General Services Administration

Federal Supply Service
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address of GSA Advantage® is: GSAAdvantage.gov.

Multiple Award Schedule
FSC Group 70, Information Technology Equipment (Including Firmware), Software, Supplies and Support Equipment

Special Item Numbers
SIN 33411: Purchasing of New Electronic Equipment
SIN 811212: Maintenance of Equipment, Repair Services and/or Repair/Spare Parts

Contract Number: GS-35F-0310V
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov

Contract Period: March 18, 2019 – March 17, 2024

Manufacturer

i3 - Identification International Inc.
3120 Commerce Street
Blacksburg, VA 24060
(540) 953-1365
FAX: (540) 953-3344
www.idintl.com

Business Type: Small
DUNS Number: 169276388
1. **Awarded Special Item Numbers**
   a. Reference to the item descriptions and awarded prices.
   
<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Item Descriptions and Prices</th>
</tr>
</thead>
<tbody>
<tr>
<td>33411</td>
<td>See page number 9</td>
</tr>
<tr>
<td>811212</td>
<td>See page number 11</td>
</tr>
</tbody>
</table>

   b. Lowest priced model number and lowest unit price for that model
   
<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Lowest priced item</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>33411</td>
<td>DIGM-00-01-P</td>
<td>$1,985.55</td>
</tr>
<tr>
<td>811212</td>
<td>DIGM-P-WARR</td>
<td>$144.68</td>
</tr>
</tbody>
</table>

2. **Maximum Order**
   The Maximum Order value is $500,000 for each Special Item Number.

3. **Minimum Order**
   The Minimum Order value is $100.00 for SIN 33411 and $300 for SIN 811212.

4. **Geographic Coverage**
   The geographic coverage is domestic and overseas delivery.

5. **Point(s) of Production**
   - Fingerprint scanners are manufactured in Blacksburg, VA, Montgomery County.
   - Computers are manufactured in various locations as approved by customer.
   - Contractor’s computer software is produced in Blacksburg, VA, Montgomery County.

6. **Net Price**
   This contract contains net prices in which the approved discount has already been deducted from the commercial price.

7. **Quantity Discounts**
   Quantities over 50 will be negotiated individually.

8. **Prompt Payment Terms**
   Prompt payment terms of 1% 10 NET 30 are provided.

9. **Government Purchase Cards**
   a. Government commercial credit cards are acceptable for payment up to the micro-purchase threshold.
   b. Government commercial credit cards are acceptable for payment beyond the micro-purchase threshold and up to $50,000 without any prior contractor approval.
10. Foreign Items

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.

11. Delivery Time

a. Delivery time by SIN

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Delivery Time (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>33411</td>
<td>30 days ARO on orders up to 100 units of an item or as agreed on orders larger than 100 units.</td>
</tr>
<tr>
<td>811212</td>
<td>As agreed to between ordering Agency and i3.</td>
</tr>
</tbody>
</table>

b. Items available for expedited delivery are noted in the price list with a ‡.

c. Overnight and 2nd day delivery is available. The schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

d. This contract includes clause I-FSS-140-B – Urgent Requirements. The customer can contact the Contractor’s representative to affect a faster delivery.

12. FOB Point: Destination

13. Ordering Information

a. Ordering Address. Orders placed under this contract should be directed to the following address, unless otherwise indicated in the i3 furnished quote:

   i3 - Identification International Inc.
   3120 Commerce Street
   Blacksburg, VA 24060
   Phone: (540) 953-1365
   FAX: (540) 953-3344
   sales@idintl.com

b. Ordering Procedures.

   Written orders, EDI orders, 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.

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

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

ii. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

14. Payment Addresses

<table>
<thead>
<tr>
<th>For Remittance via Check</th>
<th>For Remittance via EFT</th>
</tr>
</thead>
<tbody>
<tr>
<td>i3 - Identification International Inc. Account Receivable</td>
<td>ABA and Account Information will be provided upon receipt of written request or designated on the i3 invoice.</td>
</tr>
<tr>
<td>3120 Commerce Street</td>
<td></td>
</tr>
<tr>
<td>Blacksburg, VA 24060</td>
<td></td>
</tr>
</tbody>
</table>

15. Warranty Provision

Items ordered under SIN 33411 come with a 1-year warranty from the date of delivery.

16. Export Packaging

Export packaging and pricing available upon request.

17. Terms and Conditions of Government Purchase Card Acceptance

Contractor will accept Government purchase cards for amounts up to $50,000. Amounts over $50,000 need to be negotiated with Contractor.

18. Terms and Conditions of Rental, Maintenance and Repair

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.

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.

a. Pre-conditions of Rental, Maintenance and Repair

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

If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 811212.
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.

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.

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

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

b. Orders for Rental, Maintenance and Repair

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. 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.

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. Orders for maintenance service shall not extend beyond the end of the contract period.

The maintenance and repair service rates listed herein are applicable to any ordering activity location within a 100 mile radius of the Contractor's service points. If any additional charge is to apply because of a greater distance from the Contractor's service locations, the charge will be: travel and transportation expenses outside of the specified service areas will be charged by the Contractor at the prevailing government per diem and travel rate schedules,

c. Delivery of Rental, Maintenance and Repair Orders

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.

When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at one of Contractor's sites listed in section 20.a.
All repair work will be warranted for a period of 90 days or through the expiration of the warranty on the subject device, whichever is longer.

de. Maintenance and Repair Services on Non-Warranted Parts

Charges for maintenance and repair service will include the labor charge at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the government approved rate for per diem and travel.

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.

When equipment is repaired at the ordering activity location, and the ordering activity location is within the Service Area defined by section 17.b, 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.

When equipment is repaired at the ordering activity location, and the ordering activity location is outside of the Service Area defined by section 17.b, a travel charge of prevailing US Government mileage rate for repairmen applies 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. 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.

e. Labor Rates

The Regular Hours repair service rates listed herein 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.

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.

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.

<table>
<thead>
<tr>
<th>Location</th>
<th>Minimum Charge</th>
<th>Business Hours per hour</th>
<th>After Hours per hour</th>
<th>Weekends and Holidays per hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractors Location</td>
<td>$125.00</td>
<td>$125.00</td>
<td>$187.50</td>
<td>$250.00</td>
</tr>
<tr>
<td>Ordering Activity Location (within Service Area)</td>
<td>$250.00</td>
<td>$125.00</td>
<td>$187.50</td>
<td>$250.00</td>
</tr>
<tr>
<td>Ordering Activity Location (outside Service Area)</td>
<td>$500.00</td>
<td>$125.00</td>
<td>$187.50</td>
<td>$250.00</td>
</tr>
</tbody>
</table>

*MINIMUM CHARGE INCLUDES 1 FULL HOUR ON THE JOB.

**FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR.

19. Terms and Conditions of Installation

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 section 18.e.. Remote installation is available as shown in the price list.

20. Terms and Conditions of Repair Parts

All parts, furnished as spares or as repair parts in connection with the repair of equipment shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist.

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period **90 days**.
21. Service and Distribution Points

i3 - Identification International Inc.
3120 Commerce Street
Blacksburg, VA 24060

22. Participating Dealers

ColorID, a Reseller of i3 products, maintains GSA contract numbers GS-25F-0139M and GS-35F-0310V.

23. Preventative Maintenance

Follow computer manufacturer’s recommended maintenance and the maintenance procedures provided in the manuals accompanying the products.

24. Special Attributes

a. Environmental - None

b. If applicable, Section 508 compliance information on the Electronic and Information Technology (EIT) supplies and services in this contract is available at the following website: www.idintl.com

25. Data Universal Number System (DUNS) Number - 169276388

26. Notification Regarding Registration in System for Award Management (SAM)

Identification International, Inc. is registered with SAM.
# Products and Services Pricelist

## SIN 33411: Purchasing of New Electronic Equipment

<table>
<thead>
<tr>
<th>Part Number</th>
<th>UPC Number</th>
<th>Short Description</th>
<th>Detailed Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>WS-DIGM-00-01-P</td>
<td></td>
<td>Livescan Fingerprint Capture Workstation (digID mini+)</td>
<td>A workstation to collect biographical information and to capture digital fingerprint images, with capability to submit and retrieve results from local, state, and federal AFIS system of choice. The workstation includes: - a digID mini+ livescan device; a 500 ppi, single USB, Autocapture, USB-IF and FBI certified product. This device is configured for dual mode capture - a desktop computer with Windows operating system and a minimum dual core processor, 160GB hard drive, 2.0GB memory - i3’s invize ID software application, configured to the channeler of your choice - standard 1 year warranty - remote installation and training</td>
<td>$5,825.06</td>
</tr>
<tr>
<td>PS-DIGR-00-01-P</td>
<td></td>
<td>Portable Livescan Fingerprint Capture System (digID rugged+)</td>
<td>A portable system to collect biographical information and to capture digital fingerprint images, with capability to submit and retrieve results from local, state, and federal AFIS system of choice. The workstation includes: - a digID rugged+ livescan device; a 500 ppi, single USB, Autocapture, USB-IF and FBI certified product. This device is configured for dual mode capture</td>
<td>$6,410.71</td>
</tr>
<tr>
<td>Part Number</td>
<td>UPC Number</td>
<td>Short Description</td>
<td>Detailed Description</td>
<td>Price</td>
</tr>
<tr>
<td>-------------</td>
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<td>-------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>capture</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- a laptop computer with Windows operating system and a minimum dual core processor, 160GB hard drive, 2.0GB memory</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- i3’s inVize ID software application, configured to the channeler of your choice</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- i3’s unique portable carry case</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- standard 1 year warranty</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- remote installation and training</td>
<td></td>
</tr>
<tr>
<td>DIGM-00-01-P‡</td>
<td>858260005033</td>
<td>digID mini+ Livescan device</td>
<td>A digID mini+ livescan device. This livescan device is configured with dual mode capture, and is a 500 ppi, single USB, Autocapture, USB-IF and FBI certified product.</td>
<td>$1,985.55</td>
</tr>
<tr>
<td>DIGR-00-01-P‡</td>
<td>858260005040</td>
<td>digID rugged+ Livescan device</td>
<td>A digID rugged+ livescan device with additional features for portability. The device is configured with dual mode capture, and is a 500 ppi, single USB, Autocapture, USB-IF and FBI certified product.</td>
<td>$2,315.10</td>
</tr>
</tbody>
</table>
### SIN 811212: Maintenance of Equipment, Repair Services and/or Repair/Spare Parts

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Short Description</th>
<th>Detailed Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>WS-DIGM-P-WARR</td>
<td>Warranty, Maintenance, and Support for Workstation, Livescan Capture, digID mini+</td>
<td>A warranty for 1 additional year for the computer workstation which includes the digID mini+</td>
<td>$1,100.63</td>
</tr>
<tr>
<td>PS-DIGR-P-WARR</td>
<td>Warranty, Maintenance, and Support for Portable Livescan System, digID rugged+</td>
<td>A warranty for 1 additional year for the portable system which includes the digID rugged+</td>
<td>$1,225.81</td>
</tr>
<tr>
<td>DIGM-P-WARR</td>
<td>Warranty, Maintenance, and Support for digID mini+ Livescan device</td>
<td>A warranty for 1 additional year for the digID mini+</td>
<td>$144.68</td>
</tr>
<tr>
<td>DIGR-P-WARR</td>
<td>Warranty, Maintenance, and Support for digID rugged+ Livescan</td>
<td>A warranty for 1 additional year for the digID rugged+</td>
<td>$169.02</td>
</tr>
</tbody>
</table>
INFORMATION TECHNOLOGY CATEGORY
HARDWARE SUBCATEGORY
SIN 811212 Hardware Maintenance Order Terms

1) Service Areas
   a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 100-mile radius of the Contractor’s service points. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

   b) When maintenance and/or 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:

<table>
<thead>
<tr>
<th>3120 Commerce Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Blacksburg</td>
</tr>
<tr>
<td>Virginia</td>
</tr>
<tr>
<td>24060</td>
</tr>
</tbody>
</table>

2) Loss or Damage
   When the Contractor moves equipment to its location 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.

3) 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 the Information Technology Category.

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

ii) 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 warranty or maintenance responsibility prior to the effective date of the maintenance order.

iii) If the equipment was not under the Contractor 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 the contract.

4) Responsibilities
   a) For equipment not covered by a maintenance contract or warranty, repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.
   b) If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Ordering Activity and the Contractor.

5) 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.

   i) Regular Hours: The basic hourly 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.

   ii) 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 GSA Price List (I-FSS-600 CONTRACT PRICE LISTS
(OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

iii) Travel and Transportation: If any charge is to apply, over and above the regular maintenance rates, due to the distance between the ordering activity location and the Contractor/OEM’s service area, the charge will be negotiated at the Task Order level.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicate if there will be an additional charge for travel and transportation.</td>
<td>As per government approval.</td>
<td></td>
</tr>
</tbody>
</table>

b) Quantity Discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity shall be provided below.

<table>
<thead>
<tr>
<th>Quantity Range</th>
<th>Discounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-25 Units</td>
<td>10%</td>
</tr>
<tr>
<td>26-100 Units</td>
<td>15%</td>
</tr>
<tr>
<td>100+ Units</td>
<td>23%</td>
</tr>
</tbody>
</table>
INFORMATION TECHNOLOGY CATEGORY
HARDWARE SUBCATEGORY
SIN 811212 Hardware Repair Service Order Terms

1) Service Areas
   a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 100 mile radius of the Contractor service points. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

   b) When maintenance and/or 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:

```
3120 Commerce Street

<table>
<thead>
<tr>
<th>Address</th>
<th>Virginia</th>
<th>24060</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blacksburg</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>State</td>
<td>Zip Code</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

2) Loss or Damage
   When the Contractor moves equipment to its location 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.

3) 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 the Information Technology Category.

   b) Equipment placed under maintenance and/or service shall be in good operating condition.
i) 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.

ii) 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 warranty or maintenance responsibility prior to the effective date of the maintenance order.

iii) If the equipment was not under the Contractor 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 the contract.

4) Responsibilities

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

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

5) Repair Service Rate Provisions

   a) 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 the 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) At the Contractor’s Facility
   i) When equipment is returned to the Contractor’s Facility 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.
   ii) The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without prior consultation and instruction.

d) At the Ordering Activity Location (Within Established Service Areas)
   i) 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.

e) At the Ordering Activity Location (Outside Established Service Areas)
   i) If repairs are to be made at the ordering activity location, and the location is outside the service area terms defined in the GSA Price list. Rates negotiated at the task order will apply.
   ii) 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.

f) Labor Rates
   i) Regular Hours: Contract rates 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 at the convenience of the Contractor outside the regular hours.

ii) After Hours: Should the ordering activity require that service be performed outside of regular hours, charges for such service, if any, will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

iii) 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 shall apply, and will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

### Repair Service Rates

<table>
<thead>
<tr>
<th></th>
<th>Minimum Charge</th>
<th>Hourly Rate - Regular Hours</th>
<th>Hourly Rate - After Hours</th>
<th>Hourly Rate - Sunday and Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor/OEM Facility</td>
<td>$125.00</td>
<td>$125.00</td>
<td>$187.50</td>
<td>$250.00</td>
</tr>
<tr>
<td>Ordering Activity Location (Within Established Service Areas)</td>
<td>$250.00</td>
<td>$125.00</td>
<td>$187.50</td>
<td>$250.00</td>
</tr>
<tr>
<td>Ordering Activity Location (Outside Established Service Areas)</td>
<td>$500.00</td>
<td>$125.00</td>
<td>$187.50</td>
<td>$250.00</td>
</tr>
</tbody>
</table>

*MINIMUM CHARGES INCLUDES 1 FULL HOUR ON THE JOB

4) Repair Parts/Spare Parts Rate Provision
   a) All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in the GSA Price list shall be new, standard parts manufactured by the OEM.
   b) All parts shall be furnished at the prices indicated in the Contractor's commercial pricelist dated February 2021, at a discount of 5% from such listed prices.