8400RS000015	No reader-16M SRAM- 29 Keys	\$450.08
132-8	Cipher Lab	A8400RS000016	No reader-16M SRAM- 39 Keys	\$450.08
132-8	Cipher Lab	A8470RS000007	Linear Imager-16M SRAM- 29 Keys	\$605.31
132-8	Cipher Lab	A8470RS000008	Linear Imager-16M SRAM- 39 Keys	\$605.31
132-8	Cipher Lab	A8470RS000009	Laser-16M SRAM- 29 Keys	\$686.16
132-8	Cipher Lab	A8470RS000010	Laser-16M SRAM- 39 Keys	\$686.16
132-8	Cipher Lab	A8470RS000011	2D Imager-16M SRAM-29 Keys	\$820.92
132-8	Cipher Lab	A8470RS000012	2D Imager-16M SRAM-39 Keys	\$820.92
132-8	Cipher Lab	A8470RS000015	No reader-16M SRAM- 29 Keys	\$551.41
132-8	Cipher Lab	A8470RS000016	No reader-16M SRAM- 39 Keys	\$551.41
132-8	Cipher Lab	A9300RA000001	9300 charging & communication cradle	\$121.28
132-8	Cipher Lab	A9300RA000002	9300 ethernet cradle	\$188.65
132-8	Cipher Lab	A9300RA000004	9300/9600 4-Slot Battery Charger, including 6V/3.3A power adapter and US AC line cord	\$161.70
132-8	Cipher Lab	B9600CARCR002	Adaptor for Vehicle Charging for 9300/9600 (12V-24V, 5V/2A)	\$51.21
132-8	Cipher Lab	KB1B372700937	3.7V 2700mAh LI-ION Rechargeable battery for 9300	\$45.82
132-8	Cipher Lab	X930000X01509	Durable genuine leather protective cover with strap	\$33.69
132-8	Cipher Lab	WSI5000100002	16 Pin to USB Client Cable for 8400/9300/9600	\$14.48
132-8	Cipher Lab	WSI5000100003	16 Pin to USB Host Cable for 9300/9600	\$8.69
132-8	Cipher Lab	WSI6000100193	16 Pin to RS232 Cable for 8400/9300/9600	\$11.59
132-8	Cipher Lab	KT97052303AA9	Universal adaptor (AC100V-240V_DC5V3A) for 8400/9300/9600	\$20.86
132-8	Cipher Lab	A9301R2LNN2E1	Win CE 6.0,Bluetooth,QVGA,Laser,29 key,English	\$579.44
132-8	Cipher Lab	A9301R2LNN4E1	Win CE 6.0,Bluetooth,QVGA,Laser,43 key,English	\$579.44
132-8	Cipher Lab	A9301R22NN2E1	Win CE 6.0,Bluetooth,QVGA,2D,29 key,English	\$687.24
132-8	Cipher Lab	A9301R22NN4E1	Win CE 6.0,Bluetooth,QVGA,2D,43 key,English	\$687.24
132-8	Cipher Lab	A9371R2LNN2E1	Win CE 6.0,Bluetooth,WiFi,QVGA,Laser,29 key,English	\$646.82
132-8	Cipher Lab	A9371R2LNN4E1	Win CE 6.0,Bluetooth,WiFi,QVGA,Laser,43	\$646.82

			key,English	
132-8	Cipher Lab	A9371R22NN2E1	Win CE 6.0,Bluetooth,WiFi,QVGA,2D,29 key,English	\$781.57
132-8	Cipher Lab	A9371R22NN4E1	Win CE 6.0,Bluetooth,WiFi,QVGA,2D,43 key,English	\$781.57
132-8	Cipher Lab	A4571RHN5W1	Win Mobile 6.5, WiFi, Bluetooth, 2D 5300HD, White, 50 QWERTY key	\$1,376.64
132-8	Cipher Lab	A4571RHR5W1	Win Mobile 6.5, WiFi, Bluetooth, 2D 5300HD, White, RFID, 50 QWERTY key	\$1,529.72
132-8	Cipher Lab	A4571RLNND2B1	Win Mobile 6.5, WiFi, Bluetooth, Laser, Black ,Camera, 28 Numeric key	\$1,173.43
132-8	Cipher Lab	A4571RLNND5B1	Win Mobile 6.5, WiFi, Bluetooth, Laser, Black ,Camera, 50 QWERTY key	\$1,185.83
132-8	Cipher Lab	A4571RLNN2B1	Win Mobile 6.5, WiFi, Bluetooth, Laser, Black, 28 Numeric key	\$1,101.74
132-8	Cipher Lab	A4571RLRN5B1	Win Mobile 6.5, WiFi, Bluetooth, Laser, Black, RFID, 50 QWERTY key	\$1,248.89
132-8	Cipher Lab	A4571RLRN5W1	Win Mobile 6.5, WiFi, Bluetooth, Laser, White, RFID, 50 QWERTY key	\$1,280.15
132-8	Cipher Lab	A4571RSNND2B1	Win Mobile 6.5,WiFi, Bluetooth, 2D 5300SR, Black,Camera, 28 Numeric key	\$1,405.74
132-8	Cipher Lab	A4571RSNND5B1	Win Mobile 6.5,WiFi, Bluetooth, 2D 5300SR, Black, Camera, 50 QWERTY key	\$1,418.14
132-8	Cipher Lab	A4571RSNN2B1	Win Mobile 6.5, WiFi, Bluetooth, 2D 5300SR,Black, 28 Numeric key	\$1,334.06
132-8	Cipher Lab	A4571RSNN5B1	Win Mobile 6.5, WiFi, Bluetooth, 2D 5300SR, Black, 50 QWERTY key	\$1,346.45
132-8	Cipher Lab	A4571RSNN5W1	Win Mobile 6.5, WiFi, Bluetooth, 2D 5300SR, White, 50 QWERTY key	\$1,359.39
132-8	Cipher Lab	A4591RHNGD5W1	Win Mobile 6.5, WiFi, Bluetooth, HSDPA, GSM, GPRS, EDGE, 2D 5300HD ,GPS, White, Camera, 50 QWERTY key	\$1,881.69
132-8	Cipher Lab	A4591RHRND5B1	Win Mobile 6.5, WiFi, Bluetooth, HSDPA, GSM, GPRS, EDGE, 2D 5300HD , RFID, Black, Camera, 50 QWERTY key	\$1,954.46
132-8	Cipher Lab	A4591RLNGD5B1	Win Mobile 6.5, WiFi, Bluetooth, HSDPA, GSM, GPRS, EDGE, Laser ,GPS, Black, Camera, 50 QWERTY key	\$1,618.65
132-8	Cipher Lab	A4591RLNND5B1	Win Mobile 6.5, WiFi, Bluetooth, HSDPA, GSM, GPRS, EDGE, Laser, Black, Camera, 50 QWERTY key	\$1,570.14
132-8	Cipher Lab	A4591RSNGD5B1	Win Mobile 6.5, WiFi, Bluetooth, HSDPA, GSM, GPRS, EDGE, 2D 5300SR ,GPS, Black, Camera, 50 QWERTY key	\$1,850.97
132-8	Cipher Lab	A4591RSNGD5W1	Win Mobile 6.5, WiFi, Bluetooth, HSDPA, GSM, GPRS, EDGE, 2D 5300SR ,GPS, White, Camera, 50 QWERTY key	\$1,863.91
132-8	Cipher Lab	A4591RSNND5B1	Win Mobile 6.5, WiFi, Bluetooth, HSDPA, GSM, GPRS, EDGE, 2D 5300SR, Black,Camera, 50 QWERTY key	\$1,802.46
132-8	Cipher Lab	A4591RSRGD5B1	Win Mobile 6.5, WiFi, Bluetooth, HSDPA, GSM, GPRS, EDGE, 2D 5300SR , RFID, GPS, Black, Camera, 50 QWERTY key	\$1,987.34
132-8	JRNR Electronics	QLBX19X2UKIT	Qick-Link Cable Management Box	\$76.42

DFW TECHNOLOGY'S PRICE LIST FOR THE GSA

IT Professional Services 132-51

SIN	Labor Category	GSA Rate w/ IFF
132-51	IT Technical Support Manager	\$73.55
132-51	IT Support Specialist I	\$68.51
132-51	IT Support Specialist II	\$93.70
132-51	IT System Administrator II	\$45.34
132-51	IT System Administrator III	\$63.47
132-51	IT Field Engineer I	\$39.29
132-51	IT Field Engineer II	\$48.36
132-51	IT Field Engineer III	\$58.44

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

PREAMBLE

DFW Technology 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.

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