



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

SPECIAL ITEM NUMBERS (SIN) - PRODUCTS/SERVICES

- Special Item No. 132-8 Purchase of Equipment
- Special Item No. 132-12 Maintenance, Repair Service and Repair Parts/Spare Parts
- Special Item No. 132-33 Perpetual Software Licenses
- Special Item No. 132-34 Maintenance of Software

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

SIN 132-8 PURCHASE OF EQUIPMENT

- FSC CLASS 7010 - SYSTEM CONFIGURATION
- FSC CLASS 7050 - ADP COMPONENTS
- FSC CLASS 5815 - FACSIMILE EQUIPMENT
- FPDS Code N070 Installation for Equipment Offered

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

SIN 132-12 - MAINTENANCE OF EQUIPMENT, REPAIR SERVICE, AND REPAIR PARTS/SPARE PARTS

FPDS Code J070 - Maintenance

SIN 132-33 - PERPETUAL SOFTWARE LICENSES

- FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE
- Microcomputers: Application Software, Communications Software

SIN 132-34 - MAINTENANCE OF SOFTWARE

CONTRACTOR

<p>Cleo Communications, Inc. DBA Stream Communications / Cleo Communications 4203 Galleria Dr. Loves Park, IL. 61111 815-654-8110 www.cleo.com</p>
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Contract Number: GS-35F-0305S

Period Covered by Contract: March 27, 2016 - March 26, 2021

**General Services Administration
Federal Supply Service**

Pricelist current through Modification # PO-0023, dated 03-27-2016.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the GSA Home Page via the Internet at <http://www.gsa.gov/>

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**INFORMATION FOR ORDERING ACTIVITIES
- APPLICABLE TO ALL SPECIAL ITEM NUMBERS -**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the 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.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contains 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.

The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

ORDERING ADDRESS:

Cleo Communications, Inc
P.O. Box 15835
Loves Park, IL. 61132-5835

PAYMENT ADDRESS:

Cleo Communications, Inc
P.O. Box 15835
Loves Park, IL. 61132-5835

GOVERNMENT CREDIT CARDS:

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

TECHNICAL / ORDERING ASSISTANCE:

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

Technical Assistance: 888-724-1030 -or- 866-444-2536

Ordering Assistance: 800-325-7732 -or- 800-233-2536

3. LIABILITY FOR INJURY OR DAMAGE

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

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE

Completion of Standard Form 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 62-314-3419

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

Block 31: Woman-Owned Small Business: No

Block 36: Contractor's Taxpayer Identification Number (TIN): 36-3713066

4a. CAGE Code: IWM38

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

5. FOB DESTINATION

6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-8	30 Days
132-12	10 Days
132-33	10 Days
132-34	10 Days

Installation, maintenance, and training are performed according to delivery schedule agreement reached between the ordering agency and Cleo.

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are

encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

- 7. DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.
- a. Prompt Payment: 0 % - Net 30 days from receipt of invoice or date of acceptance, whichever is later.
 - b. Quantity: None
 - c. Dollar Volume: None
 - d. Other Special Discounts: None

8. TRADE AGREEMENTS ACT OF 1979; as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

Not available within the scope of this contract.

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.)

The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:

- Special Item Number 132-8 - Purchase of Equipment
- Special Item Number 132-12 - Maintenance of Equipment, Repair Service, and Repair Parts/Spare Parts
- Special Item Number 132-33 - Perpetual Software Licenses
- Special Item Number 132-34 - Maintenance of Software

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index).

Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

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

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

16. GSA Advantage!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall not 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.

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE.

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

<http://www.cleo.com/about/Section508.asp>

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

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

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

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

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

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

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

1. MATERIAL AND WORKMANSHIP

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

2. ORDER

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

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

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

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

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 post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

6. WARRANTY

a. Warranty Statement

Stroom Communications, (hereafter referred to as Stroom), warrants to the original purchaser that new Stroom supplied hardware products will perform according to Stroom's published specifications, when installed within the United States, for one (1) year from the date of shipment. Software diskettes and compact discs, sold alone or as part of other Stroom products, are warranted for one year from the date of shipment. Stroom software products are warranted for one year from date of shipment and include thirty days of remote technical support.

Stroom will, during its normal working hours, repair or replace, at its option, all parts found to be defective and subject to this warranty. Parts will be exchanged on an RMA/exchange basis and will be either reconditioned or new. All parts and products returned for replacement become the property of Stroom. Replaced parts are warranted for the remaining warranty period of the original product.

This limited warranty does not include service to repair damage to the product from accident, disaster, misuse, abuse, electrical malady, or from modification, repair, relocation of the product by other than Stroom personnel or customer personnel authorized by Stroom to modify, repair or relocate the product, or operation of non-Stroom approved software on the system or connection of the Stroom system to non-Stroom systems.

This warranty is not transferable without prior written consent from Stroom. Any attempt by persons not authorized by Stroom to repair or modify Stroom hardware or software products in any way voids this warranty. Determination of the occurrence of attempted service or modification of products by unauthorized or untrained persons is solely at the discretion of Stroom.

These warranties are conditioned upon notice to Stroom of any defect, subject to these warranties, within thirty days of discovery by its owner.

IF THE SYSTEM IS NOT IN WORKING ORDER, YOUR REMEDY IS REPAIR OR REPLACEMENT, AS DESCRIBED ABOVE. UNDER NO CIRCUMSTANCES WILL STROOM BE LIABLE FOR CONSEQUENTIAL DAMAGES.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Refer to Term and Conditions Applicable to Maintenance (Special Item Number 132-12) for Additional Warranty Coverage available under the Stream Maintenance and Support Agreement

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

**Cleo Communications, Inc.
DBA Stream Communications / Cleo Communications
4203 Galleria Dr
Loves Park, IL 61111**

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

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

8. RESPONSIBILITIES OF THE CONTRACTOR

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

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

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

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR
SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT (AFTER EXPIRATION OF GUARANTEE/WARRANTY
PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED
BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT
(SPECIAL ITEM NUMBER 132-12)**

1. SERVICE AREAS

a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a **25** mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be stated in paragraphs 8.d and 9.d of this Special Item Number 132-12.

b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

Cleo Communications, Inc.
DBA Stream Communications / Cleo Communications
4203 Galleria Dr.
Loves Park, IL. 61111

2. MAINTENANCE ORDER

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

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

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

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

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

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

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

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

5. SCOPE

a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

b. Equipment placed under maintenance service shall be in good operating condition.

(1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. MAINTENANCE RATE PROVISIONS

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

b. REGULAR HOURS

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

c. AFTER HOURS

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

d. TRAVEL AND TRANSPORTATION

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be:

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.

e. QUANTITY DISCOUNTS

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

<u>Quantity</u>	<u>Discounts</u>
All Quantity	0 %

f. MAINTENANCE PLANS

Two plans for maintenance and support are offered for Stroom branded products; Platinum and Platinum Plus. Both plans have an annual term:

Platinum Support Coverage entitles the customer to:

Unlimited Remote Diagnostics and Software Support – toll-free access to Support with unlimited remote telephone technical support during Stroom's normal working hours. Stroom Technical Support hours of operation are 8:00 am to 5:00 pm CT, Monday through Friday, except holidays.

Server Hardware Coverage - The Stroom Maintenance and Support Agreement will cover Stroom supplied server hardware for a period of one year from the date of shipment. Following Stroom's diagnosis and agreement, this coverage will include on site response for server hardware components of the Stroom Center system.

Voice/Fax Hardware Coverage - The Strem Maintenance and Support Agreement will cover all Strem supplied voice/fax hardware for a period of one year from the date of shipment. Following Strem's diagnosis and agreement, this coverage will include Next Business Day delivery of replacement voice/fax hardware components of the Strem Center system.

Platinum Plus Support Coverage entitles the customer to:

Unlimited Remote Diagnostics and Software Support – Unlimited remote telephone technical support 24 hours daily, Monday through Sunday for "system down" conditions.

How to Contact Support

The system administrator or appropriate person with administrative rights should contact Strem Support and have the following information available:

1. Company name and contact information
2. Strem product and module
3. Type and model of voice/fax board
4. Relevant OS environment and network information
5. Problem description and if applicable, screen shots of errors

Support Phone: 888-724-1030

Email: StremSupport@cleo.com

Platinum Support Hours: 8:00 am – 5:00 pm Central Time, Monday through Friday

Platinum Plus Support Hours: 24 hours daily, Monday through Sunday

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

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

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

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

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

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

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

d. LABOR RATES

(1) REGULAR HOURS

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

(2) AFTER HOURS

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

(3) SUNDAYS AND HOLIDAYS

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

REPAIR SERVICE RATES

LOCATION	MINIMUM CHARGE*	REGULAR HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS AND HOLIDAYS PER HOUR
CONTRACTOR'S SHOP	<u>157</u>	<u>157</u>	<u>157</u>	<u>314</u>
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	<u>157</u>	<u>157</u>	<u>157</u>	<u>314</u>
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	<u>157</u>	<u>157</u>	<u>157</u>	<u>314</u>

*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 in effect at the time of repair, at a discount of 0 % from such listed prices.

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

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for the remaining warranty period of the original product.

Warranty Statement

Streem Communications, (hereafter referred to as Streem), warrants to the original purchaser that new Streem supplied hardware products will perform according to Streem's published specifications, when installed within the United States, for one (1) year from the date of shipment. Software diskettes and compact discs, sold alone or as part of other Streem products, are warranted for 1 year from the date of shipment. Streem software products are warranted for one year from date of shipment and include thirty days of remote technical support.

Streem will, during its normal working hours, repair or replace, at its option, all parts found to be defective and subject to this warranty. Parts will be exchanged on an RMA/exchange basis and will be either reconditioned or new. All parts and products returned for replacement become the property of Streem. Replaced parts are warranted for the remaining warranty period of the original product.

This limited warranty does not include service to repair damage to the product from accident, disaster, misuse, abuse, electrical malady, or from modification, repair, relocation of the product by other than Streem personnel or customer personnel authorized by Streem to modify, repair or relocate the product, or operation of non-Streem approved software on the system or connection of the Streem system to non-Streem systems.

This warranty is not transferable without prior written consent from Streem. Any attempt by persons not authorized by Streem to repair or modify Streem hardware or software products in any way voids this warranty. Determination of the occurrence of attempted service or modification of products by unauthorized or untrained persons is solely at the discretion of Streem.

These warranties are conditioned upon notice to Stroom of any defect, subject to these warranties, within thirty days of discovery by its owner.

IF THE SYSTEM IS NOT IN WORKING ORDER, YOUR REMEDY IS REPAIR OR REPLACEMENT AS DESCRIBED ABOVE, EXCEPT AS PROVIDED BY THE FOREGOING WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, THE CONTRACTOR WILL NOT BE LIABLE FOR CONSEQUENTIAL DAMAGES RESULTING FROM ANY DEFECT OR DEFICIENCY IN THE ACCEPTED ITEM.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for the remaining warranty period of the original product.

See warranty statement above under section 11.a

12. INVOICES AND PAYMENTS

a. Maintenance Service

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

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

b. Repair Service and Repair Parts/Spare Parts

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

**TERMS AND CONDITIONS APPLICABLE TO
PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND
MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE
COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY

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

Strem Branded Software Products Warranty Statement

SECTION 7. WARRANTY. Strem warrants to the original purchaser: (i) for a period of one (1) year from the date of shipment that the Software, in its unmodified form as delivered to the original purchaser, shall perform in all material respects according to Strem's published specifications; (ii) for a period of one (1) year from the date of shipment that the Hardware shall perform in all material respects according to Strem's published specifications; and (iii) for a period of one (1) year from the date of installation, software diskettes and compact discs in their unmodified form, as initially delivered to the original purchaser, sold alone or as part of other Strem products, shall perform in all material respects according to Strem's published specifications.

Strem shall repair or replace during normal business hours the Strem products found to be defective and subject to this warranty so that the Software or Hardware, as applicable, will perform in material conformance with the applicable specifications. For Strem systems, parts and shipping to return the defective parts are Strem's obligation.

Parts will be exchanged on a return merchandise authorization/exchange basis and will be either reconditioned or new. All parts and products returned for replacement become the property of Strem. Replaced parts are warranted for the remaining warranty period of the original product.

This limited warranty does not include service to repair damage to any product from accident, disaster, misuse, abuse, electrical malady, or from modification, repair, relocation of the product by other than Strem personnel or customer personnel authorized by Strem to modify, repair or relocate the product, or operation of non-Strem software on the system or connection of the Strem system to non-Strem systems.

This warranty is not transferable without the prior written consent of Strem. Any attempt by persons not authorized by Strem to repair or modify Strem Hardware or Software products in any way voids this warranty. Determination of the occurrence of attempted service or modification of products by unauthorized or untrained persons is solely at the discretion of Strem.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE.

SECTION 8. LIMITATION OF LIABILITY. IF THE HARDWARE OR SOFTWARE IS NOT IN WORKING ORDER, YOUR REMEDY IS REPAIR OR REPLACEMENT, AS DESCRIBED IN SECTION 7. UNDER NO CIRCUMSTANCES WILL STREEM OR ITS SUPPLIERS BE LIABLE FOR CONSEQUENTIAL DAMAGES TO YOU.

Cleo Branded Software Products Warranty Statement

WARRANTY. CLEO WARRANTS FOR A PERIOD OF ONE YEAR FROM THE DATE OF SHIPMENT BY CLEO TO YOU, CLEO'S RESELLER, THE RESELLER'S CUSTOMERS AND/OR AFFILIATED AND UNAFFILIATED THIRD PARTY REMARKETERS, AS APPLICABLE, THAT THE SOFTWARE, IN ITS UNMODIFIED FORM AS INITIALLY DELIVERED, WILL PERFORM IN ALL MATERIAL RESPECTS IN ACCORDANCE WITH CLEO'S PUBLISHED SPECIFICATIONS. CLEO SHALL REPLACE OR REPAIR, AT CLEO'S OPTION, THE SOFTWARE FOUND TO BE DEFECTIVE AND SUBJECT TO THIS WARRANTY SO THAT IT WILL PERFORM IN MATERIAL CONFORMANCE WITH THE APPLICABLE SPECIFICATIONS.

EXCEPT AS OTHERWISE PROVIDED, CLEO DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE OR FOR A PARTICULAR PURPOSE.

LIMITATION OF LIABILITY. EXCEPT AS OTHERWISE PROVIDED BY AN EXPRESS OR IMPLIED WARRANTY, THE CONTRACTOR WILL NOT BE LIABLE TO THE ORDERING ACTIVITY FOR CONSEQUENTIAL DAMAGES RESULTING FROM ANY DEFECT OR DEFICIENCIES IN ACCEPTED ITEMS.

3. TECHNICAL SERVICES

Provided the ordering activity has entered into a valid maintenance agreement, the Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software.

The technical support number is available from **8:00 AM to 5:00 PM CST**. Email support is also available.

Streem Branded Software Products: 888-724-1030 Email: StreemSupport@cleo.com

Cleo Branded Software Products: 866-444-2536 Email: Support@cleo.com

4. SOFTWARE MAINTENANCE

a. Software maintenance as a Product shall include the following:

Streem Branded Software Products

Platinum Support Coverage entitles the customer to:

Unlimited Remote Diagnostics and Software Support – Live, toll-free access to Support with unlimited remote telephone technical support during Streem's normal working hours. Streem Technical Support hours of operation are 8:00 am to 5:00 pm CT, Monday through Friday, except holidays.

Software Subscription – Software revisions, software upgrades, and software fixes within the current version of the software purchased are included in the subscription for the life of the agreement. For example, if software version 6.3 is purchased, the support contract entitles the

purchaser to software revisions, upgrades, and fixes under version 6.31 through 6.39. The cost of any hardware required for implementation of the features of a software revision, upgrade, or fix is not covered. Fixes to defects in Stroom software products, still being supported by Stroom, will be made available electronically to the customer.

The customer is responsible for downloading and installing software and providing any additional hardware or software required to enable the download. If the customer requests assistance downloading and installing software, remote assistance will be provided at no additional cost.

Platinum Plus Support Coverage entitles the customer to:

All Platinum services plus an enhanced Unlimited Remote Diagnostics and Software Support – 24 hours daily, Monday through Sunday for “system down” conditions.

Cleo Branded Software Products

Technical Support Subscription:

Cleo's Annual **Technical Support Subscription** includes the following:

- Technical Support via Telephone, Web Request, E-mail, and Fax
 - Cleo's Technical Support Staff is available 8am to 5pm CST for resolving installation, configuration, and operational issues associated with the Cleo product.
 - Voicemail, web requests, e-mail, or fax messages will be responded to by the next available Support Analyst in the order they were received.
 - Note: Customer may be required to upgrade to the current version for support.
- Free Software Upgrades to the current release.
- Web site access to FAQ's and Documentation. Cleo's website includes detailed product and compatibility information as well as FAQ's and Technical Bulletin listings.
- Free access to test servers at Cleo.

Gold Level Support:

This enhanced level of support provides live pickup to our Technical Support Team with a quicker turn around time. Gold level customers are provided with a toll free phone number to access support during normal support hours. Our Technical Support Analysts will provide Gold customers with the highest level of support.

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

5. PERIODS OF MAINTENANCE (132-34)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for maintenance, the period of the maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation maintenance will be required if the maintenance is to be continued during the subsequent period.

6. UTILIZATION LIMITATIONS - (132-33, AND 132-34)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

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

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

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

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

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

7. SOFTWARE CONVERSIONS - (132-33)

Full Monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

9. RIGHT-TO-COPY PRICING

Right-to-copy "licenses" are not allowed in accordance with the standard commercial license.

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

PREAMBLE

Cleo 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: Tim Myers, Phone: 815-282-7620, tmyers@cleo.com, FAX: 888-685-7753.

BPA NUMBER _____

**(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to an 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 of 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 customer's 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.

Streem Branded Product Descriptions and Equipment Compatibility

Overview

Streem supplies enterprise-class communications systems used to automate the process of distributing, receiving, processing, and storing mission-critical information. Streem Center® takes network fax, along with email and audio messaging to the next level with dedicated fax server and proprietary software based solutions. Combined with onsite installation, training, and remote support, Streem solutions are provided as a turnkey package.

Since February, 1990, Streem has held a patent for the Streem product under Voice Operated Facsimile Machine Network patent number 5136634.

Streem offers a turnkey system, Streem Center, that can be combined with several options such as our Streem Alert option.

Streem Center®

Streem Center takes network faxing to the next level with dedicated fax server and proprietary software based solutions that add powerful messaging capabilities to your current network. Through third party integration, Streem Center integrates with existing email, web servers, voice / fax boards and Telco resources, CRM, ERP, document management, imaging and scanning devices, and a multitude of business applications to make exchanging electronic information simple.

Each Streem Center System includes Streem server, intelligent fax board(s), Streem Center core software, Streem Fax software and Streem Xerox. The Installation and Training and System Assurance have been separated from the system. Therefore each purchase requires a Streem Center System, Installation and Training, and System Assurance.

The Streem Center System can also be coupled with optional Streem application modules for a customized Streem solution.

Fax Server Hardware

To complete the turnkey package, Streem provides two different sets of hardware. For Analog systems, we provide a Desktop system that provides the best performance at the lowest cost. For Digital systems we step up the fax server hardware to high-performance, high-density, fault-tolerant rack mount equipment running the Windows operating system. The fax server hardware works with Streem Center to enable reliable, robust fax solutions.

Streem systems are available in standard **2, 4, 8, 16, 24, 48, and 96 port** configurations. Smaller port configurations can be expanded later as needed. Multiple Streem Center Fax Servers work together cleanly in a master/node configuration, administered as one system. The configuration works well for handling high volume or demanding network applications with little space. This system is perfect for an ASP environment.

Installation and Admin Training

To complete the turnkey package, Streem provides two different types of Installation.

For analog systems with 2 or 4 ports we will provide Remote Installation. A preconfigured system will be shipped to your location. You will install and connect this system to the Network and Phone System. We will then log in remotely and complete the installation with your assistance. Once the system installed we will then provide Administrators Training via WebEx.

For digital systems with 4, 8, 16, 24, 48, or 96 ports we will provide an Onsite Installation. A preconfigured system will be shipped to your location. We will travel to your location to complete the installation of the Stroom Center System. Once the system is installed we will then provide Administrators Training at your location.

Stroom Fax™: Network Faxing - Desktop Faxing With Email Integration.

Stroom Fax integrates with Microsoft Exchange (Outlook), Lotus Notes, GroupWise, and also may be integrated with virtually any simple mail transfer protocol (SMTP) mail server, acting as the fax gateway through which outgoing faxes are sent and incoming faxes are delivered. Inbound faxes are received as email messages with either a TIFF (graphic file format) image or PDF (Adobe Acrobat) file attached. The messages are immediately, automatically routed to the appropriate mailbox for viewing. Faxes can be saved, forwarded, printed, and/or deleted. Stroom Fax supports several methods of inbound fax routing.

To send a fax, simply create a new e-mail message from your standard e-mail client and enter the fax number in the 'To' address field, or choose a fax address from the Address Book. A message can be included in the body of the e-mail and will appear on the fax cover page, or users can choose to have a custom cover page. Attachments to the e-mail are added as additional pages of the fax document. Once sent, files are converted to fax format by the Stroom Center fax server prior to transmission. Notification of delivery is sent to the user as an e-mail message.

Stroom Xerox: Integration to Xerox Application Module

Extends the functionality of Xerox Multi Function Devices.

These solutions extend the functionality of the Xerox systems, transforming them into multitasking, multi-function office systems. Faxes sent or received by the Stroom Center fax server can be routed directly to devices, such as the Xerox WorkCentre Pro, where they are captured as digital images and printed.

Stroom Center can integrate with a variety of Xerox devices including: Xerox Document Centre, Xerox WorkCentre Pro, Xerox FlowPort, Xerox DocuShare, etc.

System Assurance

Stroom is committed to providing the very best in products and services. Stroom solutions are designed, implemented, and fully supported by Stroom.

System Assurance – Technical Support operates on a callback basis. Each customer is given email and Toll-free access to Support with unlimited remote telephone technical support during Stroom's normal working hours. Stroom Technical Support hours of operation are 8:00 am to 5:00 pm CT, Monday through Friday, except holidays.

System Assurance Plus – In addition to the standard support, our enhanced Platinum PLUS provides live pickup to our Technical Support Team with a quicker turn around time. Platinum PLUS level customers are provided with a toll free phone number to access standard support during normal business hours. For 'Production Down' situation, we also provide access to after hours support 24 hours a day, 7 days a week. Our Technical Support Analysts will provide Platinum PLUS customer with the highest level of support.

Optional Strem Center Software Applications Include:

- **Strem Alert™** - Broadcast Fax, Email, Text to Voice Conversion, and Voice Messaging.
- **Strem Connect™** - Access to the Strem System directly on an EIP Capable Xerox Device.
- **Strem CAP™** - Interface directly to Strem System using the Common Alerting Protocol.
- **Strem Survey™** - Implementing a Survey through Voice.
- **Strem Recipient Update™** - Allows users are able to update their contact information directly.
- **Strem ACLaunch™** - Automated launch of alert notifications via telephone or cell phone.
- **Strem Gravic™** - Interface to Gravic's Remark Office System.
- **Strem Inbound™** - Automated routing of incoming faxes to a network printer.
- **Strem Print™** - Client Print Driver; Print to Fax.
- **Strem Backup™**- Provides synchronous backup between two servers at various levels.

Strem Alert™: Broadcast Fax, Email, Text to Voice Conversation, and Voice Messaging

Strem Alert is a reliable and easy-to-use rapid notification system. Designed to meet large-scale, multi-channel message delivery, Strem Alert offers a user-friendly web interface or telephone broadcast launch platform for immediate access and delivery of critical information via telephone, cell phone, fax, text messaging (SMS), PDA, pager, and email. With Strem Alert, organizations ensure that information gets to the people who need it, where, when, and how it is needed.

Broadcast Launch and Output via Multiple Methods

- Access from any location with an internet connection
- Launch via web page, telephone, or Xerox multi-function product- Voice, text, digital images, and electronic or hard copy message delivery
- Output options including phone, cell phone, PDA, pager, email, fax

Notify Groups or Lists of Multiple Recipients

- List management and organization
- Import of existing lists
- Compatible with Existing Systems and Products
- Notification to individual recipients 'on the fly'

Utilize Pre-Configured or Custom Message Options

- Automatic text to voice conversion
- Import of existing text and audio message
- Recording of .wav files via telephone or PC
- Standard and custom cover page options for fax

Select Broadcast Preferences

- Broadcast launch scheduling
- High, normal, and low transmission priorities
- Reference ID assignment and tracking
- Faxes sent in fine or regular resolution

Establish Interaction and Tracking

- Response and acknowledgement via touch-tone (DTMF)
- Surveying capabilities
- Tracking via real-time status reports
- Comprehensive Reporting

Streem Connect™: Access to the Streem System directly on an EIP Capable Xerox Device.

Streem Connect supplies a centralized, universal communications management system with the ability to send, receive, print, archive, and track information through the familiar environment of the Xerox multi-function product or email client. As a Xerox Business Partner, we are dedicated to providing solutions that extend the functionality of the WorkCentre Pro systems, as well as other Xerox multifunction products (MFPs), transforming them into multi-tasking office solutions. Streem directly integrates with Xerox products, and is enabled by the new Xerox Extensible Interface Platform™ (EIP).

Streem integrates with Xerox MFP's EIP platform for Network Faxing and Alert Notification, including Scanning options, which are accessible based on "permissions" granted by the network administrator upon logon. Customers can choose to create an authorized list of recipients. Any unauthorized fax number, phone number, email address, or text address entered will be rejected and the user will be notified via an immediate rejection notice printed at the device.

Streem CAP™: Interface directly to Streem System using the Common Alerting Protocol.

Streem CAP is an XML based interface for launching communications through Streem Alert.

Data interchange with Streem Alert is based on the Common Alerting Protocol (CAP) 1.1 Standard. The CAP standard is an XML-based data structure that has become an approved standard by OASIS. OASIS (Organization for the Advancement of Structured Information Standards) is a non-profit, international consortium that oversees the development, convergence, and adoption of e-business standards. CAP was created as a means to standardize data for critical communications.

Streem Survey™: Implementing a Survey through Voice.

Streem Survey can create and deliver audio surveys to recipients in a timely fashion and in a way that enables them to respond conveniently. Automatically gather and process responses, and notify team members of key results.

With voice messaging, recipients can acknowledge the message via touch-tone based on pre-defined survey questions and answers from the sender. A comprehensive reporting mechanism improves the ability to access and incorporate feedback. The solution has been tested for and meets HIPAA Requirements.

Stroom Recipient Update™: Allows users to update their contact information directly.

The Stroom Recipient Update gives each user of the Stroom System the ability to update their own contact information. They are provided a password protected online access via the web for users to update their contact information to ensure they receive information in a convenient and timely manner.

Stroom ACLaunch™: Automated launch of alert notifications via telephone or cell phone.

Stroom ACLaunch allows a user to initiate a notification from a telephone or cell phone, users enter the message and list ID information using the touch-tone key pad. With this launch method, audio messages may be recorded live upon dialing in. Touch-tone protection is offered as an added means of security.

Stroom Gravic™: Interface to Gravic's Remark Office System.

Stroom Alert and Remark Office OMR will be used together to send out alerts based on the results of collecting data.

Stroom Inbound™: Automated routing of incoming faxes to a network printer.

Stroom Inbound is an application module that permits the routing of faxes received to the Stroom Center system to a network printer for printing of faxes received. In addition received fax files can be stored in an electronic format for archiving purposes. Users have the ability to manage and administer faxes received while the system is in operation.

Stroom Print™: Client Print Driver; Print to Fax.

The Stroom Print application module interfaces with Stroom Center®, allowing users to initiate faxes from their network PC, 'printing' the selected document directly from the document application or creation tool to the new email window. Like Stroom Fax, Stroom Print integrates with the current e-mail server, acting as the gateway through which the outgoing fax is sent. Stroom Print supports direct integration with Microsoft Exchange (Outlook), Lotus Notes, and Novell GroupWise, and also integrates with virtually any simple mail transfer protocol (SMTP) mail server.

Stroom Backup™: Provides synchronous backup between two servers at various levels.

Stroom offers a centralized, universal communications management system designed to bring powerful messaging capabilities to your current network. Stroom Systems include server and voice / fax board hardware, as well as software and applications that will vary based on each customer's needs. With each Stroom system, customers have the option to implement a back-up system based on two defined recovery modes.

Stroom Backup No Sync - Mode 1 - Two Active Systems

In this mode, a second Stroom system, configured the same as the production system, offers the possibility of system backup/redundancy in case the production system fails. Both systems are configured the same, but each system only has certain functions (most always a subset of all of the functions running on it) operational on it during normal activity. The applications, preferences, etc. included on the second system can be determined by the customer, as both systems will be fully functional. Reporting, administration, and monitoring will be active on both systems. Stroom will provide documentation covering specifications and guidelines for moving applications from production to back-up during the recovery process. Once the active (failed) system has recovered, all *recipient* and *user* data will be synchronized with the recovery system. Job data on the system that was down will now be available for access. At this time, the customer should reverse the changes made during the recovery process.

Stroom Backup Sync - Mode 2 - One Active System, One Passive System

In this mode, the production Stroom system will run all applications under normal operation. A second, passive, Stroom system, configured the same as the production system, offers the possibility of system backup/redundancy in case the production system fails. The second system, which is not available for use during normal operation, allows for complete synchronization of job data, recipient data, and user data across both systems. This allows the same job data reporting to be available across a system failure. Stroom will provide documentation covering specifications and guidelines for activating applications on the passive system during the recovery process. *The switch from the active to the passive system will require some manual intervention from customer personnel.* Once the active (failed) system has recovered, all *job*, *recipient*, and *user* data will be synchronized with the recovery system. At this time, the customer should reverse the changes made during the recovery process.

Stroom System Upgrade Options

Stroom also offers several upgrades to preconfigured systems.

Install and Training Onsite UG: Each Stroom Center System with Analog Communications includes Remote Installation. This option upgrades the Remote Installation to Onsite Installation and Training. We will travel to your location to complete the installation of the Stroom Center System. Once the system is installed we will then provide Administrators Training at your location.

Rack Mount Server Upgrade:

This option upgrades the Stroom Center System with Analog Communications from a Desktop computer to a Rack Mounted Server with high-performance, high-density, fault-tolerant equipment running the Windows operating system.

Text to Speech Systems

Speech Service: Provides Text to Speech conversions through a remote service. Each Text message is sent to a remote service that will convert to a wave file. The resultant file will be sent back to the Stroom Alert System via FTP.

For more secure and higher demand systems we recommend a Text to Speech system.

Text to Speech System 4 to 23 Port: This system will provide a Rack Mount Server and Text to Speech software. The system is configured for the number of ports on your Stroom Alert System. This would include systems from 4 Digital Ports to 23 Digital Ports.

Text to Speech System 24+ Ports: This system will provide a Rack Mount Server and Text to Speech software. The system is configured for the number of ports on your Stroom Alert System. This would include systems with 24 Digital Ports or more.

System Assurance

Stroom is committed to providing the very best in products and services. Stroom solutions are designed, implemented, and fully supported by Stroom.

System Assurance - Standard Platinum support service operates on a callback basis. Each customer is given email and Toll-free access to Support with unlimited remote telephone technical support during Stroom's normal working hours. Stroom Technical Support hours of operation are 8:00 am to 5:00 pm CT, Monday through Friday, except holidays.

System Assurance Plus – In addition to the standard support, our enhanced Platinum PLUS provides live pickup to our Technical Support Team with a quicker turn around time. Platinum PLUS level customers are provided with a toll free phone number to access standard support during normal business hours. For 'System Down' situation, we also provide access to after hours support 24 hours a day, 7 days a week. Our Technical Support Analysts will provide Platinum PLUS customer with the highest level of support.

Service Options

Technical Support per Day: This option will provide one day of Technical Support for assistance to your system. This could include customer specific training or assistance with your phone connection. Any special needs should be discussed with Stroom Sales at 1-800-325-7732.

User Training: This option will provide one day of User Training. Each system that is purchase includes Administrator training. The Administrators would then train the users on the functions of the system. This option would provide this training to your staff. Any special needs should be discussed with Stroom Sales at 1-800-325-7732.

Cleo Branded Product Descriptions and Equipment Compatibility

Overview

VersaLex® is Cleo's secure Internet-based communications technology. VersaLex software applications are eBusinessReady™ certified for AS2, AS3, and ebXML Messaging Service (ebMS) and also support FTP, FTP/S, HTTP, and HTTP/S connections. The flexible all Java™ technology runs on industry-standard PCs and Servers and supports a wide variety of Operating System configurations. Trading partners worldwide rely on VersaLex regardless of their level of expertise, size, or relationship as a client or host. Cleo's VersaLex applications are self-installable.

LexiCom

LexiCom is an easy-to-use, yet powerful and reliable client software package for secure internet-based communications based on Cleo's VersaLex® technology. LexiCom offers pre-configured connections to many major trading networks and integration with all the major EDI translators.

Standard features include:

- **One Connection to any trading partner using any protocol**
- **Pre-configured Hosts:** Reduce set up time with connections to popular trading partners. Over 100 available.
- **AS2 Wizard:** Quickly configure AS2 trading partners. Simply follow a series of on-screen steps.
- **Certificate Manager:** Easily create and manage required certificates. Full-featured and very intuitive. Perform all certificate-related tasks such as generating self-signed certificates and certificate signing requests (CSRs), exporting PKCS12 certificates, etc.
- **Integrated Scheduler:** Set transmissions to occur automatically, at any time or interval.
- **TCP/IP Port Usage Report:** Eases implementation when a firewall is in place. Within LexiCom, a TCP/IP port usage report can instantly be generated and provided to the firewall administrator. This report gives the firewall administrator everything needed to configure the firewall rules.

Optional add-on features include:

- **Web-based Operation:** Configure and manage LexiCom communications remotely through a web browser. Internet Explorer version 5 or above and Netscape version 7 or above supported.
- **Additional Connections:** Additional connections can be added as necessary. This allows you to scale a solution that works for you as you grow.
- **EDI Translator Integration:** Leverage your existing EDI translator. Integration can be added to LexiCom for many of the popular translators. Easily build integration files via user-specified actions and configurations.
- **VLProxy:** Installed outside the firewall or in a DMZ (demilitarized zone), VLProxy 'talks' to the VersaLex software over a single port through the internal firewall. It dynamically self-configures trading partner relationships with VersaLex and does not require configuration files written to folder or directory locations outside the firewall or in the DMZ.

LexiCom Maintenance and Support

- Our Technical Support Services are available to customers who purchased Support Subscriptions. Technical Support Subscriptions include unlimited support via phone and email, software upgrades, FAQs, documentation, and access to test servers.

LexiCom Equipment Compatibility List

- Windows, UNIX, and AS400 operating systems - for additional details refer to our web page at: www.cleo.com

VLTrader (VersaLex Trader)

VLTrader is a powerful, yet easy-to-manage secure communications server based on Cleo's VersaLex® technology. VLTrader combines industry-leading communications technology and powerful trading partner management tools at a price the budget-conscious can appreciate. VLTrader will allow you to efficiently handle communications with hundreds of trading partners and customers.

Standard features include all those found in LexiCom plus:

- **Web-based Operation:** Configure and manage LexiCom communications remotely through a web browser
- **VLProxy:** Installed outside the firewall or in a DMZ (demilitarized zone), VLProxy 'talks' to the VersaLex software over a single port through the internal firewall. It dynamically self-configures trading partner relationships with VersaLex and does not require configuration files written to folder or directory locations outside the firewall or in the DMZ.
- **Multi-User:** Allow many individuals to simultaneously monitor, configure, and administer.
- **VLStat:** Easily monitor or filter transfer statuses via an independent viewer.
- **Maximized Throughput:** Support high-volumes of transfers - up to 300 concurrent AS2 sessions per CPU.
- **EDI Translator Integration:** Leverage your existing EDI translator. Integration is included for many of the popular translators. Easily build integration files via user-specified actions and configurations.

VLTrader Maintenance and Support

- Our Technical Support is available 8:00 am to 5:00 pm CT, Monday through Friday, except holidays to customers who purchased Support Subscriptions. Technical Support Subscriptions include unlimited support via phone and email, software upgrades, FAQs, documentation, and access to test servers.
- For those customers that require enhanced support, we also offer Platinum Support which provides unlimited remote telephone technical support 24 hours daily, Monday through Sunday for "production down" conditions.
- For systems that provide unlimited number of connections, there is a separate set of part numbers for the Maintenance and Support. These are only used for the unlimited systems.

VLTrader Backup

- VLTrader Backup provides a second copy of VLTrader that can be manually brought online if the production copy should go down.

VLTrader Failover

- VLTrader Failover is a second copy of VLTrader that synchronizes with the production copy that will automatically come on line if the production copy should fail. Transfer data and configuration data is synchronized between the two copies at all times.

VLTrader Installation and Training

- Even though VLTrader is self installable, we have several options available for installation and training to ensure your success with VLTrader. Customers can purchase remote or onsite installation and training.

VLTrader Equipment Compatibility List

- Windows and UNIX operating systems - for additional details refer to our web page at: www.cleo.com

VLProxy

Installed outside the firewall or in a DMZ (demilitarized zone), VLProxy 'talks' to the VersaLex software over a single port through the internal firewall. It dynamically self-configures trading partner relationships with VersaLex and does not require configuration files written to folder or directory locations outside the firewall or in the DMZ. VLProxy is included with VLTrader. It is an available add-on to LexiCom

Standard features include:

- Eliminates unencrypted messages in the DMZ
- Eliminates configuration files being written to folder or directory locations in the DMZ
- Complements VersaLex products' tight security
- Simple design, easy set up
- Self-configuration between VLProxy and VersaLex
- Password protected configuration
- Property values are encrypted on hard drive
- VersaLex/VL Proxy relationship validated via exchange of serial numbers
- Email on fail alerts
- Execute on failure process option
- Can be used to manage multiple non-redundant VersaLexes
- Forward Proxy for all outbound AS2, AS3, HTTP, and FTP communications
- Reverse Proxy for all inbound AS2, AS3, and FTP communications

VLProxy Equipment Compatibility List

- Windows and UNIX operating systems - for additional details refer to our web page at: www.cleo.com

Product Description	Product Name	Part No	SIN	GSA Price
Strem Branded Products				
Strem Analog Strem Center Systems				
Production Strem Center 2 Port Analog System	SC-System 2 Port Analog	SC-SCSOL2AP	132-8	\$9,882.90
Production Strem Center 4 Port Analog System	SC-System 4 Port Analog	SC-SCSOL4AP	132-8	\$12,438.55
Backup Strem Center 2 Port Analog System	SC-System BU 2 Port Analog	SC-SCSOL2APBU	132-8	\$7,516.85
Backup Strem Center 4 Port Analog System	SC-System BU 4 Port Analog	SC-SCSOL4APBU	132-8	\$9,282.50
Remote Installation and Admin Training	SC-Install and Training Remote	SC-RINSTALLTRAIN	132-8	\$1,382.50
2 Port Analog 1 Year 8x5 System Assurance	SC-System Assurance 2PA 1Yr	SC-Platinum2PA1Y	132-34	\$1,376.18
2 Port Analog 1 Year 24x7 System Assurance	SC-System Assurance Plus 2PA 1Yr	SC-PlatinumPlus2PA1Y	132-34	\$1,834.38
4 Port Analog 1 Year 8x5 System Assurance	SC-System Assurance 4PA 1Yr	SC-Platinum4PA1Y	132-34	\$1,759.33
4 Port Analog 1 Year 24x7 System Assurance	SC-System Assurance Plus 4PA 1Yr	SC-PlatinumPlus4PA1Y	132-34	\$2,345.51
Strem Digital Strem Center Systems				
Production Strem Center 4 Port Digital System	SC-System 4 Port Digital	SC-SCSOL4DP	132-8	\$16,641.35
Production Strem Center 8 Port Digital System	SC-System 8 Port Digital	SC-SCSOL8DP	132-8	\$21,673.65
Production Strem Center 16 Port Digital System	SC-System 16 Port Digital	SC-SCSOL16DP	132-8	\$31,592.10
Production Strem Center 24 Port Digital System	SC-System 24 Port Digital	SC-SCSOL24DP	132-8	\$41,814.70
Production Strem Center 48 Port Digital System	SC-System 48 Port Digital	SC-SCSOL48DP	132-8	\$73,900.55
Production Strem Center 96 Port Digital System	SC-System 96 Port Digital	SC-SCSOL96DP	132-8	\$138,103.85
Backup Strem Center 4 Port Digital System	SC-System BU 4 Port Digital	SC-SCSOL4DPBU	132-8	\$13,485.30
Backup Strem Center 8 Port Digital System	SC-System BU 8 Port Digital	SC-SCSOL8DPBU	132-8	\$16,937.60
Backup Strem Center 16 Port Digital System	SC-System BU 16 Port Digital	SC-SCSOL16DPBU	132-8	\$23,696.05
Backup Strem Center 24 Port Digital System	SC-System BU 24 Port Digital	SC-SCSOL24DPBU	132-8	\$30,758.65
Backup Strem Center 48 Port Digital System	SC-System BU 48 Port Digital	SC-SCSOL48DPBU	132-8	\$53,364.50
Backup Strem Center 96 Port Digital System	SC-System BU 96 Port Digital	SC-SCSOL96DPBU	132-8	\$98,607.80

Product Description	Product Name	Part No	SIN	GSA Price
Onsite Installation and Admin Training	SC-Install and Training Onsite	SC-OSINSTALLTRAIN	132-8	\$4,147.50
4 Port Digital 1 Year 8x5 System Assurance	SC-System Assurance 4PD 1Yr	SC-Platinum4PD1Y	132-34	\$2,366.05
4 Port Digital 1 Year 24x7 System Assurance	SC-System Assurance Plus 4PD 1Yr	SC-PlatinumPlus4PD1Y	132-34	\$3,154.47
8 Port Digital 1 Year 8x5 System Assurance	SC-System Assurance 8PD 1Yr	SC-Platinum8PD1Y	132-34	\$3,120.50
8 Port Digital 1 Year 24x7 System Assurance	SC-System Assurance Plus 8PD 1Yr	SC-PlatinumPlus8PD1Y	132-34	\$4,160.93
16 Port Digital 1 Year 8x5 System Assurance	SC-System Assurance 16PD 1Yr	SC-Platinum16PD1Y	132-34	\$4,608.86
16 Port Digital 1 Year 24x7 System Assurance	SC-System Assurance Plus 16PD 1Yr	SC-PlatPlus16PD1Y	132-34	\$6,144.62
24 Port Digital 1 Year 8x5 System Assurance	SC-System Assurance 24PD 1Yr	SC-Platinum24PD1Y	132-34	\$6,142.25
24 Port Digital 1 Year 24x7 System Assurance	SC-System Assurance Plus 24PD 1Yr	SC-PlatPlus24PD1Y	132-34	\$8,189.14
48 Port Digital 1 Year 8x5 System Assurance	SC-System Assurance 48PD 1Yr	SC-Platinum48PD1Y	132-34	\$10,954.93
48 Port Digital 1 Year 24x7 System Assurance	SC-System Assurance Plus 48PD 1Yr	SC-PlatPlus48PD1Y	132-34	\$14,606.31
96 Port Digital 1 Year 8x5 System Assurance	SC-System Assurance 96PD 1Yr	SC-Platinum96PD1Y	132-34	\$20,715.38
96 Port Digital 1 Year 24x7 System Assurance	SC-System Assurance Plus 96PD 1Yr	SC-PlatPlus96PD1Y	132-34	\$27,620.77
Strem Upgrade System Options				
Upgrade Desktop to Rack Mount Server	SC-Rack Mount Server Upgrade	SC-RACKMNTUG	132-8	\$3,187.50
Upgrade Remote to Onsite Installation and Training	SC-Install and Training Onsite UG	SC-OSINSTALLTRAINUG	132-8	\$2,975.00
Strem Production Server Software				
Strem Center Software per Port	SC-S Strem Center	SC-SCENTER	132-33	\$680.00
Strem Fax - Desktop Faxing Application - Exchange	SC-S Strem Fax Exchange	SC-FAXEXCHANGE	132-33	\$1,695.75
Strem Fax - Desktop Faxing Application - Lotus	SC-S Strem Fax Lotus	SC-FAXLOTUS	132-33	\$1,695.75
Strem Fax - Desktop Faxing Application - SMTP	SC-S Strem Fax SMTP	SC-FAXSMTP	132-33	\$1,695.75

Product Description	Product Name	Part No	SIN	GSA Price
Stroom - Xerox Document Centre Integration	SC-S Stroom Xerox	SC-SXEROX	132-33	\$1,695.75
Stroom Alert - Alert Notification with Confirmation	SC-S Stroom Alert	SC-ALERT	132-33	\$4,250.00
Stroom Connect – Xerox EIP Integration	SC-S Stroom Connect Xerox EIP	SC-SXEROXEIP	132-33	\$0.00
Stroom CAP - Interface	SC-S Stroom CAP Interface	SC-CAPPARSER	132-33	\$0.00
Stroom Survey - Interface	SC-S Stroom Survey Interface	SC-SURVEY	132-33	\$0.00
Stroom Recipient Update - Interface	SC-S Stroom Recipient Interface	SC-RECIUPDATE	132-33	\$425.00
Stroom ACLaunch - Interface	SC-S Stroom ACLaunch Interface	SC-ACLAUNCH	132-33	\$425.00
Stroom Gravic - Interface	SC-S Stroom Gravic Int	SC-GRAVICINT	132-33	\$0.00
Stroom Numeric Page - Interface	SC-S Stroom Numeric Page Interface	SC-SNUMPAGE	132-33	\$1,695.75
Stroom Inbound – Fax to Printer Application	SC-S Stroom Inbound to Printer	SC-SINBOUND2PRINTER	132-33	\$0.00
Stroom Print – Client Print Driver	SC-S Stroom Print	SC-SPRINT	132-33	\$1,695.75
Stroom Backup - No Sync between Servers	SC-S Stroom Backup - No Sync	SC-SBACKUPMODE1	132-33	\$0.00
Stroom Backup - Sync between Servers	SC-S Stroom Backup - Sync	SC-SBACKUPMODE2	132-33	\$0.00
Stroom Backup Server Software				
Stroom Center Software per Port	SC-S Stroom BU Center	SC-BUSCENTER	132-33	\$340.00
Stroom Fax - Desktop Faxing Application - Exchange	SC-S Stroom BU Fax Exchange	SC-BUFAXEXCHANGE	132-33	\$847.88
Stroom Fax - Desktop Faxing Application - Lotus	SC-S Stroom BU Fax Lotus	SC-BUFAXLOTUS	132-33	\$847.88
Stroom Fax - Desktop Faxing Application - SMTP	SC-S Stroom BU Fax SMTP	SC-BUFAXSMTP	132-33	\$847.88
Stroom - Xerox Document Centre Integration	SC-S Stroom BU Xerox	SC-BUSXEROX	132-33	\$847.88
Stroom Alert - Alert Notification with Confirmation	SC-S Stroom BU Alert	SC-BUALERT	132-33	\$2,125.00
Stroom Connect – Xerox EIP Integration	SC-S Stroom BU Connect Xerox EIP	SC-BUSXEROXEIP	132-33	\$0.00
Stroom CAP - Interface	SC-S Stroom BU CAP Interface	SC-BUCAPPARSER	132-33	\$0.00
Stroom Survey - Interface	SC-S Stroom BU Survey Interface	SC-BUSURVEY	132-33	\$0.00

Product Description	Product Name	Part No	SIN	GSA Price
Stream Recipient Update - Interface	SC-S Stream BU Recipient Interface	SC-BURECIPUPDATE	132-33	\$212.50
Stream ACLaunch - Interface	SC-S Stream BU ACLaunch Interface	SC-BUACLAUNCH	132-33	\$212.50
Stream Gravic - Interface	SC-S Stream BU Gravic Int	SC-BUGRAVICINT	132-33	\$0.00
Stream Numeric Page - Interface	SC-S Stream BU Numeric Page Interface	SC-BUSNUMPAGE	132-33	\$847.88
Stream Inbound – Fax to Printer Application	SC-S Stream BU Inbound to Printer	SC-BUSINBOUND2PRTR	132-33	\$0.00
Stream Print – Client Print Driver	SC-S Stream BU Print	SC-BUSPRINT	132-33	\$847.88
Stream Hardware Components				
2 Port Analog Communications	SC-H Analog 2 Port	SC-HBT2PA	132-8	\$1,610.75
4 Port Analog Communications	SC-H Analog 4 Port	SC-HBT4PA	132-8	\$2,660.50
8 Port Analog Communications	SC-H Analog 8 Port	SC-HBT4PA	132-8	\$4,998.00
4 Port Digital T1 Communications	SC-H Digital 4 Port	SC-HBT4PD	132-8	\$4,037.50
8 Port Digital T1 Communications	SC-H Digital 8 Port	SC-HBT8PD	132-8	\$6,052.00
16 Port Digital T1 Communications	SC-H Digital 16 Port	SC-HBT16PD	132-8	\$9,923.75
24 Port Digital T1 Communications	SC-H Digital 24 Port	SC-HBT24PD	132-8	\$14,122.75
48 Port Digital T1 Communications	SC-H Digital 48 Port	SC-HBT48PD	132-8	\$28,262.50
4-Channel to 8-Channel Upgrade (T1)	SC-H Digital Upgrade 4 to 8 Port	SC-HBT4-8PD	132-8	\$3,051.50
4-Channel to 16-Channel Upgrade (T1)	SC-H Digital Upgrade 4 to 16 Port	SC-HBT4-16PD	132-8	\$6,783.00
4-Channel to 24-Channel Upgrade (T1)	SC-H Digital Upgrade 4 to 24 Port	SC-HBT4-24PD	132-8	\$10,004.50
8-Channel to 16-Channel Upgrade (T1)	SC-H Digital Upgrade 8 to 16 Port	SC-HBT8-16PD	132-8	\$4,747.25
8-Channel to 24-Channel Upgrade (T1)	SC-H Digital Upgrade 8 to 24 Port	SC-HBT8-24PD	132-8	\$8,002.75
16-Channel to 24-Channel Upgrade (T1)	SC-H Digital Upgrade 16 to 24 Port	SC-HBT16-24PD	132-8	\$4,747.25
Stream Text to Speech Systems				
Text to Speech Software with System Assurance	SC-Text to Speech Software Sol 4-23 Port	SC-HSPEECHSOL423SPT	132-8	\$2,975.00
Text to Speech Software with System Assurance	SC-Text to Speech Software Sol 24+ Port	SC-HSPEECHSOL24SPT	132-8	\$5,950.00

Product Description	Product Name	Part No	SIN	GSA Price
Text to Speech System with 4 to 23 Ports	SC-Text to Speech System 4 to 23 Port	SC-HSPEECHSOL4P	132-8	\$7,310.00
1 Year 8x5 T2S System Assurance	SC-System Assurance T2S 423P 1Yr	SC-PlatinumT2S4231Y	132-34	\$1,096.50
1 Year 24x7 T2S System Assurance	SC-System Assurance Plus T2S 423P 1Yr	SC-PLATPLUST2S4231Y	132-34	\$1,462.00
Text to Speech System with 24 Ports and More	SC-Text to Speech System 24+ Ports	SC-HSPEECHSOL24P	132-8	\$9,010.00
1 Year 8x5 T2S System Assurance	SC-System Assurance T2S 24P 1Yr	SC-PlatinumT2S241Y	132-34	\$1,436.50
1 Year 24x7 T2S System Assurance	SC-System Assurance Plus T2S 24P 1Yr	SC-PLATPLUST2S241Y	132-34	\$1,802.00
Stream Speech Conversion Service	SC-H Speech Service	SC-HSPEECHSERVICE	132-8	\$0.00
Stream Speech Software (4 to 23 ports)	SC-H Speech Software 4 to 23 Port	SC-HSPEECHSOFT4TO23	132-33	\$1,700.00
Stream Speech Software (24+ ports)	SC-H Speech Software 24+ Port	SC-HSPEECHSOFT24	132-33	\$3,400.00
Stream Speech Support Annually (15% List) 8x5	SC-H Speech Support Annually 8x5	SC-HSPEECHSUPPORT85	132-34	15% of Product GSA Price
Stream Speech Support Annually (20% List) 24x7	SC-H Speech Support Annually 24x7	SC-HSPEECHSUPPORT247	132-34	20% of Product GSA Price
Stream Service Options				
Project Management per Day	SC-Project Management	SC-PROJMNGT	132-8	\$1,275.00
Technical Support onsite per Day	SC-Technical Support Onsite	SC-OSTECHSUPPORT	132-8	\$1,275.00
Travel Expenses (per Trip)	SC-Travel Expenses	SCTRAVELEXP	132-8	\$1,700.00
On-Site User Training with Travel (1 Day included)	SC-User Training Package Onsite	SC-OSUSERTRAINTRAV	132-8	\$2,975.00
Local User Training with Travel (1 Day included)	SC-User Training Package Local	SC-LCUSERTRAINTRAV	132-8	\$1,785.00
Additional User Training per Day	SC-User Training	OSUSERTRAIN	132-8	\$1,275.00
Stream Service Rate (per hour)	SC-Stream Service Rate	SC-STRM-HRLY	132-12	\$157.25
Cleo Branded Products				
Cleo LexiCom				
LexiCom Windows Base Package	LXWN LexiCom Windows Base Package	1000413-BWIN	132-33	\$930.75
LexiCom UNIX Base Package	LXUX LexiCom Unix Base Package	1000413-BUNX	132-33	\$1,211.25
LexiCom AS400 Base Package	LXAS LexiCom AS400 Bast Package	1000413-L1AS400	132-33	\$1,270.75

Product Description	Product Name	Part No	SIN	GSA Price
Cleo LexiCom Options				
LexiCom 1 Additional Host Win	LXAH LexiCom 1 Additional Host Win	1000413-LADHW	132-33	\$505.75
LexiCom 4 Additional Hosts Win	LXAH LexiCom 4 Additional Hosts Win	1000413-L4ADHW	132-33	\$1,525.75
LexiCom 5 Additional Hosts Win	LXAH LexiCom 5 Additional Hosts Win	1000413-L5ADHW	132-33	\$1,904.00
LexiCom 10 Additional Hosts Win	LXAH LexiCom 10 Additional Hosts Win	1000413-L10ADHW	132-33	\$3,565.75
LexiCom 1 Additional Host UNIX	LXAH LexiCom 1 Additional Host Unix	1000413-LADHU	132-33	\$582.25
LexiCom 4 Additional Hosts UNIX	LXAH LexiCom 4 Additional Hosts Unix	1000413-L4ADHU	132-33	\$1,755.25
LexiCom 5 Additional Hosts UNIX	LXAH LexiCom 5 Additional Hosts UNIX	1000413-L5ADHU	132-33	\$2,193.00
LexiCom 10 Additional Hosts UNIX	LXAH LexiCom 10 Additional Hosts Unix	1000413-L10ADHU	132-33	\$4,109.75
LexiCom 1 Additional Host AS400	LXAH LexiCom 1 Additional Host AS400	1000413-LADHAS400	132-33	\$760.75
LexiCom 4 Additional Hosts AS400	LXAH LexiCom 4 Additional Hosts AS400	1000413-L4ADHAS400	132-33	\$2,715.75
LexiCom 5 Additional Hosts AS400	LXAH LexiCom 5 Additional Hosts AS400	1000413-L5ADHAS400	132-33	\$3,391.50
LexiCom 10 Additional Hosts AS400	LXAH LexiCom 10 Additional Hosts AS400	1000413-L10ADHAS400	132-33	\$6,455.75
LexiCom EDI Int - Emanio	LXEI LexiCom EDI Int - Emanio	1000431-EMANW	132-33	\$467.50
LexiCom EDI Int - Generic AS400	LXEI LexiCom EDI Int - Generic AS400	1000431-IGENERIC400	132-33	\$935.00
LexiCom EDI Int - Generic W/U	LXEI LexiCom EDI Int - Generic W/U	1000431	132-33	\$467.50
LexiCom EDI Int - Gentran AS400	LXEI LexiCom EDI Int - Gentran AS400	1000431-IGENAS400	132-33	\$935.00
LexiCom EDI Int - Gentran W/U	LXEI LexiCom EDI Int - Gentran W/U	1000431-IGENUWL	132-33	\$467.50
LexiCom EDI Int - GXS AI	LXEI LexiCom EDI Int - GXS AI W/U	1000431-IGXSAIUWL	132-33	\$467.50
LexiCom EDI Int - GXS Desktop	LXEI LexiCom EDI Int - GXS Desktop	1000431-IGXSDEDIW	132-33	\$467.50
LexiCom EDI Int - TIE Com Win	LXEI LexiCom EDI Int - Tie Comm Win	1000431-ITIEW	132-33	\$467.50
LexiCom EDI Int - TL400 AS400	LXEI LexiCom EDI Int - TL400 AS400	1000431-ITLAS400	132-33	\$935.00
LexiCom EDI Int - TLW	LXEI LexiCom EDI Int - TLW	1000431-ITLWUL	132-33	\$467.50
LexiCom API Option	LXAP LexiCom API Package	1000413-APIPACK	132-33	\$467.50
LexiCom WebGUI	LXGU LexiCom WebGUI	1000431-GLEXUWL	132-33	\$561.00
VL Proxy for LexiCom	VL Proxy for LexiCom	1000431-ILEXUWL	132-33	\$467.50
Cleo LexiCom Backup and Development				
LexiCom Development AS400	LXBK LexiCom Development AS400	1000413-DVAS400	132-33	\$635.38

Product Description	Product Name	Part No	SIN	GSA Price
LexiCom Development UNIX	LXBK LexiCom Development UNIX	1000413-DVUNIX	132-33	\$605.63
LexiCom Development Windows	LXBK LexiCom Development Windows	1000413-DVWIN	132-33	\$465.38
LexiCom Backup AS400	LXBK LexiCom Backup AS400	1000413-BKAS400	132-33	\$635.38
LexiCom Backup UNIX	LXBK LexiCom Backup UNIX	1000413-BKUNIX	132-33	\$605.63
LexiCom Backup Windows	LXBK LexiCom Backup Windows	1000413-BKWIN	132-33	\$465.38
Cleo LexiCom Maintenance and Support				
LexiCom Standard Support - 20% of System Price	LXSP LexiCom Standard Support	951LEXI-SUPT-STD	132-34	20% of Product GSA Price
LexiCom Gold Support – 30% of System Price	LXSP LexiCom Gold Support	951LEXI-SUPT-GOLD	132-34	30% of Product GSA Price
LexiCom Service Rate (per hour)	LXCN LexiCom Consulting/Service Rate	951LEXI-INCONS	132-12	\$157.25
Cleo VLTrader				
VLTrader - Win 10 TR	VLWN VLTrader Win 10 TR	1000420-L10IWIN	132-33	\$5,100.00
VLTrader - Win 20 TR	VLWN VLTrader Win 20 TR	1000420-L20IWIN	132-33	\$7,650.00
VLTrader - Win 30 TR	VLWN VLTrader Win 30 TR	1000420-L30IWIN	132-33	\$10,200.00
VLTrader - Win 50 TR	VLWN VLTrader Win 50 TR	1000420-L50IWIN	132-33	\$14,875.00
VLTrader - Win 100 TR	VLWN VLTrader Win 100 TR	1000420-L100IWIN	132-33	\$25,500.00
VLTrader - Win Unlimited TR Single Server*	VLWN VLTrader Win Unlim Single	1000420-LUNLIMSINGLW	132-33	\$34,000.00
VLTrader - Unix 10 TR	VLUX VLTrader Unix 10 TR	1000420-L10IUNIX	132-33	\$5,865.00
VLTrader - Unix 20 TR	VLUX VLTrader Unix 20 TR	1000420-L20IUNIX	132-33	\$8,797.50
VLTrader - Unix 30 TR	VLUX VLTrader Unix 30 TR	1000420-L30IUNIX	132-33	\$11,730.00
VLTrader - Unix 50 TR	VLUX VLTrader Unix 50 TR	1000420-L50IUNIX	132-33	\$17,106.25
VLTrader - Unix 100 TR	VLUX VLTrader Unix 100 TR	1000420-L100IUNIX	132-33	\$29,325.00
VLTrader - Unix Unlimited TR Single Server*	VLUX VLTrader Unix Unlim Single	1000420-LUNLIMSINGLU	132-33	\$42,500.00
Cleo VLTrader Options				
VLTrader Win 01 Additional TR	VLAH VLTrader Win 01 Additional TR	1000420-L1ADHW	132-33	\$510.00
VLTrader Win 05 Additional TR	VLAH VLTrader Win 05 Additional TR	1000420-L05ADHW	132-33	\$2,337.50
VLTrader Win 10 Additional TR	VLAH VLTrader Win 10 Additional TR	1000420-L10ADHW	132-33	\$4,250.00
VLTrader Win 20 Additional TR	VLAH VLTrader Win 20 Additional TR	1000420-L20ADHW	132-33	\$6,800.00
VLTrader Win 30 Additional TR	VLAH VLTrader Win 30 Additional TR	1000420-L30ADHW	132-33	\$9,562.50
VLTrader Win 50 Additional TR	VLAH VLTrader Win 50 Additional TR	1000420-L50ADHW	132-33	\$13,812.50

Product Description	Product Name	Part No	SIN	GSA Price
VLTrader Win 100 Additional TR	VLAH VLTrader Win 100 Additional TR	1000420-L100ADHW	132-33	\$25,500.00
VLTrader Unix 01 Additional TR	VLAH VLTrader Unix 01 Additional TR	1000420-L1ADHU	132-33	\$595.00
VLTrader Unix 05 Additional TR	VLAH VLTrader Unix 05 Additional TR	1000420-L05ADHU	132-33	\$2,762.50
VLTrader Unix 10 Additional TR	VLAH VLTrader Unix 10 Additional TR	1000420-L10ADHU	132-33	\$5,015.00
VLTrader Unix 20 Additional TR	VLAH VLTrader Unix 20 Additional TR	1000420-L20ADHU	132-33	\$7,820.00
VLTrader Unix 30 Additional TR	VLAH VLTrader Unix 30 Additional TR	1000420-L30ADHU	132-33	\$10,455.00
VLTrader Unix 50 Additional TR	VLAH VLTrader Unix 50 Additional TR	1000420-L50ADHU	132-33	\$16,150.00
VLTrader Unix 100 Additional TR	VLAH VLTrader Unix 100 Additional TR	1000420-L100ADHU	132-33	\$29,325.00
Cleo VLTrader FIPs				
VLTrader FIPs Option	VLFP VLTrader FIPS Option	1000420-VLTFIPS	132-33	\$5,100.00
Cleo VLTrader Development				
VLTrader Development 10TR Unix	VLBK VLTrader Development 10TR Unix	1000420-LDV10TRUNIX	132-33	\$2,932.50
VLTrader Development 10TR Win	VLBK VLTrader Development 10TR Win	1000420-LDV10TRWIN	132-33	\$2,550.00
VLTrader Development 20TR Unix	VLBK VLTrader Development 20TR Unix	1000420-LDV20TRUNIX	132-33	\$4,398.75
VLTrader Development 20TR Win	VLBK VLTrader Development 20TR Win	1000420-LDV20TRWIN	132-33	\$3,825.00
VLTrader Development 30TR Unix	VLBK VLTrader Development 30TR Unix	1000420-LDV30TRUNIX	132-33	\$5,865.00
VLTrader Development 30TR Win	VLBK VLTrader Development 30TR Win	1000420-LDV30TRWIN	132-33	\$5,100.00
VLTrader Development 50TR Unix	VLBK VLTrader Development 50TR Unix	1000420-LDV50TRUNIX	132-33	\$8,552.70
VLTrader Development 50TR Win	VLBK VLTrader Development 50TR Win	1000420-LDV50TRWIN	132-33	\$7,437.50
VLTrader Development 100TR Unix	VLBK VLTrader Development 100TR Unix	1000420-LDV100TRUNIX	132-33	\$14,662.50
VLTrader Development 100TR Win	VLBK VLTrader Development 100TR Win	1000420-LDV100TRWIN	132-33	\$12,750.00
VLTrader Development Unlim Unix	VLBK VLTrader Development Unlim Unix	1000420-LDVUNLIMUNIX	132-33	\$21,250.00
VLTrader Development Unlim Win	VLBK VLTrader Development Unlim Win	1000420-LDVUNLIMWIN	132-33	\$17,000.00
Cleo VLTrader High Availability				
VLTrader High Avail 10TR Unix	VLBK VLTrader High Avail 10TR Unix	1000420-LFO10TRUNIX	132-33	\$2,932.50
VLTrader High Avail 10TR Win	VLBK VLTrader High Avail 10TR Win	1000420-LFO10TRWIN	132-33	\$2,550.00

Product Description	Product Name	Part No	SIN	GSA Price
VLTrader High Avail 20TR Unix	VLBK VLTrader High Avail 20TR Unix	1000420-LFO20TRUNIX	132-33	\$4,398.75
VLTrader High Avail 20TR Win	VLBK VLTrader High Avail 20TR Win	1000420-LFO20TRWIN	132-33	\$3,825.00
VLTrader High Avail 30TR Unix	VLBK VLTrader High Avail 30TR Unix	1000420-LFO30TRUNIX	132-33	\$5,865.00
VLTrader High Avail 30TR Win	VLBK VLTrader High Avail 30TR Win	1000420-LFO30TRWIN	132-33	\$5,100.00
VLTrader High Avail 50TR Unix	VLBK VLTrader High Avail 50TR Unix	1000420-LFO50TRUNIX	132-33	\$8,553.13
VLTrader High Avail 50TR Win	VLBK VLTrader High Avail 50TR Win	1000420-LFO50TRWIN	132-33	\$7,437.50
VLTrader High Avail 100TR Unix	VLBK VLTrader High Avail 100TR Unix	1000420-LFO100TRUNIX	132-33	\$14,662.50
VLTrader High Avail 100TR Win	VLBK VLTrader High Avail 100TR Win	1000420-LFO100TRWIN	132-33	\$12,750.00
VLTrader High Avail Unlim Unix	VLBK VLTrader High Avail Unlim Unix	1000420-LFOUNLIMUNIX	132-33	\$21,250.00
VLTrader High Avail Unlim Win	VLBK VLTrader High Avail Unlim Win	1000420-LFOUNLIMWIN	132-33	\$17,000.00
Cleo VLTrader Backup				
VLTrader Backup 10TR Unix	VLBK VLTrader Backup 10TR Unix	1000420-LBK10TRUNIX	132-33	\$2,932.50
VLTrader Backup 10TR Win	VLBK VLTrader Backup 10TR Win	1000420-LBK10TRWIN	132-33	\$2,550.00
VLTrader Backup 20TR Unix	VLBK VLTrader Backup 20TR Unix	1000420-LBK20TRUNIX	132-33	\$4,398.75
VLTrader Backup 20TR Win	VLBK VLTrader Backup 20TR Win	1000420-LBK20TRWIN	132-33	\$3,825.00
VLTrader Backup 30TR Unix	VLBK VLTrader Backup 30TR Unix	1000420-LBK30TRUNIX	132-33	\$5,865.00
VLTrader Backup 30TR Win	VLBK VLTrader Backup 30TR Win	1000420-LBK30TRWIN	132-33	\$5,100.00
VLTrader Backup 50TR Unix	VLBK VLTrader Backup 50TR Unix	1000420-LBK50TRUNIX	132-33	\$8,553.13
VLTrader Backup 50TR Win	VLBK VLTrader Backup 50TR Win	1000420-LBK50TRWIN	132-33	\$7,437.50
VLTrader Backup 100TR Unix	VLBK VLTrader Backup 100TR Unix	1000420-LBK100TRUNIX	132-33	\$14,662.50
VLTrader Backup 100TR Win	VLBK VLTrader Backup 100TR Win	1000420-LBK100TRWIN	132-33	\$12,750.00
VLTrader Backup Unlim Unix	VLBK VLTrader Backup Unlim Unix	1000420-LBKUNLIMUNIX	132-33	\$21,250.00
VLTrader Backup Unlim Win	VLBK VLTrader Backup Unlim Win	1000420-LBKUNLIMWIN	132-33	\$17,000.00
Cleo VLTrader Installation				
VLTrader Remote Install & Training	VLIN VLTrader Remote Install Train	951VLT-INSTL-TRNGR	132-33	\$425.00
VLTrader On-Site Install & Training	VLIN VLTrader On-Site Install Train	951VLT-INSTL-TRNGO	132-33	\$2,550.00

Product Description	Product Name	Part No	SIN	GSA Price
Cleo VLTrader Maintenance and Support				
VLTrader Standard Support - 20% of System Price	VLSP VLTrader Standard Gold Support	951VLT-SUPT-STD	132-34	20% of Product GSA Price
VLTrader Platinum Support - 30% of System Price	VLSP VLTrader Platinum Support	951VLT-SUPT-PLAT	132-34	30% of Product GSA Price