



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

Proactive Communications, Inc.

Schedule 70 Pricelist

SIN 132-8	Purchase of Equipment
SIN 132-12	Maintenance of Equipment and Parts
SIN 132-52	Electronic Commerce (EC) Services

October 2012

PROACTIVE COMMUNICATIONS, INC.

3400 Kaydence Court
Killeen, Texas 76542

Phone: (254) 699-0067 Fax: (254) 699-0073

Email: contracting@proactivecommo.com Internet: www.proactivecommo.com

(1) SIN 132-8 – Purchase of Equipment

FSC CLASS 7010 - SYSTEM CONFIGURATION
FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES
FSC CLASS 7035 - ADP SUPPORT EQUIPMENT
FSC CLASS 5995 - CABLE, CORD, AND WIRE ASSEMBLIES: COMMUNICATIONS EQUIPMENT
FSC CLASS 6145 - WIRE AND CABLE, ELECTRICAL
FSC CLASS 5810 - COMMUNICATIONS SECURITY EQUIPMENT AND COMPONENTS
FSC CLASS 5820 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, EXCEPT AIRBORNE
FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

Note: The following are offered under Special Item Number 132-8:

- Installation (FPDS Code N070) for Equipment Offered
- Deinstallation (FPDS N070)
- Reinstallation (FPDS N070)

(2) SIN 132-12 – Maintenance of Equipment, Repair Service, and Repair Parts/Spare Parts

FSC CLASS 7010 - SYSTEM CONFIGURATION
FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES
FSC CLASS 7035 - ADP SUPPORT EQUIPMENT
FSC CLASS 5995 - CABLE, CORD, AND WIRE ASSEMBLIES: COMMUNICATIONS EQUIPMENT
FSC CLASS 6145 - WIRE AND CABLE, ELECTRICAL
FSC CLASS 5810 - COMMUNICATIONS SECURITY EQUIPMENT AND COMPONENTS
FSC CLASS 5820 - RADIO AND TELEVISION COMMUNICATION EQUIPMENT, EXCEPT AIRBORNE
FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

Note: The following are offered under Special Item Number 132-12:

- Maintenance (FPDS J070)
- Repair Service (FPDS J070)
- Repair Parts/Spare Parts (FPDS J070)
- Third Party Maintenance (FPDS J070)

(3) SIN 132-52 – Electronic Commerce (EC) Services

FPDS Code D304 – Value Added Network Services (VANs)
FPDS Code D304 – Internet Access Services
FPDS Code D399 – Other Data Transmission Services, Not Elsewhere Classified



3400 Kaydence Court
Killeen, Texas 76542

Phone: (254) 699-0067 Fax: (254) 699-0073

Email: contracting@proactivecommo.com Internet: www.proactivecommo.com

Contract Number: GS-35F-0278M

Period Covered by Contract: 2 / 15 / 02 – 02 / 14 / 17

Proactive Communications, Inc. Federal Supply Service IT Schedule Pricelist

October 2012

General Services Administration: Federal Supply Service

Pricelist current through Modification PO-0031, dated September 21, 2012

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

TABLE OF CONTENTS

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS..... 5

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (SPECIAL ITEM NUMBER 132-8)..... 13

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) 16

TERMS AND CONDITIONS APPLICABLE ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52) 22

System Integration and Testing..... 25

Incident Response Time 26

Trouble Reporting 27

Replacement Parts Availability 27

Performance 27

Network Security 27

Training 28

Network Operations and Security Center (NOSC) 28

Network Monitoring 28

Availability and Outage/Utilization Reports 28

Infrastructure 29

PCI COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS31

BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE..... 32

(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT 33

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS” 35

Special Item Number 132-8 GSA Schedule Pricelist for Purchase of Equipment 36

Special Item Number 132-12 GSA Schedule Pricelist for Maintenance, Repair Parts, and Service..... 39

Special Item Number 132-52 GSA Schedule Pricelist for Electronic Commerce Services 41

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the 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:

a. ORDERING ADDRESS.

Proactive Communications, Inc.
3400 Kaydence Court
Killeen, Texas 76542

b. GOVERNMENT CREDIT CARDS.

Proactive Communications, Inc. will accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. Proactive Communications, Inc. 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.

c. TECHNICAL AND/OR ORDERING ASSISTANCE.

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

Kurt Prokarym, (703) 253-9068

Don Merriman, (703) 253-9081

3. LIABILITY FOR INJURY OR DAMAGE

Proactive Communications, Inc. 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 Proactive Communications, Inc., unless such injury or damage is due to the fault or negligence of Proactive Communications, Inc.

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: 12-719-6215
- Block 30: Type of Contractor – . Other Small Business
- Block 31: Woman-Owned Small Business - No
- Block 37: Contractor's Taxpayer Identification Number (TIN): 74-2962172
- Block 40: Veteran Owned Small Business (VOSB): B: Other Veteran-Owned Small Business

4a. CAGE Code: 1PC44

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

5. FOB DESTINATION CONUS

6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: Proactive Communications, Inc. shall deliver products and services within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-8	30 Days
132-12	30 Days
132-52	30 Days OR As agreed upon between the contractor and the 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 Proactive Communications, Inc. (PCI) for the purpose of obtaining accelerated delivery. PCI will reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by PCI 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.

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:** None.

10. **SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is \$100.00.

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 – Equipment Maintenance
- Special Item Number 132-52 – Electronic Commerce (EC) 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 Proactive Communications.
- 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:

NONE

Upon request of PCI, the ordering activity may provide PCI 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 PCI’s technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

http://www.access.gpo.gov/nara/cfr/waisidx_01/36cfr1194_01.html

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, Proactive Communications, Inc. is 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, Proactive Communications, Inc. will ensure technical personnel will 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. These charges are detailed under SIN 132-12 Maintenance of Equipment and include the following:

PCI PN	Product Description
80-2000	Annual Dedicated CONUS Remote Monitoring & On-Call Support Non-Haz / Non-Host
80-3000	Annual Dedicated OCONUS Remote Monitoring & On-Site Support Non-Haz / Non-Host
80-3001	Annual Dedicated OCONUS Remote Monitoring & On-Site Support Haz / Host
80-3020	Annual Non-Dedicated OCONUS Remote Monitoring & On-Call Support Non-Haz / Non-Host
80-3021	Annual Non-Dedicated OCONUS Remote Monitoring & On-Call Support Haz / Host
80-4000	Annual Remote Monitoring & On-Call Maint CONUS Non-Haz / Non-Host (Installation Included)
80-4020	Site On-Call Maintenance CONUS Non-Haz / Non-Host (daily rate)
80-5000	Annual Remote Monitoring & On-Call Maint OCONUS Non-Haz / Non-Host (Installation Included)
80-5001	Annual Remote Monitoring & On-Call Maint OCONUS Haz / Host (Installation Included)
80-5020	Site On-Call Maintenance OCONUS Non-Haz / Non-Host (daily rate)
80-5021	Site On-Call Maintenance OCONUS Haz / Host (daily rate)

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. Proactive Communications, Inc’s standard commercial warranty, as stated in the contract’s commercial pricelist, will apply to this contract; all equipment will be warranted for a period of 12 months.

b. PCI 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, PCI 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 PCI’s plant, the address is as follows: 3400 Kaydence Court, Killeen, Texas 76542.

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

PCI will 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 100 mile radius of PCI'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 negotiated at the Task Order level.

b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the PCIs plant listed below:

3400 Kaydence Court

Killeen, Texas 76542

Kandahar, Afghanistan

Bagram, Afghanistan

2. MAINTENANCE ORDER

a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. PCI will 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 PCI.

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

c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by PCI; 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 PCI, 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 PCI 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 Proactive Communications, Inc. 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. Proactive Communications, Inc. 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 Proactive Communications, Inc., 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 PCI, if the equipment was under PCI's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under PCI'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 PCI.

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

c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

7. RESPONSIBILITIES OF THE CONTRACTOR

a. For equipment not covered by a maintenance contract or warranty, PCI's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then PCI is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and PCI.

8. MAINTENANCE RATE PROVISIONS

a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

b. REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

c. AFTER HOURS

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.

d. TRAVEL AND TRANSPORTATION

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level. Potential charges include:

- (1) Standard JTR air travel and per diem rates will be charged to the government for travel to government facility
- (2) Mileage or rental car expenses incurred to the government while at the government facility

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 an ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time

required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

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

(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 PCI for actual costs, provided that the actual costs are reasonable and allowable. PCI will 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

LOCATION	MINIMUM CHARGE*	REGULAR HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS AND HOLIDAYS PER HOUR
CONTRACTOR'S SHOP	1	52.63	52.63	52.63
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	1	52.63	52.63	52.63
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	8	52.63	52.63	52.63

*MINIMUM CHARGES INCLUDE 1 FULL HOUR 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 07/28/2011.

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

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of 365 days.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period 365 days.

12. INVOICES AND PAYMENTS

a. Maintenance Service

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

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

b. Repair Service and Repair Parts/Spare Parts

Invoices for repair service and parts shall be submitted by Proactive Communications, Inc. 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 ELECTRONIC COMMERCE (EC) SERVICES
(SPECIAL ITEM NUMBER 132-52)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT services within the scope of this Information Technology Schedule.
- b. Proactive Communications 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 in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the

Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

PCI will comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

All IT Services performed by PCI under the terms of this contract shall be as an independent Contractor, and not as an agent or employ 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

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay PCI, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (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 PCI 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/EC SERVICES AND PRICING

PCI offers the following Information Technology and Electronic Commerce Services for SINs 132-51 and 132-52; all pricing is in accordance with PCI's customary commercial sales practices (e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education), and are available upon request.

Proactive Communications, Inc. (PCI) provides turn-key satellite communication solutions to support our customers in all conditions and in any environment. The PCI solution includes the planning, deployment, installation, operation, sustainment, maintenance, and customer support. This turnkey solution begins with the network design and engineering then continues with the deployment, installation, and testing of the equipment. Upon installation, PCI ensures the system remains operational and provides on-call support, remote monitoring, and routine maintenance for the duration of the contract. The PCI Solution is available to support the voice and data requirements of customers in CONUS and OCONUS environments, with the capability to scale as required. The PCI Solution provides optimal performance, maximizes data throughput along data paths, and minimizes latency and response times between 600 and 900 milliseconds. PCI provides Everything over Internet Protocol-Radio Bridge (EoIP-RB), VoIP (Voice over Internet Protocol) and data networks to include on-site, remote, and Network Operations and Security Center (NOSC) support.

System Integration and Testing

PCI integrates the equipment under the supervision of certified engineers and all equipment is tested upon delivery, to include VoIP phones, firewalls, and router/switch configurations. Each VSAT system is pre-commissioned on the PCI network. Upon installation, PCI will provide/perform the following for inspection and acceptance:

- PCI will provide manufacturer equipment manuals and the PCI Trouble Reporting Procedures and Escalation Policy on CD.
- Site diagram and closeout documentation will be provided following installation of all equipment at each site.
- Closeout documentation will include the manufacturer, equipment description, serial number, quantity of each item delivered, training provided, and acceptance of quality assurance tests. PCI will test 100% of all equipment upon installation and ensure it has connectivity to network resources.
- PCI will demonstrate reliable and adequate Internet connectivity and download rates from at least 10% of the installed computers, at each building, on site. PCI will demonstrate the connection speed via an online bandwidth speed test tool such as those available at <http://www.auditmypc.com/internet-speed-test.asp>. or <http://www.dslreports.com/speedtest?java=1>

- PCI will ensure on-site personnel perform a minimum of three incoming and outgoing phone calls on 10% of the installed VoIP phones to demonstrate the connectivity and quality of the voice calls.

Incident Response Time

Telephonic response time is minutes. The PCI NOSC is operational 24x7x365. The escalation policy is included below. OCONUS on site response time is governed by the security situation and air transportation.

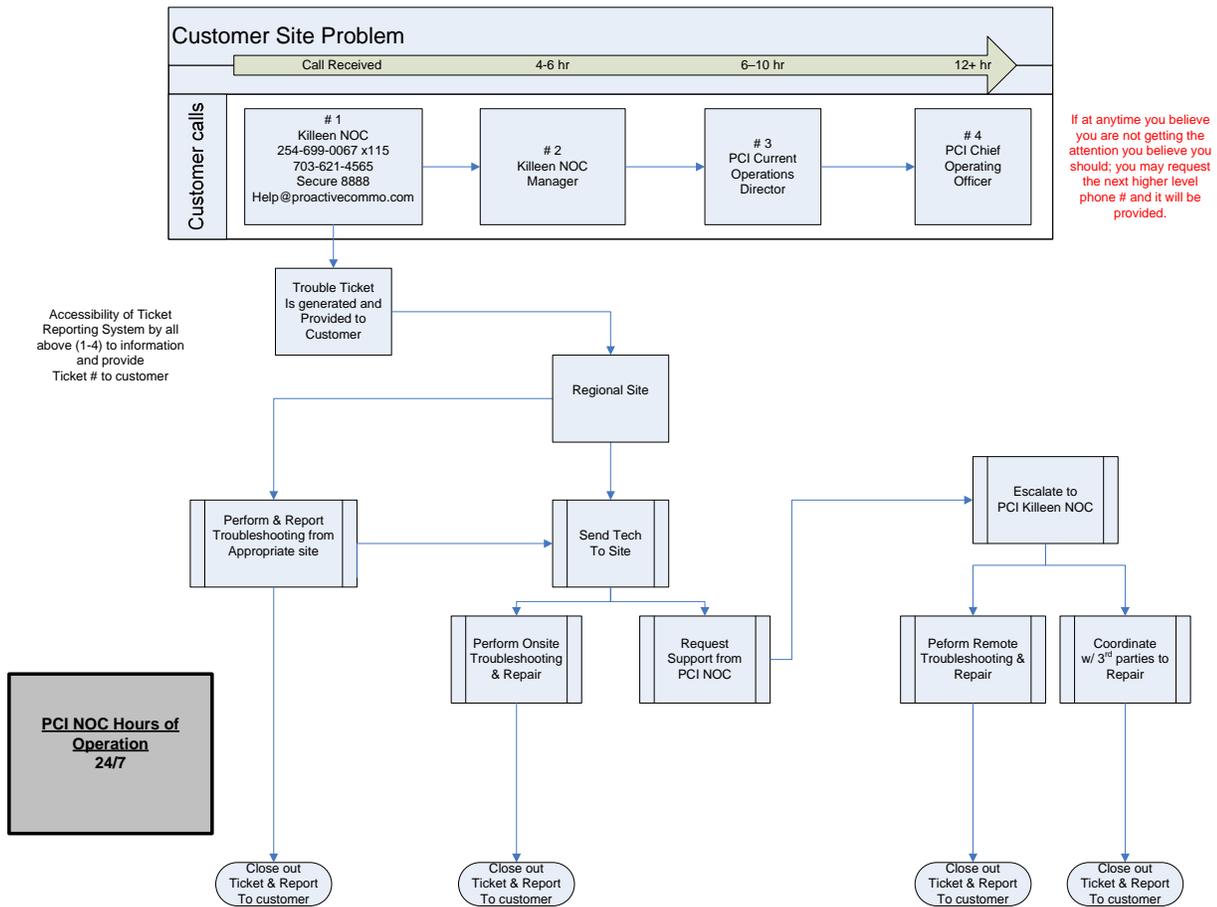


Figure 1.1 PCI Escalation

Trouble Reporting

Trouble reporting will be accomplished via PCI’s dedicated 24x7x365 NOSC. The end user or customer representative will notify the NOSC via the primary or secondary methods as illustrated in Figure 1.1 and contained in the PCI Trouble Reporting Procedures and Escalation Policy provided to the designated communications personnel at each site. Calls are typically answered immediately, but if the NOSC technician(s) are handling other calls, a voice mailbox is available to leave details about the trouble and the contact details of the calling party or POC. Calls directed to the voice mailbox will be responded to by a NOSC technician within 30 minutes of delivery to the voicemail system. Internal Trouble escalation timeframes for reporting customer problems are reflected in Figure 1.2. If a customer feels it necessary, at any time after an initial trouble report, customers may request they be contacted by the next level of PCI management within the escalation flow to further address his needs or concerns. Return call or contact back to the customer POC by the appropriate PCI escalation point will be facilitated and established by the PCI Killeen NOSC.

Customer Escalation	
PCI Killeen Texas NOSC	0-4 Hours
PCI Baghdad Site Manager	4-6 Hours
PCI Killeen Texas NOSC Manager	4-6 Hours
PCI Director, Current Operations	6-10 Hours
PCI Killeen Chief Operations Officer	+12 Hours

Figure 1.2

Replacement Parts Availability

PCI keeps stocks of deployed IT equipment in the Middle East and can increase the inventory of low density, high value it components to augment the customer’s primary office so that a “swap and RMA” action can be executed with minimal customer downtime.

Performance

PCI utilizes satellite technology that provides robust enterprise class service to its customers. Unlike other competing technologies offered in the region, PCI’s service provides the level of performance our customer’s desire for their broad range of application needs. PCI’s infrastructure is not a consumer based product adapted for enterprise use; it is a proven technology with a large install base worldwide. PCI does not oversubscribe its broadband service as many other providers. One of the key features of PCI’s service offering is that our Broadband IP satellite service can be easily scaled to support new customer requirements and application needs with ease and timeliness.

Network Security

The PCI Network Security Architecture employs an in-depth defense strategy. At the Hub/Teleport, PCI operates and monitors content filtering technology as well as Intrusion Prevention Systems (IPS). The IPS enables PCI to proactively detect and block sophisticated potentially malicious traffic\attacks such as denial of service, worms, viruses, buffer overflows, root kits, privilege escalation, spoofing, phishing, pharming, application exploitation, web defacements, snooping, and man in the middle attacks. The IPS also allows PCI to maintain a consolidated operational picture of malicious network activity and to conduct analysis, reporting, and proactive security adjustments ahead of future attacks. At the local remote location, PCI proactively operates and manages customer premise firewalls enabling a second line of defense. Each firewall will be able to report the MAC addresses of all computers and peripherals that access that sites network.

Internet Content Filtering

PCI can also provide our customers with internet content filtering that is in compliance with most corporate and DoD network policies to include MNC-I policy 25-305, Directions for Open Internet Use on USG Funded Networks, unless otherwise directed by the customer. From past experience, PCI has seen upwards of 50% of all open internet use directed at questionable web sites. Once filtered, business related use escalates, internet response is sped up and virus-related activity is decreased. PCI has developed a system that is employed at the hub level and can be tuned by customer network. In some cases we have seen Peer-to-Peer file sharing disrupt entire customer networks until this inappropriate personal use was prevented. In these cases, the bandwidth was released from this unnecessary work load and returned to business use.

Training

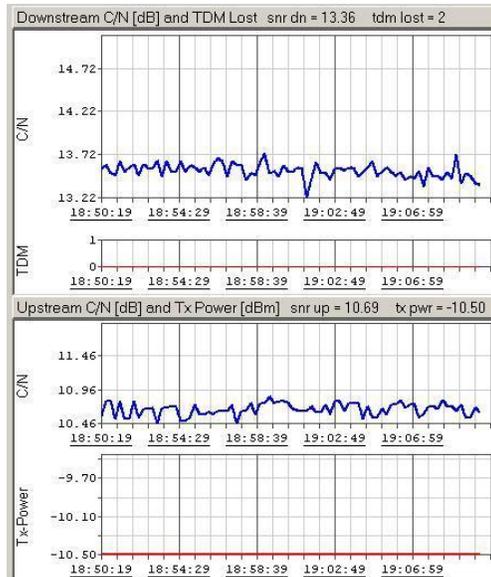
PCI will provide Level 1 familiarization training to on-site designated communications personnel. This training will take approximately 4 hours and will provide personnel with a basic understanding of the different components, configurations, and troubleshooting guidelines that will facilitate problem identification and system restoration if the system is end-user recoverable, i.e. power failures, connectivity, etc. The PCI Trouble Reporting Procedures and Escalation Policy will also be provided in the event that a system is not end-user recoverable. Figure 1.1 provides the flowchart for this policy. PCI will also provide manufacturer equipment manuals along with written guidance to site personnel on the steps required to add or remove computers and VoIP phones as well as the processes involved with equipment replacement and service.

Network Operations and Security Center (NOSC)

PCI has both U.S. and OCONUS-based Network Operations and Security Center (NOSC). Shift leaders include both U.S. and local national engineers that have received training to operate, manage, and remotely trouble-shoot remote sites, as illustrated in Figure 1.3. The OCONUS NOSC is operational 24x7x365 and manned by both U.S. and local national IT engineers. These engineers have extensive field experience and are supported by U.S. shift. At the Level 2-4, PCI Killeen NOSC, located in Killeen, Texas, will provide network and satellite engineering support services. The PCI NOSC, will also monitor the network and support through Level 2-4 network engineering support. The PCI Killeen NOSC will be available 24x7x365 and reachable by US, VoIP, and email.

Network Monitoring

PCI provides English and local national VSAT/IT engineers manning the Network Operations and Security Center (NOSC) located in the Middle East. The PCI OCONUS NOSC is operational 24x7x365 and is reachable by local cell coverage, U.S. VoIP, and email.



The iMonitor allows the NOC engineer to view various operational metrics for the remote site. In the case shown here, the engineer can view the downstream and upstream Carrier to Noise (C/N) ratios. In this same view the engineer can see the transmission power of the net modem. In other views, the engineer can view the IP traffic flow by type (HTTP, TCP, UDP, etc), power related events (such as loss of power to net modem), TDM loss, latency, and session counts. This type of information can assist the engineer in remote trouble shooting.

Figure 1.3 Remote Network Monitoring

Availability and Outage/Utilization Reports

Proactive Communications, Inc. Federal Supply Service IT Schedule Pricelist

October 2012

Availability: The PCI solution provides an operational availability of 99% or higher per site, per month. This availability is inclusive of maintenance response times and logistical delays. Any downtime due to power outages, customer delays, or any other conditions which are either at the fault of the end users, U.S or local government, natural or man-made disasters, or terrorism is excluded from this availability.

Outage/Utilization Reports: PCI will notify the customer designated representative at the time an outage occurs then follow up with a detailed Outage Report upon system restoration. These outage reports will be included with the monthly utilization report that will identify the total downtime for each site. The monthly Utilization Report will include a graphical representation to identify the percentage of uptime for the month to be invoiced and an overall percentage for the month; these reports will cover the same period that is invoiced. While the graphical representation cannot provide the cause of the downtime, i.e. power outage, end-user errors, etc. the detailed outage reports will provide the supporting documentation for any exceptions.

Infrastructure

The PCI network is composed of PCI owned and leased infrastructure and space segments that support a worldwide network, as illustrated in Figure 1.4 below.

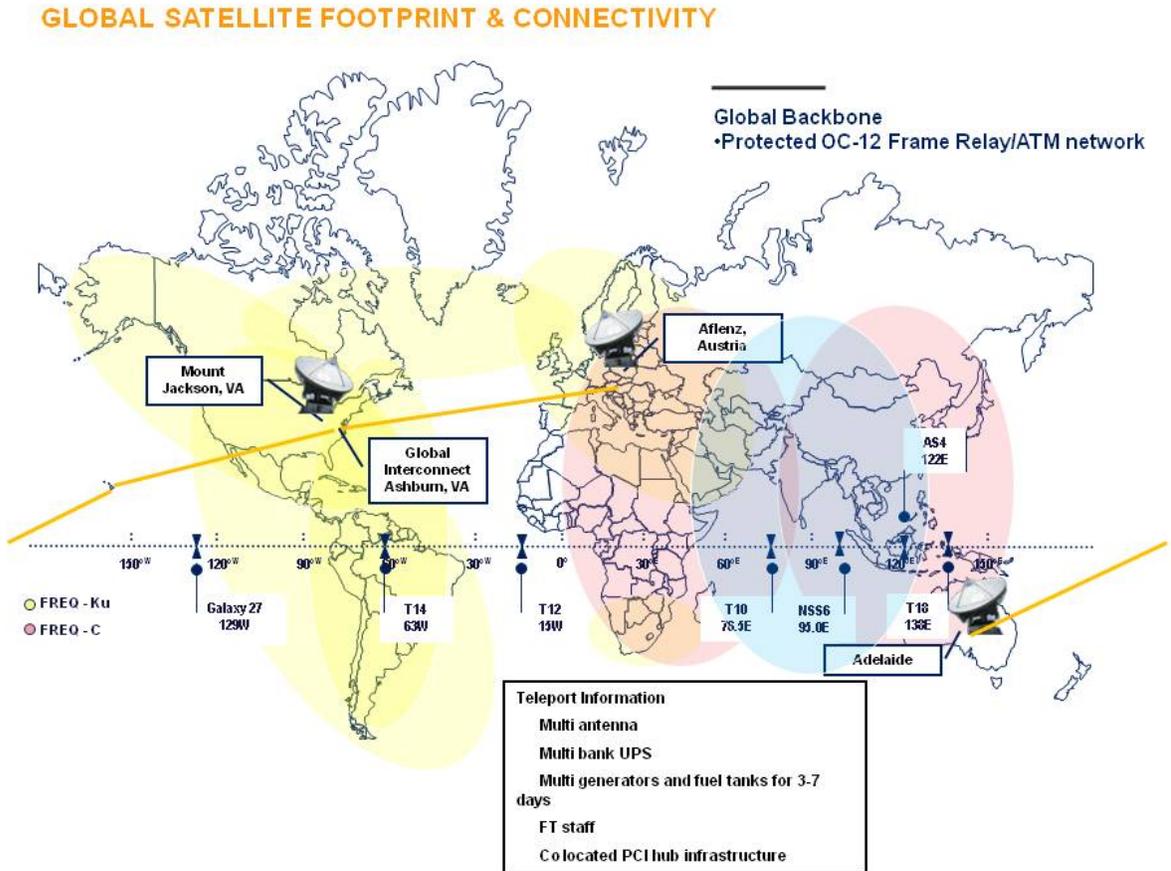


Figure 1.4 PCI Worldwide Network

PCI currently operates networks that cover the US (Ku band), Central Europe (Ku and C-Band), Middle East (Ku and C band), and Africa (C-Band). PCI owns or leases infrastructure in the US, Austria, and Hawaii. These networks support both fixed and auto deploy VSAT systems, with both secure and non-secure voice and data applications. PCI operates a NOSC in Killeen, Texas and Baghdad, Iraq. PCI has regional offices in Baghdad, Iraq and Bagram Air Base, Afghanistan. PCI has rapid access space segment that covers Central Africa, East Asia, and South America. PCI can also access MPLS (multiple protocol label switching) for designated customers.

PCI COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **Kurt Prokarym, GWA Contracts Manager, Proactive Communications, Inc. Phone: (703-253-9068), email: kurt.prokarym@proactivecommo.com, or Fax: (254) 699-0073.**

BPA NUMBER _____

**(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number GS-35F-0278M, Blanket Purchase Agreements, Proactive Communications, Inc. 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.

**Special Item Number 132-8
GSA Schedule Pricelist for Purchase of Equipment**

PCI PN	Product Description	GSA Price
	<i>Satellite Routers</i>	
44-2010	iDirect Series 3000 Satellite Router Model 3100 - 24V	\$1,186.94
44-2023	iDirect Series 5000 Satellite Router Model 5350 - 24V	\$3,522.72
44-2036	iDirect Evolution Model e8350 - 24VDC	\$11,157.56
44-2037	iDirect Evolution Model e8350 - 48VDC	\$12,265.81
44-2038	iDirect Evolution Model e8350-FIPSL2 - 24VDC	\$13,928.18
44-2039	iDirect Evolution Model e8350-FIPSL2 - 48VDC	\$15,036.16
44-2040	iDirect iConnex e800	\$11,157.84
	<i>Satellite Hub and Line Cards</i>	
44-2145	iDirect Model 15152 Universal 20-slot 5IF HUB, includes 3 eM1D1	\$428,862.36
44-2146	iDirect Model 15152 Universal 20-slot 5IF HUB, includes 3 XLC-11	\$412,244.82
44-2147	iDirect Model 15152 Universal 20-slot 5IF HUB (PAYG), includes 3 eM1D1	\$222,441.49
44-2148	iDirect Model 15152 Universal 20-slot 5IF HUB (PAYG), includes 3 XLC-11	\$205,822.18
44-2227	iDirect iNFINITI M1D1-T (Single Modulator, Single Demodulator, TRANSEC)	\$37,337.95
44-2228	iDirect iNFINITI M1D1-TSS (Single Modulator, Single Demodulator, TRANSEC, Spread Spectrum)	\$44,425.21
44-2230	iDirect iNFINITI M1D1 (Single Modulator, Single Demodulator)	\$30,688.45
44-2231	iDirect iNFINITI M0D1 (Single Demodulator)	\$20,049.25
44-2233	iDirect (M0D1-NB)	\$7,858.50
44-2241	iDirect Evolution HUB Line Card - eM0DM (Single Demodulator, upgradeable to multi-demod)	\$26,694.32
44-2254	iDirect Evolution XLC-11 Line Card, ROHS	\$38,889.50
44-2255	iDirect Evolution XLC-M (Single Demodulator, upgradeable to multi-demod)	\$16,724.50
44-2256	iDirect Evolution XLC-10 Line Card (Single Modulator)	\$27,807.00
44-2257	iDirect Evolution HUB Line Card - eM1D1 (Single Modulator, Single Demodulator)	\$44,426.32
44-2258	iDirect Evolution eM1D1-FIPSL2 (FIPS 140-2 Level 2, Single Modulator, Single Demodulator)	\$55,508.82
44-2259	iDirect Evolution eM0DM-FIPSL2 (FIPS 140-2 Level 2, Single Demodulator, upgradeable to multi-demod)	\$37,776.82
	<i>Satellite Hub and Line Card Bundles</i>	
44-2153	Kit, EVOLUTION eM1D1 LINE CARD, ROHS w/ 5 yr iSupport-P & TRANSEC	\$106,379.14
44-2154	Kit, EVOLUTION eM0DM LINE CARD, ROHS w/ 5 yr iSupport-P & TRANSEC	\$72,688.34
44-2155	Kit, iDirect Model 15152 Universal 20-slot 5IF HUB, includes 3 eM1D1 w/ 5 yr iSupport-P & TRANSEC	\$780,163.01
44-2156	Full Feature Network Licensing Agreement w/ 5 yr iSupport-P & PP TRANSEC Licenses for up to 60 Protocol Processors	\$1,232,890.18

PCI PN	Product Description	GSA Price
	Hub Licenses and Accessories	
44-2167	AES 256 ENCRYPTION TRANSEC PP	\$11,077.18
44-2168	S2 TRANSEC SOFTWARE LICENSE, PER EM1D1, IDX 2.2 & UP	\$22,160.57
	PCI Everything-over-Internet Protocol (EoIP) Communication Systems	
48-0410	PCI EoIP Communications System Branch Office	\$62,709.69
48-0412	PCI EoIP Communications System Branch Office w/VTC Kit	\$92,546.50
48-0415	PCI EoIP Communications System Branch Office w/VSAT Kit .96m Ku (Transit Case)	\$112,774.49
48-0416	PCI EoIP Communications System Branch Office w/VSAT Kit 1.2m Ku (Veh Mount)	\$105,635.17
48-0417	PCI EoIP Communications System Branch Office w/VSAT Kit .96m Ku (Transit Case) w/ VTC Kit	\$142,611.31
48-0418	PCI EoIP Communications System Branch Office w/VSAT Kit 1.2m Ku (Veh Mount) w/ VTC Kit	\$135,471.99
48-0430	PCI EoIP Communications System Small Office	\$76,260.68
48-0432	PCI EoIP Communications System Small Office w/VTC Kit	\$105,354.83
48-0435	PCI EoIP Communications System Small Office w/VSAT Kit .96m Ku (Transit Case)	\$126,789.74
48-0436	PCI EoIP Communications System Small Office w/VSAT Kit 1.2m Ku (Veh Mount)	\$118,833.27
48-0437	PCI EoIP Communications System Small Office w/VSAT Kit .96m Ku (Transit Case) w/ VTC Kit	\$156,626.55
48-0438	PCI EoIP Communications System Small Office w/VSAT Kit 1.2m Ku (Veh Mount) w/ VTC Kit	\$147,927.43
48-0440	PCI EoIP Communications System Medium Office	\$87,631.35
48-0442	PCI EoIP Communications System Medium Office w/VTC Kit	\$116,725.50
48-0445	PCI EoIP Communications System Medium Office w/VSAT Kit .96m Ku (Transit Case)	\$138,957.26
48-0446	PCI EoIP Communications System Medium Office w/VSAT Kit 1.2m Ku (Veh Mount)	\$130,203.95
48-0447	PCI EoIP Communications System Medium Office w/VSAT Kit .96m Ku (Transit Case) w/ VTC Kit	\$168,051.41
48-0448	PCI EoIP Communications System Medium Office w/VSAT Kit 1.2m Ku (Veh Mount) w/ VTC Kit	\$159,299.61
48-0450	PCI EoIP Communications System Large Office	\$114,795.00
48-0452	PCI EoIP Communications System LargeOffice w/VTC Kit	\$143,889.16
48-0455	PCI EoIP Communications System Large Office w/VSAT Kit .96m Ku (Transit Case)	\$166,120.90
48-0456	PCI EoIP Communications System Large Office w/VSAT Kit 1.2m Ku (Veh Mount)	\$157,367.60
48-0457	PCI EoIP Communications System Large Office w/VSAT Kit .96m Ku (Transit Case) w/ VTC Kit	\$195,215.05
48-0458	PCI EoIP Communications System Large Office w/VSAT Kit 1.2m Ku (Veh Mount) w/ VTC Kit	\$186,461.75
	PCI Remote Office Communication Packages	
48-0470	PCI Small Remote Office - Mobile (OCONUS)	\$107,047.54
48-0475	PCI Medium Remote Office - Mobile (OCONUS)	\$137,257.68
48-0480	PCI Large Remote Office - Mobile (OCONUS)	\$225,563.94
48-0505	PCI Small Remote Office - Fixed (OCONUS)	\$72,907.92
48-0510	PCI Medium Remote Office - Fixed (OCONUS)	\$160,281.76
48-0515	PCI Large Remote Office - Fixed (OCONUS)	\$273,544.81
48-0472	PCI Small Remote Office - Mobile (CONUS)	\$101,404.60
48-0477	PCI Medium Remote Office - Mobile (CONUS)	\$131,614.73
48-0482	PCI Large Remote Office - Mobile (CONUS)	\$219,921.00
48-0507	PCI Small Remote Office - Fixed (CONUS)	\$67,366.03

PCI PN	Product Description	GSA Price
48-0512	PCI Medium Remote Office - Fixed (CONUS)	\$154,739.88
48-0517	PCI Large Remote Office - Fixed (CONUS)	\$268,002.93
	<i>Shipping and Handling</i>	
Quoted separately	For expedited international delivery from point of exportation to designated delivery destination @ cost	Quoted separately

**Special Item Number 132-12
GSA Schedule Pricelist for Maintenance, Repair Parts, and Service**

Part Number	Description	GSA Price
80-1001	Standard Install OCONUS Non-Haz / Non-Host	\$ 7,348.28
80-1002	Standard Install OCONUS Haz / Host	\$ 9,436.74
81-1001	Standard Install CONUS Non-Haz / Non-Host	\$ 3,674.14
80-1021	Non-Standard Install OCONUS Non-Haz / Non-Host (daily rate)	\$ 1,572.79
80-1022	Non-Standard Install OCONUS Haz / Host (daily rate)	\$ 2,268.94
81-1021	Non-Standard Install CONUS Non-Haz / Non-Host (daily rate)	\$ 1,186.04
80-1040	OCONUS 4 Hour Commissioning	\$ 4,707.32
81-1040	CONUS 4 Hour Commissioning	\$ 2,353.66
80-1041	OCONUS 24 Hour Commissioning	\$ 2,353.66
81-1041	CONUS 24 Hour Commissioning	\$ 1,176.83
80-1042	OCONUS 72 Hour Commissioning	\$ 1,176.83
81-1042	CONUS 72 Hour Commissioning	\$ 588.41
80-3000	Annual Dedicated OCONUS Remote Monitoring & On-Site Support Non-Haz / Non-Host	\$ 203,449.88
80-3001	Annual Dedicated OCONUS Remote Monitoring & On-Site Support Haz / Host	\$ 277,429.77
81-2000	Annual Dedicated CONUS Remote Monitoring & On-Call Support Non-Haz / Non-Host	\$ 135,940.58
80-3020	Annual Non-Dedicated OCONUS On-Call Support Non-Haz/Non-Host	\$ 98,380.02
80-3021	Annual Non-Dedicated OCONUS On-Call Support Haz/Host	\$ 134,153.66
80-5000	Annual Remote Monitoring & On-Call Maint OCONUS Non-Haz / Non-Host (Installation Included)	\$ 14,619.21
80-5001	Annual Remote Monitoring & On-Call Maint OCONUS Haz / Host (Installation Included)	\$ 18,099.97
81-4000	Annual Remote Monitoring & On-Call Maint CONUS Non-Haz / Non-Host (Installation Included)	\$ 12,690.61
80-5020	Site On-Call Maintenance OCONUS Non-Haz / Non-Host (daily rate)	\$ 1,572.79
80-5021	Site On-Call Maintenance OCONUS Haz / Host (daily rate)	\$ 2,268.94
81-4020	Site On-Call Maintenance CONUS Non-Haz / Non-Host (daily rate)	\$ 1,186.04
80-5022	Annual On-Call Maintenance OCONUS Haz / Host	\$ 9,369.75
80-5023	Annual 24/7 Remote Monitoring / Help Desk	\$ 3,536.33
80-5024	OCONUS iDirect VSAT Installation and Operator Training(2-day training)per person(3 Person Minimum)	\$ 2,878.57
81-5024	CONUS iDirect VSAT Installation and Operator Training(2-day training)per person(3 Person Minimum)	\$ 1,919.05
84-4040	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0410	\$ 11,379.71
84-4043	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0412	\$ 16,719.46
84-4046	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0415	\$ 20,346.46
84-4049	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0416	\$ 19,036.71
84-4052	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0417	\$ 25,786.96
84-4055	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0418	\$ 24,477.21
84-4058	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0430	\$ 13,898.46
84-4061	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0432	\$ 19,238.21
84-4064	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0435	\$ 22,865.21
84-4067	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0436	\$ 21,656.21
84-4070	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0437	\$ 28,305.71
84-4073	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0438	\$ 26,995.96
84-4076	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0440	\$ 16,316.46
84-4079	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0442	\$ 21,656.21
84-4082	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0445	\$ 25,283.21
84-4085	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0446	\$ 23,973.46
84-4088	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0447	\$ 30,723.71

Proactive Communications, Inc. Federal Supply Service IT Schedule Pricelist

October 2012

Part Number	Description	GSA Price
84-4091	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0448	\$ 29,413.96
84-4094	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0450	\$ 22,059.21
84-4097	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0452	\$ 27,398.96
84-4100	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0455	\$ 31,025.96
84-4103	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0456	\$ 29,716.21
84-4106	EoIP Annual Maintenance Support (Annual reoccurring charge) - 48-0457	\$ 36,365.71
iDirect iSupport		
44-2151	Enhanced iSupport, per \$1,000 of purchase price of all Hub Equipment and SatManage Software	\$124.12
44-2152	Premium iSupport, per \$1,000 of purchase price of all Hub Equipment and SatManage Software	\$159.59

Special Item Number 132-52
GSA Schedule Pricelist for Electronic Commerce Services

Part Number	Description	GSA Price
10-0001	Annual Burstable Satellite Bandwidth - 64Kbps x 32Kbps	\$ 8,620.51
10-0002	Annual Burstable Satellite Bandwidth - 64Kbps x 64Kbps	\$ 9,137.74
10-0003	Annual Burstable Satellite Bandwidth - 128Kbps x 32Kbps	\$ 9,310.15
10-0004	Annual Burstable Satellite Bandwidth - 128Kbps x 64Kbps	\$ 10,689.44
10-0005	Annual Burstable Satellite Bandwidth - 128Kbps x 128Kbps	\$ 14,137.64
10-0006	Annual Burstable Satellite Bandwidth - 256Kbps x 64Kbps	\$ 12,206.65
10-0007	Annual Burstable Satellite Bandwidth - 256Kbps x 128Kbps	\$ 15,442.46
10-0008	Annual Burstable Satellite Bandwidth - 256Kbps x 256Kbps	\$ 17,295.00
10-0009	Annual Burstable Satellite Bandwidth - 384Kbps x 128Kbps	\$ 14,781.31
10-0010	Annual Burstable Satellite Bandwidth - 512Kbps x 64Kbps	\$ 14,482.46
10-0011	Annual Burstable Satellite Bandwidth - 512Kbps x 128Kbps	\$ 18,620.31
10-0012	Annual Burstable Satellite Bandwidth - 512Kbps x 256Kbps	\$ 20,489.34
10-0013	Annual Burstable Satellite Bandwidth - 512Kbps x 512Kbps	\$ 24,677.66
10-0014	Annual Burstable Satellite Bandwidth - 768Kbps x 512Kbps	\$ 29,131.59
10-0015	Annual Burstable Satellite Bandwidth - 768Kbps x 768Kbps	\$ 35,237.75
10-0016	Annual Burstable Satellite Bandwidth - 1024Kbps x 64Kbps	\$ 25,171.90
10-0017	Annual Burstable Satellite Bandwidth - 1024Kbps x 128Kbps	\$ 26,896.00
10-0018	Annual Burstable Satellite Bandwidth - 1024Kbps x 192Kbps	\$ 28,620.10
10-0019	Annual Burstable Satellite Bandwidth - 1024Kbps x 256Kbps	\$ 30,586.96
10-0020	Annual Burstable Satellite Bandwidth - 1024Kbps x 512Kbps	\$ 35,367.09
10-0021	Annual Burstable Satellite Bandwidth - 1024Kbps x 768Kbps	\$ 41,194.56
10-0022	Annual Burstable Satellite Bandwidth - 1024Kbps x 1024Kbps	\$ 50,712.81
10-0023	Annual Burstable Satellite Bandwidth - 1280Kbps x 512Kbps	\$ 38,932.35
10-0024	Annual Burstable Satellite Bandwidth - 1280Kbps x 768Kbps	\$ 50,465.95
10-0053	Annual Burstable Satellite Bandwidth - 1280Kbps x 1280Kbps	\$ 63,083.64
10-0025	Annual Burstable Satellite Bandwidth - 1536Kbps x 384Kbps	\$ 33,597.01

Proactive Communications, Inc. Federal Supply Service IT Schedule Pricelist

October 2012

Part Number	Description	GSA Price
10-0026	Annual Burstable Satellite Bandwidth - 1536Kbps x 512Kbps	\$ 44,371.14
10-0027	Annual Burstable Satellite Bandwidth - 1536Kbps x 1024Kbps	\$ 59,700.18
10-0028	Annual Burstable Satellite Bandwidth - 1536Kbps x 1536Kbps	\$ 74,656.46
10-0029	Annual Burstable Satellite Bandwidth - 1792Kbps x 512Kbps	\$ 49,809.92
10-0030	Annual Burstable Satellite Bandwidth - 2048Kbps x 64Kbps	\$ 48,619.70
10-0031	Annual Burstable Satellite Bandwidth - 2048Kbps x 128Kbps	\$ 50,343.80
10-0032	Annual Burstable Satellite Bandwidth - 2048Kbps x 192Kbps	\$ 52,067.90
10-0033	Annual Burstable Satellite Bandwidth - 2048Kbps x 256Kbps	\$ 53,792.00
10-0034	Annual Burstable Satellite Bandwidth - 2048Kbps x 384Kbps	\$ 56,550.57
10-0035	Annual Burstable Satellite Bandwidth - 2048Kbps x 512Kbps	\$ 60,349.19
10-0036	Annual Burstable Satellite Bandwidth - 2048Kbps x 768Kbps	\$ 67,408.21
10-0037	Annual Burstable Satellite Bandwidth - 2048Kbps x 1024Kbps	\$ 72,010.52
10-0038	Annual Burstable Satellite Bandwidth - 2048Kbps x 1536Kbps	\$ 84,802.37
10-0039	Annual Burstable Satellite Bandwidth - 2048Kbps x 2048Kbps	\$ 98,698.63
10-0040	Annual Burstable Satellite Bandwidth - 2560Kbps x 2560Kbps	\$ 123,376.29
10-0041	Annual Burstable Satellite Bandwidth - 3072Kbps x 1024Kbps	\$ 88,742.28
10-0042	Annual Burstable Satellite Bandwidth - 3072Kbps x 1536Kbps	\$ 96,819.86
10-0043	Annual Burstable Satellite Bandwidth - 3072Kbps x 2048Kbps	\$ 119,400.36
10-0044	Annual Burstable Satellite Bandwidth - 4096Kbps x 128Kbps	\$ 96,894.57
10-0045	Annual Burstable Satellite Bandwidth - 4096Kbps x 192Kbps	\$ 98,618.67
10-0046	Annual Burstable Satellite Bandwidth - 4096Kbps x 256Kbps	\$ 100,342.78
10-0047	Annual Burstable Satellite Bandwidth - 4096Kbps x 384Kbps	\$ 104,135.80
10-0048	Annual Burstable Satellite Bandwidth - 4096Kbps x 512Kbps	\$ 107,928.83
10-0049	Annual Burstable Satellite Bandwidth - 4096Kbps x 768Kbps	\$ 115,859.70
10-0050	Annual Burstable Satellite Bandwidth - 4096Kbps x 1024Kbps	\$ 122,342.33
10-0051	Annual Burstable Satellite Bandwidth - 4096Kbps x 1536Kbps	\$ 135,997.85
10-0052	Annual Burstable Satellite Bandwidth - 4096Kbps x 2048Kbps	\$ 149,653.36
10-0101	Annual Single Channel Per Carrier (SCPC) - 64Kbps x 64Kbps	\$ 19,127.67

Proactive Communications, Inc. Federal Supply Service IT Schedule Pricelist

October 2012

Part Number	Description	GSA Price
10-0104	Annual Single Channel Per Carrier (SCPC) - 128Kbps x 128Kbps	\$ 31,879.14
10-0107	Annual Single Channel Per Carrier (SCPC) - 256Kbps x 256Kbps	\$ 63,758.91
10-0112	Annual Single Channel Per Carrier (SCPC) - 512Kbps x 512Kbps	\$ 133,893.71
10-0120	Annual Single Channel Per Carrier (SCPC) - 1024Kbps x 1024Kbps	\$ 261,411.54
20-0001	Annual Committed Information Rate (CIR) - 25 Kbps Duplex	\$ 6,152.77
20-0002	Annual Committed Information Rate (CIR) - 50 Kbps Duplex	\$ 12,305.47
20-0003	Annual Committed Information Rate (CIR) - 75 Kbps Duplex	\$ 18,458.21
20-0004	Annual Committed Information Rate (CIR) - 100 Kbps Duplex	\$ 24,610.94
20-0005	Annual Committed Information Rate (CIR) - 125 Kbps Duplex	\$ 30,763.68
20-0006	Annual Committed Information Rate (CIR) - 150 Kbps Duplex	\$ 36,916.41
20-0007	Annual Committed Information Rate (CIR) - 175 Kbps Duplex	\$ 43,069.15
20-0008	Annual Committed Information Rate (CIR) - 200 Kbps Duplex	\$ 49,221.88
20-0009	Annual Committed Information Rate (CIR) - 225 Kbps Duplex	\$ 55,374.62
20-0010	Annual Committed Information Rate (CIR) - 250 Kbps Duplex	\$ 61,527.35
20-0011	Annual Committed Information Rate (CIR) - 275 Kbps Duplex	\$ 67,680.09
20-0012	Annual Committed Information Rate (CIR) - 300 Kbps Duplex	\$ 73,832.82
20-0013	Annual Committed Information Rate (CIR) - 325 Kbps Duplex	\$ 79,985.56
20-0014	Annual Committed Information Rate (CIR) - 350 Kbps Duplex	\$ 86,138.29
20-0015	Annual Committed Information Rate (CIR) - 375 Kbps Duplex	\$ 92,291.03
20-0016	Annual Committed Information Rate (CIR) - 400 Kbps Duplex	\$ 98,443.76
20-0017	Annual Committed Information Rate (CIR) - 425 Kbps Duplex	\$ 104,596.50
20-0018	Annual Committed Information Rate (CIR) - 450 Kbps Duplex	\$ 110,749.23
20-0019	Annual Committed Information Rate (CIR) - 475 Kbps Duplex	\$ 116,901.97
20-0020	Annual Committed Information Rate (CIR) - 500 Kbps Duplex	\$ 123,054.70
20-0021	Annual Committed Information Rate (CIR) - 525 Kbps Duplex	\$ 129,207.44
20-0022	Annual Committed Information Rate (CIR) - 550 Kbps Duplex	\$ 135,360.17
20-0023	Annual Committed Information Rate (CIR) - 575 Kbps Duplex	\$ 141,512.91
20-0024	Annual Committed Information Rate (CIR) - 600 Kbps Duplex	\$ 147,665.64

Proactive Communications, Inc. Federal Supply Service IT Schedule Pricelist

October 2012

Part Number	Description	GSA Price
20-0025	Annual Committed Information Rate (CIR) - 625 Kbps Duplex	\$ 153,818.38
20-0026	Annual Committed Information Rate (CIR) - 650 Kbps Duplex	\$ 159,971.11
20-0027	Annual Committed Information Rate (CIR) - 675 Kbps Duplex	\$ 166,123.85
20-0028	Annual Committed Information Rate (CIR) - 700 Kbps Duplex	\$ 172,276.58
20-0029	Annual Committed Information Rate (CIR) - 725 Kbps Duplex	\$ 178,429.32
20-0030	Annual Committed Information Rate (CIR) - 750 Kbps Duplex	\$ 184,582.05
20-0031	Annual Committed Information Rate (CIR) - 775 Kbps Duplex	\$ 190,734.79
20-0032	Annual Committed Information Rate (CIR) - 800 Kbps Duplex	\$ 196,887.52
20-0033	Annual Committed Information Rate (CIR) - 825 Kbps Duplex	\$ 203,040.26
20-0034	Annual Committed Information Rate (CIR) - 850 Kbps Duplex	\$ 209,192.99
20-0035	Annual Committed Information Rate (CIR) - 875 Kbps Duplex	\$ 215,345.73
20-0036	Annual Committed Information Rate (CIR) - 900 Kbps Duplex	\$ 221,498.46
20-0037	Annual Committed Information Rate (CIR) - 925 Kbps Duplex	\$ 227,651.20
20-0038	Annual Committed Information Rate (CIR) - 950 Kbps Duplex	\$ 233,803.93
20-0039	Annual Committed Information Rate (CIR) - 975 Kbps Duplex	\$ 239,956.67
20-0040	Annual Committed Information Rate (CIR) - 1000 Kbps Duplex	\$ 246,109.40
20-0041	Annual Committed Information Rate (CIR) - 1025 Kbps Duplex	\$ 252,262.14
20-0042	Annual Committed Information Rate (CIR) - 1050 Kbps Duplex	\$ 258,414.87
20-0043	Annual Committed Information Rate (CIR) - 1075 Kbps Duplex	\$ 264,567.61
20-0044	Annual Committed Information Rate (CIR) - 1100 Kbps Duplex	\$ 270,720.34
20-0045	Annual Committed Information Rate (CIR) - 1125 Kbps Duplex	\$ 276,873.08
20-0046	Annual Committed Information Rate (CIR) - 1150 Kbps Duplex	\$ 283,025.81
20-0047	Annual Committed Information Rate (CIR) - 1175 Kbps Duplex	\$ 289,178.55
20-0048	Annual Committed Information Rate (CIR) - 1200 Kbps Duplex	\$ 295,331.28
20-0049	Annual Committed Information Rate (CIR) - 1225 Kbps Duplex	\$ 301,484.02
20-0050	Annual Committed Information Rate (CIR) - 1250 Kbps Duplex	\$ 307,636.75
20-0051	Annual Committed Information Rate (CIR) - 1275 Kbps Duplex	\$ 313,789.49
20-0052	Annual Committed Information Rate (CIR) - 1300 Kbps Duplex	\$ 319,942.22

Proactive Communications, Inc. Federal Supply Service IT Schedule Pricelist

October 2012

Part Number	Description	GSA Price
20-0053	Annual Committed Information Rate (CIR) - 1325 Kbps Duplex	\$ 326,094.96
20-0054	Annual Committed Information Rate (CIR) - 1350 Kbps Duplex	\$ 332,247.69
20-0055	Annual Committed Information Rate (CIR) - 1375 Kbps Duplex	\$ 338,400.43
20-0056	Annual Committed Information Rate (CIR) - 1400 Kbps Duplex	\$ 344,553.16
20-0057	Annual Committed Information Rate (CIR) - 1425 Kbps Duplex	\$ 350,705.90
20-0058	Annual Committed Information Rate (CIR) - 1450 Kbps Duplex	\$ 356,858.63
20-0059	Annual Committed Information Rate (CIR) - 1475 Kbps Duplex	\$ 363,011.37
20-0060	Annual Committed Information Rate (CIR) - 1500 Kbps Duplex	\$ 369,164.10
20-0061	Annual Committed Information Rate (CIR) - 1525 Kbps Duplex	\$ 375,316.84
20-0062	Annual Committed Information Rate (CIR) - 1550 Kbps Duplex	\$ 381,469.57
20-0063	Annual Committed Information Rate (CIR) - 1575 Kbps Duplex	\$ 387,622.31
20-0064	Annual Committed Information Rate (CIR) - 1600 Kbps Duplex	\$ 393,775.04
14-0150	Annual Occasional Use - 5 Days Monthly Burstable Satellite Bandwidth - 512kbps x 128kbps (10:1 Contention)	\$ 127.54
14-0151	Annual Occasional Use - 5 Days Monthly Burstable Satellite Bandwidth - 1024kbps x 256kbps (10:1 Contention)	\$ 209.50
14-0152	Annual Occasional Use - 5 Days Monthly Burstable Satellite Bandwidth - 1024kbps x 768kbps (10:1 Contention)	\$ 282.15
14-0153	Annual Occasional Use - 5 Days Monthly Burstable Satellite Bandwidth - 1536kbps x 384kbps (10:1 Contention)	\$ 230.12
14-0154	Annual Occasional Use - 5 Days Monthly Burstable Satellite Bandwidth - 1536kbps x 512kbps (10:1 Contention)	\$ 303.91
14-0155	Annual Occasional Use - 5 Days Monthly Burstable Satellite Bandwidth - 1024kbps x 1024kbps (10:1 Contention)	\$ 347.35
14-0156	Annual Occasional Use - 5 Days Monthly Burstable Satellite Bandwidth - 1536kbps x 1024kbps (10:1 Contention)	\$ 408.91
14-0180	CIR per Kbps per period (when combined with 5 Day Plans)	\$ 2.88
14-0181	CIR Overage Use per Kbps per period (when combined with 5 Day Plans)	\$ 1.92
14-0160	Annual Occasional Use - 10 Days Monthly Burstable Satellite Bandwidth - 512kbps x 128kbps (10:1 Contention)	\$ 255.07
14-0161	Annual Occasional Use - 10 Days Monthly Burstable Satellite Bandwidth - 1024kbps x 256kbps (10:1 Contention)	\$ 419.00
14-0162	Annual Occasional Use - 10 Days Monthly Burstable Satellite Bandwidth - 1024kbps x 768kbps (10:1 Contention)	\$ 564.31
14-0163	Annual Occasional Use - 10 Days Monthly Burstable Satellite Bandwidth - 1536kbps x 384kbps (10:1 Contention)	\$ 460.23
14-0164	Annual Occasional Use - 10 Days Monthly Burstable Satellite Bandwidth - 1536kbps x 512kbps (10:1 Contention)	\$ 607.82
14-0165	Annual Occasional Use - 10 Days Monthly Burstable Satellite Bandwidth - 1024kbps x 1024kbps (10:1 Contention)	\$ 694.70
14-0166	Annual Occasional Use - 10 Days Monthly Burstable Satellite Bandwidth - 1536kbps x 1024kbps (10:1 Contention)	\$ 817.81
14-0184	CIR per Kbps per period (when combined with 10 Day Plans)	\$ 3.84
14-0185	CIR Overage Use per Kbps per period (when combined with 10 Day Plans)	\$ 1.92

Proactive Communications, Inc. Federal Supply Service IT Schedule Pricelist

October 2012

Part Number	Description	GSA Price
14-0170	Monthly Use - Burstable Satellite Bandwidth - 512kbps x 128kbps (10:1 Contention)	\$ 775.85
14-0171	Monthly Use - Burstable Satellite Bandwidth - 1024kbps x256kbps (10:1 Contention)	\$ 1,274.46
14-0172	Monthly Use - Burstable Satellite Bandwidth - 1024kbps x 768kbps (10:1 Contention)	\$ 1,716.44
14-0173	Monthly Use - Burstable Satellite Bandwidth - 1536kbps x 384kbps (10:1 Contention)	\$ 1,399.88
14-0174	Monthly Use - Burstable Satellite Bandwidth - 1536kbps x 512kbps (10:1 Contention)	\$ 1,848.80
14-0175	Monthly Use - Burstable Satellite Bandwidth - 1024kbps x 1024kbps (10:1 Contention)	\$ 2,113.03
14-0176	Monthly Use - Burstable Satellite Bandwidth - 1536kbps x 1024kbps (10:1 Contention)	\$ 2,487.51
14-0190	CIR per Kbps per period (when combined with monthly rate Plans) (Not to exceed 60 days annually)	\$ 3.84
14-0191	CIR per Kbps per month (when deriving an annual rate based on 12 months of usage)	\$ 9.60
14-0192	CIR Overage Use per Kbps per period (when combined with monthly rate Plans)	\$ 1.92
14-0193	Activation fee per node	\$ 96.01
14-0194	Plan change fee per node	\$ 96.01
30-0001	PCI IP Voice On-Net	\$ 624.50
30-0002	PCI IP Voice - Installation	\$ 91.57
30-0040	PCI IP Voice Office	\$ 1,004.64
30-0080	PCI IP Voice Pooled Minutes	\$ 0.11
31-0100	PCI IP Voice Office Business UC	\$ 1,226.29
31-0110	PCI IP Voice Office Advanced Business UC	\$ 1,504.47
31-0120	PCI IP Voice Office Enterprise Business UC	\$ 1,727.02