



**AUTHORIZED FEDERAL SUPPLY SERVICES - MULTIPLE AWARD SCHEDULE (MAS)
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE, AND SERVICES
PRICELIST**

Special Item No. 33411 New IT Hardware/Equipment
Special Item No. 811212 Maintenance Repair Services
Special Item No. 511210 Term Software Licenses
Special Item No. 511210 Perpetual Software Licenses
Special Item No. 54151 Maintenance of Software
Special Item No. 611420 Training Courses
Special Item No. 5415S Information Technology Professional Services

FPDS Code D301 IT Facility Operations and Maintenance
FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 IT Network Management Services
FPDS Code D317 Automated News Services, Data Services, or Other Information Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified



www.E-9Corporation.com

Service-Disabled Veteran-Owned Small Business

**E-9 Corporation
5285 Shawnee Road, Suite 500
Alexandria, Virginia 22312
571-451-0874**

Contract Number: GS-35F-0377S
Period Covered by Contract: April 25, 2006 – April 24, 2021
General Services Administration Federal Supply Service

Pricelist current through MAS Mod A812 and Mod #PO-0041, dated March 10, 2020.

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

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INFORMATION FOR ORDERING OFFICES**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 micro-purchase 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 (<http://www.gsaadvantage.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 micro-purchase 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. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):

33411 – PURCHASE OF NEW EQUIPMENT, 811212 – MAINTENANCE OF EQUIPMENT, REPAIR SERVICES AND/OR REPAIR/SPARE PARTS, 511210 – TERM SOFTWARE LICENSE, 511210 – PERPETUAL SOFTWARE LICENSE, 54151 – MAINTENANCE OF SOFTWARE AS A SERVICE, 611420 TRAINING COURSES, 5415S – IT PROFESSIONAL SERVICES

1b. LOWEST PRICE MODEL NUMBER AND PRICE FOR EACH SIN: See attached pricelist for details.

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

The maximum order value for the following Special Item Numbers (SIN) is:

Special Item Number 33411	New IT Equipment - \$500,000
Special Item Number 811212	Maintenance Repair - \$500,000
Special Item Number 511210	Term Software Licenses - \$500,000
Special Item Number 511210	Perpetual Software Licenses - \$500,000
Special Item Number 54151	Maintenance of Software - \$500,000
Special Item Number 611420	Classroom Training - \$25,000
Special Item Number 5415S	Information Technology (IT) Professional Services - \$500,000

3. MINIMUM ORDER: The minimum value of orders to be issued is \$100 unless otherwise agreed to by the Government and the Contractor.

4. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

5. **POINT OF PRODUCTION:** Not Applicable
6. **DISCOUNT FROM LIST PRICES:** Prices shown are NET Prices.
7. **QUANTITY DISCOUNTS:** None
- 7a. **VOLUME DISCOUNTS:** Additional 1% discount for a single order >\$100,000.00 (SIN 511210)
8. **PROMPT PAYMENT:** Net 30 days from receipt of invoice or date of acceptance, whichever is later.
9. **GOVERNMENT PURCHASE CARDS:** Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase 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.
- 9a. Government Education Institutions: Same discounts as all other Government customers.
- 9b. Other: None
10. **FOREIGN ITEMS:** Not Applicable
- 11a. **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)
33411	As negotiated between E-9 Corporation and government agency
811212	As negotiated between E-9 Corporation and government agency
511210	As negotiated between E-9 Corporation and government agency
511120	As negotiated between E-9 Corporation and government agency
54151	As negotiated between E-9 Corporation and government agency
611420	As negotiated between E-9 Corporation and government agency
5415S	As negotiated between E-9 Corporation and government agency

- 11b. **EXPEDITED DELIVERY:** Not Applicable
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Not Applicable
- 11d. **URGENT REQUIREMENTS:** When the Federal Supply Service contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor to obtain 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 agency, any order(s) placed pursuant to the agreed upon accelerated delivery time shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. **FOB POINT:** Destination

13a. **ORDERING ADDRESS:** E-9 Corporation, 5285 Shawnee Road, Suite 500, Alexandria, VA 22312

The following telephone numbers can be used by ordering agencies to obtain technical and/or ordering assistance:

(571) 451-0857

Fax: 1-888-491-0053

13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS: E-9 Corporation, 5285 Shawnee Road, Suite 500, Alexandria, VA 22312 or as indicated on the invoice.

15. WARRANTY/GUARANTEE PROVISION: 1 Year. See Terms and Conditions specific to SINs 511210 and 54151.

16. EXPORT PACKING CHARGES: Not Applicable

17. LIST OF PARTICIPATING DEALERS: Not Applicable

18. ENVIRONMENTAL ATTRIBUTES: Not Applicable

19. SECTION 508 COMPLIANCE

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

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

20. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to Government personnel or damage to Government 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.

21. DUNS NUMBER: 55-566-2696

21a. TAX PAYER IDENTIFICATION NUMBER (TIN): 54-2069744

21b. BUSINESS SIZE: Small Business

21c. CAGE CODE: 49J89

21d. Contractor is registered in the System for Award Management (SAM) Database.

22. 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.

23. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY 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.

24. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: Federal departments and agencies 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 offices, shall be responded to promptly by the Contractor.

25. 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.

26. 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.

27. 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.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

- (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 government by labor laws (usually assed a time and a half of the labor rate).

28. CONTRACT ADMINISTRATION FOR ORDERING OFFICES

Any ordering office, 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 (1) Termination for the Government's convenience, and (m) Termination for Cause (See C.1.)

29. 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.gasadvantage.gov>

30. 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.

For administrative convenience, an ordering office 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 office 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.

31. 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, or 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.

32. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

NONE.

Upon request of the Contractor, the Government may provide the Contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government 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.

33. 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. Ordering activities shall follow FAR 8.405.3 when creating and implementing BPAs.

34. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all the terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74; Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

35. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 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 receive 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 furnishing 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 apply.

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 33411.

36. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

- a. A copy of the authorization from the Agency 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.

37. 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.

38. 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>.

39. 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 NEW EQUIPMENT(SPECIAL
ITEM NUMBER 33411)**

1. MATERIAL AND WORKMANSHIP

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

2. ORDER

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

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

3. TRANSPORTATION OF EQUIPMENT

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

4. INSTALLATION AND TECHNICAL SERVICES

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

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 33411 or SIN 132-9.

c. **OPERATING AND MAINTENANCE MANUALS.** The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

5. INSPECTION/ACCEPTANCE

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

6. WARRANTY

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

Commercial warranty for these products are one year from the date of installation.

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: _____.

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).

10. PRICING SPECIAL ITEM NUMBER 33411

Special Item Number: 33411 IT Hardware/Equipment
August 15, 2013 - April 24, 2021

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost w/IFF
InterActMobile				
1	Advanced Authentication Gold Token - Starter Pack	MC-GOLD-STARTER	Each	\$ 931.95
2	Advanced Authentication Hard Token - Starter Pack-Includes 5 tokens	MC-HARD-STARTER	Each	\$ 833.85
3	Advanced Authentication Soft Token - Starter Pack	MC-SFT-STARTER	Each	\$ 693.71
4	GPS Hardware	MC-GPS	Each	\$ 134.75
5	Advanced Authentication Gold Token	MC-GOLD-TFT	Each	\$ 129.36
6	Advanced Authentication Hard Token - Premier Access	MC-PCKT-TFT	Each	\$ 118.58
7	Advanced Authentication Hard Token - eToken SW2008	MC-S2008-TFT	Each	\$ 80.85
8	Advanced Authentication Messaging (only)	MC-SFT-MSG	Each	\$ 17.79



TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, RADIO/TELEPHONE 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 811212)

1. SERVICE AREAS

a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a _____ (**insert miles**) 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 negotiated at the Task Order level.

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

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 811212). 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 811212 (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.
- c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

7. RESPONSIBILITIES OF THE CONTRACTOR

- a. For equipment not covered by a maintenance contract or warranty, 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.
- 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 Agency and the Contractor.

8. MAINTENANCE RATE PROVISIONS

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

b. **REGULAR HOURS**

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

c. **AFTER HOURS**

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

d. **TRAVEL AND TRANSPORTATION**

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

*****If there is no additional charge, indicate “none” in the space provided above.*****

e. **QUANTITY DISCOUNTS**

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

Quantity Range	Discounts
_____ Units	_____ %
_____ Units	_____ %
_____ Units	_____ %

9. REPAIR SERVICE RATE PROVISIONS

a. **CHARGES.** Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b. **MULTIPLE MACHINES.** When repairs are ordered by a ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c. **TRAVEL OR TRANSPORTATION**

(1) **AT THE CONTRACTOR'S SHOP**

(a) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the

ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.

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

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

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

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

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

(b) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing 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	_____	_____	_____	_____

ORDERING ACTIVITY LOCATION
(WITHIN ESTABLISHED
SERVICE AREAS) _____

ORDERING ACTIVITY LOCATION
(OUTSIDE ESTABLISHED
SERVICE AREAS) _____

*MINIMUM CHARGES INCLUDE ___ FULL HOURS ON THE JOB.

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

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated _____, at a discount of _____% from such listed prices.

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

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of _____ ****insert commercial warranty****.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period _____ ****insert commercial warranty****.

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.

13. SPECIAL ITEM NUMBER: 811212 Maintenance Repair Services

August 15, 2013 - April 24, 2021

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost w/IFF
InterActMobile				
1	Advanced Authentication Gold Token - Starter Pack	M-MC-GOLD-STARTER	Each	\$ 186.39
2	Advanced Authentication Hard Token - Starter Pack-Includes 5 tokens	M-MC-HARD-STARTER	Each	\$ 166.77
3	Advanced Authentication Soft Token - Starter Pack	M-MC-SFT-STARTER	Each	\$ 138.74
4	GPS Hardware	M-MC-GPS	Each	\$ 9.43
5	Advanced Authentication Gold Token	M-MC-GOLD-TFT	Each	\$ 25.87
6	Advanced Authentication Hard Token - Premier Access	M-MC-PCKT-TFT	Each	\$ 23.72
7	Advanced Authentication Hard Token - eToken SW2008	M-MC-S2008-TFT	Each	\$ 16.17
8	Advanced Authentication Messaging (only)	M-MC-SFT-MSG	Each	\$ 3.56

TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210) AND MAINTENANCE (SPECIAL ITEM NUMBER 54151) 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. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. 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.

*i. **Software Warranty.** For each supported License, the manufacturer warrants for a period of one year from the date such license is acquired that the Software, unless modified by Customer, will perform in accordance with the Documentation. The software manufacturer will undertake to correct any reported error in accordance with its Customer Support Guide.*

*ii. **Services Warranty.** The manufacturer warrants that: (i) it will perform the services ordered hereunder in a professional and workmanlike manner; and (ii) the project deliverables delivered in the context of any professional services ordered hereunder will perform substantially in accordance with the specifications set forth in the applicable Statement of Work and/or the applicable user documentation delivered therewith for a period of 30 days after delivery of same to Customer.*

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.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1-800-274-2911 or direct 678-418-8911 option 3 and email support technicalsupport@interactsys.com for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available 24 hours a day 7 days a week.

5. SOFTWARE MAINTENANCE

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

X 1. Software Maintenance as a Product

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support

includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

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

_____ 2. Software Maintenance as a Service

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

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

6. PERIODS OF TERM LICENSES (511210) AND MAINTENANCE (54151)

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

b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. **Annual Funding.** When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance are to be continued during any remainder of the contract period.

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

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance are to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

7. UTILIZATION LIMITATIONS - (511210 and 54151)

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.

8. SOFTWARE CONVERSIONS - (511210)

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, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

9. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The equipment on which this software is used is Microsoft-based Servers, Personal/Desktop Computers, and Laptop computers.

10. RIGHT-TO-COPY PRICING

There is no discount pricing offered for right-to-copy licenses.

11. DESCRIPTION OF SERVICES

A. SIN 511210 – Description of Products and Services. The following describes the products available under this contract:

[InterAct Computer-Aided Dispatch \(CAD\) Server Software](#)

CAD-SVR-LIC InterAct CAD Server Software License

Computer-Aided Dispatch software for the server in a client/server computer environment. InterAct CAD software provides for the receipt and management of 911 emergency calls and for the dispatch of police, fire, EMS, and other responders to the calls.

CAD-INT-Z25 InterAct CAD Model 25 Interface

Software module that provides an interface to the Zetron Model 25 telephony product from Zetron, Inc.

CAD-INT-Z26 InterAct CAD Model 6/26 Interface

Software module that provides an interface to the Zetron Model 6/26 telephony product from Zetron, Inc.

[InterAct CAD Client Software](#)**CAD-CLNT-DISP InterAct CAD Client License**

Computer-Aided Dispatch software for the client workstation in a client/server computer environment. InterAct CAD software provides for the receipt and management of 911 emergency calls and for the dispatch of police, fire, EMS, and other responders to the calls.

CAD-MDC InterAct Mobile CAD User Access License

Software license that is required for use of the InterAct Mobile Client software.

CAD-CLNT-PQAINTE InterAct CAD ProQA Interface (1 per client)

This software license is required to interface CAD to Priority Dispatch ProQA software from Priority Dispatch Corporation.

CAD-INT-EMD InterAct CAD EMD Interface

This software license is required to interface CAD to APCO (Association of Public Safety Communications Officials, International) EMD (Emergency Medical Dispatch) software.

[InterAct WebCAD](#)**CAD-SVR-WBCAD InterAct WebCAD Server Module (10 clients)**

WebCAD server module software is a web-based version of InterAct's Computer-Aided Dispatch software, which allows you to monitor incidents using an Internet connection while you are on the road, at a remote office, or in the field.

CAD-SVR-INCID InterAct WebCAD Incident Entry Module

Software module that allows WebCAD users to create CAD calls from the application.

CAD-CLNT-WBCAD InterAct WebCAD Client (additional 10 clients)

WebCAD client module software is a web-based version of InterAct's Computer-Aided Dispatch software, which allows you to monitor incidents using an Internet connection while you are on the road, at a remote office, or in the field.

[InterAct GEO911 Server Software](#)**GIS-SVR InterAct GEO911 Server Software License**

Server software for Geographic Information System (GIS). GIS works with CAD to graphically display and manage calls for service. Supports maps and aerial photographs. Provides the ability to show caller location and track responders when Automatic Vehicle Locator (AVL) software is used.

GIS-SVR-AVL InterAct AVL Server License

Server software for Automatic Vehicle Locator (AVL). Combines devices such as Global Positioning System (GPS) receivers, with wireless communication systems to provide emergency services dispatchers with the locations of vehicles such as squad cars, fire engines, ambulances or other responding vehicles.

InterAct GEO911 Client Software

GEO-CLNT-SL InterAct GEO911 Client License

Client software for Geographic Information System (GIS). GIS works with CAD to graphically display and manage calls for service. Supports maps and aerial photographs. Provides the ability to show incident location and track responders when Automatic Vehicle Locator (AVL) software is used.

Requires one (1) License of ESRI Map Objects software, a powerful collection of embeddable mapping and GIS components for application development/customization from Environmental Systems Research Institute, Inc. (ESRI).

GIS-CLNT-AVL InterAct AVL Client License

Client software for Automatic Vehicle Locator (AVL). Combines devices such as Global Positioning System (GPS) receivers, with wireless communication systems to provide emergency services dispatchers with the locations of vehicles such as squad cars, fire engines, and ambulances.

GIS-ESRI ESRI ArcView (Current Release)

Full-featured geographic information system (GIS) software for visualizing, managing, creating, and analyzing geographic data. Designed for the desktop.

InterAct NCIC

CAD-SRVR-NCIC InterAct CAD NCIC Query Only Server Module

Server software for InterAct's data-sharing capability for the National Crime Information Center (NCIC). Allows a user to query the NCIC, a nation-wide, computerized database of information collected by criminal justice agencies.

CAD-CLNT-NCIC InterAct CAD NCIC Query Only Client License

Client software for InterAct's data-sharing capability for the National Crime Information Center (NCIC). Allows a user to query the NCIC, a nation-wide, computerized database of information collected by criminal justice agencies.

CAD-SRVR-NCIC2 InterAct NCIC Entry/Update Server Upgrade Module

Server software that allows users to submit information to state and national databases using multiple parameters and criteria in various categories. (Query Only Module Required)

CAD-CLNT-NCIC2 InterAct NCIC Entry/Update Client Upgrade License

Client software that allows users to submit information to state and national databases using multiple parameters and criteria in various categories. (Query Only Client License Required)

InterAct Mobile Software

GEO-MDC InterAct GEO 911 MDC Software License

Client software for Geographic Information System (GIS). GIS works with MDC (Mobile Data Connection) to graphically display and manage calls for service. Supports maps and aerial photographs. Provides the ability to show incident location and track responders when Automatic Vehicle Locator (AVL) software is used. Requires one (1) License of ESRI Map Objects software, a powerful collection of embeddable mapping and GIS components for application development/customization.

MC-SERVER InterAct Mobile Server License

Sever software for InterAct's Mobile Data Application.

MC-CLNT InterAct Mobile Client License Client License

Client software for InterAct's Mobile Data Application.



MC-CLNT-SAAS InterAct Mobile Subscription – ILEDDS Host

Client software for InterAct’s Mobile Data Application, licensed under a subscription licensing model.

AVL:

MC-CLNT-AVL AVL Client License

Client software for InterAct’s Automatic Vehicle Location (AVL), a tool which allows AVL equipped vehicles to be tracked on a map.

InterAct Online RMS

OL-RMS InterAct Online RMS user License

Client software license for InterAct Online Records Management System.

Jailtracker

JT-BASE InterAct Jailtracker

Base Jailtracker License. May be purchased with other Jailtracker modules.

B. SIN 54151 - Annual support and maintenance consists of:

- (i) 24x7 reasonable telephone/email support;
- (ii) correction of errors to keep the Software in conformance with the applicable user documentation; and
- (iii) any updated, release versions of the Software provided by InterAct to its general customer base subscribing to Maintenance at no additional charge.

12. MASTER PURCHASE & LICENSE AGREEMENT

**INSTRUCTIONS FOR COMPLETING - INTERACT PUBLIC SAFETY SYSTEMS
Master Purchase, License & Services Agreement**

This Agreement should be used for GSA Customers (“Customer”) purchasing standard products and services and should be presented to a potential Customer early in the process to afford adequate time for review. The file is partially protected so information can be filled in electronically in the appropriate sections provided and forwarded electronically or by hard copy to Customer.

**InterAct Public Safety Systems
MASTER PURCHASE, LICENSE & SERVICES AGREEMENT**

This Master Purchase, License & Services Agreement which includes the attached Exhibits (this “Agreement”) is between COLOSSUS, INCORPORATED, a North Carolina corporation d/b/a InterAct Public Safety Systems (“InterAct”), and the GSA Customer (“Customer”). This Agreement sets forth the terms and conditions under which InterAct will furnish the InterAct Offerings described on a GSA Customer Purchase Order (“Order”) and/or Statement of Work executed by the Parties to Customer.

The attached Exhibits include:

- Exhibit A.....INTENTIONALLY OMITTED
- Exhibit B.....STANDARD SOFTWARE MAINTENANCE AGREEMENT
- Exhibit C-1.....EQUIPMENT HELP DESK SUPPORT GUIDE
- Exhibit C-2.....INTENTIONALLY OMITTED

By signing below, each of us agrees to the terms and conditions of this Agreement together with the attached Exhibits.



ACKNOWLEDGED AND AGREED TO BY: COLOSSUS, INCORPORATED d/b/a InterAct Public Safety Systems (InterAct) GSA Customer

By: _____	By: _____
	Authorized Signature Title
Name: <u>Cindy Williams</u>	By: _____
General Counsel & Secretary	Authorized Signature Title
Date: _____	Date: _____

1. Definitions.

"AFFILIATE" shall mean the following, as applicable:

If Customer is an agency or department of a state, then "Affiliate" shall mean any other agency or department of such state and any county, city, town or municipality in such state. If Customer is a Council of Governments, then "Affiliate" shall mean any governmental body or entity on behalf of which Customer is entering into this Agreement, provided that Customer has disclosed the identity of such governmental body or entity to InterAct prior to the execution hereof.

"APPLICATION RELATED SOFTWARE" shall mean all computer software developed by InterAct and/or InterAct's partners, resellers, Original Equipment Manufacturers ("OEM") or distributors for which said computer software is designed to help the end-user to perform specific tasks, and which computer software is listed on a GSA Customer Purchase Order ("Order"). Examples include, but are not limited to, InterActCAD, InterActGIS, InterActMobile, InterActNG911, InterActJMS, etc.

"AUTHORIZED COPIES": Except as provided in Section 2, the only authorized copies of the Software and Documentation are the copies of each application software package defined in this Paragraph. They are:

- a. The single copy of the Software and the related Documentation delivered by InterAct under this Agreement; and
- b. Any additional copies made by Customer as authorized under Section 2

"CONFIDENTIAL INFORMATION": Information disclosed or obtained by one party in connection with, and during the term of, this Agreement and designated as "Confidential" by the party claiming confidentiality at the time of disclosure. Confidential Information does not include any information which was previously known to the other party without obligation of confidence or without breach of this Agreement, is publicly disclosed either prior or subsequent to the other party's receipt of such information, or is rightfully received by the other party from a third party without obligation of confidence.

"CUSTOMER LIAISON": A Customer employee assigned to act as liaison between Customer and InterAct for the duration of the Agreement. Within ten (10) days of the Effective Date, Customer shall notify InterAct of the name of the Customer Liaison.

"CUT LIVE" shall mean the moment a Customer processes a live 911 dispatch call through its System.

"DOCUMENTATION" shall mean the reference, installation, administrative and programmer manuals relating to the use of the Software delivered by InterAct to Customer with the Software. Documentation shall not include marketing materials.

"EFFECTIVE DATE" shall mean the latter of the two dates in the above signature block.

"EQUIPMENT" shall mean the hardware components described on a Purchase Order and Third Party Software product(s) that are supplied by InterAct to Customer hereunder. All Equipment is manufactured and/or distributed by third parties. See Section 9.c and Exhibit C-2 for Warranty information.

"GSA Customer Purchase Order" ("Purchase Order" or "Order") shall mean an order placed by the GSA Customer under the GSA Schedule Contract for goods or services in accordance with the ordering procedures set forth in FAR part 8.4.

"SERVICES" has the meaning set forth in Section 10 below.

"SITE" shall mean a specific, physical location of Customer's business at which the System is deployed as set forth in the applicable Purchase Order.

"SOFTWARE" shall mean all or any portion of the Application Related Software product(s) and Documentation provided by InterAct to Customer, whether in machine-readable or printed form, which application software product(s) are listed in the applicable Purchase Order and all corrections, updates, upgrades, and enhancements thereto.

"SSMA": The InterAct Standard Software Maintenance Agreement as set forth in Exhibit B.

"STATEMENTS OF WORK" or "SOWs" shall mean written statements of work which are signed by InterAct and Customer (or a Customer Affiliate) describing the work to be performed, as required by the Contracting Officer. If an SOW is required, it will

be filed with the Contracting Officer along with Orders for professional services to be performed by InterAct under this Agreement.

"SUPPORTED EQUIPMENT" shall mean Equipment for which Customer is entitled to receive Equipment Help Desk Support.

"SUPPORTED SOFTWARE" shall mean Software for which Customer is entitled to receive Software Maintenance.

"SYSTEM" shall mean the Equipment, Software, Third Party Software and Services described in the applicable Purchase Order or Statement of Work.

"SUBSYSTEM" shall mean a component of the System comprised of the Software separately noted on the Purchase Order Summary and the Equipment, Third Party Software and Services associated with that separately noted Software.

"SYSTEM CHARGE" shall mean collectively, as specified in each Purchase Order or Statement of Work (as applicable), the Equipment cost, fees for Software and Third Party Software licenses and fees for installation, training and other services based on the prices listed in the GSA Schedule Pricelist.

"THIRD PARTY SOFTWARE" shall mean the software necessary for the Equipment to function properly to allow the Application Related Software to operate on the Equipment, and shall include (I) Open Source software provided to Customer by InterAct; (II) operating system software and database software; and (III) Software that the copyrights therein are owned by a party other than InterAct and installed on or included with Equipment at the time that such Equipment is purchased by InterAct. This definition of Third Party Software expressly excludes any products that are considered Application Related Software.

"UPGRADE" shall mean any enhanced and/or improved versions of the Software released after execution of this Agreement.

2. **Software License and Restrictions.** InterAct grants to Customer a perpetual (subject to Paragraph 13), non-exclusive and non-transferable license to install and permit its employees, agents, consultants and/or independent contractors (collectively referred to as "personnel," or Users") to use the Software solely for Customer's internal purposes. Customer shall not sublicense, redistribute or otherwise allow third parties, other than its duly licensed personnel to use the Software, directly or indirectly, whether on a time sharing, remote job entry or service bureau arrangement or otherwise. Customer will not engage any third party to host the Software for Customer's use, nor will Customer host for others or otherwise make the Software available for use by others. Customer will not modify or prepare derivative works of the Software. Customer will not reverse compile, reverse engineer or reverse assemble the Software or otherwise attempt to derive or obtain any portion of the Software source code.
3. **Sale of Equipment.** InterAct will sell to Customer the Equipment specified in a Purchase Order. Customer agrees that each Purchase Order incorporates by reference the terms and conditions of this Agreement and constitutes a separate sale agreement for the Equipment described therein. InterAct will deliver and Customer will accept delivery of the Equipment, subject to its acceptance rights as stated in the FAR and the underlying GSA Schedule Contract at the location set forth in the Purchase Order. InterAct will use reasonable efforts to meet any delivery dates set forth in a Purchase Order. InterAct will pack and seal the Equipment, or will cause the manufacturer to do so, in accordance with any procedures required by the manufacturer to remain eligible for the manufacturer's maintenance agreement.
4. **Installation and Training.** InterAct will provide the installation services and training services specified in a Purchase Order or Statement of Work. Customer will provide prompt and reasonable access to Customer's information, documentation, facilities, equipment, hardware and personnel as requested by InterAct to facilitate InterAct's performance of the installation services and training services.
5. **Maintenance & Equipment Help Desk Support.**
 - a. **Software Maintenance.** Subject to Customer's execution of a new or modified Purchase Order, InterAct will provide maintenance, software correction and support services for the Software, excluding Third Party Software and Project Deliverables, (such services, "Software Maintenance") during the term of Customer's SSMA and the warranty period preceding it. Software Maintenance will be provided in accordance with InterAct's SSMA, in effect as of the Effective Date and attached hereto as Exhibit B.
 - b. **Equipment Help Desk Support.** Subject to Customer's execution of a new or modified Purchase Order, InterAct will provide Help Desk Support services for the Equipment ("Equipment Help Desk Support") to Customer for such periods as may be mutually agreed upon (each an "Equipment Help Desk Support Period"). Equipment Help Desk Support will be provided in accordance with InterAct's Equipment Help Desk Support Guide which is attached hereto as Exhibit C-1.
 - c. **No Additional Maintenance.** InterAct will have no obligation to provide any maintenance or support services beyond such Software Maintenance and Equipment Help Desk Support as Customer may be entitled to receive by virtue of having executed a new or modified Purchase Order unless such maintenance or support services are expressly set forth therein or in a Statement of Work.
 - d. **Maintenance Lapse.** Customer will not be eligible to receive Software Maintenance or Equipment Help Desk Support unless Customer has received such maintenance continuously from the Effective Date or Customer first pays to InterAct the fees that would have been paid to InterAct by Customer for any period in which Customer did not elect to receive such maintenance. If this Agreement terminates or Customer discontinues Software and/or Equipment Help Desk Support for any reason, and then subsequently desires (with InterAct's permission) to purchase or reactivate Software and/or Equipment Help Desk Support in the future, such repurchase or reactivation will be at the GSA Schedule Pricelist

rates at the time of repurchase or reactivation. However, in the event the Software and/or Equipment has been updated or replaced by InterAct in the interim period, InterAct will have to install the new/updated Software and/or Equipment.

6. **Fees & Additional Purchases.** Fees shall be in accordance with the negotiated Order based on the GSA Schedule Price List and/or the pricing terms and conditions under the GSA Schedule Contract.

7. **Confidentiality.**

a. Subject to the requirements of the Freedom of Information Act (FOIA), each party shall hold all Confidential Information in trust and confidence for the party claiming confidentiality and not use such Confidential Information absent express written consent by the party claiming confidentiality. The other party agrees not to disclose any such Confidential Information, by publication or otherwise, to any other person or organization. Customer agrees to timely notify InterAct of any request(s) made for disclosure of confidential information.

b. Customer hereby acknowledges and agrees that all Licensed Products are Confidential Information and proprietary to InterAct. In addition to the other restrictions set forth elsewhere in this Agreement or otherwise agreed to in writing, Customer agrees to implement all reasonable measures to safeguard InterAct's proprietary rights in the InterAct Licensed Products including without limitation the following measures:

- (i) Customer shall only permit access to the InterAct Licensed Products to those personnel who require access and only to the extent necessary to perform Customer's internal processing needs; and
- (ii) Customer shall not permit removal of copyright or confidentiality labels or notifications from InterAct's proprietary materials.

c. In the event that a party is required by law to disclose Confidential Information, the Receiving Party shall provide the Disclosing Party with prompt prior notice of such pending disclosure so that the Disclosing Party may seek a protective order or other appropriate remedy and/or waive compliance with the provisions of this Agreement. The Receiving Party shall cooperate with any attempts by the Disclosing Party to obtain such protective order or other appropriate remedy. In the absence of a protective order or a receipt of a waiver, the Receiving Party agrees to furnish only that portion of the Confidential Information that it is legally required to disclose and such disclosure shall not be a breach of this Agreement.

d. Notwithstanding the foregoing: nothing herein shall be construed as to prevent InterAct or its personnel from providing services or developing materials that are similar or identical to or competitive with those developed or provided under this Agreement; InterAct may disclose Customer's Confidential Information to contractors engaged by InterAct to assist in the performance of any Services hereunder; InterAct may disclose to its licensors, Customer's identity and such other information regarding Customer's use of the Software as such licensors may require be disclosed by InterAct; and InterAct may use any ideas, concepts, know-how and techniques used, discovered or reduced to practice while furnishing InterAct Offerings to Customer for the benefit of InterAct and other InterAct customers, as long as it does so in an anonymous format.

e. When the end user is an instrumentality of the U.S. Government, neither this EULA nor the Schedule Pricelist shall be deemed "confidential information" notwithstanding marking to that effect. Notwithstanding anything in this Agreement to the contrary, the GSA Customer may retain such Confidential Information as required by law, regulation or its bona fide document retention procedures for legal, regulatory or compliance purposes; provided however, that such retained Confidential Information will continue to be subject to the confidentiality obligations of this Agreement. InterAct recognizes that courts of competent jurisdiction may require certain information to be released.

8. **Ownership.**

a. Except for the limited license set forth herein, all rights, title and interest to and in the Software and Services, including without limitation all trademarks, service marks, patents, copyrights, trade secrets and other proprietary rights therein, are reserved and will remain the exclusive property of InterAct or its licensors. Customer will not take any action that jeopardizes InterAct's or its licensors' proprietary rights. Customer acknowledges and agrees that it acquires no right in the Software, except the limited use license specified in Section 2 above. InterAct will own all rights in any Authorized Copies of the Software made by Customer.

9. **Warranty, Indemnity, Remedies.**

a. **Software Warranty.** InterAct warrants, for Customer's benefit only, that Supported Software will perform substantially in accordance with the Documentation for a period of one year after the date on which Customer's license for such Supported Software is first acquired. InterAct's warranty shall not apply to Supported Software that has been modified by Customer or third parties, or to Supported Software that is installed on computer systems not approved by InterAct. Customer agrees to notify InterAct in writing before expiration of the warranty period of the failure of any Supported Software to satisfy the foregoing warranty and, after verification thereof by InterAct, InterAct will undertake to correct any reported error in accordance with its Software Maintenance Guide. Customer acknowledges that the Software may not satisfy all of Customer's requirements and the use of the Software may not be uninterrupted or error-free. InterAct warrants, for Customer's benefit only, that it possesses the necessary intellectual rights to license to Customer the Supported Software provided hereunder.

- b. Services Warranty.** InterAct warrants that: (i) it will perform the Services in a professional and workmanlike manner; and (ii) the Project Deliverables will be performed substantially in accordance with the specifications set forth in the applicable Order and/or Statement of Work and applicable Documentation for a period of 30 days after delivery to Customer. Customer agrees to notify InterAct in writing before expiration of the warranty period if any Project Deliverable fails to satisfy the foregoing warranty and, after verification thereof by InterAct, InterAct will undertake to correct any reported error in accordance with its Software Maintenance Guide.
- c. Manufacturer's Equipment Warranty.** Customer acknowledges that all Equipment supplied by InterAct hereunder is manufactured by third parties. Customer agrees that the only warranties applicable to the Equipment are such warranties as may be provided by the manufacturers thereof. Such warranties begin the date that Customer accepts the Equipment. InterAct makes no warranty of any kind with respect to any Equipment. For Supported Equipment, InterAct shall during the applicable Equipment Help Desk Support Period, coordinate with the applicable manufacturer to obtain repair or replacement of defective Equipment, all in accordance with the terms and conditions of the Equipment Help Desk Support Guide. For Equipment which is not Supported Equipment, Customer agrees to look solely to the manufacturer with respect to all mechanical, service and other claims and the right to enforce all warranties on such Equipment made by said manufacturer are hereby, to the extent InterAct has the right, assigned to Customer. InterAct is not responsible for modifications to the manufacturer's published warranties, which modifications are determined solely at the discretion of the distributor or manufacturer.
- d. Indemnity.** If a lawsuit is brought against Customer claiming the Software, other than Third Party Software, infringes a U.S. copyright or misappropriates a third party trade secret, InterAct will indemnify Customer in the lawsuit at InterAct's expense. InterAct will pay the damages and costs finally awarded against Customer or agreed upon in settlement in the action, but only if: (i) Customer notifies InterAct in writing promptly upon learning that a claim may be asserted, but in any case not later than five (5) days after Customer receives notice of such lawsuit; (ii) InterAct is given an opportunity to intervene in any suit or claim filed against the GSA Customer, at his own expense, through counsel of his choosing. Nothing contained herein shall be construed in derogation of the U.S. Department of Justice's right to defend any claim or action brought against the U.S., pursuant to its jurisdictional statute 28 U.S.C. §516.
- e. Other Rights.** In the event of a claim under Paragraph 9(d) above, InterAct shall have the rights to: (i) replace the Software alleged to be infringing with non-infringing software that provides substantially the same functionality; (ii) work with the Government to procure for Customer the right to continue using the affected Software; and (iii) if InterAct determines that the foregoing actions set forth in clauses (i) and (ii) of this Paragraph 9(e) are not reasonably practicable or commercially reasonable, terminate Customer's license to use the Software alleged to be infringing and, if such termination occurs before the date that is five (5) years after the date the Software was first licensed by Customer, refund to Customer a pro-rata portion of the license fees paid for the Software depreciated as provided in U.S. Department of Treasury regulations. Paragraph 9(d) and this Paragraph 9(e) state Customer's exclusive remedy, and InterAct's exclusive liability, for any claim of infringement or misappropriation.
- f. Limitations.** InterAct will have no obligation to Customer under this Section 9 if: (i) any portion of the Software has been modified after delivery to Customer by any party other than InterAct (ii) Customer does not promptly install each Upgrade, update and other fix or error correction provided to Customer by InterAct (iii) an alleged infringement or misappropriation or warranty failure is based upon the combination of the Software with any software or equipment not provided to Customer by InterAct; or (iv) an alleged infringement or misappropriation or warranty failure was caused by InterAct's compliance with Customer's instructions or upon the incorporation of computer code or other materials into the Software or Equipment at Customer's request.
- g. Third Party Software.** Customer acknowledges and agrees that Third Party Software provided to Customer by InterAct is not covered by this Agreement. INTERACT PROVIDES THE THIRD PARTY SOFTWARE "AS IS" AND WITHOUT ANY WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED. THE WARRANTIES, INDEMNITIES, AND REMEDIES SET FORTH IN THIS SECTION 9 DO NOT APPLY TO THIRD PARTY SOFTWARE OR ANY BREACH, INFRINGEMENT, OR MISAPPROPRIATION ALLEGED TO BE CAUSED BY THIRD PARTY SOFTWARE. Customer acknowledges it must look exclusively to the manufacturer of the Third Party Software for any warranty, maintenance, support or other service or remedy relating thereto. Software Maintenance does not apply to Third Party Software.
- h. High Risk Activities.** The InterAct Licensed Products or Services may contain technology that is not fault-tolerant and is not designed or intended for use in hazardous environments or other applications requiring fail-safe performance, including without limitation, in the operation of nuclear facilities, aircraft navigation or communication systems, air traffic control, weapons systems, direct life-support machines or any other application in which the failure of the InterAct Licensed Products or Services could lead directly to death, personal injury or severe physical or property damage (collectively, "High Risk Activities"). Customer represents that it is not acquiring any of the InterAct Licensed Products or Services for use with High Risk Activities and Customer agrees that InterAct shall have no liability of any kind relating to any InterAct Licensed Products or Services used in High Risk Activities.
- i. Compliance with Laws.** Customer agrees that it will comply with all U.S. laws and regulations applicable to Customer's use of the Systems, including all applicable U.S. export control laws and U.S. Export Administration Regulations and related Executive Orders.

j. WARRANTY DISCLAIMER. EXCEPT AS EXPRESSLY PROVIDED HEREUNDER, TO THE FULL EXTENT PERMITTED BY APPLICABLE FEDERAL LAW, INTERACT MAKES NO WARRANTIES OR REPRESENTATIONS CONCERNING THE SOFTWARE, EQUIPMENT, INTERACT LICENSED PRODUCTS OR SERVICES OR ANY THIRD PARTY SOFTWARE OR OTHER MATERIALS, SERVICES, INFORMATION OR TECHNOLOGY, AND INTERACT EXPRESSLY DISCLAIMS ALL SUCH WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF CONDITION, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

k. Publication of Data. Customer agrees that it is responsible for the content published on a website hosted by InterAct.

10. Additional Professional Services. InterAct will provide the professional services described in each Order and/or Statement of Work signed by the parties (the "Services"). Customer agrees that each such Order and/or Statement of Work incorporates by reference the terms and conditions of this Agreement and constitutes a separate agreement for the purchase of Services. Any change in the scope of Services must be subject to the execution of a new or modified Order agreed upon in writing by InterAct and Customer. If specified in an Order or Statement of Work, InterAct will provide to Customer, deliverable(s) created specifically for Customer (any such deliverables provided to Customer by InterAct being referred to herein as the "Project Deliverable"). Unless otherwise set forth in an Order or Statement of Work or in this Agreement, Project Deliverables shall be deemed to be part of the Software for purposes of this Agreement. During installation of the System or any Project Deliverables, the Customer shall have the same responsibilities as are outlined in section 7 of the Software Maintenance Guide (See EXHIBIT B, attached) and in section 5 of the Hardware Maintenance Guide (See EXHIBIT C, attached), including but not limited to the Customer's responsibility to provide InterAct with secure high speed remote access to all servers and work stations running the Software. As long as InterAct is in compliance with all of Customer's security requirements, Customer will grant access rights to all InterAct personnel so designated by InterAct to need access rights.

11. Acceptance Testing.

a. Acceptance. Acceptance shall be in accordance with FAR 52.212-4(a), FAR 8.406-2 and the underlying GSA Schedule Contract.

LIABILITY LIMITATION. INTERACT'S ENTIRE LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDIES ARE SET FORTH HEREIN. UNDER NO CIRCUMSTANCES WILL INTERACT BE LIABLE UNDER THIS AGREEMENT FOR ANY CONSEQUENTIAL, INDIRECT, EXEMPLARY, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES OR LOST PROFITS OR COSTS OF COVER, WHETHER FORESEEABLE OR UNFORESEEABLE, REGARDLESS OF WHETHER SUCH DAMAGES ARE ASSERTED TO ARISE OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT, FAILURE OF ANY REMEDY TO ACHIEVE ITS ESSENTIAL PURPOSE OR OTHERWISE, DAMAGES ARISING FROM LOSS OF DATA OR PROGRAMMING, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS AND DAMAGE TO EQUIPMENT. NOTWITHSTANDING THE FORM (E.G., CONTRACT, TORT OR OTHERWISE) IN WHICH ANY LEGAL OR EQUITABLE ACTION MAY BE BROUGHT. IN NO EVENT WILL INTERACT BE LIABLE FOR DAMAGES OR LOSSES THAT EXCEED, IN THE AGGREGATE, THE FOLLOWING FOR EACH RESPECTIVE BREACH OR SERIES OF RELATED BREACHES: (I) WITH RESPECT TO EQUIPMENT, THE PURCHASE PRICE PAID BY CUSTOMER FOR THE EQUIPMENT THAT GAVE RISE TO SUCH DAMAGES OR LOSSES (II) WITH RESPECT TO SOFTWARE, THE LICENSE FEES PAID BY CUSTOMER FOR THE SOFTWARE THAT GAVE RISE TO SUCH DAMAGES OR LOSSES; AND (III) WITH RESPECT TO ANY SERVICES PROVIDED HEREUNDER, THE FEES PAID FOR THE SERVICES THAT GAVE RISE TO SUCH DAMAGES OR LOSSES. PURSUANT TO FAR 52.212-4(f), NEITHER PARTY WILL BE LIABLE FOR ANY DELAYS OR FAILURES IN PERFORMANCE DUE TO CIRCUMSTANCES BEYOND ITS REASONABLE CONTROL THAT COULD NOT BE AVOIDED BY ITS EXERCISE OF DUE CARE. THE FOREGOING EXCLUSION/LIMITATION OF LIABILITY SHALL NOT APPLY TO (1) PERSONAL INJURY OR DEATH RESULTING FROM INTERACT'S NEGLIGENCE; (2) FOR FRAUD; (3) FOR ANY OTHER MATTER FOR WHICH LIABILITY CANNOT BE EXCLUDED BY LAW OR (4) EXPRESS REMEDIES PROVIDED BY THE LAW OR CONTRACT.

12. Term and Termination. The term of this Agreement will commence upon the Effective Date and shall continue until terminated pursuant to the FAR, the underlying GSA Schedule Contract and/or any applicable Purchase Orders (such period, the "Term"). When the end user is an instrumentality of the U.S., recourse against the United States for any alleged breach of this Agreement must be made as a dispute under the contract Disputes Clause (Contract Disputes Act). During any dispute under the Disputes Clause, InterAct shall proceed diligently with performance of this contract, pending final resolution of any request for relief, claim, appeal, or action arising under the contract, and comply with any decision of the Contracting Officer.

a. Customer shall return to InterAct all Licensed Products, including any copies provided to or created by Customer under this Agreement. The Terms and Conditions relating to ownership, warranties, non-recruitment of personnel, confidentiality and non-disclosure, limitation of liability and recoverable damages, dispute resolution and the General provisions will survive termination.

13. Assignment. Customer may not assign this Agreement without the prior written consent of InterAct. Assignment by InterAct is subject to FAR 52.232-23 "Assignment of Claims" (Jan. 1986) and FAR subpart 42.12 "Novation and Change-of-Name Agreements" (Sep. 2013).

14. Customer Liaison and Customer Responsibilities. The successful implementation of the Licensed Products into Customer's environment requires Customer's commitment to and cooperation in the implementation process. Accordingly, Customer hereby agrees to the following:

- a. Customer understands that, even in the event Customer procures its own Equipment, the Licensed Software is designed to run in a specified operating environment which includes hardware, software and related equipment.
- b. Customer is responsible for assuring that the appropriate hardware equipment, related components and all cabling are installed timely and are suitable for the successful installation of the Licensed Software.
- c. Customer agrees to provide the management interface and support necessary to successfully complete the Software's implementation. This support includes upper level management priority setting and timely involvement during and after a change in Customer's organization, Customer's operations and/or after changes in Customer's internal policies or procedures which directly affect the software implementation.
- d. Customer shall assign an upper level employee to serve as the Customer Liaison for the duration of the Licensed Software implementation. If Customer must replace the Customer Liaison for reasons beyond its control, Customer will assign a new Customer Liaison as soon as reasonably possible. InterAct is not responsible for any delay caused directly or indirectly by the reassignment of the Customer Liaison. In addition to other duties and responsibilities, the Customer Liaison shall:
 - (i) provide timely answers to InterAct's requests for information;
 - (ii) coordinate a mutually agreeable implementation and training schedule;
 - (iii) have authority to sign for and obligate Customer to any matters relating to service requests, design documents, performance test documents and/or delivery and service dates;
 - (iv) in situations where Customer's participation is required, provide timely input for systems definition, detail design, and use of the software system.
- e. Customer is responsible for creating and maintaining its master files, tables and the like which includes accurate data entry, accurate file editing and overall file control to assure successful systems performance.
- f. Customer shall provide qualified personnel with sufficient backup to be trained to use the Licensed Software and to interpret the output. Applying the output information in Customer's environment is Customer's sole responsibility.

15. General.

- a. Customer will not knowingly transfer to parties that will subsequently re-export the Software or Equipment to embargoed countries or allow export, directly or indirectly, of any product acquired under this Agreement without first obtaining an export license from the US Department of Commerce or any other agency or department of the United States Government, as required.
- b. All notices required or provided hereunder shall be in writing and will be deemed given as of the day received either by receipted, nationwide overnight delivery service or in the U.S. mails, postage prepaid, certified or registered, return receipt requested, to the addresses and attention of the representatives specified in an applicable Order.
- c. InterAct and Customer are independent parties. Nothing in this Agreement will be construed to make either party an agent, employee, franchisee, joint venturer or legal representative of the other party.
- d. Pursuant to FAR 52.212-4(f), neither Party shall be liable to the other Party or shall be subject to termination of this Agreement by the other Party, for any delay, nonperformance, loss or damage because of reasons beyond its reasonable control including, acts of God, or the public enemy, acts of Government in its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather and delays of common carriers.
- e. When the end user is an instrumentality of the U.S. Government, this is a contract with the U.S. Government and is subject to federal Law, including the Federal Acquisition Regulation. Venue and jurisdiction of any disputes are determined by the applicable federal statute (Contract Disputes Act, Federal Tort Claims Act, etc.).
- f. No waiver, amendment or other modification of this Agreement will be effective unless in writing and signed by both parties. The paragraph headings which appear herein are included solely for convenience and shall not be used in the interpretation of this Agreement. If any provision of this Agreement is held unenforceable, in whole or in part, such holding will not affect the validity of the other provisions of this Agreement. This Agreement, the underlying GSA Schedule Contract, the Schedule Pricelist and any applicable GSA Customer Purchase Orders constitute the entire agreement of the parties and supersede any prior agreements. This Agreement, however shall not take precedence over the terms of the underlying GSA Schedule Contract or any specific, negotiated terms on the GSA Customer's Purchase Order.
- g. This Agreement may be executed by the parties hereto in multiple counterparts and shall be effective as of the Effective Date when each party executes and delivers a counterpart hereof, whether or not the same counterpart is executed and delivered by each party. When so executed and delivered, each such counterpart shall be deemed an original and all such

counterparts shall be deemed one and the same document. Transmission of images of signed signature pages by facsimile, e-mail or other electronic means shall have the same effect as the delivery in person of manually signed documents.

InterAct Public Safety Systems

EXHIBIT B: Standard Software Maintenance Agreement

This InterAct Public Safety Systems ("InterAct") Standard Software Maintenance Agreement (SSMA) between InterAct and the GSA Customer sets forth the standard software maintenance support services provided by InterAct. The Software manufactured by InterAct is covered under this Agreement. Any Third Party Software included in Customer's System is not covered under this Agreement. Capitalized terms in this Agreement shall have the same meaning as defined in the Master Purchase, License and Services Agreement to which this Agreement is attached as Exhibit B.

1. Warranty Period and Service Period

The warranty period shall begin on upon acceptance by Customer per the FAR and continue until (1) year later. This SSMA shall begin concurrently with the warranty period and remain in effect for a period of five (5) years (the "SSMA term") and ending on the same calendar date at the conclusion of the SSMA term.

2. Licenses Included In SSMA

The SSMA entitles customers to obtain licenses to utilize all upgrades and new releases of the Software released by InterAct over the five (5) year period of the maintenance agreement. Prior releases of licensed Software are supported no longer than nine (9) months after a new release is announced by InterAct. Through participation in working groups across the Country, as well as regular interaction with Customers, InterAct is continuously improving its Software and this SSMA gives Customers the ability to take advantage of the latest innovations.

3. Support Services for Software

a. Description of How Support Is Performed

The SSMA includes the services of InterAct's technical staff that perform support remotely utilizing the phone and a high speed internet connection. Software issues can be diagnosed and fixed remotely as long as the Customer has not misused the System and has maintained its Equipment and Software in accordance with the Systems manual.

b. Covered Software Issues

Software Maintenance covers any issue or problem that is the result of a verifiable, replicable error (InterAct will use all reasonable means to verify and replicate) in the Licensed Software ("Verifiable InterAct Issue"). An error will be a Verifiable InterAct Issue only if it constitutes a material failure by the licensed Software to function in accordance with the applicable licensed Software Documentation. Errors caused by the following circumstances are not covered under the SSMA:

- i. The licensed Software was modified by a party other than InterAct or
- ii. The error was caused by a defect, failure or issue with Customer's equipment or third party software not procured by InterAct, unless InterAct specifically indicated that the equipment and/or software was interoperable with the licensed Software.

c. Availability of Support—Hours and Days

Customer will have access to InterAct's technical support personnel ("Technical Support"), twenty-four (24) hours a day, seven (7) days a week. Communications with Technical Support will take place through the phone or portal.

The technical support personnel can be reached at the following phone number and portal address:

Phone: Toll Free – 800-274-2911; portal.interact911.com

InterAct provides a single entry point of contact that routes requests/problems to the appropriate Technical Support. The following chart depicts Severity Levels for problem reporting and response plan requirement for ensuring timely restoration. Users will report software and system related problems to the technical support personnel. The user will designate which level of Severity applies based upon the below chart.

Severity Level	Problem Type (if applicable)	Response
Severity 1	Major system failure - application is unavailable for use by dispatchers and call takers at a specified dispatch center.	Within 2 hours from receipt of notification – problems are acknowledged and appropriate personnel are assigned to and engaged in problem resolution with workaround or long term fix.
Severity 2	Significant system impairment – loss of critical operational component, but CAD/RMS work may continue to operate.	Within 2 hours from receipt of notification during normal business hours – may include workaround fix or full repair.

Severity 3	Technical questions, upgrades, intermittent problems, system problems being monitored by an InterAct software engineer, questions related to an identified problem, and work to be performed at a later time.	Within 24 hours from receipt of notification during normal business hours.
Severity 4	Scheduled maintenance and scheduled upgrades.	As scheduled.

4. Software Maintenance Lapse

The Customer shall not be eligible to receive Software Maintenance unless the Customer has received such maintenance continuously from the effective date of this Agreement or the Customer first pays to InterAct such fees as would have been paid to InterAct by the Customer for any period in which the Customer did not elect to receive such maintenance.

5. Representative

The Customer shall designate a specific person or persons from each location at which the Licensed Software is installed to be the point of contact under this Agreement (the "Representative"). The Customer may change the Representative upon notice to InterAct.

6. Billing

Maintenance costs will be billed pursuant to the execution of a new or modified Order.

7. Additions of Software to Maintenance Agreement

Additional Software licenses purchased by Customer will be added to the SSMA upon delivery. Costs of the maintenance for the additional Software will be billed to Customer as indicated in an applicable Purchase Order.

8. Customer's Responsibilities

- a. Customer will initiate all requests for Software Maintenance. A Representative of the Customer must be present at the location during the performance of any Software Maintenance, if required. Customer may add additional contacts to the list of Software Maintenance contacts.
- b. In the event Customer and InterAct have agreed that InterAct will provide any installation services, Customer agrees to assist in the provision of such installation services.
- c. Customer accepts sole responsibility for any compatibility problems between the Software and any other application software or non-current software programs not maintained or supported by InterAct.
- d. Subject to Government security requirements, Customer will provide InterAct with secure, high speed, remote access and a static internet IP address, to all servers and work stations running the Software, with firewall protection between the CAD network and the internet ("Secure VPN"). Customer will grant access rights to all InterAct personnel designated by InterAct to need access rights. The Secure VPN solution employed by the Customer must support the Cisco VPN client and/or the Windows VPN client and/or the BOMGAR support tool.
- e. Customer shall at all times, maintain protection against network virus, worms and other external threats to the Software.
- f. It shall be the responsibility of the Customer to maintain all operating system and firmware updates, including version releases, patches and service packs for any Third Party Software that has been installed by InterAct.

9. Virtual Environments.

- a. When using Virtual Machines ("VM's") running VMware or other Virtual Environments, the customer is responsible for the following:
 - i. InterAct must approve the Customer-provided Virtual Environment, including hardware, number of virtual machines running on the host, network bandwidth, disk systems or any other aspect of the Virtual Environment.
 - ii. Customer is responsible for the hardware and hardware support for the physical server that runs the Virtual Machines – the VM Ware Host
 - iii. Customer is responsible for the support of the VMware, including but not limited to, licensing, updates, support, and any other issue which is VMware related
 - iv. Customer will provide and procure support and maintenance of the Operating system and Database software running on the Virtual Machines
 - v. Virtual Environments shall be limited to only InterAct products and those 911-related products (CADM, RMS, Jail, Fire, Mobile). Customer's production servers may not operate on the same Host environment as InterAct's products
 - vi. InterAct is not responsible for loss of performance due to issues with VMware, Host Server workload, Host network bandwidth or disk storage space.

10. Submitting a Request / Obtaining an Answer.

At the time of Customer's initial call or e-mail, please prepare to provide:

- a. Contact name, company name and Software Customer is using;
- b. The type of browser (with release version) and hardware Customer is using (if applicable);

- c. Telephone number and alternate method of contact (i.e. a pager number or email address);
- d. A concise description of Customer's problem or question;
- e. The circumstances under which the problem does or does not occur; and
- f. Specific error messages, error numbers, log files and program numbers.

For new cases, an InterAct Customer Support Specialist will use the following process to assist Customer with a new case (problem):

- a. Document the supplied information;
- b. Document Customer's questions or issues (symptom and function in which it occurs);
- c. Answer Customer's questions or have Customer run tests to further identify and isolate the problem; and
- d. Research the problem and provide resolution according to the aforementioned guidelines.

11. Limitation

This Standard Software Maintenance Agreement states Customer's sole and exclusive remedies and InterAct's sole and exclusive responsibilities with respect to Software Maintenance of any InterAct Software.

InterAct Public Safety Systems EXHIBIT C - 1: Equipment Help Desk Support Guide

This Equipment Help Desk Guide sets forth the terms, conditions and procedures under which help desk support ("Equipment Help Desk Support") is offered for Equipment supplied by InterAct to Customer. Equipment Help Desk Support for specified Equipment shall be purchased by Customer using an applicable Purchase Order. Capitalized terms not otherwise defined herein shall have the meaning ascribed to them in the Master Purchase, License and Services Agreement between the parties (the "Agreement") to which this Equipment Help Desk Support Guide is attached as an Exhibit.

1. General

- a. **Description.** Equipment Help Desk Support is the process by which InterAct will trouble shoot the issues that exist with its Customer's Equipment. It does not mean that InterAct will repair, replace, or fix Equipment as this is determined by the underlying manufacturers' warranty.
- b. **Scope.**
 - i. **Equipment Help Desk Support will consist of:** (i) reasonable telephone support to diagnose any Equipment failure to determine if such failure results from a manufacturing defect; and (ii) coordination between Customer and such Equipment manufacturer to obtain any repair or replacement services for such defect as may be provided by such manufacturer.
 - ii. **Equipment Help Desk Support will not include:** (i) assembly, set-up, installation or configuration of Equipment; (ii) Equipment upgrades of any kind, (iii) consultation, error correction or research with respect to Customer-created documents and information; and (iv) any other separately-priced services (such as on-site services) listed in the GSA Schedule Pricelist which InterAct does not generally provide as part of Equipment Help Desk Support that are subject to the execution of a new or modified Order. InterAct's obligation to repair or replace Equipment is limited to the repair or replacement guarantee of the manufacturer of the Equipment. Equipment Help Desk Support is contingent upon Customer's compliance with its obligations set forth in Section 5 below.
- c. **Representative.** The Representative designated in the Purchase Order will be InterAct's contact for communicating with InterAct concerning Equipment Help Desk Support, or making any other request or providing any notice. Customer may change the Representative upon notice to InterAct.

2. Term of Equipment Help Desk Support Offering.

Equipment Help Desk Support is purchased separately for each piece of Equipment for 12 month terms pursuant to the execution of a new or modified Order. No Equipment Help Desk Support shall be provided with respect to Equipment for which the applicable manufacturer has no obligation to replace or repair defects therein.

3. Customer Support

- a. **Technical Help Desk Support.** Customer will have access to InterAct's technical support personnel ("Technical Help Desk Support") twenty-four (24) hours a day, seven (7) days a week. Communications with Technical Help Desk Support may be via telephone or portal. InterAct provides a single entry point of contact that routes requests/problems to the appropriate Technical Help Desk Support. In addition to the support obligations listed above, InterAct shall provide the following support twenty-four (24) hours a day, seven (7) days a week: (a) pager support for urgent production-down situations; and (b) web-based support.

b. Technical Support Contact Points. Please see below for the contact information and standard business hours of operation for Customer Support.

Hours: 24 Hours per day, seven (7) days per week, 365 days per year

Phone: Toll Free 800-274-2911; portal.interact911.com

4. Support Procedures

a. Process. When InterAct receives a call from Customer related to equipment issues, it will work with the Customer to ensure that the actual problem with the CAD system relates to the hardware/equipment. Once this has been determined, InterAct will contact the manufacturer of the equipment. If the equipment is still under warranty, InterAct will coordinate with the manufacturer to get the equipment replaced/repaired, shipped and re-installed in accordance with the provisions of the applicable warranty. Equipment Help Desk Support does not cover the cost of an InterAct technician to come to the customer's site to do any work. Such services will be provided subject to the execution of a new or modified Order.

b. Subject to Government security requirements, InterAct will utilize remote diagnostic procedures to isolate manufacturing defects in the Equipment. If InterAct diagnoses an Equipment failure due to a defective part, Customer shall obtain a Return Material Authorization ("RMA") number from InterAct and ship such defective Equipment to InterAct, at no cost.

5. Exclusions

The Equipment Help Desk Support Fee does not include:

a. Services required by causes external to the System, including but not limited to:

(i) Causes other than ordinary use by Customer.

(ii) Deliberate or negligent acts which damage or modify the Equipment (including System repair, relocation or modification) by anyone other than InterAct or its personnel or subcontractors.

(iii) Failure to provide a suitable operating environment (e.g., improper power distribution or insufficient air conditioning, overburdened network, improperly configured telecommunications system or routers, etc.).

(iv) Changes to Customer's telecommunications system, databases, LAN/WAN, applications or other environmental factors after the System is initially cut-over for production use.

(v) Services and replacement not covered by or outside the repair/replacement plans available from the applicable Equipment manufacturer at the time of purchase.

b. Maintenance, programming and/or help desk support for Customer's use of or compatibility problems from software or equipment not purchased from InterAct.

At Customer's written request and subject to availability of InterAct resources, InterAct will assist Customer in the redefinition and/or reconfiguration of the originally installed System to satisfy Customer's then-current requirements (e.g., file transfer requirements, screen definitions, subject to the execution of a new or modified Order.

6. Customer's Responsibilities

As long as InterAct complies with all of Customer's security requirements, Customer agrees to cooperate with InterAct and provide the following:

a. Remote and on-site access to the Equipment;

b. Use of required equipment, attachments, features or communications facilities to facilitate service; and

c. Reasonable assistance to perform remote diagnostics. Customer also shall perform routine operator maintenance according to procedures in the applicable Equipment documentation.

d. It shall be the responsibility of the Customer to maintain all operating system and firmware updates, including version releases, patches and service packs for any third party software that has been installed by InterAct.

13. PRICING SPECIAL ITEM NUMBER 511210

Special Item Number: 511210 Perpetual Software Licenses

August 15, 2013 - April 24, 2021

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
<i>Server Software</i>				
1	InterActCAD to Motorola Gold Elite Interface	CAD-MOTO-INT	Each	\$ 15,120.06
2	InterActCAD - Server Software License	CAD-SVR-LIC	Each	\$ 12,600.05
3	InterActCAD Model 6/26 Interface	CAD-INT-Z26	Each	\$ 13,359.45
4	InterActCAD to 3rd Party RMS Interface Module	CAD-RMS-INT	Each	\$ 9,576.04
<i>Client Software</i>				
5	InterActCAD Client Licenses	CAD-CLNT-DISP	Each	\$ 13,995.66
6	InterActCAD Interface Engine - Standard One Way XML Data Dump- Changes to export will incur additional costs	CAD-GIE	Each	\$ 7,560.03
7	InterActCAD Client Licenses (Admin/Backup Position)	CAD-ADMIN-DISP	Each	\$ 5,544.02
<i>InterAct WebCAD</i>				
8	InterActWebCAD Enterprise	CAD-SVR-WBCAD-ENT	Each	\$ 25,200.09
9	InterActCADweb Server Module (ten (10) clients)	CAD-SVR-WBCAD	Each	\$ 10,178.63
10	InterActCADweb Incident Entry Module	CAD-SVR-INCID	Each	\$ 6,361.64
11	InterActCADweb Client (additional ten (10) Clients)	CAD-CLNT-WBCAD	Each	\$ 3,107.71
<i>InterAct NCIC</i>				
12	InterActNCIC Query Only Server Module	CAD-SRVR-NCIC	Each	\$ 6,997.80
13	InterActNCIC Entry Update Server Module (Query Only Required)	CAD-SVR-NCIC2	Each	\$ 3,107.71
14	InterActNCIC Query Only Client License	CAD-CLNT-NCIC	Each	\$ 1,553.85
15	InterActNCIC Entry/Update Client Upgrade License (Query Only Required)	CAD-CLNT-NCIC2	Each	\$ 1,553.85
16	InterActNCIC Query Only Client License (Admin/Backup Position)	CAD-ADMIN-NCIC	Each	\$ 615.52
<i>InterAct Mobile</i>				
<i>Server Software</i>				
17	InterActMobile - Server Enterprise	MC-SERVER-ENT	Each	\$ 25,200.09
18	InterActMobile StateLink Interface Software for CAD Vendors	MC-STATELINK	Each	\$ 17,640.07
19	InterActMobile Comms layer for CAD/RMS Vendors **	MC-COMMPROV	Each	\$ 10,080.04
20	InterActMobile- CAD/RMS Multiple API	MC-API	Each	\$ 5,040.02
21	InterActMobile DataShare	MC-DATASH	Each	\$ 5,040.02
22	InterActMobile RMS Data Sharing Framework	MC-RMS-DATA	Each	\$ 5,040.02
23	InterActMobile InfoExchange Adapter	MC-RMS-ADPTR	Each	\$ 2,520.01

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
24	InterActMobile Annual Subscription - ILEDDS Host	MC-CLNT-SAAS	Each	\$ 590.90
25	InterActMobile Server Software License	MC-SERVER	Each	\$ 504.00
26	InterActMobile Server Upgrade License (per user license)	MC-SVR-UPGD	Each	\$ 504.00
Client Software				
27	InterActMobile Client License	MC-CLNT	Each	\$ 1,002.96
28	InterActMobile Rescue Software License	MC-CLNT-RES	Each	\$ 1,002.96
29	InterActMobile Desktop	MC-DSKTOP	Each	\$ 1,002.96
30	InterActMobile Map Client	GEO-MDC	Each	\$ 1,017.86
31	InterActMobile Enterprise includes: eXt client, AVL client, FIT/Tstop, Patrol Journal Enterprise and EZ-License.	MC-ENT-CLNT	Each	\$ 700.56
32	InterActMobileNavigator with Fleetview for in-car installation	MC-MBLFLT	Each	\$ 393.93
33	InterActMobile Patrol Journal Enterprise	MC-PJE	Each	\$ 297.36
34	InterActMobile CAD Client	CAD-MDC	Each	\$ 508.94
35	E-Z-License (Software Only)	MC-EZL	Each	\$ 100.80
36	Advanced Authentication Soft Token	MC-SFT-TFT	Each	\$ 55.93
37	InterActMobile Traffic Stop Data Collection	MC-TSTP	Each	\$ 49.94
38	Advanced Authentication Hosted Hard Token (per Token, per year)	MC-SAAS-TFT-HW	Each	\$ 47.94
39	Advanced Authentication Hosted Messaging (only) (per license, per year)	MC-SAAS-TFT-MSG	Each	\$ 47.94
40	Advanced Authentication Hosted Registration fee per user (1st year only)	MC-SAAS-TFT-REG	Each	\$ 24.97
AVL				
41	InterActAVL - Mobile Client License	MC-CLNT-AVL	Each	\$ 49.94
42	InterActAVL Installation Services	SI-AVL	Each	\$ 1,008.00
NetMotion Mobility XE Software				
43	NetMotion Mobility XE	NM-MOBXEP	Each	\$ 5,040.02
44	NetMotion Mobility XE Standard Edition (per Block of 100)	NM-MOBXE	Each	\$ 15,120.06
45	NetMotion Advanced Bundle (Policy Mgmt & NAC Modules) (per Block of 100)	NM-MOBPMNAC	Each	\$ 8,064.03
46	NetMotion Mobility Policy Module (per Block of 100)	NM-MOBPM	Each	\$ 6,552.02
47	NetMotion Advanced Bundle (Policy Mgmt & NAC Modules)	NM-MOBNACP	Each	\$ 2,338.97
48	NetMotion Mobility Policy Module (per Block of 25)	NM-MOBPMP	Each	\$ 1,846.56
49	NetMotion Analytics Module	NM-MOBNAC	Each	\$ 1,477.25
50	NetMotion Analytics Module (per Block of 25)	NM-MOBNAC25	Each	\$ 504.00
51	NetMotion Mobility Policy Module Additional Clients	NM-MOBPM-ADD	Each	\$ 115.92
52	NetMotion Mobility XE Additional Clients	NM-MOBXE-ADD	Each	\$ 201.60

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
<i>Radio IP Software</i>				
53	Radio IP Server Software	RADIP-SRVR	Each	\$ 9,576.04
54	Radio IP Client License	RADIP-CLNT	Each	\$ 172.35
<i>NCIC</i>				
55	InterActMobile State/NCIC Interface Software	MC-NCIC	Each	\$ 5,040.02
56	InterActMobile State/NCIC Interface Software for PocketCop	MC-NCIC-PCKT	Each	\$ 2,462.08
<i>PocketCop</i>				
57	InterActPocketCop Client License (includes Server seat license)	MC-PKTCOP	Each	\$ 639.16
58	InterActPocketCop 5 Pack Bundle	MC-PKTCOP-BUN	Each	\$ 5,040.02
59	InterActPocketCop Annual Subscription - ILEDDS Host	MC-PCKT-SAAS	Each	\$ 472.72
60	InterActPocketCop Installation - On-Site	SI-PCKT-ONSTE	Each	\$ 2,462.08
61	InterActPocketCop Installation - Remote	SI-PCKT-RMTE	Each	\$ 1,231.04
62	InterActPocketCop Installation Services Add-on to existing InterActMobile - On Site	SI-PCKT-ONSTE-ADD	Each	\$ 1,181.80
<i>Secure Message</i>				
63	SecureMessage - Non Mobile Server	MC-SECMES-NEW	Each	\$ 10,080.04
64	SecureMessage - Existing Mobile Server	MC-SECMES-EX	Each	\$ 5,040.02
<i>Project Configuration and Implementation Services</i>				
65	InterActMobile Installation Services	SI-MC	Each	\$ 2,462.08
66	InterActMobile - Server Staging and Installation	SI-MC-HW-SVR	Each	\$ 2,462.08
67	InterActMobile - Project Management	CI-MC-PM	Each	\$ 1,477.25
68	InterActMobile InfoExchange Installation	SI-IE	Each	\$ 1,477.25
69	ILEDDS Professional Services	IA-ILEDDS-SVCS	Each	\$ 1,231.04
70	InterActMobile Hardware Installation	SI-MDC	Each	\$ 738.62
71	InterActMobile Technical Services (per hour)	IA-TECH-MC	Each	\$ 176.40
72	InterActMobile - CAD/GIS Installation	SI-MC-CAD	Each	\$ 151.20
<i>InterActCAD</i>				
73	InterActCAD - API - ** one way interface - Customer responsible for development / interface charges with their vendor.	CAD-API	Each	\$ 5,040.02
74	InterActCAD6 Core Components - Required Software for Workstations	CAD-KIT-SW-COMP	Each	\$ 1,612.81
75	InterActCAD ProQA Interface	CAD-CLNT-PQAIN	Each	\$ 1,512.01
76	InterActCAD EMD Interface	CAD-INT-EMD	Each	\$ 1,512.01
77	InterActCAD to APCO MEDS Interface	CAD-CLNT-APCOMEDS	Each	\$ 1,461.61
78	InterActCADNG Third Party Required Software	CAD10-KIT-SW-COMP	Each	\$ 830.69

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
79	InterDEx	INTERDEX	Each	NC
<i>Project Configuration and Implementation Services</i>				
80	InterActCAD Data Conversion Package - CAD 6 to CAD10	CAD-DS-ADVANCE	Each	\$ 14,515.25
81	InterAct Data Replication Setup Services	CI-DREP	Each	\$ 10,080.04
82	InterAct CAD/MAPS Upgrade Services	CI-UPGD	Each	\$ 7,560.03
83	InterAct CADNG Upgrade Services - Server Component	CI-UPGD-CADNG	Each	\$ 7,560.03
84	InterAct Data Conversion Assessment Fee	CI-DC-AF	Each	\$ 5,040.02
85	InterActCAD Business Process Review	DS-CAD-BPR	Each	\$ 2,954.49
86	InterActCAD Server Staging and Installation	SI-CAD-SVR	Each	\$ 2,462.08
87	InterActCAD Training Database Setup	SI-TRAINDB-SETUP	Each	\$ 2,520.01
88	InterAct Project Management Services (Per Hour)	CI-PM	Each	\$ 201.60
89	InterAct CADNG Upgrade Services - Client Component	CI-UPGD-CADNGPOS	Each	\$ 1,477.25
90	InterAct Technician Charges (per day)	IA-TECH-DAY	Each	\$ 1,477.25
91	InterAct Workstation Staging and Installation (per workstation)	SI-WKSTN	Each	\$ 738.62
92	InterAct Data Conversion Services	CI-DC	Each	\$ 181.44
93	InterAct Development Services	CI-DEV	Each	\$ 176.40
94	InterAct Data Setup Services	CI-DS	Each	\$ 176.40
95	InterAct Installation Services	CI-INST	Each	\$ 176.40
96	InterActCAD Technical Services (per hour)	IA-TECH-CAD	Each	\$ 176.40
InterActCAD Web Modules				
97	InterActCADpwcPublic Access Server Module	CAD-SVR-PUBLIC	Each	\$ 5,034.98
InterActMIS				
98	InterActMIS Collection License	MIS-SVR-COL	Each	\$ 640.14
InterAct Maps				
<i>Server Software</i>				
99	InterActGIS Enterprise Server Module	GIS-SVR-ENT	Each	\$ 9,576.04
100	InterActGIS Server Software License	GIS-SVR	Each	\$ 3,446.91
101	InterActAVL Dispatch Server License	GIS-SVR-AVL	Each	\$ 4,924.16
<i>Client Software</i>				
102	InterActGIS Client License	GEO-CLNT-SL	Each	\$ 3,693.12
103	InterActGIS Reverse GEO Coding	GEO-REVCODE	Each	\$ 2,215.87
104	InterActGIS Client License (Admin/Backup Position)	GEO-CLNT-ADMIN	Each	\$ 1,846.56
105	InterActGIS Pictometry Interface (1 per client)	GEO-PICT-INT	Each	\$ 1,477.25
106	ESRI ArcView (Current release)	GIS-ESRI	Each	\$ 1,477.25
107	ESRI ArcEngine Runtime (current version)	ESRI-ARCEngine	Each	\$ 738.62
108	ESRI Arc GIS Runtime 9.x	ESRI-GIS-RUNTIME	Each	\$ 295.45

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
109	InterAct GEO911 WAN/LAN Update Module	GEO-CLNT-WAN	Each	\$ 246.21
110	InterActAVL Dispatch Client License	GIS-CLNT-AVL	Each	\$ 246.21
111	InterActAVL Dispatch Client License (Admin/Backup Position)	GIS-ADMIN-AVL	Each	\$ 123.10
<i>Project Configuration and Implementation Services</i>				
112	GIS Map Data Maintenance Services -Platinum Package	DS-GIS--PLATINUM	Each	\$ 11,491.24
113	GIS Map Data Maintenance Services - Gold Package	DS-GIS-GOLD	Each	\$ 8,870.43
114	GIS Map Data Maintenance Services - Silver Package	DS-GIS-SILVER	Each	\$ 5,040.02
115	InterActMaps Data Services (per hour)	DS-LABOR	Each	\$ 172.35
116	InterActMaps Technical Services	IA-TECH-MAPS	Each	\$ 172.35
InterActJail				
117	JailTracker Base and Imaging Module (< 500 beds)	JT-BASE	Each	\$ 15,115.02
118	InterAct JailTracker Accounting Module (< 500 beds)	JT-ACCOU	Each	\$ 10,075.00
119	InterAct JailTracker BarCode Module (< 500 beds)	JT-BARC	Each	\$ 7,050.99
120	JailTracker KnowledgeSync Module (< 500 beds)	JT-KNWLG	Each	\$ 3,934.40
121	JailTracker Biometrics Module (< 500 beds)	JT-BIOM	Each	\$ 5,040.02
122	MS SQL 2012 Standard Processor License	MS-SQLSTD-PROC	Each	\$ 1,969.66
123	InterAct JailTracker Automated Commissary Module (< 500 beds)	JT-ACM	Each	\$ 1,964.74
124	InterAct JailTracker Document Imaging Module (< 500 beds)	JT-IMAG	Each	\$ 1,964.74
125	InterAct JailTracker Web Interface Module (< 500 beds)	JT-WEBINT	Each	\$ 1,964.74
126	InterAct JailTracker Case Mgmt Module (< 500 beds)	JT-CASE	Each	\$ 979.91
127	InterAct JailTracker Programs Module (< 500 beds)	JT-PRGMOD	Each	\$ 979.91
128	InterAct JailTracker Scheduling Module (< 500 beds)	JT-SCHMOD	Each	\$ 979.91
129	InterAct JailTracker Electronic Signature Module (< 500 beds)	JT-ELCSIG	Each	\$ 487.49
130	InterAct JailTracker Interface	JT-INTER	Each	NC
<i>Project Configuration and Implementation Services</i>				
131	InterAct JailTracker Data Conversion (per beds of 500)	JT-DATACON	Each	\$ 8,064.03
132	InterAct JailTracker Installation and Configuration	JT-CONDAY	Each	\$ 1,512.01
133	InterAct JailTracker Workstation and Configuration	JT-WKSTCONF	Each	\$ 252.00
134	InterAct JailTracker Consulting Services (per hour)	JT-CONHR	Each	\$ 176.40

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
InterActPhone				
<i>InterAct NG911</i>				
135	IPSR/ESRP License (Fault-Tolerant)	SOLA-SL-IPSRSOFTLIC-FT	Each	\$ 48,503.12
136	Guardian Ctrl License (Geo-Diverse)	SOLA-SL-GUARDSOFTLIC-GEO	Each	\$ 34,720.69
137	ECRF Link license (Redundant)	SOLA-SL-ECRFLINKLIC-FT	Each	\$ 26,082.10
138	LIS Link license (Redundant)	SOLA-SL-LISLINKLIC-FT	Each	\$ 26,082.10
139	Guardian Ctrl License (Fault-Tolerant)	SOLA-SL-GUARDSOFTLIC-FT	Each	\$ 24,688.03
140	ECRF Link license (Simplex)	SOLA-SL-ECRFLINKLIC-SX	Each	\$ 17,388.06
141	LIS Link license (Simplex)	SOLA-SL-LISLINKLIC-SX	Each	\$ 17,388.06
142	Policy Routing Function	SOLA-SL-PRFWEBSSRV	Each	\$ 17,388.06
143	Guardian Operator Position License	SOLA-SL-GUARDPOS LIC	Each	\$ 11,882.35
144	Guardian Ctrl License (Simplex)	SOLA-SL-GUARDSOFTLIC-SX	Each	\$ 8,694.03
145	Guardian Backup Operator Pos License	SOLA-SL-BUPGUARDPOS LIC	Each	\$ 6,086.33
146	MIS base for Guardian/Combo - Geo Div	SOLA-SL-MIS G/C_SVR_GEO	Each	\$ 6,081.29
147	Solacom Mapping API	SOLA-SL-MAPAPI	Each	\$ 625.97
148	MIS Position Lic for Guardian Geo Div	SOLA-SL-MIS G/C_POS_GEO	Each	\$ 212.69
149	MIS Position License for Guardian	SOLA-SL-MIS G/C_POS	Each	\$ 133.06
150	Guardian Ctrl License (Geo-Div) Site B	SOLA-SL-GUARDSOFTLIC-GEO-B	Each	NC
<i>Project Configuration and Implementation Services</i>				
151	Duplex NOC solution	SOLA-SV-NOC-DPLX	Each	\$ 11,620.27
152	InterActPhone Project Management Services	CI-PM-SOL	Each	\$ 10,080.04
153	Certification of Cust Provided PC	SOLA-SV-PC_CERT	Each	\$ 6,955.23
154	VoIP Readiness Consulting	SOLA-SV-VOIPCONSULT	Each	\$ 5,651.88
155	Install T & L Expenses - First Day	SOLA-SV-T&L1STD	Each	\$ 2,831.39
156	Simplex NOC solution	SOLA-SV-NOC-SPLX	Each	\$ 2,389.20
157	Installation Support	SOLA-SUP	Each	\$ 1,477.25
158	Cut-over Support - Daily Rate	SOLA-SV-CUTSUPP	Each	\$ 1,472.32
159	Installation Services - Daily Rate	SOLA-SV-INSTDAILY	Each	\$ 1,472.32
160	Remote Install Services - Daily Rate	SOLA-SV-INSTREMDAILY	Each	\$ 1,472.32
161	Project Management - Daily Rate	SOLA-SV-PM DAILY	Each	\$ 1,093.16
162	Anti-virus management per Pos - 5 years	SOLA-SV-AVMGR-5YRS	Each	\$ 510.14
163	Install Weekend T&L Premium	SOLA-SV-INSTT&LPREM	Each	\$ 296.35
164	Inst T & L Expense - Subsequent Day(s)	SOLA-SV-T&LSUBD	Each	\$ 296.35
165	Installation Material	SOLA-SV-INSTMATL	Each	\$ 290.31
166	InterActNG911 Technical Services (per hour)	IA-TECH-NG911	Each	\$ 176.40

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
<i>E-911</i>				
167	E-911 CCM Base Program (CT) – WIN	911-M-1010	Each	\$ 20,286.08
168	E-911 CCM Base Program (CT) – AIX	911-M-1020	Each	\$ 20,286.08
169	E-911 CCM Call Taker License - 1 Pack	911-M-1090	Each	\$ 566.28
170	E-911 CCM Call Taker License - 5 Pack	911-M-1092	Each	\$ 2,746.45
171	E-911 CCM Call Taker License - 10 Pack	911-M-1094	Each	\$ 5,124.82
172	E-911 CCM Call Taker License - 25 Pack	911-M-1096	Each	\$ 12,461.45
173	E-911 Call Taker License - 50 Pack	911-M-1098	Each	\$ 23,126.13
174	E-911 Call Taker License - 100 Pack	911-M-1099	Each	\$ 40,746.03
175	E-911 CCM ALI Server – WIN	911-M-1110	Each	\$ 18,779.11
176	E-911 CCM ALI Server – AIX	911-M-1120	Each	\$ 18,779.11
177	E-911 CAD Server – WIN	911-M-1132	Each	\$ 13,910.45
178	E-911 ALI Update System	911-M-1192	Each	\$ 3,114.53
179	E-911 CAMA Gateway Base Software Package	911-M-1210	Each	\$ 5,796.02
180	E-911 SIP Echo Cancellation Library	911-M-1270	Each	\$ 2,022.74
181	E-911 CCM Reporting Package – WIN	911-M-1310	Each	\$ 28,618.66
182	E-911 CCM Reporting Package – AIX	911-M-1320	Each	\$ 28,618.66
183	E-911 SoftFone - WIN 32	911-M-1410	Each	\$ 144.90
184	E-911 SoftFone - WIN 16	911-M-1412	Each	\$ 144.90
185	E-911 SoftFone – JAVA	911-M-1414	Each	\$ 144.90
186	E-911 Abandoned Call GUI – WIN	911-M-1420	Each	\$ 289.80
187	E-911 Abandoned Call GUI – Java	911-M-1424	Each	\$ 289.80
188	E-911 Abandoned Call GUI – AIX	911-M-1426	Each	\$ 289.80
189	E-911 Chat Server Base	911-M-1430	Each	\$ 1,132.56
190	E-911 Chat Server User License	911-M-1432	Each	\$ 57.43
191	E-911 ALI Display GUI – WIN	911-M-1440	Each	\$ 289.80
192	E-911 ALI Display GUI – Java	911-M-1444	Each	\$ 289.80
193	E-911 ALI Display GUI – AIX	911-M-1446	Each	\$ 289.80
194	E-911 Advanced Call Taker Softfone - WIN32	911-M-1450	Each	\$ 566.28
195	Advanced E-911 CallTaker SoftFone - WIN 32 - 1 Pack	911-M-1460	Each	\$ 736.16
196	Advanced E-911 CallTaker SoftFone - WIN 32 - 5 Pack	911-M-1462	Each	\$ 3,584.54
197	Advanced E-911 CallTaker SoftFone - WIN 32 - 10 Pack	911-M-1464	Each	\$ 6,833.51
198	Advanced E-911 CallTaker SoftFone - WIN 32 - 25 Pack	911-M-1466	Each	\$ 16,286.82
199	Advanced E-911 CallTaker SoftFone - WIN 32 - 50 Pack	911-M-1468	Each	\$ 29,965.43
200	Advanced E-911 CallTaker SoftFone - WIN 32 - 100Pack	911-M-1469	Each	\$ 52,917.68
201	E-911 Workstation CallTTY Display GUI	911-M-1472	Each	\$ 57.43
202	E-911 Workstation TDD Display GUI	911-M-1474	Each	\$ 231.84
203	Fire Station Alerting - Base Program	911-M-1510	Each	\$ 7,534.83

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
204	Fire Station Alerting - Per Notified Location License	911-M-1512	Each	\$ 566.28
205	E-911 Display Board Interface – WIN	911-M-1560	Each	\$ 7,534.83
206	E-911 Center Call Taker Visual Status Monitoring GUI	911-M-1570	Each	\$ 6,201.74
207	Switch Time Synchronizer	911-M-1600	Each	\$ 1,359.07
208	E-911 Display Board Interface – WIN	911-M-1962	Each	\$ 5,767.04
209	E-911 Telephone Handset Audio Tap (THAT)	911-M-2030	Each	\$ 248.03
210	E-911 CCM EDD Database Connector	911-M-3512	Each	\$ 5,796.02
211	E-911 CCM EDD Notification Module	911-M-3520	Each	\$ 5,796.02
212	E-911 CCM EDD Status Display	911-M-3532	Each	\$ 566.28
<i>InterAct Recorder</i>				
213	Motorola P25 Integration via API	HG-TRAD-MP25	Each	\$ 80,640.30
214	Cassidian P25 Radio Interface Core:	HG-P25-CASS	Each	\$ 50,400.19
215	EF Johnson Core Integration Module	HG-EFJP25-CORE	Each	\$ 20,610.08
216	Unlimited Talk Groups and Radio IDs (per Site)	HG-TRAD-SITE	Each	\$ 10,080.04
217	Geospacial Call Mapping	HG-NG-MAP	Each	\$ 6,854.43
218	P25 Talk Group Recording License - 10 Pack	HG-P25-SWRL-10	Each	\$ 6,048.02
219	Trunked Radio Integration For Motorola Smartnet/ Smartzone	HG-TRAD-MSZI	Each	\$ 4,536.02
220	Replicate 2048 Ports To Remote Server	HG-REPL-2048	Each	\$ 4,435.22
221	Video Stream Collection and Processing	HG-DS-VIDEO-0001	Each	\$ 4,037.81
222	Screen Capture Base	HG-NGSC-BASE	Each	\$ 3,939.33
223	Replicate 1024 Ports To Remote Server	HG-REPL-1024	Each	\$ 3,151.46
224	EF Johnson 10-Pack Talk Group License	HG-EVAL-BASENG	Each	\$ 2,954.49
225	Nexidia Audio Finder for Public Safety	HG-NEX-PSAP	Each	\$ 2,954.49
226	Replicate 512 Ports To Remote Server	HG-REPL-0512	Each	\$ 2,462.08
227	SolaCom Guardian MIS Base Software	HG-SOGD-MIS	Each	\$ 2,462.08
228	SolaCom ESRP	HG-SOLS-MIS	Each	\$ 2,462.08
229	VoIP Interface Surcharge	HG-VOIP-INTF	Each	\$ 2,462.08
230	ACD Free Seating - Auto Record	HG-FSAR-0001	Each	\$ 2,457.15
231	Chat session Collection and Processing	HG-DS-CHAT-0001	Each	\$ 2,422.68
232	NG Capture911 Core Software	HG-NG911-CORE	Each	\$ 2,412.84
233	Quality911 Evaluation Base Software	HG-EQ911-BASE	Each	\$ 2,399.05
234	MMS Collection and Processing	HG-DS-EMAIL-0001	Each	\$ 2,018.90
235	MMS Collection and Processing	HG-DS-PHOTO-0001	Each	\$ 2,018.90
236	SMS Collection and Processing	HG-DS-TEXT-0001	Each	\$ 2,018.90
237	Add VoIP support to any recorder	HG-EVOIP-PROC	Each	\$ 1,999.21
238	Replicate 256 Ports To Remote Server	HG-REPL-0256	Each	\$ 1,871.18
239	Replicate 128 Ports To Remote Server	HG-REPL-0128	Each	\$ 1,595.43
240	SolaCom Guardian Additional TimeZone Offset	HG-SOGD-TZOS	Each	\$ 1,575.73
241	Redaction	HG-REDC-1000	Each	\$ 1,477.25
242	Motorola Smartzone Integration- Per Zone	HG-TRAD-ZONE	Each	\$ 1,477.25
243	Replicate 2048 Ports To Remote Server (Parallel System)	HG-REPL-2048-P	Each	\$ 1,306.84

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
244	Replicate 64 Ports To Remote Server	HG-REPL-0064	Each	\$ 1,157.18
245	Replicate 1024 Ports To Remote Server (Parallel System)	HG-REPL-1024-P	Each	\$ 958.56
246	Replicate 32 Ports To Remote Server	HG-REPL-0032	Each	\$ 753.40
247	Replicate 512 Ports To Remote Server (Parallel System)	HG-REPL-0512-P	Each	\$ 740.49
248	EF Johnson per Talk Group License	HG-EFJP25-SWRL	Each	\$ 738.62
249	P25 Talk Group Recording License	HG-P25-SWRL	Each	\$ 738.62
250	VoIP Interface Surcharge (Parallel System)	HG-VOIP-INTF-P	Each	\$ 738.62
251	Flex Seating - Auto Record (Parallel System)	HG-FSAR-0001-P	Each	\$ 737.15
252	NG Capture911 Core Software (Parallel System)	HG-NG911-CORE-P	Each	\$ 723.85
253	Ring Counter	HG-RING-0001	Each	\$ 684.46
254	Create Stand-Alone Playback CD	HG-SACD-PLBK	Each	\$ 684.46
255	TCP/IP Remote API Connector	HG-APIR-CONN	Each	\$ 585.97
256	Replicate 256 Ports To Remote Server (Parallel System)	HG-REPL-0256-P	Each	\$ 566.35
257	VoIP Additional Tap Point	HG-VOIP-TPPT	Each	\$ 487.49
258	Replicate 128 Ports To Remote Server (Parallel System)	HG-REPL-0128-P	Each	\$ 479.02
259	Replicate 64 Ports To Remote Server (Parallel System)	HG-REPL-0064-P	Each	\$ 356.48
260	NG Capture911 Channel license	HG-NG911-SWRL	Each	\$ 327.60
261	Replicate 32 Ports To Remote Server (Parallel System)	HG-REPL-0032-P	Each	\$ 231.76
262	TCP/IP Remote API Connector (Parallel System)	HG-APIR-CONN-P	Each	\$ 179.93
263	Screen Capture Workstation License	HG-NGSC-SEAT	Each	\$ 151.20
264	SolaCom Guardian per Position	HG-SOGD-POS	Each	\$ 151.20
265	NNG Capture911 Channel license. (Parallel System)	HG-NG911-SWRL-P	Each	\$ 123.98
266	Quality911 per Dispatcher license	HG-EQ911-DISP	Each	\$ 122.77
267	Quality911 Base Software	HG-EVAL-DISP	Each	\$ 74.91
268	Flex ID License - Large Chassis	HG-SWVL-0144	Each	\$ 44.94
269	Virtual Channel License	HG-VCHN-0001	Each	\$ 44.94
270	VoIP Per Port Interface	HG-VOIP-PORT	Each	\$ 31.96
271	Flex ID License - Large Chassis (Parallel System)	HG-SWVL-0144-P	Each	\$ 13.48
272	VoIP Per Port Interface (Parallel System)	HG-VOIP-PORT-P	Each	\$ 9.59
273	ANI/ALI Integration - Included with NG911 Core	HG-ANLI-INCL	Each	NC
274	NG Capture911 Channel license - Included with Core	HG-NG911-SWRL-INCL	Each	NC
275	Quality911 Evaluation Base Software	HG-NGQ911-BASE	Each	NC

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
276	Quality911 per Dispatcher license	HG-NGQ911-DISP	Each	NC
277	Screen Capture Workstation License - Included with Base	HG-NGSC-SEAT-INCL	Each	NC
278	Higher Ground Report Commander Pro Station License	HG-RCNP-INCL	Each	NC
279	Higher Ground Allocation Core Small	HG-SWCR-0048	Each	NC
280	Higher Ground Channel Tap License - Small Chassis	HG-SWRL-0048	Each	NC
<i>Project Configuration and Implementation Services</i>				
281	Upgrade Fusion to NG911	HG-NG-CORE-UPGD	Each	\$ 2,462.08
282	Full Day of Installation Support - On-Site Off-Hours	HG-TSOO-0008	Each	\$ 2,363.60
283	Full Day of Installation Support - Remote Off-Hours	HG-TSRO-0008	Each	\$ 1,772.70
284	Higher Ground On-Site Installation	HG-INST-SITE	Each	\$ 1,575.73
285	Full Day of Installation Support - On-Site Business Day	HG-TSOB-0008	Each	\$ 1,575.73
286	Trip Charge	HG-PSTC-0001	Each	\$ 1,477.25
287	Higher Ground Travel Charges	HG-TRAVEL	Each	\$ 1,477.25
288	Higher Ground Remote Installation Support	HG-INST-REMOTE	Each	\$ 1,181.80
289	Full Day of Installation Support - Remote Business Day	HG-TSRB-0008	Each	\$ 1,181.80
290	Half-Day of Installation Support - Remote Business Day	HG-TSRB-0004	Each	\$ 590.90
291	One Hour of Technical Support - On-Site Off Hours for customers on MA (4 hr min)	HG-TSOO-0001	Each	\$ 393.12
292	Higher Ground Development/Integration Support	HG-DSRB-0001	Each	\$ 297.36
293	Remote Professional Services	HG-EPSRN-0001	Each	\$ 257.04
294	One Hour of Technical Support - On-Site Business Day for customers not on MA (4 hr min)	HG-TSOB-0001	Each	\$ 196.56
295	One Hour of Technical Support - Remote Off Hours for customers on MA (4 hour minimum)	HG-TSRO-0001	Each	\$ 191.52
296	One Hour of Technical Support - Remote Business Day for customers on MA (2 hour minimum)	HG-TSRB-0001	Each	\$ 95.76
297	Higher Ground Shipping Charges	HG-SHIP	Each	NC
298	911 Engineering, Installation and Testing Services - Base System (Per Hour)	SVC-M-1020	Each	\$ 231.84
InterAct Court RMS				
299	Omni Court Software (includes interface to Interact RMS) up to 75K	SAS-OCU10P75	Each	\$ 194,262.48
300	Omni Court Software (includes interface to Interact RMS) up to 50K	SAS-OCU5P50	Each	\$ 161,603.16

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
301	Omni Court Software (includes interface to Interact RMS) up to 30K	SAS-OCU3P30	Each	\$ 122,472.46
3302	Omni Court Software (includes interface to Interact RMS) up to 20K	SAS-OCU2P20	Each	\$ 105,467.43
303	Omni Court Software (includes interface to Interact RMS) up to 10K	SAS-OCU1P10	Each	\$ 75,358.36
304	Omni Court Software (includes interface to Interact RMS) up to 8K	SAS-OCU1P8	Each	\$ 62,093.03
305	Omni Court Software (includes interface to Interact RMS) up to 6K	SAS-OCU1P6	Each	\$ 55,289.01
306	Omni Court Probation	SAS-PR1	Each	\$ 27,216.10
307	Omni Court Disbursements	SAS-DB5	Each	\$ 13,608.05
308	Omni Court Jury Management	SAS-JM5	Each	\$ 10,886.44
309	Omni Court Minute Indexing	SAS-MI2	Each	\$ 6,118.58
310	SAS Courts Interface	SAS-INTF	Each	\$ 3,963.95
311	Omni Court Software - Additional User	SAS-OCAU	Each	\$ 1,999.21
<i>Project Configuration and Implementation Services</i>				
312	Omni Court Project Management Services	SAS-PM	Each	\$ 1,477.25
313	Omni Court Conversion Services	SAS-CONV	Each	\$ 126.00
InterAct Fire RMS				
<i>Desktop Software</i>				
314	InterActFire Fax Comm Module Software	ETI-FRMS-FAX	Each	\$ 10,080.04
315	InterActFire Enterprise - One (1) Workstation License	ETI-FRMS	Each	\$ 2,201.10
316	Emergency Reporting Fire RMS Software	ER-FIRERMS	Each	\$ 1,987.39
317	Hosted Standard System - Software as a Service	ETI-FRMS-STD-SAAS	Each	\$ 1,435.88
318	Hosted Basic System - Software as a Service	ETI-FRMS-BAS-SAAS	Each	\$ 1,116.80
319	InterActFire Supply - One (1) Workstation License	ETI-FRMS-SUP	Each	\$ 502.26
320	InterActFire CAD Access - One (1) Workstation License	ETI-FRMS-CAD	Each	\$ 398.16
321	InterActFire EMS State Data Export	ETI-FRMS-EXPT	Each	\$ 378.00
322	InterActFire Audit Log - One (1) Workstation License	ETI-FRMS-AUD	Each	\$ 367.92
323	InterActFire Shift Scheduler - One (1) Workstation License	ETI-FRMS-RST	Each	\$ 357.84
324	InterActFire LOSAP Module	ETI-FRMS-LOSAP	Each	\$ 347.76
325	Hosted Enterprise System - Software as a Service	ETI-FRMS-ENT-SAAS	Each	\$ 157.85
<i>Mobile Software</i>				
326	InterActFire Mobile Software	ETI-FRMS-MDM	Each	\$ 2,023.83
327	InterActFire CAD Access for Mobile	ETI-FRMS-AIR	Each	\$ 398.16

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
<i>Project Configuration and Implementation Services</i>				
328	InterActFire/InterActEMS Project Management	ETI-FRMS-PROJ	Each	\$ 7,257.63
329	InterActFire/InterActEMS Import and Configuration of Personnel and Equipment	ETI-FRMS-IMP	Each	\$ 3,988.57
330	InterActFire/InterActEMS Travel Expenses	ETI-FRMS-TE	Each	\$ 2,954.49
331	InterActFire/InterActEMS Product Installation and Configuration	ETI-FRMS-INT	Each	\$ 2,127.24
332	InterActFire/InterActEMS Supply setup and configuration	ETI-FRMS-INT-SUP	Each	\$ 1,575.73
333	Emergency Reporting FireRMS Implementation	ER-IMP	Each	\$ 1,477.25
334	InterActFire/InterActEMS Custom Report Development	ETI-FRMS-CRPT	Each	\$ 1,181.80
335	InterActFire/InterActEMS "Go Live" On-Site" Support	ETI-FRMS-GOLIVE	Each	\$ 1,181.80
336	InterActFire/InterActEMS System Administrator Audit	ETI-FRMS-SA-AUD	Each	\$ 1,181.80
337	Business Analysis & Configuration (per day)	ETI-FRMS-SABA	Each	\$ 1,181.80
338	InterActFire/InterActEMS Living Expenses	ETI-FRMS-LE	Each	\$ 196.56
339	Emergency Reporting Fire RMS Customization	ER-CUSTOM	Each	\$ 151.20
<i>InterAct Online</i>				
340	InterAct Online RMS - Concurrent Users 3 to 1 Ratio - 3 Users Setup For Each 1 User Purchased. Annual Subscription	OL-RMS	Each	\$ 1,477.25
341	InterAct Online RMS Incident Data Extract Option #2 Weekly Retrieval from FTP	OL-DE-WKLY	Each	\$ 886.35
342	InterAct Online RMS Incident Data Extract Option #3 Monthly Media Delivery	OL-DE-MMD	Each	\$ 590.90
343	InterAct Online RMS - Court Interface (Standard two-way data exchange-Changes to interface will incur additional costs)	OL-INT-COURT	Each	\$ 590.90
344	InterAct Online RMS ECrash Interface (Standard one-way inbound data exchange-Changes to interface will incur additional costs)	OL-INT-ECRSH	Each	\$ 590.90
345	InterAct Online RMS - ECitation interface (Standard one-way inbound data exchange-Changes to interface will incur additional costs)	OL-INT-ECWS	Each	\$ 590.90
346	InterAct Online RMS Interface	OL-INT-GEN	Each	\$ 590.90
347	InterAct Online RMS Calls for Service	OL-RMS-CFS	Each	\$ 590.90
348	InterAct Online RMS - APS Interface	OL-INT-APS	Each	\$ 302.40
349	InterAct Online RMS - Brazos Interface	OL-INT-BRZ	Each	\$ 302.40
350	InterAct Online RMS - LIMS interface	OL-INT-LIMS	Each	\$ 302.40
351	InterAct Online RMS - Livescan Interface	OL-INT-LS	Each	\$ 302.40
352	InterAct Online RMS - FBI NDEx interface	OL-INT-NDEX	Each	\$ 302.40
353	InterAct Online RMS Training Manual	OL-RMS-MANUAL	Each	\$ 49.94
<i>Project Configuration and Implementation Services</i>				
354	InterAct Online RMS Gold Package - includes Citations, Incidents and Warrants Packages	OL-DS-GOLD	Each	\$ 48,585.78

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
355	InterAct Online RMS Silver Package - includes Citations and Incidents Packages	OL-DS-SILVER	Each	\$ 36,368.78
356	InterAct Online RMS Copper Package - includes Incidents and Warrants Packages	OL-DS-COPPER	Each	\$ 30,417.52
357	InterAct OnlineRMS Citations Package-Citation Data, Master People, Vehicles, Locations, Business	OL-DS-CITATIONS	Each	\$ 22,176.08
358	InterAct Online RMS Incidents Package-Incidents Report Data, Master People, Vehicles, Locations, Business	OL-DS-INCIDENTS	Each	\$ 22,176.08
359	InterAct OnlineRMS Incidents Package-Warrant Info, Master People, Locations (Person Address)	OL-DS-WARRANTS	Each	\$ 14,918.46
360	InterAct Online RMS Data Conversion Package - Master Address	OL-DS-ADDRESS	Each	\$ 6,048.02
361	InterAct Online RMS Data Conversion Package - Master Business	OL-DS-BUSINESS	Each	\$ 6,048.02
362	InterAct Online RMS Data Conversion Package - Master Gangs	OL-DS-GANGS	Each	\$ 6,048.02
363	InterAct Online RMS Data Conversion Package - Master People (Master Names, People demographic data)	OL-DS-PEOPLE	Each	\$ 6,048.02
364	InterAct Online RMS Data Conversion Package - Master Property	OL-DS-PROPERTY	Each	\$ 6,048.02
365	InterAct Online RMS Data Conversion Package - Master Vehicle	OL-DS-VEHICLE	Each	\$ 6,048.02
366	InterAct Online RMS - GoLive Support	CI-OL-GOLIVE	Each	\$ 4,536.02
367	InterAct Online RMS Data Conversion Package - Incident Attachments	OL-DS-INCIDENTATTCH	Each	\$ 3,939.33
368	InterAct Online RMS Data Conversion Package - Master Person Attachments	OL-DS-PERSONATTCH	Each	\$ 3,939.33
369	InterAct Online RMS Data Conversion Package - Master Person Images	OL-DS-PERSONIMAG	Each	\$ 3,939.33
370	InterActOnline RMS - Interface Setup Fee	CI-OL-INT	Each	\$ 2,462.08
371	InterAct Online RMS - Implementation Services	CI-OL-RMS	Each	\$ 1,477.25
372	InterAct Online RMS Business Process Review	DS-OL-BPR	Each	\$ 1,477.25
373	InterAct Online RMS - Acceptance Testing	OL-ACCEPT-SVC	Each	\$ 1,477.25
374	InterAct Online RMS Program Management Services	OL-PROG-SVC	Each	\$ 1,477.25
375	InterAct Online RMS Services (per hour)	OL-RMS-HRLY	Each	\$ 176.40
JailTracker Tiered Pricing Bed 501-1000				
376	InterAct JailTracker Accounting Module (501 - 1000)	JT-ACCOU	Each	\$ 22,171.04
377	InterAct JailTracker Automated Commissary Module (501 - 1000)	JT-ACM	Each	\$ 20,155.03
378	InterAct JailTracker BarCode Module (501 - 1000)	JT-BARC	Each	\$ 10,075.00
379	JailTracker Base and Imaging Module (501 - 1000)	JT-BASE	Each	\$ 10,080.04
380	JailTracker Biometrics Module (501 - 1000)	JT-BIOM	Each	\$ 3,934.40

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
381	InterAct JailTracker Case Mgmt Module (501 - 1000)	JT-CASE	Each	\$ 3,934.40
382	InterAct JailTracker Electronic Signature Module (501 - 1000)	JT-ELCSIG	Each	\$ 1,964.74
383	InterAct JailTracker Document Imaging Module (501 - 1000)	JT-IMAG	Each	\$ 1,964.74
384	JailTracker KnowledgeSync Module (501 - 1000)	JT-KNWLG	Each	\$ 1,964.74
385	InterAct JailTracker Programs Module (501 - 1000)	JT-PRGMOD	Each	\$ 3,934.40
386	InterAct JailTracker Scheduling Module (501 - 1000)	JT-SCHMOD	Each	\$ 4,919.23
387	InterAct JailTracker Web Interface Module (501 - 1000)	JT-WEBINT	Each	\$ 10,075.00
	<i>Server Software</i>			
388	InterAct CAD Server Software License <i>Project Configuration and Implementation Services</i>	CAD-SRVR-LIC	Each	\$ 13,034.53
389	Project Configuration and Implementation Services	CI-PROJ	Hour	\$ 192.18
390	Project Management Services	CI-PM	Hour	\$ 192.18
391	InterAct Technician Services	CI-TECH	Hour	\$ 192.18
392	InterAct Installation Services	CI-INST	Hour	\$ 192.18
393	InterAct Engineering Services	CI-ENG	Hour	\$ 208.65
394	InterAct Development Services	CI-DEV	Hour	\$ 208.65
395	InterAct GIS Services	CI-GEO	Hour	\$ 192.18
396	InterAct Consulting Services	CI-CONS	Hour	\$ 258.07
397	InterAct Data Setup Services	CI-DS	Hour	\$ 192.18
398	InterAct Data Conversion Services	CI-DC	Hour	\$ 208.65

14. Special Item Number: 54151
August 15, 2013 - April 24, 2021

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
<i>Server Software</i>				
1	InterActCAD to Motorola Gold Elite Interface	M-CAD-MOTO-INT	Each	\$ 2,989.25
2	InterActCAD - Server Software License	M-CAD-SVR-LIC	Each	\$ 2,491.04
3	InterActCAD Model 6/26 Interface	M-CAD-INT-Z26	Each	\$ 2,646.01
4	InterActCAD to 3rd Party RMS Interface Module	M-CAD-RMS-INT	Each	\$ 1,893.19
<i>Client Software</i>				
5	InterActCAD Client Licenses	M-CAD-CLNT-DISP	Each	\$ 2,740.15
6	InterActCAD Interface Engine - Standard One Way XML Data Dump- Changes to export will incur additional costs	M-CAD-GIE	Each	\$ 1,494.63
7	InterActCAD Client Licenses (Admin/Backup Position)	M-CAD-ADMIN-DISP	Each	\$ 1,096.06
<i>InterAct WebCAD</i>				
8	InterActWebCAD Enterprise	M-CAD-SVR-WBCAD-ENT	Each	\$ 1,992.84
9	InterActCADweb Server Module (ten (10) clients)	M-CAD-SVR-WBCAD	Each	\$ 1,594.27
10	InterActCADweb Incident Entry Module	M-CAD-SVR-INCID	Each	\$ 1,245.52
11	InterActCADweb Client (additional ten (10) Clients)	M-CAD-CLNT-WBCAD	Each	\$ 622.77
<i>InterAct NCIC</i>				
12	InterActNCIC Query Only Server Module	M-CAD-SRVR-NCIC	Each	\$ 1,370.08
13	InterActNCIC Entry Update Server Module (Query Only Required)	M-CAD-SVR-NCIC2	Each	\$ 622.77
14	InterActNCIC Query Only Client License	M-CAD-CLNT-NCIC	Each	\$ 311.49
15	InterActNCIC Entry/Update Client Upgrade License (Query Only Required)	M-CAD-CLNT-NCIC2	Each	\$ 311.49
16	InterActNCIC Query Only Client License (Admin/Backup Position)	M-CAD-ADMIN-NCIC	Each	\$ 124.55
<i>InterAct Mobile</i>				
<i>Server Software</i>				
17	InterActMobile - Server Enterprise	M-MC-SERVER-ENT	Each	\$ 4,982.09
18	InterActMobile StateLink Interface Software for CAD Vendors	M-MC-STATELINK	Each	\$ 3,487.46
19	InterActMobile Comms layer for CAD/RMS Vendors **	M-MC-COMMPROV	Each	\$ 1,992.84
20	InterActMobile- CAD/RMS Multiple API	M-MC-API	Each	\$ 996.42
21	InterActMobile DataShare	M-MC-DATASH	Each	\$ 996.42
22	InterActMobile RMS Data Sharing Framework	M-MC-RMS-DATA	Each	\$ 996.42
23	InterActMobile InfoExchange Adapter	M-MC-RMS-ADPTR	Each	\$ 498.21
24	InterActMobile Annual Subscription - ILEDDS Host	M-MC-CLNT-SAAS	Each	\$ 597.85

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
25	InterActMobile Server Software License	M-MC-SERVER	Each	\$ 99.64
26	InterActMobile Server Upgrade License (per user license)	M-MC-SVR-UPGD	Each	\$ 99.64
Client Software				
27	InterActMobile Client License	M-MC-CLNT	Each	\$ 198.29
28	InterActMobile Rescue Software License	M-MC-CLNT-RES	Each	\$ 198.29
29	InterActMobile Desktop	M-MC-DSKTOP	Each	\$ 198.29
30	InterActMobile Map Client	M-GEO-MDC	Each	\$ 206.98
31	InterActMobile Enterprise includes: eXt client, AVL client, FIT/Tstop, Patrol Journal Enterprise and EZ-License.	M-MC-ENT-CLNT	Each	\$ 138.50
32	InterActMobileNavigator with Fleetview for in-car installation	M-MC-MBLFLT	Each	\$ 79.71
33	InterActMobile Patrol Journal Enterprise	M-MC-PJE	Each	\$ 58.79
34	InterActMobile CAD Client	M-CAD-MDC	Each	\$ 103.49
35	E-Z-License (Software Only)	M-MC-EZL	Each	\$ 19.93
36	Advanced Authentication Soft Token	M-MC-SFT-TFT	Each	\$ 11.16
37	InterActMobile Traffic Stop Data Collection	M-MC-TSTP	Each	\$ 9.96
38	Advanced Authentication Hosted Hard Token (per Token, per year)	M-MC-SAAS-TFT-HW	Each	\$ 47.83
39	Advanced Authentication Hosted Messaging (only) (per license, per year)	M-MC-SAAS-TFT-MSG	Each	\$ 47.83
40	Advanced Authentication Hosted Registration fee per user (1st year only)	M-MC-SAAS-TFT-REG	Each	NC
AVL				
41	InterActAVL - Mobile Client License	M-MC-CLNT-AVL	Each	\$ 9.96
NetMotion Mobility XE Software				
42	NetMotion Mobility XE	M-NM-MOBXEP	Each	\$ 1,406.82
43	NetMotion Mobility XE Standard Edition (per Block of 100)	M-NM-MOBXE	Each	\$ 4,220.47
44	NetMotion Advanced Bundle (Policy Mgmt & NAC Modules) (per Block of 100)	M-NM-MOBPMNAC	Each	\$ 2,789.97
45	NetMotion Mobility Policy Module (per Block of 100)	M-NM-MOBPM	Each	\$ 1,827.25
46	NetMotion Advanced Bundle (Policy Mgmt & NAC Modules)	M-NM-MOBNACP	Each	\$ 828.28
47	NetMotion Mobility Policy Module (per Block of 25)	M-NM-MOBPMP	Each	\$ 528.23
48	NetMotion Analytics Module	M-NM-MOBNAC	Each	\$ 523.12
49	NetMotion Analytics Module (per Block of 25)	M-NM-MOBNAC25	Each	\$ 174.37
50	NetMotion Mobility Policy Module Additional Clients	M-NM-MOBPM-ADD	Each	\$ 21.29
51	NetMotion Mobility XE Additional Clients	M-NM-MOBXE-ADD	Each	\$ 59.29
Radio IP Software				
52	Radio IP Server Software	M-RADIP-SRVR	Each	\$ 3,313.09
53	Radio IP Client License	M-RADIP-CLNT	Each	\$ 61.03

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
NCIC				
54	InterActMobile State/NCIC Interface Software	M-MC-NCIC	Each	\$ 996.42
55	InterActMobile State/NCIC Interface Software for PocketCop	M-MC-NCIC-PCKT	Each	\$ 504.00
PocketCop				
56	InterActPocketCop Client License (includes Server seat license)	M-MC-PKTCOP	Each	\$ 129.33
57	InterActPocketCop 5 Pack Bundle	M-MC-PKTCOP-BUN	Each	\$ 996.42
58	InterActPocketCop Annual Subscription - ILEDDS Host	M-MC-PCKT-SAAS	Each	\$ 478.28
Secure Message				
59	SecureMessage - Non Mobile Server	M-MC-SECMES-NEW	Each	\$ 1,992.84
60	SecureMessage - Existing Mobile Server	M-MC-SECMES-EX	Each	\$ 996.42
InterActCAD				
61	InterActCAD - API - ** one way interface - Customer responsible for development / interface charges with their vendor.	M-CAD-API	Each	\$ 996.42
62	InterActCAD6 Core Components - Required Software for Workstations	M-CAD-KIT-SW-COMP	Each	\$ 318.85
63	InterActCAD ProQA Interface	M-CAD-CLNT-PQAIN	Each	\$ 298.93
64	InterActCAD EMD Interface	M-CAD-INT-EMD	Each	\$ 388.09
65	InterActCAD to APCO MEDS Interface	M-CAD-CLNT-APCOMEDS	Each	\$ 288.96
66	InterActCADNG Third Party Required Software	M-CAD10-KIT-SW-COMP	Each	\$ 164.21
67	InterDEx	M-INTERDEX	Each	NC
InterActCAD Web Modules				
68	InterActCADpwcPublic Access Server Module	M-CAD-SVR-PUBLIC	Each	\$ 995.42
InterActMIS				
69	InterActMIS Collection License	M-MIS-SVR-COL	Each	\$ 129.53
InterAct Maps				
Server Software				
70	InterActGIS Enterprise Server Module	M-GIS-SVR-ENT	Each	\$ 1,893.19
71	InterActGIS Server Software License	M-GIS-SVR	Each	\$ 905.54
72	InterActAVL Dispatch Server License	M-GIS-SVR-AVL	Each	\$ 1,293.63
Client Software				
73	InterActGIS Client License	M-GEO-CLNT-SL	Each	\$ 970.22
74	InterActGIS Reverse GEO Coding	M-GEO-REVCODE	Each	\$ 448.39
75	InterActGIS Client License (Admin/Backup Position)	M-GEO-CLNT-ADMIN	Each	\$ 373.66
76	InterActGIS Pictometry Interface (1 per client)	M-GEO-PICT-INT	Each	\$ 298.93
77	ESRI ArcView (Current release)	M-GIS-ESRI	Each	\$ 388.09
78	ESRI ArcEngine Runtime (current version)	M-ESRI-ARCENGINE	Each	\$ 149.46
79	ESRI Arc GIS Runtime 9.x	M-ESRI-GIS-RUNTIME	Each	\$ 59.79
80	InterAct GEO911 WAN/LAN Update Module	M-GEO-CLNT-WAN	Each	\$ 49.82
81	InterActAVL Dispatch Client License	M-GIS-CLNT-AVL	Each	\$ 64.68
82	InterActAVL Dispatch Client License (Admin/Backup Position)	M-GIS-ADMIN-AVL	Each	\$ 24.92

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
InterActJail				
83	JailTracker Base and Imaging Module (< 500 beds)	M-JT-BASE	Each	\$ 2,988.26
84	InterAct JailTracker Accounting Module (< 500 beds)	M-JT-ACCOU	Each	\$ 1,991.84
85	InterAct JailTracker BarCode Module (< 500 beds)	M-JT-BARC	Each	\$ 1,393.99
86	JailTracker KnowledgeSync Module (< 500 beds)	M-JT-KNWLG	Each	\$ 796.14
87	JailTracker Biometrics Module (< 500 beds)	M-JT-BIOM	Each	\$ 996.42
88	MS SQL 2012 Standard Processor License	M-MS-SQLSTD-PROC	Each	\$ 398.57
89	InterAct JailTracker Automated Commissary Module (< 500 beds)	M-JT-ACM	Each	\$ 397.57
90	InterAct JailTracker Document Imaging Module (< 500 beds)	M-JT-IMAG	Each	\$ 397.57
91	InterAct JailTracker Web Interface Module (< 500 beds)	M-JT-WEBINT	Each	\$ 397.57
92	InterAct JailTracker Case Mgmt Module (< 500 beds)	M-JT-CASE	Each	\$ 198.29
93	InterAct JailTracker Programs Module (< 500 beds)	M-JT-PRGMOD	Each	\$ 198.29
94	InterAct JailTracker Scheduling Module (< 500 beds)	M-JT-SCHMOD	Each	\$ 198.29
95	InterAct JailTracker Electronic Signature Module (< 500 beds)	M-JT-ELCSIG	Each	\$ 98.65
96	InterAct JailTracker Interface	M-JT-INTER	Each	NC
InterActPhone				
<i>InterAct NG911</i>				
97	IPSR/ESRP License (Fault-Tolerant)	M-SOLA-SL-IPSRSOFTLIC-FT	Each	\$ 12,265.16
98	Guardian Ctrl License (Geo-Diverse)	M-SOLA-SL-GUARDSOFTLIC-GEO	Each	\$ 8,779.94
99	ECRF Link license (Redundant)	M-SOLA-SL-ECRFLINKLIC-FT	Each	\$ 6,595.47
100	LIS Link license (Redundant)	M-SOLA-SL-LISLINKLIC-FT	Each	\$ 6,595.47
101	Guardian Ctrl License (Fault-Tolerant)	M-SOLA-SL-GUARDSOFTLIC-FT	Each	\$ 6,242.95
102	ECRF Link license (Simplex)	M-SOLA-SL-ECRFLINKLIC-SX	Each	\$ 4,297.05
103	LIS Link license (Simplex)	M-SOLA-SL-LISLINKLIC-SX	Each	\$ 4,297.05
104	Policy Routing Function	M-SOLA-SL-PRFWBSRV	Each	\$ 4,297.05
105	Guardian Operator Position License	M-SOLA-SL-GUARDPOSLIC	Each	\$ 2,936.44
106	Guardian Ctrl License (Simplex)	M-SOLA-SL-GUARDSOFTLIC-SX	Each	\$ 1,48.52
107	Guardian Backup Operator Pos License	M-SOLA-SL-BUPGUARDPOSLIC	Each	\$ 1,504.10

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
108	MIS base for Guardian/Combo - Geo Div	M-SOLA-SL-MIS G/C_SVR_GEO	Each	\$ 1,502.85
109	Solacom Mapping API	M-SOLA-SL-MAPAPI	Each	\$ 154.69
110	MIS Position Lic for Guardian Geo Div	M-SOLA-SL-MIS G/C_POS_GEO	Each	\$ 52.56
111	MIS Position License for Guardian	M-SOLA-SL-MIS G/C_POS	Each	\$ 32.88
112	Guardian Ctrl License (Geo-Div) Site B	M-SOLA-SL- GUARDSOFTLIC-GEO-B	Each	NC
E-911				
113	E-911 CCM Base Program (CT) - WIN	M-911-M-1010	Each	\$ 5,129.81
114	E-911 CCM Base Program (CT) - AIX	M-911-M-1020	Each	\$ 5,129.81
115	E-911 CCM Call Taker License - 1 Pack	M-911-M-1090	Each	\$ 143.24
116	E-911 CCM Call Taker License - 5 Pack	M-911-M-1092	Each	\$ 694.69
117	E-911 CCM Call Taker License - 10 Pack	M-911-M-1094	Each	\$ 1,296.28
118	E-911 CCM Call Taker License - 25 Pack	M-911-M-1096	Each	\$ 3,079.55
119	E-911 Call Taker License - 50 Pack	M-911-M-1098	Each	\$ 5,847.99
120	E-911 Call Taker License - 100 Pack	M-911-M-1099	Each	\$ 10,303.59
121	E-911 CCM ALI Server - WIN	M-911-M-1110	Each	\$ 4,748.74
122	E-911 CCM ALI Server - AIX	M-911-M-1120	Each	\$ 4,748.74
123	E-911 CAD Server - WIN	M-911-M-1132	Each	\$ 3,477.61
124	E-911 ALI Update System	M-911-M-1192	Each	\$ 787.79
125	E-911 CAMA Gateway Base Software Package	M-911-M-1210	Each	\$ 1,432.35
126	E-911 SIP Echo Cancellation Library	M-911-M-1270	Each	\$ 511.64
127	E-911 CCM Reporting Package - WIN	M-911-M-1310	Each	\$ 7,123.11
128	E-911 CCM Reporting Package - AIX	M-911-M-1320	Each	\$ 7,123.11
129	E-911 SoftFone - WIN 32	M-911-M-1410	Each	\$ 35.81
130	E-911 SoftFone - WIN 16	M-911-M-1412	Each	\$ 35.81
131	E-911 SoftFone - JAVA	M-911-M-1414	Each	\$ 35.81
132	E-911 Abandoned Call GUI - WIN	M-911-M-1420	Each	\$ 71.62
133	E-911 Abandoned Call GUI - Java	M-911-M-1424	Each	\$ 71.62
134	E-911 Abandoned Call GUI - AIX	M-911-M-1426	Each	\$ 71.62
135	E-911 Chat Server Base	M-911-M-1430	Each	\$ 286.47
136	E-911 Chat Server User License	M-911-M-1432	Each	\$ 14.32
137	E-911 ALI Display GUI - WIN	M-911-M-1440	Each	\$ 71.62
138	E-911 ALI Display GUI - Java	M-911-M-1444	Each	\$ 71.62
139	E-911 ALI Display GUI - AIX	M-911-M-1446	Each	\$ 71.62
140	E-911 Advanced Call Taker Softfone - WIN32	M-911-M-1450	Each	\$ 143.24
141	Advanced E-911 CallTaker SoftFone - WIN 32 - 1 Pack	M-911-M-1460	Each	\$ 186.21
142	Advanced E-911 CallTaker SoftFone - WIN 32 - 5 Pack	M-911-M-1462	Each	\$ 906.68
143	Advanced E-911 CallTaker SoftFone - WIN 32 - 10 Pack	M-911-M-1464	Each	\$ 1,688.74
144	Advanced E-911 CallTaker SoftFone - WIN 32 - 25 Pack	M-911-M-1466	Each	\$ 4,024.90
145	Advanced E-911 CallTaker SoftFone - WIN 32 - 50 Pack	M-911-M-1468	Each	\$ 7,577.47

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
146	Advanced E-911 CallTaker SoftFone - WIN 32 - 100Pack	M-911-M-1469	Each	\$ 13,381.48
147	E-911 Workstation CallTTY Display GUI	M-911-M-1472	Each	\$ 14.33
148	E-911 Workstation TDD Display GUI	M-911-M-1474	Each	\$ 57.30
149	Fire Station Alerting - Base Program	M-911-M-1510	Each	\$ 1,862.05
150	Fire Station Alerting - Per Notified Location License	M-911-M-1512	Each	\$ 143.24
151	E-911 Display Board Interface – WIN	M-911-M-1560	Each	\$ 1,862.06
152	E-911 Center Call Taker Visual Status Monitoring GUI	M-911-M-1570	Each	\$ 1,532.61
153	Switch Time Synchronizer	M-911-M-1600	Each	\$ 343.76
154	E-911 Display Board Interface – WIN	M-911-M-1962	Each	\$ 1,425.19
155	E-911 Telephone Handset Audio Tap (THAT)	M-911-M-2030	Each	\$ 62.74
156	E-911 CCM EDD Database Connector	M-911-M-3512	Each	\$ 1,432.35
157	E-911 CCM EDD Notification Module	M-911-M-3520	Each	\$ 1,432.35
158	E-911 CCM EDD Status Display	M-911-M-3532	Each	\$ 143.24
	<i>InterAct Recorder</i>			
159	Motorola P25 Integration via API	M-HG-TRAD-MP25	Each	\$ 20,391.80
160	Cassidian P25 Radio Interface Core:	M-HG-P25-CASS	Each	\$ 12,744.88
161	EF Johnson Core Integration Module	M-HG-EFJP25-CORE	Each	\$ 5,097.95
162	Unlimited Talk Groups and Radio IDs (per Site)	M-HG-TRAD-SITE	Each	\$ 2,491.04
163	Geospacial Call Mapping	M-HG-NG-MAP	Each	\$ 1,693.91
164	P25 Talk Group Recording License - 10 Pack	M-HG-P25-SWRL-10	Each	\$ 1,494.63
165	Trunked Radio Integration For Motorola Smartnet/ Smartzone	M-HG-TRAD-MSZI	Each	\$ 1,120.97
166	Replicate 2048 Ports To Remote Server	M-HG-REPL-2048	Each	\$ 1,096.06
167	Video Stream Collection and Processing	M-HG-DS-VIDEO-0001	Each	\$ 1,021.33
168	Screen Capture Base	M-HG-NGSC-BASE	Each	\$ 996.42
169	Replicate 1024 Ports To Remote Server	M-HG-REPL-1024	Each	\$ 797.13
170	EF Johnson 10-Pack Talk Group License	M-HG-EVAL-BASENG	Each	\$ 747.31
171	Nexidia Audio Finder for Public Safety	M-HG-NEX-PSAP	Each	\$ 747.31
172	Replicate 512 Ports To Remote Server	M-HG-REPL-0512	Each	\$ 622.76
173	SolaCom Guardian MIS Base Software	M-HG-SOGD-MIS	Each	\$ 622.76
174	SolaCom ESRP	M-HG-SOLS-MIS	Each	\$ 622.76
175	VoIP Interface Surcharge	M-HG-VOIP-INTF	Each	\$ 622.76
176	ACD Free Seating - Auto Record	M-HG-FSAR-0001	Each	\$ 621.52
177	Chat session Collection and Processing	M-HG-DS-CHAT-0001	Each	\$ 612.80
178	NG Capture911 Core Software	M-HG-NG911-CORE	Each	\$ 610.31
179	Quality911 Evaluation Base Software	M-HG-EQ911-BASE	Each	\$ 606.82
180	MMS Collection and Processing	M-HG-DS-EMAIL-0001	Each	\$ 510.66
181	MMS Collection and Processing	M-HG-DS-PHOTO-0001	Each	\$ 510.66
182	SMS Collection and Processing	M-HG-DS-TEXT-0001	Each	\$ 510.66
183	Add VoIP support to any recorder	M-HG-EVOIP-PROC	Each	\$ 505.68
184	Replicate 256 Ports To Remote Server	M-HG-REPL-0256	Each	\$ 473.30
185	Replicate 128 Ports To Remote Server	M-HG-REPL-0128	Each	\$ 408.24
186	SolaCom Guardian Additional TimeZone Offset	M-HG-SOGD-TZOS	Each	\$ 403.20
187	Redaction	M-HG-REDC-1000	Each	\$ 378.00

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
188	Motorola Smartzone Integration- Per Zone	M-HG-TRAD-ZONE	Each	\$ 378.00
189	Replicate 2048 Ports To Remote Server (Parallel System)	M-HG-REPL-2048-P	Each	\$ 334.40
190	Replicate 64 Ports To Remote Server	M-HG-REPL-0064	Each	\$ 296.10
191	Replicate 1024 Ports To Remote Server (Parallel System)	M-HG-REPL-1024-P	Each	\$ 245.28
192	Replicate 32 Ports To Remote Server	M-HG-REPL-0032	Each	\$ 192.78
193	Replicate 512 Ports To Remote Server (Parallel System)	M-HG-REPL-0512-P	Each	\$ 189.48
194	EF Johnson per Talk Group License	M-HG-EFJP25-SWRL	Each	\$ 189.00
195	P25 Talk Group Recording License	M-HG-P25-SWRL	Each	\$ 189.00
196	VoIP Interface Surcharge (Parallel System)	M-HG-VOIP-INTF-P	Each	\$ 189.00
197	Flex Seating - Auto Record (Parallel System)	M-HG-FSAR-0001-P	Each	\$ 188.62
198	NG Capture911 Core Software (Parallel System)	M-HG-NG911-CORE-P	Each	\$ 185.22
199	Ring Counter	M-HG-RING-0001	Each	\$ 175.14
200	Create Stand-Alone Playback CD	M-HG-SACD-PLBK	Each	\$ 175.14
201	TCP/IP Remote API Connector	M-HG-APIR-CONN	Each	\$ 149.94
202	Replicate 256 Ports To Remote Server (Parallel System)	M-HG-REPL-0256-P	Each	\$ 144.92
203	VoIP Additional Tap Point	M-HG-VOIP-TPPT	Each	\$ 124.74
204	Replicate 128 Ports To Remote Server (Parallel System)	M-HG-REPL-0128-P	Each	\$ 122.57
205	Replicate 64 Ports To Remote Server (Parallel System)	M-HG-REPL-0064-P	Each	\$ 89.12
206	NG Capture911 Channel license	M-HG-NG911-SWRL	Each	\$ 81.90
207	Replicate 32 Ports To Remote Server (Parallel System)	M-HG-REPL-0032-P	Each	\$ 57.94
208	TCP/IP Remote API Connector (Parallel System)	M-HG-APIR-CONN-P	Each	\$ 44.98
209	Screen Capture Workstation License	M-HG-NGSC-SEAT	Each	\$ 37.80
210	SolaCom Guardian per Position	M-HG-SOGD-POS	Each	\$ 37.80
211	NNG Capture911 Channel license. (Parallel System)	M-HG-NG911-SWRL-P	Each	\$ 30.64
212	Quality911 per Dispatcher license	M-HG-EQ911-DISP	Each	\$ 30.34
213	Quality911 Base Software	M-HG-EVAL-DISP	Each	\$ 18.68
214	Flex ID License - Large Chassis	M-HG-SWVL-0144	Each	\$ 11.21
215	Virtual Channel License	M-HG-VCHN-0001	Each	\$ 11.21
216	VoIP Per Port Interface	M-HG-VOIP-PORT	Each	\$ 7.97
217	Flex ID License - Large Chassis (Parallel System)	M-HG-SWVL-0144-P	Each	\$ 3.36
218	VoIP Per Port Interface (Parallel System)	M-HG-VOIP-PORT-P	Each	\$ 2.39
219	ANI/ALI Integration - Included with NG911 Core	M-HG-ANLI-INCL	Each	NC
220	NG Capture911 Channel license - Included with Core	M-HG-NG911-SWRL-INCL	Each	NC
221	Quality911 Evaluation Base Software	M-HG-NGQ911-BASE	Each	NC
222	Quality911 per Dispatcher license	M-HG-NGQ911-DISP	Each	NC
223	Screen Capture Workstation License - Included with Base	M-HG-NGSC-SEAT-INCL	Each	NC

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
224	Higher Ground Report Commander Pro Station License	M-HG-RCNP-INCL	Each	NC
225	Higher Ground Allocation Core Small	M-HG-SWCR-0048	Each	NC
226	Higher Ground Channel Tap License - Small Chassis	M-HG-SWRL-0048	Each	NC
InterAct Court RMS				
227	Omni Court Software (includes interface to Interact RMS) up to 75K	M-SAS-OCU10P75	Each	\$ 39,299.08
228	Omni Court Software (includes interface to Interact RMS) up to 50K	M-SAS-OCU5P50	Each	\$ 32,692.13
229	Omni Court Software (includes interface to Interact RMS) up to 30K	M-SAS-OCU3P30	Each	\$ 24,776.04
230	Omni Court Software (includes interface to Interact RMS) up to 20K	M-SAS-OCU2P20	Each	\$ 21,335.94
231	Omni Court Software (includes interface to Interact RMS) up to 10K	M-SAS-OCU1P10	Each	\$ 15,244.91
232	Omni Court Software (includes interface to Interact RMS) up to 8K	M-SAS-OCU1P8	Each	\$ 12,561.35
233	Omni Court Software (includes interface to Interact RMS) up to 6K	M-SAS-OCU1P6	Each	\$ 11,184.90
234	Omni Court Probation	M-SAS-PR1	Each	\$ 5,505.79
235	Omni Court Disbursements	M-SAS-DB5	Each	\$ 2,690.33
236	Omni Court Jury Management	M-SAS-JM5	Each	\$ 2,152.26
237	Omni Court Minute Indexing	M-SAS-MI2	Each	\$ 1,209.65
238	SAS Courts Interface	M-SAS-INTF	Each	\$ 802.12
239	Omni Court Software - Additional User	M-SAS-OCAU	Each	\$ 409.25
InterAct Fire RMS				
<i>Desktop Software</i>				
240	InterActFire Fax Comm Module Software	M-ETI-FRMS-FAX	Each	\$ 3,528.01
241	InterActFire Enterprise - One (1) Workstation License	M-ETI-FRMS	Each	\$ 788.51
242	Emergency Reporting Fire RMS Software	M-ER-FIRERMS	Each	\$ 406.83
243	Hosted Standard System - Software as a Service	M-ETI-FRMS-STD-SAAS	Each	\$ 1,469.67
244	Hosted Basic System - Software as a Service	M-ETI-FRMS-BAS-SAAS	Each	\$ 1,143.08
245	InterActFire Supply - One (1) Workstation License	M-ETI-FRMS-SUP	Each	\$ 179.93
246	InterActFire CAD Access - One (1) Workstation License	M-ETI-FRMS-CAD	Each	\$ 139.36
247	InterActFire EMS State Data Export	M-ETI-FRMS-EXPT	Each	\$ 132.30
248	InterActFire Audit Log - One (1) Workstation License	M-ETI-FRMS-AUD	Each	\$ 128.77
249	InterActFire Shift Scheduler - One (1) Workstation License	M-ETI-FRMS-RST	Each	\$ 125.24
250	InterActFire LOSAP Module	M-ETI-FRMS-LOSAP	Each	\$ 121.72
251	Hosted Enterprise System - Software as a Service	M-ETI-FRMS-ENT-SAAS	Each	\$ 157.85
<i>Mobile Software</i>				
252	InterActFire Mobile Software	M-ETI-FRMS-MDM	Each	\$ 725.01

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
253	InterActFire CAD Access for Mobile	M-ETI-FRMS-AIR	Each	\$ 139.36
InterAct Online				
254	InterAct Online RMS - Concurrent Users 3 to 1 Ratio - 3 Users Setup For Each 1 User Purchased. Annual Subscription	M-OL-RMS	Each	\$ 1,494.63
255	InterAct Online RMS Incident Data Extract Option #2 Weekly Retrieval from FTP	M-OL-DE-WKLY	Each	\$ 896.78
256	InterAct Online RMS Incident Data Extract Option #3 Monthly Media Delivery	M-OL-DE-MMD	Each	\$ 597.85
257	InterAct Online RMS - Court Interface (Standard two-way data exchange-Changes to interface will incur additional costs)	M-OL-INT-COURT	Each	\$ 597.85
258	InterAct Online RMS ECrash Interface (Standard one-way inbound data exchange-Changes to interface will incur additional costs)	M-OL-INT-ECRSH	Each	\$ 597.85
259	InterAct Online RMS - ECitation interface (Standard one-way inbound data exchange-Changes to interface will incur additional costs)	M-OL-INT-ECWS	Each	\$ 597.85
260	InterAct Online RMS Interface	M-OL-INT-GEN	Each	\$ 597.85
261	InterAct Online RMS Calls for Service	M-OL-RMS-CFS	Each	\$ 597.85
262	InterAct Online RMS - APS Interface	M-OL-INT-APS	Each	\$ 298.93
263	InterAct Online RMS - Brazos Interface	M-OL-INT-BRZ	Each	\$ 298.93
264	InterAct Online RMS - LIMS interface	M-OL-INT-LIMS	Each	\$ 298.93
265	InterAct Online RMS - Livescan Interface	M-OL-INT-LS	Each	\$ 298.93
266	InterAct Online RMS - FBI NDEx interface	M-OL-INT-NDEX	Each	\$ 298.93
267	InterAct Online RMS Training Manual	M-OL-RMS-MANUAL	Each	NC
JailTracker Tiered Pricing Bed 501-1000				
268	InterAct JailTracker Accounting Module (501 - 1000)	JT-ACCOU	Each	\$ 4,742.23
269	InterAct JailTracker Automated Commissary Module (501 - 1000)	JT-ACM	Each	\$ 4,311.02
270	InterAct JailTracker BarCode Module (501 - 1000)	JT-BARC	Each	\$ 2,154.97
271	JailTracker Base and Imaging Module (501 - 1000)	JT-BASE	Each	\$ 2,156.05
272	JailTracker Biometrics Module (501 - 1000)	JT-BIOM	Each	\$ 861.34
273	InterAct JailTracker Case Mgmt Module (501 - 1000)	JT-CASE	Each	\$ 861.34
274	InterAct JailTracker Electronic Signature Module (501 - 1000)	JT-ELCSIG	Each	\$ 430.13
275	InterAct JailTracker Document Imaging Module (501 - 1000)	JT-IMAG	Each	\$ 430.13
276	JailTracker KnowledgeSync Module (501 - 1000)	JT-KNWLG	Each	\$ 430.13
277	InterAct JailTracker Programs Module (501 - 1000)	JT-PRGMOD	Each	\$ 861.34
278	InterAct JailTracker Scheduling Module (501 - 1000)	JT-SCHMOD	Each	\$ 1,076.95

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
279	InterAct JailTracker Web Interface Module (501 - 1000)	JT-WEBINT	Each	\$ 2,154.97
	<i>Server Software</i>			
280	Annual Support/Maintenance	CAD-SRVR-LIC	Annual	\$ 3,234.08

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 611420)

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.

b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

- (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
- (2) The length of the course;
- (3) Mandatory and desirable prerequisites for student enrollment;
- (4) The minimum and maximum number of students per class;
- (5) The locations where the course is offered;
- (6) Class schedules; and
- (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

9. “NO CHARGE” TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

None

10. DESCRIPTION OF SERVICES

The following is the description of each training course:

TR-CADADMI CAD System Administrator

Includes training for system administrators and key personnel (4 people max) responsible for system configuration (including building of code tables) and maintenance. Topics include CAD overview, MSAG maintenance, and building code tables.

TR-CADADM-UP CAD System Admin – Upgrade

Includes training for system administrators and key personnel (4 people max) responsible for system configuration (including building of code tables) and maintenance. Topics include CAD overview, MSAG maintenance, and building code tables.

TR-CADUSR CAD User Training

Training for end-users (8 people max) on CAD system. Topics include navigation, cad incident creation, traffic stops, data searching, monitoring of unit activity. 1 student per workstation.

TR-CADUSR-UPGD CAD User Training - Upgrade

Training for end-users (8 people max) on CAD system. Topics include navigation, cad incident creation, traffic stops, data searching, monitoring of unit activity and new features between the versions. 1 student per workstation.

TR-CADPL CAD Post-Live Visit

Includes a review of CAD Reports and 2 hours with each shift to optimize efficiency of system usage.

TR-WEBCAD Web-CAD

Training for users (8 people max) on the WebCAD software. Topics include viewing and creating active CAD incidents and units, and searching prior incidents/unit activity.

TR-NCICTRTR InterAct CIS Training

Training for up to 8 users on the use of the InterAct CIS (NCIC) software.

TR-CADPROQA ProQA Interface

Training is provided on the InterAct interface with ProQA (not the ProQA software).

TR-CADMAINT CAD Installation/ Maintenance Course

Training for system administrators, IT staff, or other technical staff. Topics include installing and maintaining CAD software on the workstations and CAD Server.

SVC-M-1110 CTI Administrator and User

Training for System Administrator and the end-users on the Telephony Software. Topics include establishing global user settings, answering calls, viewing ANI/ALI data. Training sessions are in 2 hour increments.

TR-GEOADMIN GEO Admin Training

InterAct GIS Training on how to update the Map software with current GIS data, and subsequently update all dispatch terminals.

TR-GEOARCVW ArcView Training

ESRI's ArcView Training on adding, editing, and analyzing streets, structures, and other geographic features and incorporating this data into InterAct's Odyssey GIS map.

TR-GEOUSR GEO User Training

This class gives participants an overview of how the interactive map works. After using the map for a few basic functions, participants gain insight into the role InterAct GIS Map Display plays in using information effectively and managing it efficiently. Participants study and appreciate the interactions between InterAct GIS Map Display and CAD (Computer Aided Dispatch).

TR-GPSLR GPS Training

GPS Data Collection Training on how to collect streets, structures, and other geographic features and how to process and export this data for 911 purposes.

JT-TRAN Jailtracker Training

Provides training for users of the Jailtracker software application.

TR-MC-USR InterAct Mobile User Training

User Training on InterAct Mobile, including database query, CAD integration and interoperable messaging.

TR-OL-ONST InterAct Online RMS On-Site Training

Training for users and administrators of the Interact Online RMS software application.

11. PRICING FOR SPECIAL ITEM NUMBER 611420 - Training

Special Item Number: 611420

August 15, 2013 - April 24, 2021

Item #	Course Number	Course Description	Length	Minimum Participants	Maximum Participants	Location	Unit Cost W/IFF
InterActCAD							
1	TR-CADGLS	Go-Live Support On-site support and on the job training for the proper use of the CAD system. Held during and after system Go-Live	3 Days	1	None	On-Site	\$ 9,203.55
2	TR-CADADMI	CAD System Admin I Training Training for system administrators and key personnel responsible for system configuration (including building of code tables) and maintenance. Topics include CAD overview, MSAG maintenance, and building code tables.	4 Days	1	4	On-Site	\$ 6,135.70
3	TR-CADTRTR	InterActCAD Train the Trainer Training for system administrators and key personnel (4 people max) responsible for system configuration (including building of code tables) and maintenance. Topics include CAD overview, MSAG maintenance, and building code tables.	5 days	1	8	On-Site	\$,6135.70
4	TR-CADADM-UP	InterActCAD System Administrator Upgrade Training**Only applicable to CAD Classic Upgrades Training for system administrators and key personnel (4 people max) responsible for system configuration (including building of code tables) and maintenance. Topics include CAD overview, MSAG maintenance, and building code tables.	2 Days	1	4	On-Site	\$ 3,058.77
5	TR-CADPL	CAD Post-Live Visit Review of CAD Reports and 2 hours with each shift to optimize efficiency of system usage.	2 days	1	None	On-Site	\$ 3,058.77
6	TR-CADUSR	CAD User Training Training for end-users on CAD system. Topics include navigation, cad incident creation, traffic stops, data searching, monitoring of unit activity. 1 student per workstation.	2 days	1	8	On-Site	\$ 3,058.77
7	TR-CADMAINT	CAD Installation/ Maintenance Course Training for systme administrators, IT staff, or othe technical staff. Topics include installing and maintaining CAD software on the workstations and CAD Server.	2 days	1	8	On-Site	\$ 2,548.98
8	TR-CADPROQA	InterActCAD ProQA Training Training is provided on the InterAct Interface with ProQA (not the ProQA software).	1 day	1	8	Web	\$ 1,529.39

9	TR-CADUSR-UPGD	InterActCAD/GIS Upgrade User Training **Only applicable to CAD Classic Upgrades	1 day	1	8	On-Site	\$ 1,529.39
<p>Training for end-users (8 people max) on CAD system. Topics include navigation, cad incident creation, traffic stops, data searching, monitoring of unit activity and new features between the versions. 1 student per workstation.</p>							
InterAct NCIC							
10	TR-NCICTRTR	InterActCIS Training	2 hrs	1	8	On-Site	\$ 1,529.39
<p>Training is provided through a self-paced video and user manual.</p>							
11	TR-NCICWEB	InterActCIS Training – Web	Web	1	None	N/A	\$ 1,529.39
<p>Training on JavelinNCIC through Web session.</p>							
InterAct WebCAD							
12	TR-WEBCAD	InterAct WebCAD	4 hrs	1	8	On-Site	\$ 508.06
<p>Training for users (8 people max) on the WebCAD software. Topics include viewing and creating active CAD incidents and units, and searching prior incidents/unit activity.</p>							
InterAct Court							
13	SAS-TR1	Omni Court Training Services	1	1	8	On-Site	\$ 1,529.39
InterAct Fire							
14	ER-TRNG	Emergency Reporting Fire RMS Training	5	1	12	On-Site	\$ 8,715.76
15	ETI-FRMS-INT-TM	InterActFire/InterActEMS Product installation and configuration training for Mobile	1 day	1	8	On-Site	\$ 1,835.26
16	ETI-FRMS-ONSITETR	On Site Training (per day)	1 day	1	4	On-Site	\$ 1,223.51
17	ETI-FRMS-SA-TRN	InterActFire Admin. Training	1 day	1	4	On-Site	\$ 1,223.51
<p>Training for the use of Fire and EMS patient information.</p>							
18	ETI-FRMS-TRN	InterActFire User Train the Trainer	1 day	1	2	On-Site	\$ 1,223.51
<p>Training for the use of Fire and EMS patient information for users and train the trainers.</p>							
19	ETI-FRMS-WEBTRN	WebEx User Training (24 hours)	3 days	1	8	On-Site	NC
InterAct JailTracker							
20	JT-KNOWLTR	InterAct JailTracker-KnowledgeSync Configuration and Training	1 day	1	4	On-Site	\$ 1,529.39

21	JT-TRAIN	InterAct JailTracker Training (onsite, per day)	1 day	1	4	On-Site	\$ 1,529.39
22	JT-TRAINACT	InterAct JailTracker Accounting – Commissionary Training	1 day	1	4	On-Site	\$ 1,529.39
InterAct Maps							
23	TR-GEOADM	InterActGIS Administrator and ARCView Training (Agency Site) Administrator training for GIS software, in conjunction with ArcView training.	3 days	1	4	On-Site	\$ 4,601.78
24	TR-GPS	GPS Training (Agency Site)	3 days	1	4	On-Site	\$ 4,601.78
25	TR-GEOADMLR	InterActGIS Administrator Training (Little Rock, AK) Administrator training for GIS software, in conjunction with ArcView training, provided ArcView training is in Little Rock, AK.	3 days	1	8	Little Rock, AK	\$ 3,058.77
26	TR-GPSLR	GPS Training (Little Rock, AK) GPS Data Collection Training on how to collect streets, structures, and other geographic features and how to process and export this data for 911 purposes.	3 days	1	8	Little Rock AK	\$ 3,058.77
27	TR-GEOARCVW	ArcView Training ESRI's ArcView Training on adding, editing, and analyzing streets, structures, and other geographic features and incorporating this data into InterAct's Odyssey GIS map.	1 day	1	8	On-Site	\$ 1,529.39
28	TR-GEOUSR	InterActGIS User Training This class gives participants an overview of how the interactive map works. After using the map for a few basic functions, participants gain insight into the role InterAct GIS Map Display plays in using information effectively and managing it efficiently. Participants study and appreciate the interactions between InterAct GIS Map Display and CAD (Computer Aided Dispatch).	1 day	1	8	On-Site	\$ 1,529.39
29	TR- GEOADMWEB	InterActGIS Administrator Training (Web)	Web	1	None	Web	\$ 406.91
InterAct Mobile							
30	MC-MOBCAD	Installation – up to 5 Mobile CAD & Mobile Map Clients Installation and Training	1 day	1	5	On-Site	\$ 1,529.39
31	TR-MC-GLS	Go Live Support		1	NA	NA	\$ 1,529.39
32	TR-MCTRTR	Mobile Train-the-Trainer	1 day	1	8	On-Site	\$ 1,529.39

33	TR-PCKT-ADMN	InterActPocketCop-Admin Training	4 hrs	1	4	On-Site	\$ 1,529.39
		Administrator training on InterActMobile capability, including database query, CAD integration and interoperable messaging for hand-held smart phones.					
34	TR-PCKT-USR	InterActPocketCop - User Training	4 hrs	1	8	On-Site	\$ 1,529.39
		User training on InterActMobile capability, including database query, CAD integration and interoperable messaging for hand-held smart phones.					
35	TR-MC-ADMN	InterActMobile - Admin Training	½ day	1	4	On-Site	\$ 764.69
		Administrator training on InterActMobile capability, including database query, CAD integration and interoperable messaging.					
36	TR-MC-USR	InterActMobile - User Training	4 hrs	1	8	On-Site	\$ 764.69
		User training on InterActMobile capability, including database query, CAD integration and interoperable messaging.					
37	TR-MC-WEB	User Web Training	2 hrs	1	None	On-Site	\$ 356.86
38	TR-MC-WEB-MOBCAD	CAD User Web Training	1 hr	1	None	Web	\$ 356.86
39	TR-PCKT-WEB	InterActPocketCop – Web Training	2 hrs	1	None	Web	\$ 356.86
		InterActRMS					
40	TR-WEBEX	Webex Training (per hour)	1 hr	1	None	Web	\$ 168.23
		Train the Trainer Course to enable the Customer to train their organizations end-users in the use of the Records Management System Web reporting, including Ad Hoc Report Building. Maximum 10 trainees.					
41	TR-OL-TRTR	RMS Train-The-Trainer End User Training Course	5 days	1	8	On-Site	\$ 7,669.63
		Train the Trainer Course to enable the Customer to train their organizations end-users in the use of the Records Management System. Maximum 10 trainees.					
42	TR-OL-DDPONST	DDP to Online RMS Migration Training. On-Site Training (per day)	1	1	8	On-Site	\$ 1,529.39
43	TR-OL-ONST	On-Site Training per day; minimum purchase of 3 days required	3 days	1	8	On-Site	\$ 1,529.39
		System Administrator Training for the Field Based Reporting module of the Records Management System. Includes Role-base Security, Customized Forms, Workflow, and Importing files. Maximum 5 trainees.					

44	TR-OL-REM	InterActOnline RMS – Remote Training Webinar – Per Day, 12 students max	1	1	12	Web	\$ 764.69
InterActPhone							
<i>InterAct MIS</i>							
45	TR-TELMIS	InterActMIS Training	½ day	1	8	On-Site	\$ 764.69
Training for system administrators on using the Management Information System to pull statistical telephony data for 9-1-1 and non-emergency calls. Includes Self Paced Tutorial CD							
<i>InterAct NG911</i>							
46	SYSTEMTECHTRAIN	System Technical Training	5 days	1	8	On-Site	\$ 7,056.06
47	SOLA-TR-TRAINI&M	I and M Course	5 days	1	8	On-Site	\$ 7,056.06
48	SOLA-TR-T<RAIN1STD	Training T & L Expenses – First Day	1 day	1	n/a	On-Site	\$ 2,931.32
49	SOLA-TR-CUTCOACH	Cut-over Coaching	2 days	1	8	On-Site	\$ 2,814.07
50	SOLA-TRAINTRAINER	Guard Train trainer	2 days	1	4	On-Site	\$ 2,814.07
Call taker training for InterAct Next Generation Computer Telephony Interface (cti) for conventional and VOIP call handling. Maximum 5 students.							
51	SOLA-TR-INST&TRAINMIS	MIS Installation and Training	2 days	1	8	On-Site	\$ 2,286.94
Installation and Management Course for the InterAct Next Generation Computer Telephony Interface (cti) System.							
52	SOLA-TR-TRAIN-ADMN	Guard Adm training	1 day	1	4	On-Site	\$ 1,407.03
System Administrator Training for the InterAct Next Generation Computer Telephony Interface (cti) for conventional and VOIP call handling. Maximum 2 students.							
53	SOLA-TR-TRAINI&MSOL	I and M Course	5 days	1	4	Solacom	\$ 1,407.03
54	TRAINCALLTAKER	Guard Call-taker	½ day	1	6	NA	\$ 703.52

55	SOLA-TR-T<RAINPREM	Training Weekend T & L Premium	Week-end	1	NA	On-Site	\$ 299.76
56	SOLA-TR-T<RAINSUBD	Train T & L Expenses/Subsequent days(s)	NA	NA	NA	On-Site	\$ 299.76
<i>InterAct Recorder</i>							
57	HG-PSOS-0001	On site Professional Services & Training	1 day	1	NA	On-Site	\$ 2,441.92
58	HG-EDUC-0001	Higher Ground introduction to Fusion Series 7	1 day	1	8	On-Site	\$ 1,014.49
59	HG-EDUC-0002	Higher Ground Fusion Series 7 Admin Training	1 day	1	8	On-Site	\$ 1,014.49
60	HG-PROSVCS	Web based Training and Remote Project Management	½ day	1	None	Web	\$ 779.99
61	HG-PSRH-0002	Remote Professional Services & Training: Quality 911	½ day	1	None	On-Site	\$ 779.99
62	HG-PSRH-0001	Remote Professional Services & Training	½ day	1	None	On-Site	\$ 260.00
<i>InterAct E911</i>							
63	SVC-M-1110	911 Training – MicroAutomation (per user)	1 day	1	8	On-Site	\$ 2,198.49

Training

All On-Site Training Classes are limited to a maximum of 8 students and require 1 workstation available per student.

Computer Aided Dispatch (CAD)

64	TR-01A	CAD System Admin I	Course	4 Days	On-Site	\$ 6,616.68
<p>Training for system administrators and key personnel (4 people max) responsible for system configuration (including building of code tables) and maintenance. Topics include CAD overview, MSAG maintenance, and building code tables.</p>						
65	TR-01A.1	CAD System Admin - Upgrade (4.0/5.2 to 5.10 and higher)	Course	3 days	On-Site	\$ 4,873.78
<p>Training for system administrators and key personnel (4 people max) responsible for system configuration (including building of code tables) and maintenance. Topics include CAD overview, MSAG maintenance, and building code tables.</p>						

66	TR-01C	CAD User Training - New Install	Course	2 days	On-Site	\$ 3,249.19
		Training for end-users (8 people max) on CAD system. Topics include navigation, cad incident creation, traffic stops, data searching, monitoring of unit activity. 1 student per workstation.				
67	TR-01C.1	CAD User Training - Upgrade (4.0/5.2 to latest version)	Course	2 days	On-Site	\$ 3,249.19
		Training for end-users (8 people max) on CAD system. Topics include navigation, cad incident creation, traffic stops, data searching, monitoring of unit activity and new features between the versions. 1 student per workstation.				
68	TR-01D.1	CAD Post-Live Visit	Course	2 days	On-Site	\$ 3,249.18
		Review of CAD Reprints and 2 hours with each shift to optimize efficiency of system usage.				
69	TR-01F	Web-CAD	Course	1 day	On-Site	\$ 1,624.59
		Training for users (8 people max) on the WebCAD software. Topics include viewing and creating active CAD incidents and units, and searching prior incidents/unit activity.				
70	TR-01H	NCIC	Course	1 day	On-Site	\$ 1,624.59
		Training is provided through a self-paced video and user manual.				
71	TR-01J	ProQA Interface	Course	1 day	On-Site	\$ 1,624.59
		Training is provided on the InterAct Interface with ProQA (not the ProQA software).				
72	TR-01K	CAD Installation/ Maintenance Course	Course	4 days	Winston/ Salem	\$ 2,707.66
		Training for system administrators, IT staff, or other technical staff. Topics include installing and maintaining CAD software on the workstations and CAD Server.				
<i>Zetron CTI</i>						
73	TR-02A	CTI Administrator and User	Course	2 day	On-Site	\$ 3,249.19
		Training for System Administrator and the end-users on the Telephony Software. Topics include establishing global user settings, answering calls, viewing ANI/ALI data. Training sessions are in 2 hour increments.				
74	TR-02B	Management Information System (MIS)	Course	½ (.5) day	On-Site	\$ 823.13
		Training for System Administrators on using the Management Information System to pull statistical telephony data for 911 and non-emergency calls.				
<i>Geographic Information System (GIS)</i>						
75	TR-03A	GEO Admin Training	Course	1 day	LR, Atl., On-Site	\$ 2,166.13
		InterAct Odyssey GIS Training on how to update the Map software with current GIS data, and subsequently update all dispatch terminals.				

76	TR-03B	ArcView Training	Course	2 days	LR, Atl., On-Site	\$ 2,166.13
		ESRI's ArcView Training on adding, editing, and analyzing streets, structures, and other geographic features and incorporating this data into InterAct's Odyssey GIS map.				
77	TR-03C	GEO User Training (if sold separately from CAD)	Course	1 day	On-Site	\$ 1,624.59
		This class gives participants an overview of how the interactive map works. After using the map for a few basic functions, participants gain insight into the role InterAct GIS Map Display plays in using information effectively and managing it efficiently. Participants study and appreciate the interactions between InterAct GIS Map Display and CAD (Computer Aided Dispatch).				
78	TR-03E	System Status Management (SSM)	Course	5 days	On-Site	\$ 8,122.97
		This class gives participants an overview of how to build System Status Management plans for their Fire/EMS Moveups.				
79	TR-03F	GPS Training		3 Days	On-Site	\$ 4,873.78
		GPS Data Collection Training on how to collect streets, structures, and other geographic features and how to process and export this data for 911 purposes.				
		<i>Mobile Software</i>				
80	TR-05A	CrimeAgent - Administrator	Course	3 Days	On-Site	\$ 4,873.78
		Training for system administrators and key personnel (4-6 people max.) responsible for system configuration (including building code tables, configuring custom buttons, and maintenance). Topics include the set-up of CrimeAgent on the laptops and selection				
81	TR-05B	CrimeAgent - User	Course	2 Days	On-Site	\$ 3,249.19
		Training for end users (8 people max.) on CrimeAgent. Topics include viewing and updating unit status information, searching and messaging.				
82	TR-05C	AVL Training	Course	1 day	On-Site	\$ 1,624.59
		Training for dispatchers on how to utilize AVL with CAD.				
		<i>Training Kits</i>				
83	Training Kit	Complete Training Kit (1 Server, 4 Laptops)	Kit		On-Site	\$ 1,364.66
		Training Kit is available if the customer does not have workstations or a server from which to train.				

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES SPECIAL ITEM NUMBER 5415S**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 5415S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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

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

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

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

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

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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

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

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

Listed below are the position descriptions and price categories for E-9 Corporation's commercial contracts for Professional IT Services. Education and experience requirements are a guide for each category and in most cases education and experience may be substituted for the other. One year of college level or technical school education in a relevant field is equal to one year of directly related experience. A year of graduate level relevant education is equal to two years of directly related experience. Degrees in information systems, computer science, business, electrical, electronic or systems engineering, or special product certification training are equal to two additional years of experience.

The differentiation between Entry, Mid and High Levels is based on education, and more importantly experience. Each person is unique and does not have the same knowledge, skills, and abilities of another (i.e., all data base administrators are not all equal in their qualifications). Because our customer's budget considerations are a high priority to E-9 Corporation, we have the three price levels to better provide the right experience and education level to match our customer's requirement level at a reasonable cost.

1. Administrative Staff – I

Functional Responsibility: Secretarial and administrative positions, as well as word processing operators, junior accounting clerks and human resource assistants who are familiar with multiple hardware and software environment are in this classification. All these categories are used in support of IT services. Functions include typing, operation of spreadsheet programs, maintenance of data in automated data bases, review of time sheets, and clerical human resource functions.

Entry Level

Experience: One to two years of directly related experience. There is no experience requirement for entry level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training.

Mid Level

Experience: Two to four years of directly related experience. There is a minimum of two years experience requirement for mid level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training or accredited accounting courses completed.

High Level

Experience: More than four years of directly related experience. There is a minimum of three years experience requirement for high level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training. Usually an accounting degree is needed for accountant positions.

2. Administrative Staff – II

Functional Responsibility: This classification provides the full range of administrative support, requires working knowledge of the business or project practices, and familiarity with multiple hardware and software environments. All these categories are used in support of IT services. These positions may supervise lower level clerical or support functions. This classification also includes experienced word processing operators and entry level accountants.

Entry Level

Experience: One to two years of directly related experience. There is no experience requirement for entry level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training.

Mid Level

Experience: Two to four years of directly related experience. There is a minimum of two years experience requirement for mid level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training or accredited accounting courses completed.

High Level

Experience: More than four years of directly related experience. There is a minimum of three years experience requirement for high level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training. Usually an accounting degree is needed for accountant positions.

3. Administrative Staff – III

Functional Responsibility: Project coordinators, administrators, accountants, human resource staffing specialists, procurement specialists, training specialists, librarians and similar functions are in this classification. All these categories are used in support of IT services. This classification requires familiarity with multiple hardware and software environment. Layout artist and desktop publishing specialist positions are also included.

Entry Level

Experience: Two to four years of directly related experience. There is no experience requirement for entry level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training.

Mid Level

Experience: Four to six years of directly related experience. There is no experience requirement for entry level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training.

High Level

Experience: Six to eight to four years of directly related experience. There is no experience requirement for entry level accountants who have a degree in accounting.

Education: This classification normally requires a high school diploma with specialized training.

4. Administrative Staff – IV

Functional Responsibility: Office managers, who manage home or field office administrative functions, are in this classification. It also includes, training specialists, technical writers, technical recruiters, contract administrators, and

tax accountants. All these categories are used in support of IT services. These positions may require specific knowledge of automated administrative systems.

Entry Level

Experience: Two to four years of directly related experience.

Education: This classification normally requires a college degree.

Mid Level

Experience: Four to seven years of directly related experience.

Education: This classification normally requires a college degree.

High Level

Experience: More than seven years of directly related experience.

Education: This classification normally requires a college degree.

5. Administrative Staff – V

Functional Responsibility: Certified accountants, project coordinators, administrators, training specialists, technical writers, proposal productions supervisors, as well as senior human resource specialists, training specialists, procurements specialists, librarians and similar support functions are in this classification. All these categories are used in support of IT services. This classification requires experience with various hardware and software environments. These positions may require specific knowledge of automated administrative systems.

Entry Level

Experience: Three to four years of directly related experience.

Education: This classification normally requires a college degree.

Mid Level

Experience: Four to six years of directly related experience.

Education: This classification normally requires a college degree.

High Level

Experience: More than six years of directly related experience.

Education: This classification normally requires a college degree.

6. Administrative Staff – VI

Functional Responsibility: Office managers and administrators, training specialists, technical writers, technical recruiters, contract administrators, and accountants are in this classification. All these categories are used in support of IT services. This classification requires experience with various hardware and software environments. These positions may require specific knowledge of automated administrative systems.

Entry Level

Experience: Five to six years of directly related experience.

Education: This classification normally requires a college degree.

Mid Level

Experience: Six to eight years of directly related experience.

Education: This classification normally requires a college degree.

High Level

Experience: More than eight years of directly related experience.

Education: This classification normally requires a college degree.

7. Administrative Staff – Senior

Functional Responsibility: Senior office managers and administrators, senior training specialists, senior technical writers, senior technical recruiters, senior contract administrators, and senior accountants are in this classification. All these categories are used in support of IT services. This classification requires experience with various hardware and software environments. These positions may require specific knowledge of automated administrative systems.

Entry Level

Experience: Seven to nine years of directly related experience.

Education: This classification normally requires a college degree.

Mid Level

Experience: Nine to eleven years of directly related experience.

Education: This classification normally requires a college degree.

High Level

Experience: More than eleven years of directly related experience.

Education: This classification normally requires a college degree.

8. Administrative Staff – Manager

Functional Responsibility: Contracts managers, accounting managers, human resource managers, administrators and office managers are in this classification. Persons in this classification usually supervise other staff members. These positions may require specific knowledge of automated administrative systems.

Entry Level

Experience: Six to seven years of directly related experience.

Education: This classification normally requires a college degree.

Mid Level

Experience: Seven to nine years of directly related experience.

Education: This classification normally requires a college degree.

High Level

Experience: More than nine years of directly related experience.

Education: This classification normally requires a college degree.

9. Program Director

Functional Responsibility: This classification includes directors who manage all aspects of one or more contracts to provide technical services to clients or to develop proposals for new business. The position usually will have program or project managers as subordinates. Position responsibilities include personnel and contract management in addition to technical leadership, quality performance and contract growth.

Entry Level

Experience: Eight to ten years of directly related technical experience, plus at least two years of related management experience.

Education: This classification normally requires an advanced degree, along with specialized technical, client and management knowledge and training.

Mid Level

Experience: Ten to fourteen years of directly related technical experience, plus at least four years of related management experience.

Education: This classification normally requires an advanced degree, along with specialized technical, client and management knowledge and training.

High Level

Experience: More than fourteen years of directly related technical experience, plus at least six years of related management experience.

Education: This classification normally requires an advanced degree, along with specialized technical, client and management knowledge and training.

10. Program Manager

Functional Responsibility: This position manages all aspects of one or more contracts to provide technical services to clients, serves as the senior technical representative for advanced technical projects, or manages the development of capture strategies and proposals for new business. Responsibilities of the position include personnel and contract management in addition to technical leadership. Program managers are also responsible for quality performance and contract growth.

Entry Level

Experience: Seven to ten years of directly related technical experience, plus at least two years of related management experience.

Education: This classification normally requires a relevant degree, along with specialized technical, client and management knowledge and training.

Mid Level

Experience: Ten to fourteen years of directly related technical experience, plus at least four years of related management experience.

Education: This classification normally requires a relevant degree, along with specialized technical, client and management knowledge and training.

High Level

Experience: More than fourteen years of directly related technical experience, plus at least six years of related management experience.

Education: This classification normally requires a relevant degree, along with specialized technical, client and management knowledge and training.

11. Project Manager

Functional Responsibility: Project team leaders who provide technical contract services to clients or to develop proposals for new business are in this classification. They may manage an entire project or may lead a specific sub unit or scientific investigation. Position responsibilities include personnel and contract management in addition to technical leadership.

Entry Level

Experience: Seven to ten years of directly related technical experience. It also normally requires at least one year of experience as a team or task leader in a related area.

Education: This classification normally requires a relevant degree, along with specialized technical knowledge and training.

Mid Level

Experience: Ten to fourteen years of directly related technical experience. It also normally requires at least three years of experience as a team or task leader in a related area.

Education: This classification normally requires a relevant degree, along with specialized technical knowledge and training.

High Level

Experience: More than fourteen years of directly related technical experience. It also normally requires at least five years of experience as a team or task leader in a related area.

Education: This classification normally requires a relevant degree, along with specialized technical knowledge and training.

12. Technical Staff- Operations I

Functional Responsibility: Computer operators, tape librarians, and engineering technicians are in this classification.

Entry Level

Experience: Three to twelve months of directly related experience.

Education: High school diploma.

Mid Level

Experience: One to two years of directly related experience.

Education: High school diploma, along with specialized technical knowledge or training.

High Level

Experience: Two to three years of directly related experience.

Education: High school diploma, along with specialized technical knowledge or training.

13. Technical Staff- Operations II

Functional Responsibility: Journeyman computer operators, engineering technicians, tape librarians, and electronics technicians are in this classification.

Entry Level

Experience: Three to four years of directly related experience.

Education: High school diploma, along with specialized technical knowledge or training.

Mid Level

Experience: Four to five years of directly related experience.

Education: High school diploma, along with specialized technical knowledge or training.

High Level

Experience: Five to six years of directly related experience.

Education: High school diploma, along with specialized technical knowledge or training.

14. Technical Staff- Associate

Functional Responsibility: Experienced electronics and engineering technicians are in this classification.

Entry Level

Experience: Six to seven years of related experience

Education: High school diploma and technical training

Mid Level

Experience: Seven to eight years of related experience

Education: High school diploma and technical training.

High Level

Experience: More than eight years of related experience

Education: High school diploma and technical training.

15. Technical Staff- I

Functional Responsibility: Lead computer operators, production control specialists, CAD designers, technical specialists, cable technicians, electronics technicians, senior engineering technicians, field service technicians, PC support specialists, analyst/programmers, research associates, business system analysts, configuration management analyst, and desktop technicians are in this classification.

Entry Level

Experience: One to two years of directly related experience.

Education: High school diploma and specialized technical training.

Mid Level

Experience: Two to four years of directly related experience.

Education: High school diploma and specialized technical training.

High Level

Experience: More than four years of directly related experience.

Education: High school diploma and specialized technical training.

16. Technical Staff- II

Functional Responsibility: Entry level electronics/systems engineers, senior electronics technicians, cable technicians, logistics engineers, CAD designers, customer support specialists, web graphic designers, and senior engineering technicians along with junior analyst/programmers, LAN administrator, research associates, financial analysts, business systems analyst, desktop technicians, quality assurance analysts and helpdesk technicians are in this classification. It also includes junior training specialist positions.

Entry Level

Experience: Two to four years of directly related experience. Senior engineering technician positions require three to five years of experience as an engineering technician.

Education: High school diploma and specialized technical training. Engineering positions require a degree in engineering or computer science.

Mid Level

Experience: Four to seven years of directly related experience. Senior engineering technician positions require five to seven years of experience as an engineering technician.

Education: High school diploma and specialized technical training. Engineering positions require a degree in engineering or computer science.

High Level

Experience: More than seven years of directly related experience. Senior engineering technician positions require more than seven years of experience as an engineering technician.

Education: High school diploma and specialized technical training. Engineering positions require a degree in engineering or computer science.

17. Technical Staff- III

Functional Responsibility: Applications analyst/programmers, training specialists, web developers, cable technicians, network engineers, help desk engineers, technical engineers, system administrators, financial analysts, database administrators, information security specialists, senior microcomputer specialists, graphics designers, technical writers, customer support specialists, configuration management assistants, and technical developers are in this classification. Included are junior levels of the following: systems programmers, electronics/systems engineers, communications engineers, logistics engineers, telecommunication engineers, LAN administrators, IV&V specialists, research associates, business systems analysts, desktop technician, Quality Assurance specialists, and systems & network analysts. Statisticians, mathematicians and related functions are also included.

Note: Personnel in positions that require special technical or product certification may move up to the Technical Staff IV classification.

Entry Level

Experience: Two to four years of directly related experience. Engineering positions require one to two years directly related experience.

Education: This classification normally requires a relevant degree. Engineering positions require a degree in engineering or computer science and one to two years' directly related experience.

Mid Level

Experience: Four to six years of directly related experience. Engineering positions require two to three years directly related experience.

Education: This classification normally requires a relevant degree. Engineering positions require a degree in engineering or computer science and one to two years' directly related experience.

High Level

Experience: More than six years of directly related experience. Engineering positions require three to four years directly related experience.

Education: This classification normally requires a relevant degree. Engineering positions require a degree in engineering or computer science and one to two years' directly related experience.

18. Technical Staff- IV

Functional Responsibility: This classification includes the positions of fully qualified programmer/analysts, systems analysts and systems programmers, client/server applications developers, web developers, financial analysts, customer support specialists, technical writers, data base administrators, data analysts, communications engineers, network analysts, LAN administrator, research associates, business systems analysts, desktop technicians, logistics engineers, Quality Assurance analysts, help desk engineers, telecommunication engineers, facilities engineers, and technical engineers. Also included are senior level system administrators, journeyman scientists, systems engineers and engineers, along with senior statisticians and mathematicians.

Entry Level

Experience: Programmer/analyst, systems administration, statistical and math positions normally require three to five years of directly related experience. Science and engineering positions require two to three years of directly related experience.

Education: Programmer/analyst, systems administration, statistical, math positions, science, and engineering positions require a relevant degree.

Mid Level

Experience: Programmer/analyst, systems administration, statistical and math positions normally require five to seven years of directly related experience. Science and engineering positions require three to five years of directly related experience.

Education: Programmer/analyst, systems administration, statistical, math positions, science, and engineering positions require a relevant degree.

High Level

Experience: Programmer/analyst, systems administration, statistical and math positions normally require seven to eight years of directly related experience. Science and engineering positions require more than five years of directly related experience.

Education: Programmer/analyst, systems administration, statistical, math positions, science, and engineering positions require a relevant degree.

19. Technical Staff- V

Functional Responsibility: Senior level programmers/analysts, client/server applications developers, communications engineers, systems programmers, web developers, customer support specialists, technical developers, communications engineers, data analysts, data base administrators, systems engineers, and network analysts, Quality Assurance engineers, IV&V specialists, network engineers, information security specialists, technical engineers, help desk engineers, business analysts and systems architects are included in this classification.

Entry Level

Experience: Six to seven years of directly related experience.

Education: Specialized knowledge or training.

Mid Level

Experience: Seven to nine years of directly related experience.

Education: Specialized knowledge or training.

High Level

Experience: Nine or more years of directly related experience.

Education: Specialized knowledge or training.

20. Technical Staff- VI

Functional Responsibility: Business systems designers, client/server applications developers and mid-level scientists, web developers, data analysts, data architects, data base administrators, technical developers, financial analysts, communications engineers, information security specialists, systems engineers and electronic engineers, business analysts, business continuity engineers, network engineers, help desk engineers, logistics engineers, LAN administrators, research associates, business systems analysts, desktop technicians, Quality Assurance analysts, systems architects and technical engineers are in this classification.

Entry Level

Experience: The engineering and science positions require four to seven years of directly related experience.

Education: The engineering and science positions require a relevant degree. All may require an advanced degree at the lower end of the experience requirement.

Mid Level

Experience: The engineering and science positions require seven to nine years of directly related experience.

Education: The engineering and science positions require a relevant degree. All may require an advanced degree at the lower end of the experience requirement.

High Level

Experience: The engineering and science positions require more than nine years of directly related experience.

Education: The engineering and science positions require a relevant degree. An advanced degree is preferred.

21. Technical Staff- VII

Functional Responsibility: Senior business systems designers, web developers, data architects, data analysts, data base administrators, communications engineers, information security engineers, telecommunication engineers, business analysts, enterprise architects, business continuity planner, COOP planners, financial analysts, LAN administrators, research engineers, business systems analysts, desktop technicians, Quality Assurance analysts, logistics engineers, software product developers, electronic engineers, system engineers, field engineers, technical engineers, network engineers, and help desk engineers are in this classification.

Entry Level

Experience: Seven to ten years of directly related experience.

Education: Normally requires a Masters degree.

Mid Level

Experience: Ten to thirteen years of directly related experience.

Education: Normally requires a Masters degree.

High Level

Experience: More than thirteen years of directly related experience.

Education: Normally requires a Masters degree.

22. Technical Staff- VIII

Functional Responsibility: Lead analyst or programmer and senior software product developers, data architects, web developers, data analysts, data base administrators, configuration managers, information security engineers, financial analysts, enterprise architects, business continuity planner, COOP planners, research engineers, business systems analysts, desktop technicians, Quality Assurance analysts, logistics engineers, electronic engineers, systems engineers, technical engineers, network engineers, and scientists are in this category.

Note: These positions require technical leadership in specific disciplines, projects or proposals.

Entry Level

Experience: Ten to twelve years of directly related experience. Science positions require eight to ten years of directly related experience.

Education: Normally requires a degree. An advanced degree recommended for science positions.

Mid Level

Experience: Twelve to fifteen years of directly related experience. Science positions require ten to twelve years of directly related experience.

Education: Normally requires a degree. An advanced degree recommended for science positions.

High Level

Experience: More than fifteen years of directly related experience. Science positions require more than twelve years of directly related experience.

Education: Normally requires a degree. Science positions require an advanced degree.

23. Technical Staff- IX

Functional Responsibility: Lead business systems designers, senior software engineers, senior communications/network engineers, senior data analysts and architects, network engineers, technical engineers, senior data base architects and developers, logistics engineers, senior web architects and developers, senior information security engineers, senior configuration management specialists, senior telecommunication engineers, business analysts, enterprise architects, business continuity planners, COOP planners, technologists, lead scientific investigators and other lead or senior personnel are in this classification. Positions in the classification should be technical experts in their field and lead and instruct more junior technical personnel. These positions often serve as a consultant or technical "guru" to project teams, proposals, and clients.

Entry Level

Experience: Seven to ten years of directly related experience. Lead scientific investigator positions generally require six to eight years of highly specialized experience.

Education: Positions normally requires an advanced degree in a technical discipline, specialized technical knowledge and training. Lead scientific investigator positions generally require doctoral level degrees.

Mid Level

Experience: Ten to twelve years of directly related experience. Lead scientific investigator positions generally require six to eight years of highly specialized experience.

Education: Positions normally requires an advanced degree in a technical discipline, specialized technical knowledge and training. Lead scientific investigator positions generally require doctoral level degrees.

High Level

Experience: More than twelve years of directly related experience. Lead scientific investigator positions generally require more than six years of highly specialized experience.

Education: Positions normally requires an advanced degree in a technical discipline, specialized technical knowledge and training. Lead scientific investigator positions generally require doctoral level degrees.

24. Technical Staff- Principal

Functional Responsibility: Principal electronic/systems engineers, software engineers, data and systems architects, web architects, technologists, communications engineers, telecommunications engineers, business analysts, enterprise

architects, business continuity planners, COOP planners, configuration management managers, and information security engineers are included in this classification.

Note: This is the highest non-management engineering category.

Entry Level

Experience: Ten to twelve years of engineering experience.

Education: Advanced engineering or related degrees.

Mid Level

Experience: Twelve to fifteen years of engineering experience.

Education: Advanced engineering or related degrees.

High Level

Experience: Fifteen or more years of engineering experience.

Education: Advanced engineering or related degrees.

25. Technical Director

Functional Responsibility: Lead business systems designers, software engineers, senior communications/network engineers, senior data analysts and architects, network engineers and technical engineers, data base architects and developers, logistics engineers, web architects and developers, information security engineers, configuration managers, telecommunication engineers, business analysts, enterprise architects, business continuity planners, COOP planners, technologists, lead scientific investigators and other personnel are included in this classification.

NOTE: Positions in this classification should be technical experts in their field and lead and instruct more junior technical personnel. These positions often serve as a consultant or technical guru to project teams and clients.

Low Level

Experience: Seven to ten years of highly specialized experience and recognized expertise in their field.

Education: These positions generally require an advanced degree in a technical discipline and specialized technical knowledge training. Lead scientific investigator positions generally require doctoral level degrees.

Mid Level

Experience: Ten to fifteen years of highly specialized experience and recognized expertise in their field.

Education: These positions generally require an advanced degree in a technical discipline and specialized technical knowledge training. Lead scientific investigator positions generally require doctoral level degrees.

High Level

Experience: More than fifteen years of highly specialized experience and recognized expertise in their field.

Education: These positions generally require an advanced degree in a technical discipline and specialized technical knowledge training. Lead scientific investigator positions generally require doctoral level degrees.

26. Principal Investigator

Functional Responsibility: Principal software and systems developers, data analysts and architects, enterprise architects, technologists, web architects, information security engineers, and principal scientific investigators are included in this classification.

NOTE: These positions are team leaders in scientific research or advanced technology projects. This is the highest non-management software development position.

Low Level

Experience: Seven to ten years of highly specialized experience and recognized expertise in their field.

Education: These positions generally require more than one degree advanced degree.

Mid Level

Experience: Ten to fifteen years of highly specialized experience and recognized expertise in their field.

Education: These positions generally require more than one degree advanced degree.

High Level

Experience: More than fifteen years of highly specialized experience and recognized expertise in their field.

Education: These positions generally require more than one degree advanced degree.

E-9 CORPORATION LABOR CATEGORY RATES – GOVERNMENT NET RATES

Category		CUSTOMER SITE 04/25/16 – 12/31/2016		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$44.14	\$56.35	\$69.09
2	Administrative Staff - II	\$51.89	\$61.64	\$71.54
3	Administrative Staff – III	\$56.75	\$71.12	\$85.57
4	Administrative Staff - IV	\$62.34	\$79.80	\$93.73
5	Administrative Staff – V	\$67.79	\$81.50	\$95.08
6	Administrative Staff - VI	\$76.35	\$94.15	\$108.47
7	Administrative Staff – Senior	\$80.29	\$102.14	\$118.56
8	Administrative Staff - Manager	\$92.05	\$113.27	\$133.25
9	Program Director	187.22	\$226.63	\$275.09
10	Program Manager	\$156.32	\$191.27	\$233.95
11	Project Manager	\$141.44	\$182.59	\$213.83
12	Technical Staff - Operations I	\$50.77	\$62.86	\$73.38
13	Technical Staff - Operations II	\$56.75	\$68.36	\$77.43
14	Technical Staff - Associate	\$66.08	\$81.55	\$91.09
15	Technical Staff - I	\$72.79	\$83.59	\$94.38
16	Technical Staff - II	\$78.15	\$93.48	\$107.59
17	Technical Staff - III	\$86.47	\$107.49	\$131.55
18	Technical Staff - IV	\$95.01	\$116.11	\$138.16
19	Technical Staff - V	\$105.87	\$133.45	\$153.71
20	Technical Staff - VI	\$116.44	\$141.65	\$174.03
21	Technical Staff - VII	\$134.98	\$153.30	\$178.30
22	Technical Staff - VIII	\$142.03	\$165.48	\$189.95
23	Technical Staff - IX	\$154.13	\$168.49	\$194.32
24	Technical Staff – Principal	\$164.95	\$199.01	\$221.72
25	Technical Director	\$169.53	\$194.50	\$229.25
26	Principal Investigator	\$182.25	\$207.79	\$246.28

Category		E-9 CORPORATION SITE 04/25/16 – 12-31/2016		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$50.16	\$64.08	\$78.60
2	Administrative Staff - II	\$59.00	\$69.96	\$81.42
3	Administrative Staff – III	\$64.52	\$80.94	\$97.40
4	Administrative Staff - IV	\$70.89	\$90.31	\$108.27
5	Administrative Staff – V	\$78.93	\$98.30	\$116.15
6	Administrative Staff - VI	\$86.89	\$105.94	\$123.53
7	Administrative Staff – Senior	\$91.40	\$115.19	\$135.06
8	Administrative Staff - Manager	\$104.80	\$132.63	\$151.82
9	Program Director	\$213.40	\$257.46	\$313.60
10	Program Manager	\$178.16	\$218.00	\$266.02
11	Project Manager	\$161.17	\$190.14	\$243.75
12	Technical Staff - Operations I	\$57.71	\$71.48	\$82.65
13	Technical Staff - Operations II	\$64.52	\$74.56	\$87.67
14	Technical Staff - Associate	\$75.18	\$88.45	\$105.49
15	Technical Staff - I	\$82.85	\$94.63	\$107.47

16	Technical Staff - II	\$88.92	\$106.63	\$121.61
17	Technical Staff - III	\$98.44	\$125.14	\$149.86
18	Technical Staff - IV	\$108.38	\$132.93	\$156.83
19	Technical Staff - V	\$120.60	\$152.04	\$175.16
20	Technical Staff - VI	\$132.65	\$161.41	\$198.35
21	Technical Staff - VII	\$153.78	\$185.74	\$201.64
22	Technical Staff - VIII	\$161.84	\$189.94	\$216.51
23	Technical Staff - IX	\$175.63	\$192.03	\$221.51
24	Technical Staff – Principal	\$188.00	\$208.88	\$252.75
25	Technical Director	\$193.23	\$229.58	\$261.35
26	Principal Investigator	\$207.72	\$236.89	\$280.79

FIRST YEAR INCREASE

Category		CUSTOMER SITE 01/01/17 – 12/31/17		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$44.85	\$57.25	\$70.20
2	Administrative Staff - II	\$52.72	\$62.63	\$72.68
3	Administrative Staff – III	\$57.66	\$72.26	\$86.94
4	Administrative Staff - IV	\$63.34	\$81.08	\$95.23
5	Administrative Staff – V	\$68.87	\$82.80	\$96.60
6	Administrative Staff - VI	\$77.57	\$95.66	\$110.21
7	Administrative Staff – Senior	\$81.57	\$103.77	\$120.46
8	Administrative Staff - Manager	\$93.52	\$115.08	\$135.38
9	Program Director	\$190.22	\$230.26	\$279.49
10	Program Manager	\$158.82	\$194.33	\$237.69
11	Project Manager	\$143.70	\$185.51	\$217.25
12	Technical Staff - Operations I	\$51.58	\$63.87	\$74.55
13	Technical Staff - Operations II	\$57.66	\$69.45	\$78.67
14	Technical Staff - Associate	\$67.14	\$82.85	\$92.55
15	Technical Staff - I	\$73.95	\$84.93	\$95.89
16	Technical Staff - II	\$79.40	\$94.98	\$109.31
17	Technical Staff - III	\$87.85	\$109.21	\$133.65
18	Technical Staff - IV	\$96.53	\$117.97	\$140.37
19	Technical Staff - V	\$107.56	\$135.59	\$156.17
20	Technical Staff - VI	\$118.30	\$143.92	\$176.81
21	Technical Staff - VII	\$137.14	\$155.75	\$181.15
22	Technical Staff - VIII	\$144.30	\$168.13	\$192.99
23	Technical Staff - IX	\$156.60	\$171.19	\$197.43
24	Technical Staff – Principal	\$167.59	\$202.19	\$225.27
25	Technical Director	\$172.24	\$197.61	\$232.92
26	Principal Investigator	\$185.17	\$211.11	\$250.22

FIRST YEAR INCREASE

Category		E-9 CORPORATION SITE 01/01/17 – 12/31/17		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$50.96	\$65.11	\$79.86
2	Administrative Staff - II	\$59.94	\$71.08	\$82.72
3	Administrative Staff – III	\$65.55	\$82.24	\$98.96

4	Administrative Staff - IV	\$72.02	\$91.75	\$110.00
5	Administrative Staff - V	\$80.19	\$99.87	\$118.01
6	Administrative Staff - VI	\$88.28	\$107.64	\$125.51
7	Administrative Staff - Senior	\$92.86	\$117.03	\$137.22
8	Administrative Staff - Manager	\$106.48	\$134.75	\$154.25
9	Program Director	\$216.81	\$261.58	\$318.62
10	Program Manager	\$181.01	\$221.49	\$270.28
11	Project Manager	\$163.75	\$193.18	\$247.65
12	Technical Staff - Operations I	\$58.63	\$72.62	\$83.97
13	Technical Staff - Operations II	\$65.55	\$75.75	\$89.07
14	Technical Staff - Associate	\$76.38	\$89.87	\$107.18
15	Technical Staff - I	\$84.18	\$96.14	\$109.19
16	Technical Staff - II	\$90.34	\$108.34	\$123.56
17	Technical Staff - III	\$100.02	\$127.14	\$152.26
18	Technical Staff - IV	\$110.11	\$135.06	\$159.34
19	Technical Staff - V	\$122.53	\$154.47	\$177.96
20	Technical Staff - VI	\$134.77	\$163.99	\$201.52
21	Technical Staff - VII	\$156.24	\$188.71	\$204.87
22	Technical Staff - VIII	\$164.43	\$192.98	\$219.97
23	Technical Staff - IX	\$178.44	\$195.10	\$225.05
24	Technical Staff - Principal	\$191.01	\$212.22	\$256.79
25	Technical Director	\$196.32	\$233.25	\$265.53
26	Principal Investigator	\$211.04	\$240.68	\$285.28

SECOND YEAR INCREASE

Category Number	Labor Category Name	CUSTOMER SITE 01/01/18 – 12/31/18		
		Entry Level	Mid Level	High Level
1	Administrative Staff - I	\$45.56	\$58.17	\$71.32
2	Administrative Staff - II	\$53.56	\$63.63	\$73.85
3	Administrative Staff - III	\$58.58	\$73.41	\$88.33
4	Administrative Staff - IV	\$64.35	\$82.37	\$96.75
5	Administrative Staff - V	\$69.98	\$84.13	\$98.15
6	Administrative Staff - VI	\$78.81	\$97.19	\$111.97
7	Administrative Staff - Senior	\$82.88	\$105.43	\$122.38
8	Administrative Staff - Manager	\$95.02	\$116.92	\$137.55
9	Program Director	\$193.26	\$233.94	\$283.96
10	Program Manager	\$161.36	\$197.44	\$241.50
11	Project Manager	\$146.00	\$188.48	\$220.73
12	Technical Staff - Operations I	\$52.41	\$64.89	\$75.75
13	Technical Staff - Operations II	\$58.58	\$70.57	\$79.93
14	Technical Staff - Associate	\$68.21	\$84.18	\$94.03
15	Technical Staff - I	\$75.14	\$86.29	\$97.42
16	Technical Staff - II	\$80.67	\$96.50	\$111.06
17	Technical Staff - III	\$89.26	\$110.96	\$135.79
18	Technical Staff - IV	\$98.07	\$119.86	\$142.62
19	Technical Staff - V	\$109.28	\$137.75	\$158.67
20	Technical Staff - VI	\$120.20	\$146.22	\$179.64
21	Technical Staff - VII	\$139.33	\$158.24	\$184.05

22	Technical Staff - VIII	\$146.61	\$170.82	\$196.08
23	Technical Staff - IX	\$159.10	\$173.92	\$200.59
24	Technical Staff – Principal	\$170.27	\$205.43	\$228.87
25	Technical Director	\$175.00	\$200.77	\$236.64
26	Principal Investigator	\$188.13	\$214.49	\$254.22

SECOND YEAR INCREASE

Category		E-9 CORPORATION SITE 01/01/18 – 12/31/18		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$51.78	\$66.15	\$81.14
2	Administrative Staff - II	\$60.90	\$72.22	\$84.05
3	Administrative Staff – III	\$66.60	\$83.55	\$100.54
4	Administrative Staff - IV	\$73.18	\$93.22	\$111.76
5	Administrative Staff – V	\$81.48	\$101.47	\$119.90
6	Administrative Staff - VI	\$89.69	\$109.36	\$127.51
7	Administrative Staff – Senior	\$94.35	\$118.91	\$139.42
8	Administrative Staff - Manager	\$108.18	\$136.91	\$156.72
9	Program Director	\$220.28	\$265.76	\$323.72
10	Program Manager	\$183.91	\$225.03	\$274.60
11	Project Manager	\$166.37	\$196.27	\$251.61
12	Technical Staff - Operations I	\$59.57	\$73.79	\$85.32
13	Technical Staff - Operations II	\$66.60	\$76.97	\$90.50
14	Technical Staff - Associate	\$77.61	\$91.30	\$108.89
15	Technical Staff - I	\$85.52	\$97.68	\$110.94
16	Technical Staff - II	\$91.79	\$110.07	\$125.53
17	Technical Staff - III	\$101.62	\$129.18	\$154.69
18	Technical Staff - IV	\$111.88	\$137.22	\$161.89
19	Technical Staff - V	\$124.49	\$156.94	\$180.81
20	Technical Staff - VI	\$136.93	\$166.62	\$204.75
21	Technical Staff - VII	\$158.74	\$191.73	\$208.14
22	Technical Staff - VIII	\$167.06	\$196.07	\$223.49
23	Technical Staff - IX	\$181.30	\$198.22	\$228.66
24	Technical Staff – Principal	\$194.06	\$215.62	\$260.90
25	Technical Director	\$199.46	\$236.99	\$269.78
26	Principal Investigator	\$214.42	\$244.53	\$289.85

THIRD YEAR INCREASE

Category		CUSTOMER SITE 01/01/19 – 12/31/19		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$46.29	\$59.10	\$72.46
2	Administrative Staff - II	\$54.42	\$64.65	\$75.03
3	Administrative Staff – III	\$59.52	\$74.59	\$89.74
4	Administrative Staff - IV	\$65.38	\$83.69	\$98.30
5	Administrative Staff – V	\$71.10	\$85.47	\$99.72
6	Administrative Staff - VI	\$80.07	\$98.74	\$113.76
7	Administrative Staff – Senior	\$84.21	\$107.12	\$124.34
8	Administrative Staff - Manager	\$96.54	\$118.79	\$139.75
9	Program Director	\$196.35	\$237.68	\$288.51

10	Program Manager	\$163.94	\$200.60	\$245.36
11	Project Manager	\$148.34	\$191.50	\$224.26
12	Technical Staff - Operations I	\$53.25	\$65.93	\$76.96
13	Technical Staff - Operations II	\$59.52	\$71.69	\$81.21
14	Technical Staff - Associate	\$69.30	\$85.53	\$95.53
15	Technical Staff - I	\$76.34	\$87.67	\$98.98
16	Technical Staff - II	\$81.96	\$98.04	\$112.84
17	Technical Staff - III	\$90.69	\$112.73	\$137.97
18	Technical Staff - IV	\$99.64	\$121.77	\$144.90
19	Technical Staff - V	\$111.03	\$139.96	\$161.21
20	Technical Staff - VI	\$122.12	\$148.56	\$182.52
21	Technical Staff - VII	\$141.56	\$160.78	\$187.00
22	Technical Staff - VIII	\$148.96	\$173.55	\$199.21
23	Technical Staff - IX	\$161.65	\$176.71	\$203.80
24	Technical Staff – Principal	\$172.99	\$208.72	\$232.53
25	Technical Director	\$177.80	\$203.99	\$240.43
26	Principal Investigator	\$191.14	\$217.92	\$258.29

THIRD YEAR INCREASE

Category		E-9 CORPORATION SITE 01/01/19 – 12/31/19		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$52.61	\$67.21	\$82.43
2	Administrative Staff - II	\$61.88	\$73.37	\$85.39
3	Administrative Staff – III	\$67.67	\$84.89	\$102.15
4	Administrative Staff - IV	\$74.35	\$94.71	\$113.55
5	Administrative Staff – V	\$82.78	\$103.09	\$121.81
6	Administrative Staff - VI	\$91.13	\$111.11	\$129.55
7	Administrative Staff – Senior	\$95.86	\$120.81	\$141.65
8	Administrative Staff - Manager	\$109.91	\$139.10	\$159.22
9	Program Director	\$223.81	\$270.02	\$328.89
10	Program Manager	\$186.85	\$228.63	\$278.99
11	Project Manager	\$169.03	\$199.41	\$255.64
12	Technical Staff - Operations I	\$60.52	\$74.97	\$86.68
13	Technical Staff - Operations II	\$67.67	\$78.20	\$91.95
14	Technical Staff - Associate	\$78.85	\$92.76	\$110.63
15	Technical Staff - I	\$86.89	\$99.25	\$112.71
16	Technical Staff - II	\$93.26	\$111.83	\$127.54
17	Technical Staff - III	\$103.24	\$131.24	\$157.17
18	Technical Staff - IV	\$113.67	\$139.41	\$164.48
19	Technical Staff - V	\$126.48	\$159.46	\$183.70
20	Technical Staff - VI	\$139.12	\$169.28	\$208.02
21	Technical Staff - VII	\$161.28	\$194.80	\$211.47
22	Technical Staff - VIII	\$169.73	\$199.20	\$227.07
23	Technical Staff - IX	\$184.20	\$201.40	\$232.31
24	Technical Staff – Principal	\$197.17	\$219.07	\$265.08
25	Technical Director	\$202.65	\$240.78	\$274.10
26	Principal Investigator	\$217.85	\$248.44	\$294.48

FOURTH YEAR INCREASE

Category		CUSTOMER SITE 01/01/20 – 12/31/20		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$47.17	\$60.22	\$73.84
2	Administrative Staff - II	\$55.45	\$65.87	\$76.45
3	Administrative Staff – III	\$60.65	\$76.01	\$91.45
4	Administrative Staff - IV	\$66.62	\$85.28	\$100.17
5	Administrative Staff – V	\$72.45	\$87.10	\$101.61
6	Administrative Staff - VI	\$81.60	\$100.62	\$115.92
7	Administrative Staff – Senior	\$85.81	\$109.16	\$126.70
8	Administrative Staff - Manager	\$98.37	\$121.05	\$142.40
9	Program Director	\$200.08	\$242.20	\$293.99
10	Program Manager	\$167.06	\$204.41	\$250.02
11	Project Manager	\$151.16	\$195.13	\$228.52
12	Technical Staff - Operations I	\$54.26	\$67.18	\$78.42
13	Technical Staff - Operations II	\$60.65	\$73.06	\$82.75
14	Technical Staff - Associate	\$70.62	\$87.15	\$97.35
15	Technical Staff - I	\$77.79	\$89.33	\$100.86
16	Technical Staff - II	\$83.52	\$99.90	\$114.98
17	Technical Staff - III	\$92.41	\$114.87	\$140.59
18	Technical Staff - IV	\$101.54	\$124.09	\$147.65
19	Technical Staff - V	\$113.14	\$142.62	\$164.27
20	Technical Staff - VI	\$124.44	\$151.38	\$185.99
21	Technical Staff - VII	\$144.25	\$163.83	\$190.55
22	Technical Staff - VIII	\$151.79	\$176.85	\$203.00
23	Technical Staff - IX	\$164.72	\$180.07	\$207.67
24	Technical Staff – Principal	\$176.28	\$212.68	\$236.95
25	Technical Director	\$181.18	\$207.86	\$245.00
26	Principal Investigator	\$194.77	\$222.06	\$263.20

FOURTH YEAR INCREASE

Category		E-9 CORPORATION SITE 01/01/20 – 12/31/20		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$53.61	\$68.48	\$84.00
2	Administrative Staff - II	\$63.05	\$74.77	\$87.01
3	Administrative Staff – III	\$68.95	\$86.50	\$104.09
4	Administrative Staff - IV	\$75.76	\$96.51	\$115.71
5	Administrative Staff – V	\$84.35	\$105.05	\$124.13
6	Administrative Staff - VI	\$92.86	\$113.22	\$132.02
7	Administrative Staff – Senior	\$97.68	\$123.10	\$144.34
8	Administrative Staff - Manager	\$112.00	\$141.74	\$162.25
9	Program Director	\$228.06	\$275.15	\$335.14
10	Program Manager	\$190.40	\$232.98	\$284.30
11	Project Manager	\$172.24	\$203.20	\$260.50
12	Technical Staff - Operations I	\$61.67	\$76.39	\$88.33
13	Technical Staff - Operations II	\$68.95	\$79.68	\$93.69
14	Technical Staff - Associate	\$80.34	\$94.53	\$112.74
15	Technical Staff - I	\$88.54	\$101.13	\$114.85

16	Technical Staff - II	\$95.03	\$113.96	\$129.96
17	Technical Staff - III	\$105.20	\$133.74	\$160.16
18	Technical Staff - IV	\$115.83	\$142.06	\$167.60
19	Technical Staff - V	\$128.89	\$162.48	\$187.19
20	Technical Staff - VI	\$141.76	\$172.50	\$211.98
21	Technical Staff - VII	\$164.34	\$198.50	\$215.49
22	Technical Staff - VIII	\$172.96	\$202.99	\$231.38
23	Technical Staff - IX	\$187.70	\$205.22	\$236.73
24	Technical Staff – Principal	\$200.92	\$223.23	\$270.11
25	Technical Director	\$206.50	\$245.35	\$279.30
26	Principal Investigator	\$221.99	\$253.16	\$300.08

FIFTH YEAR INCREASE

Category		CUSTOMER SITE 01/01/21 – Through End Date		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$48.07	\$61.37	\$75.24
2	Administrative Staff - II	\$56.51	\$67.13	\$77.91
3	Administrative Staff – III	\$61.80	\$77.45	\$93.19
4	Administrative Staff - IV	\$67.89	\$86.90	\$102.07
5	Administrative Staff – V	\$73.82	\$88.75	\$103.54
6	Administrative Staff - VI	\$83.15	\$102.53	\$118.12
7	Administrative Staff – Senior	\$87.44	\$111.23	\$129.11
8	Administrative Staff - Manager	\$100.24	\$123.35	\$145.11
9	Program Director	\$203.88	\$246.80	\$299.57
10	Program Manager	\$170.23	\$208.29	\$254.77
11	Project Manager	\$154.03	\$198.84	\$232.86
12	Technical Staff - Operations I	\$55.29	\$68.45	\$79.91
13	Technical Staff - Operations II	\$61.80	\$74.44	\$84.32
14	Technical Staff - Associate	\$71.96	\$88.81	\$99.20
15	Technical Staff - I	\$79.27	\$91.03	\$102.78
16	Technical Staff - II	\$85.11	\$101.80	\$117.17
17	Technical Staff - III	\$94.17	\$117.06	\$143.26
18	Technical Staff - IV	\$103.47	\$126.44	\$150.46
19	Technical Staff - V	\$115.29	\$145.33	\$167.39
20	Technical Staff - VI	\$126.80	\$154.26	\$189.52
21	Technical Staff - VII	\$146.99	\$166.94	\$194.17
22	Technical Staff - VIII	\$154.67	\$180.21	\$206.86
23	Technical Staff - IX	\$167.85	\$183.49	\$211.62
24	Technical Staff – Principal	\$179.63	\$216.72	\$241.45
25	Technical Director	\$184.62	\$211.81	\$249.65
26	Principal Investigator	\$198.47	\$226.28	\$268.20

FIFTH YEAR INCREASE

Category		E-9 CORPORATION SITE 01/01/21 – Through End Date		
Number	Labor Category Name	Entry Level	Mid Level	High Level
1	Administrative Staff – I	\$54.62	\$69.78	\$85.60
2	Administrative Staff - II	\$64.25	\$76.19	\$88.67
3	Administrative Staff – III	\$70.26	\$88.14	\$106.07

4	Administrative Staff - IV	\$77.20	\$98.35	\$117.91
5	Administrative Staff - V	\$85.96	\$107.05	\$126.49
6	Administrative Staff - VI	\$94.62	\$115.37	\$134.52
7	Administrative Staff - Senior	\$99.53	\$125.44	\$147.08
8	Administrative Staff - Manager	\$114.13	\$144.43	\$165.33
9	Program Director	\$232.39	\$280.37	\$341.51
10	Program Manager	\$194.02	\$237.40	\$289.70
11	Project Manager	\$175.51	\$207.06	\$265.44
12	Technical Staff - Operations I	\$62.85	\$77.84	\$90.01
13	Technical Staff - Operations II	\$70.26	\$81.20	\$95.47
14	Technical Staff - Associate	\$81.87	\$96.32	\$114.88
15	Technical Staff - I	\$90.22	\$103.05	\$117.04
16	Technical Staff - II	\$96.83	\$116.12	\$132.43
17	Technical Staff - III	\$107.20	\$136.28	\$163.20
18	Technical Staff - IV	\$118.03	\$144.76	\$170.79
19	Technical Staff - V	\$131.33	\$165.57	\$190.75
20	Technical Staff - VI	\$144.46	\$175.78	\$216.00
21	Technical Staff - VII	\$167.47	\$202.27	\$219.59
22	Technical Staff - VIII	\$176.24	\$206.85	\$235.78
23	Technical Staff - IX	\$191.26	\$209.12	\$241.23
24	Technical Staff - Principal	\$204.73	\$227.47	\$275.25
25	Technical Director	\$210.43	\$250.01	\$284.61
26	Principal Investigator	\$226.21	\$257.97	\$305.78

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210) AND MAINTENANCE (SPECIAL ITEM NUMBER 54151) 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. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. 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.

*i. **Software Warranty.** For each supported License, the manufacturer warrants for a period of one year from the date such license is acquired that the Software, unless modified by Customer, will perform in accordance with the Documentation. The software manufacturer will undertake to correct any reported error in accordance with its Customer Support Guide.*

*ii. **Services Warranty.** The manufacturer warrants that: (i) it will perform the services ordered hereunder in a professional and workmanlike manner; and (ii) the project deliverables delivered in the context of any professional services ordered hereunder will perform substantially in accordance with the specifications set forth in the applicable Statement of Work and/or the applicable user documentation delivered therewith for a period of 30 days after delivery of same to Customer.*

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. If no implied warranties are given, an express warrant of at least 60 days must be given in accordance with FAR 12.404(b)(2)

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.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1-866-773-7678 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available Monday through Friday 8:00 A.M. to 5:00 P.M. Pacific Standard Time. Emergency technical support is available 24 hours a day 7 days a week; possible charges may apply.

5. SOFTWARE MAINTENANCE

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

X 1. Software Maintenance as a Product (SIN 511210)

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

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

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

_____ 2. Software Maintenance as a Service (SIN 54151)

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

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

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

6. PERIODS OF TERM LICENSES (SIN 511210) AND MAINTENANCE (SIN 54151)

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

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. The ordering activity may convert term license to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

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

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 54151, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 511210 AND SIN 54151)

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.

10. SOFTWARE CONVERSIONS - (SIN 511210)

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 term license, conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The equipment on which this software is used is Microsoft-based Servers, Personal/Desktop Computers, and Laptop computers.

12. RIGHT-TO-COPY PRICING

There is no discount pricing offered for right-to-copy licenses.

13. END USER LICENSE AGREEMENT (EULA)

END USERS LICENSE AGREEMENT

GSA Schedule TERMS OF SERVICE

Welcome! Backdraft OpCo, LLC, DBA Emergency Reporting (“BDO,” “us,” “we,” or “our”), provides comprehensive cloud-based reporting and records management solutions for agencies worldwide (the “Hosted Service”) through www.EmergencyReporting.com (together with any successor website, the “BDO website”) and our mobile applications (the “BDO Apps”). The Hosted Service, BDO website, BDO Apps, and any other software, products, or services provided by us to

You (as defined below), now or at a later time, are collectively referred to as the “Services.”

These GSA Schedule Terms of Service (the “Terms”) constitute a legal agreement between You and BDO. By accessing or using the Services, You (i) represent and warrant that You are at least eighteen (18) years old and You have the right, authority, and capacity to enter into these Terms; and (ii) agree to be bound by these Terms (including our attached Privacy Policy). If You do not agree to, or are unable to agree to be bound by, these Terms, You may not use our Services.

DEFINITIONS:

- (a) “Account” means any Demo Account, Purchased Account, account for any BDO App, or any other account that BDO allows You to establish with BDO.
- (b) “Authorized Users” means any user whom a Customer authorizes and allows to use the Hosted Service.
- (c) “Customer” means the eligible Ordering Activity under GSA Schedule contracts identified in the Purchase Order, Statement of Work, or similar document.
- (d) “Demo Account” means any temporary account for personal review of the functionalities and capabilities of the Hosted Service that a Customer establishes by following the process and instructions for such account on the BDO website.

- (e) “Order Form” means an order form referencing these Terms that a Customer enters into with BDO to govern Customer’s use of the Hosted Service.
- (f) “Purchased Account” means any account that a Customer establishes with BDO to use the Hosted Service in accordance with Customer’s Order Form.
- (g) “You” or “Your” means the eligible Ordering Activity under GSA Schedule contracts identified in the Purchase Order, Statement of Work, or similar document.
- (h) “Your Data” means any electronic data or information submitted by You to the Services.

1. SERVICES:

- 1.1 **PROVISION OF SERVICES.** Subject to these Terms and Your Order Form (if any), and conditioned on Your and Authorized Users’ compliance with these Terms and Your Order Form, (a) we grant You a non-exclusive, non-transferable, and limited right to access and use the Services; and (b) to the extent that any of the Services You access to or use contains any software, we grant You a non-exclusive, revocable, nonsublicensable, non-transferrable, and limited license to use such software solely in conjunction with the Hosted Service and for Your internal purposes only.
 - 1.2 **THE HOSTED SERVICE.** The Hosted Service consists in whole or in part of software running remotely on servers controlled by us. You have no right to receive either an object code or source code version of the software operating on the remote servers. Your usage rights are constrained by these Terms and Your Order Form (if any) and may be subject to other limitations, such as, for example, limits on disk storage space, calls per second, or Internet bandwidth. You further acknowledge and agree that Your purchase of the Hosted Service, if any, is neither contingent on the delivery of any future functionality or features not described in these Terms or Your Order Form, nor dependent on any oral or written public comments made by us regarding future functionality or features.
2. **REGISTRATION OF A DEMO ACCOUNT:** To open a Demo Account, You must submit a complete Emergency Reporting registration form, which is available at <https://emergencyreporting.com/get-a-free-trial/>. As part of the registration process for the Demo Account, You agree to: (a) provide certain information about You as prompted to do so by the form (such information to be current, complete, and accurate); and (b) provide current, complete, and accurate information about the agency or entity You represent. The information requested on original signup shall be referred to as the “Registration Data.” If BDO discovers that any of Your Registration Data is inaccurate, incomplete or not current, BDO may terminate Your right to access the Demo Account immediately, and without notice. BDO will evaluate the registration application in good faith and will notify You in a timely manner regarding acceptance or rejection. BDO may reject a registration application if it determines, in its sole discretion, that the applicant is not an appropriate subscriber or user of the Demo Account. BDO reserves the right to refuse Demo Account access to any user who has canceled any number of previous Accounts. BDO needs not provide a reason for its rejection. You may not use BDO’s Services if You are under 18 years of age. By registering for a Demo Account, You represent to BDO that You are 18 years of age or older.

3. **PRIVACY POLICY:** Before You continue using our Services, we advise You to read our attached privacy policy regarding our user data collection. It will help You better understand our privacy practices.
4. **OWNERSHIP OF INTELLECTUAL PROPERTY AND DATA:**
 - 4.1 **COPYRIGHT.** Content published on any URL or mobile application under the direct control of BDO, including, but not limited to, digital downloads, images, texts, graphics, and logos, is the property of BDO and/or its content creators and protected by applicable copyright laws. The entire compilation of the content found on the BDO website and BDO APPs is the exclusive property of BDO, with copyright authorship for this compilation by BDO.
 - 4.2 **TRADEMARKS.** Emergency Reporting, BDO and the BDO logo, and other names, logos, icons and marks identifying BDO's products and services are trademarks of BDO and may not be used without the prior written permission of BDO. All other product names mentioned are used for identification purposes only and may be trademarks of their respective holders.
 - 4.3 **RETENTION OF RIGHTS.** You acknowledge and agree that BDO, its suppliers, partners, and licensors (if any), own and shall retain all right, title and interest in and to (a) all intellectual property rights embodied in the Services, including, without limitation, the manufacture and/or production of the foregoing (and all copies and derivative works thereof, by whomever produced), and associated documentation; and (b) all of the service marks, trademarks, trade names, or any other designations.
 - 4.4 **NO RIGHTS GRANTED.** Subject to the limited rights expressly granted hereunder, we reserve all rights, title, and interest in and to the Services, including all related intellectual property rights. No rights, either express or implied, are granted to You hereunder other than as expressly specified herein.
 - 4.5 **OWNERSHIP OF YOUR DATA.** You own all rights, title, and interest in and to all of Your Data. You acknowledge that we may use Your Data in any way as may be necessary to provide the Services to You. Other data generated by Your use of the Services shall be owned by us.
 - 4.6 **SUGGESTIONS.** If You send ideas or feedback to us about the Services, then regardless of what Your submission states, the following terms shall apply to Your submission: (a) You agree that Your ideas will automatically become our property, without compensation to You, and You hereby assign and agree to assign all right, title, and interest in them to us; and (b) You agree that we can use the ideas for any purpose and in any way—even give them to others—without future liability to You. We acknowledge that the ability to use this Agreement and any Feedback provided as a result of this Agreement in advertising is limited by GSAR 552.203-71.
5. **YOUR CONDUCT:**
 - 5.1 **NO RESALE OR COMMERCIAL USE OF THE SERVICES.** You agree to use the Services solely in accordance with these Terms and Your Order Form (if any). You may not resell the use of Your Account, any

downloadable plug-in, or other materials or any information obtained by You from the Services without the express written consent of BDO, nor may You use the Services for purposes not allowed in these Terms or Your Order Form (if any).

- 5.2 **CONDUCT.** You are solely responsible for any information, data, messages, files, images, or other content You transmit through or submit to the Services (“User Content”) and for any use of Your Account. Your use of the Services is subject to all applicable local, state, national, and international laws and regulations (including, without limitation, those governing account collections, export control, consumer protection, data protection, unfair competition, anti-discrimination, or false advertising). You agree to (a) comply with all laws, rules and other regulations applicable in connection with the Services, these Terms and Your Order Form (if any); (b) be responsible for the compliance of these Terms and Your Order Form (if any) by any Authorized Users; (c) be solely responsible for the accuracy, quality, integrity, and legality of Your Data and of the means by which You acquired Your Data; and (d) prevent unauthorized access to or use of the Services and notify us promptly of any such unauthorized access or use.

You agree not to, and not to permit or encourage others to, do any of the following: (a) use the Services for illegal purposes; (b) attempt to gain unauthorized access to the Services, their related systems or networks, or other users’ Accounts; (c) restrict or inhibit any other users from using and enjoying the Services; (d) attempt to modify, decompile, or reverse engineer the Services or any software contained in the Services; (e) interfere with or disrupt networks connected to the Services, the integrity or performance of the Services or third-party data contained therein, or violate or attempt to violate any security features of the Services; (f) use the Services to upload, store, transmit, or distribute viruses, worms, time bombs, Trojan horses, and other harmful or malicious code, files, scripts, agents, or programs (“Malicious Code”); (g) use data mining, robots, or similar data gathering and extraction tools; (h) reproduce, duplicate, copy, frame, mirror, publicly perform, create derivative works based upon, make or have made any feature or functionality of, sell, re-sell, rent, lease, or otherwise exploit the Services, any components thereof, or any information, materials, or content obtained from the Services for any purpose; (i) use the Services to infringe any third party’s copyright, patent, trademark, trade secret or other proprietary rights, or rights of publicity or privacy; (j) use the Services to store or transmit any unlawful, harassing, libelous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable (as determined by BDO) material of any kind or nature; (k) permit any third party to access Your Account or the Hosted Service except as permitted herein or as otherwise agreed by us in writing; (l) load test the Hosted Service in order to test scalability; (m) access the Hosted Service for purposes of monitoring its availability, performance or functionality, or for any other benchmarking or competitive purposes; (n) build a competitive product or service; or (o) otherwise violate these Terms or Your Order Form (if any).

6. **MODIFICATIONS:** BDO may amend the non-material terms and conditions of these Terms at any time by (a) posting a revised Terms of Service document on the BDO website and/or (b) sending information regarding the Terms amendment to the email address You provide to BDO. You are responsible for regularly reviewing the BDO website to obtain timely notice of such amendments. You accept the amended non-material terms if You continue to use Your Account or any of the Services after such amended terms have been posted or information regarding such amendment has been sent to You. Any material updates to the Terms shall be presented to You for review and will not be effective unless and until both parties sign a written agreement updating these terms. Further, BDO reserves the right to modify, or discontinue any or all of the Services with or without notice to You. In the event that BDO modifies or discontinues a Service that Customer has contracted for, Customer shall be entitled to a pro rata refund for any fees paid not used.

7. **PASSWORDS AND SECURITY:** As part of the registration and/or implementation process, You will be issued a unique user name and password to access Your Account. You agree to carefully safeguard all Your passwords. You are solely responsible if You do not maintain the confidentiality of passwords and account information. Furthermore, You are solely responsible for any and all activities that occur under Your Account. You agree to immediately notify BDO of any unauthorized use of Your Account or any other breach of security known to You, including if You believe that Your password or account information has been stolen or otherwise compromised.
8. **TERMINATION OF YOUR ACCOUNT:**
- 8.1 **TERMINATION OF YOUR ACCOUNT.** When the End User is an instrumentality of the U.S., recourse against the United States for any alleged breach of this Agreement must be brought as a dispute under the contract Disputes Clause (Contract Disputes Act). During any dispute under the Disputes Clause, BDO shall proceed diligently with performance of this Agreement, pending final resolution of any request for relief, claim, appeal, or action arising under the Agreement, and comply with any decision of the Contracting Officer.
- 8.2 **EFFECT OF TERMINATION.** BDO shall not be liable to You or any third party for termination of any of the Services or Your Account. Upon termination of Your Account, You shall remain liable for all fees incurred or accrued by You up to the termination date. Upon expiration or termination of these Terms and/or Your Account for any reason, (a) You are no longer authorized to use the Services, and (b) You will no longer have access to data and other material You have stored on the BDO website or with the Hosted Service, and such data and material may be deleted by BDO in its sole discretion.
9. **DISCLAIMER OF WARRANTIES:** BDO WARRANTS THAT THE SERVICES WILL, FOR A PERIOD OF SIXTY(60) DAYS FROM THE DATE OF YOUR RECEIPT, PERFORM SUBSTANTIALLY IN ACCORDANCE WITH SERVICES WRITTEN MATERIALS ACCOMPANYING IT. EXCEPT AS EXPRESSLY SET FORTH IN THE FOREGOING, YOU EXPRESSLY AGREE THAT YOUR USE OF THE SERVICES IS AT YOUR SOLE AND EXCLUSIVE RISK. THE SERVICES ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. THE BDO PARTIES (AS DEFINED IN SECTION 11 (INDEMNITY) BELOW) MAKE NO WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND EXPRESSLY DISCLAIM ALL OTHER WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. FURTHER, THE BDO PARTIES MAKE NO WARRANTY THAT THE SERVICES WILL MEET YOUR REQUIREMENTS OR THAT THE SERVICES WILL BE UNINTERRUPTED, TIMELY, OR ERROR FREE, NOR DO THE BDO PARTIES MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES OR THE ACCURACY OF ANY OTHER INFORMATION OBTAINED THROUGH THE SERVICES OR THAT DEFECTS IN THE SERVICES WILL BE CORRECTED. YOU UNDERSTAND AND AGREE THAT ANY MATERIAL AND/OR DATA DOWNLOADED OR OTHERWISE OBTAINED (INCLUDING ANY SOFTWARE) USING THE SERVICES IS DONE AT YOUR OWN RISK AND THAT YOU WILL BE

SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF SUCH MATERIAL AND/OR DATA. NO INFORMATION OR ADVICE, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM ANY BDO PARTIES OR THROUGH THE SERVICES SHALL CREATE ANY WARRANTY NOT EXPRESSLY MADE HEREIN. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

- 10. LIMITATION OF LIABILITY: IN NO EVENT SHALL THE BDO PARTIES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, RESULTING FROM OR RELATED TO YOUR USE OF OR THE INABILITY TO USE THE SERVICES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, REVENUES, OPPORTUNITIES, GOODWILL, USE, OR DATA, WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY, OR OTHER THEORY, EVEN IF THE BDO PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE BDO PARTIES' AGGREGATED LIABILITY TO YOU OR ANY THIRD PARTY IS LIMITED TO THE FEES PAID BY YOU TO BDO. THE ABOVE LIMITATIONS SHALL NOT APPLY TO THE EXTENT PROHIBITED BY APPLICABLE LAW.**

- 11. RESERVED.**

- 12. COMMUNICATIONS: Every time You use the Services, send us an email, visit the BDO website, or send other communications to us, You may be communicating with us electronically. You hereby consent to receive communications from us (electronically or otherwise). If You subscribe to the news on the BDO website, You are going to receive regular emails from us. We will continue to communicate with You by posting news and notices on the BDO website and by sending You emails. You also agree that all notices, disclosures, Terms of Service, and other communications we provide to You electronically meet the legal requirements that such communications be in writing.**

- 13. USER CONTENT: You may not post any User Content that is obscene, illegal, defamatory, threatening, infringing of intellectual property rights, invasive of privacy or injurious in any other way to third parties. User Content must be free of Malicious Code, political campaigning, commercial solicitation, chain letters, mass mailings, or any form of "spam" or unsolicited commercial electronic messages. We reserve all rights (but not the obligation) to remove User Content. To the extent consistent with applicable confidentiality terms, when You post Your User Content, You grant BDO a nonexclusive, royalty-free, perpetual, fully-transferrable, sublicensable, and irrevocable right to use, reproduce, publish, distribute, modify, create derivative works based on, publicly perform, publicly display, sell, monetize, and otherwise use such User Content throughout the world in any media. You represent and warrant that You own or otherwise control all of the rights to the User Content and You have all rights necessary to provide the User Content to us and to grant the license described above.**

14. THIRD PARTIES:

14.1 THIRD-PARTY SITES. For informational purposes only, we may provide links to third-party sites. BDO is not responsible for the content of or services provided by any such linked sites. The inclusion of any link does not imply endorsement by BDO, and Your use of any linked site is solely at Your own risk.

14.2 ACQUISITION OF THIRD-PARTY PRODUCTS AND SERVICES. We may offer third-party products and services as part of the Services (e.g. a cloud service provider). Any other acquisition by You of third-party products or services, including, but not limited to, third-party applications and implementation, customization and other consulting services, and any exchange of data between You and any third-party provider, is solely between You and the applicable third-party provider. We do not warrant or support third-party products or services.

14.3 THIRD-PARTY PRODUCTS OR SERVICES AND YOUR DATA.

You acknowledge that we may allow providers of those third-party products to transport Your Data as required for the operation of the Services. We shall not be responsible for any disclosure, modification, or deletion of Your Data resulting from any such access by third-party product providers.

15. FEES AND PAYMENT:

15.1 USER FEES. You shall pay all fees for any paid Service(s) You purchase from us in accordance with the Purchase Order and GSA Schedule Pricelist. Fees are quoted and payable in United States dollars, are based on services purchased and not actual usage. You are responsible for maintaining complete and accurate billing and contact information with us.

15.2 OVERDUE CHARGES. If any charges are not received from You by the due date, then at our discretion such charges may accrue late interest at the rate indicated by the Prompt Payment Act (31 USC 3901 et seq) and Treasury regulations at 5 CFR 1315.

15.3 RESERVED.

15.4 TAXES. BDO shall state separately on invoices taxes excluded from the fees, and the Customer agrees either to pay the amount of the taxes (based on the current value of the equipment) or provide evidence necessary to sustain an exemption, in accordance with FAR 52.229-1 and FAR 52.229-3. For clarity, we are solely responsible for taxes assessable against us based on our income, property, and employees.

16. CONFIDENTIALITY:

16.1 DEFINITION OF CONFIDENTIAL INFORMATION. As used herein, “Confidential Information” means all confidential information disclosed by a party (“Disclosing Party”) to the other party (“Receiving Party”), whether orally or in writing, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Our

Confidential Information shall include the Services; and Confidential Information of each party shall include business and marketing plans, technology and technical information, product plans and designs, and business processes disclosed by such party. However, Confidential Information shall not include any information that:

(a) is or becomes generally known to the public without breach of any obligation owed to the Disclosing Party; (b) was known to the Receiving Party prior to its disclosure by the Disclosing Party without breach of any obligation owed to the Disclosing Party; (c) is received from a third party without breach of any obligation owed to the Disclosing Party; or (d) was independently developed by the Receiving Party without use of the Disclosing Party's Confidential Information.

16.2 PROTECTION OF CONFIDENTIAL INFORMATION. Except as otherwise

permitted in writing by the Disclosing Party: (a) the Receiving Party shall use the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind (but in no event less than reasonable care) not to disclose or use any Confidential Information of the Disclosing Party for any purpose outside the scope of these Terms and any Order Form; and (b) the Receiving Party shall limit access to Confidential Information of the Disclosing Party to those of its employees, contractors, and agents who need such access for purposes consistent with these Terms and the applicable Order Form.

16.3 COMPELLED DISCLOSURE. The Receiving Party may disclose Confidential

Information of the Disclosing Party if it is compelled by law to do so, provided the Receiving Party gives the Disclosing Party prior notice of such compelled disclosure (to the extent legally permitted) and reasonable assistance, at the Disclosing Party's cost, if the Disclosing Party wishes to contest the disclosure. If the Receiving Party is compelled by law to disclose the Disclosing Party's Confidential Information as part of a civil proceeding to which the Disclosing Party is a party, and the Disclosing Party is not contesting the disclosure, the Disclosing Party will reimburse the Receiving Party for its reasonable cost of compiling and providing secure access to such Confidential Information. BDO recognizes that Federal agencies are subject to the Freedom of Information Act, 5 U.S.C. 552, which requires that certain information be released, despite being characterized as "confidential" by the vendor.

16.4 CONFLICTS. In the event of a conflict between the terms in this Section 16 and any Non-Disclosure Agreement in place between You and us, the terms of this Section 16 shall govern.

17. GENERAL PROVISIONS:

17.1 NOTICE. Any notices, permissions, and approvals required or permitted shall be given (a) to BDO at the address specified above or at such other address as BDO shall specify in writing and (b) to You at the email address provided by You in Your Account and shall be deemed to have been given upon: (i) personal delivery; (ii) the second business day after mailing; or (iii) the second business day after sending by confirmed facsimile or email.

17.2 ASSIGNMENT. You may not assign these Terms or Your Order Form (if any), or any of Your rights or obligations under such Terms and Order Form, whether by operation of law or otherwise, without our prior written consent (not be unreasonably withheld). Subject to the foregoing, these Terms and Your Order Form (if any) shall bind and inure to the benefit of the parties, their respective successors and permitted assigns.

17.3 SEVERABILITY. The invalidity or unenforceability of any provisions of these Terms or any Order Form shall not affect the validity or enforceability of any other provisions of these Terms or the Order Form, which shall remain in full force and effect.

17.4 HEADINGS. The section headings contained in these Terms and the Order Forms are for reference purposes only and shall not affect in any way the meaning or interpretation of these Terms and the Order Form.

17.5 INTERPRETATION. In construing or interpreting these Terms and the Order Forms, the word “or” shall not be construed as exclusive, and the word “including” shall not be limiting. The parties agree that these Terms and all Order Forms shall be fairly interpreted in accordance with their terms without any strict construction in favor of or against either party and that ambiguities shall not be interpreted against the drafting party.

17.6 NO WAIVER. A party’s failure to exercise or delay in exercising any right, power, or privilege under these Terms and any Order Form shall not operate as a waiver of such right, power, or privilege; nor shall any single or partial exercise of any right, power, or privilege preclude any other or further exercise thereof. Any waivers are effective only if recorded in a writing signed by the party granting the waiver. Other than as expressly stated herein, the remedies provided herein are in addition to, and not exclusive of, any other remedies of a party at law or in equity.

17.7 GOVERNING LAW. These Terms and all Order Forms shall be governed, construed, and enforced in accordance with the Federal laws of the United States.

17.8 FORCE MAJEURE. Excusable delays shall be governed by FAR 52.212-4(f).

17.9 RELATIONSHIP OF THE PARTIES. The parties are independent contractors. These Terms or any Order Form do not create a partnership, franchise, joint venture, agency, fiduciary, or employment relationship between the parties. There are no thirdparty beneficiaries to these Terms or any Order Form.

17.10 ENTIRE AGREEMENT. These Terms and Your Order Form (if any), together with the underlying GSA Schedule Contract, Schedule Pricelist, constitute the entire agreement between the parties with respect to its subject matter and supersede all prior and contemporaneous agreements, proposals, representations, and understandings of the parties, written or oral.

17.11 RESERVED.

18. DIGITAL MILLENNIUM COPYRIGHT ACT:

If You are a copyright owner or an agent of a copyright owner and believe that any content on the BDO website infringes upon Your copyrights, You may submit a notification pursuant to the Digital Millennium Copyright Act (“DMCA”) by providing our Copyright Agent with the following information in writing (see 17 U.S.C 512(c)(3) for further detail):

- (a) a physical signature of the person authorized to act on behalf of the owner of the copyright interest;
- (b) a description of the copyrighted work that You claim has been infringed upon;

- (c) a description of where the material that You claim is infringing is located on the PSI website;
- (d) Your address, telephone number, and e-mail address;
- (e) a statement by You that You have a good-faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and
- (f) a statement by You, made under penalty of perjury, that the above information in Your notice is accurate and that You are the copyright owner or authorized to act on the copyright owner's behalf.

You may direct copyright infringement notifications to our Copyright Agent at

Backdraft OpCo, LLC,
Attn: Copyright Agent
2200 Rimland Dr. Suite 305 Bellingham, WA. 98226

or by email to copyright@emergencyreporting.com. You acknowledge that if You fail to comply with all of the requirements of this Section 18, Your DMCA notice may not be valid.

19. ADDITIONAL TERMS FOR USERS OF BDO APPS:

19.1 THIRD-PARTY COMPONENTS & DISCLOSURES. The BDO Apps may include certain third-party components, and such components and their corresponding license terms are set forth below. Nothing herein shall bind the Ordering Activity to any Third Party terms unless the terms are provided for review and agreed to in writing by all parties:

- (a) SQLCipher 3.4.1., which is governed by the license terms set forth at:
<https://www.zetetic.net/sqlcipher/license>, <https://github.com/sqlcipher/sqlcipher/blob/master/LICENSE>
- (b) Components governed by the MIT license, the terms of which are set forth online at:
<https://opensource.org/licenses/MIT>
- (c) Components governed by Apache License 2.0 governed by the license terms set forth online at:
<https://www.apache.org/licenses/LICENSE-2.0>

19.2 USE RESTRICTIONS. The BDO Apps are available only for Supported Devices and may not be available for all devices. You must comply with any technical limitations in the BDO Apps that only allow You to use them in certain ways. A "Supported Device" is a combination of a device model and relevant operating system version(s) that is supported by the applicable BDO App.

19.3 TERMS REQUIRED BY APPLE INC.

- (a) **You acknowledge that You understand these Terms are between You and BDO only, and not with Apple Inc. (“Apple”). BDO, not Apple, is solely responsible for the BDO Apps and the content thereof.**
- (b) **The license granted to You for the BDO Apps is a nontransferable license to use the BDO Apps on any Apple-branded products that You own or control and as permitted by the Usage Rules set forth in the App Store Terms of Service, except that such BDO Apps may be accessed and used by other accounts associated with You with the purchaser via Family Sharing or volume purchasing.**
- (c) **BDO is solely responsible for providing, and Apple has no obligation to provide, maintenance and support for the BDO Apps. Support requests, as well as questions or complaints regarding the BDO Apps, may be directed to BDO Customer Support, at <https://explore.emergencyreporting.com/contact-support/> to inquire via email, or at (866) 773-7678 to inquire via phone. You acknowledge that Apple has no obligation whatsoever to furnish any maintenance and support services with respect to the BDO Apps.**
- (d) **In the event of any failure of any of the BDO Apps to conform to any applicable warranty, You may notify Apple, and Apple will refund the purchase price for that BDO App to You. To the maximum extent permitted by applicable law, Apple will have no other warranty obligation whatsoever with respect to the BDO Apps, and any other claims, losses, liabilities, damages, costs, or expenses attributable to any failure to conform to any warranty (only to the extent such warranty is not allowed to be disclaimed under applicable law) will be BDO’s sole responsibility.**
- (e) **You acknowledge that BDO, not Apple, is responsible for addressing any claims by You or any third party relating to the BDO Apps or Your possession and/or use of any of the BDO Apps, including, but not limited to, (i) product liability claims, (ii) any claim that any of the BDO Apps fails to conform to any applicable legal or regulatory requirement, and (iii) claims arising under consumer protection, privacy, or similar legislation.**
- (f) **You acknowledge that in the event of any third-party claim that any of the BDO Apps or Your possession and use of such BDO App infringes that third party’s intellectual property rights, BDO, not Apple, will be solely responsible for the investigation, defense, settlement, or discharge of any of any such intellectual property infringement claim.**
- (g) **You represent and warrant that (i) You are not located and none of the BDO Apps will be downloaded or used in, or transported to, a country that is subject to a U.S. Government embargo, or has been designated by the U.S. Government as a “terroristsupporting” country, and (ii) You are not listed on any U.S. Government list of prohibited or restricted parties.**
- (h) **BDO’s address is 2200 Rimland Drive, Suite 305, Bellingham, WA 98226. You should direct any questions, complaints, or claims with respect to Your BDO App(s) to this address or to the contact information listed in section (c) above.**
- (i) **RESERVED.**
- (J) **RESERVED.**

EMERGENCY REPORTING PRIVACY POLICY

INTRODUCTION

Backdraft OpCo, LLC, doing business as Emergency Reporting is committed to protecting your privacy. Emergency Reporting provides online fire and emergency reporting management solutions (the “Services”) for companies that have contracted for these services (“Subscriber Companies”). We have prepared this Privacy Policy to describe to you our practices regarding the personal information we collect from users (“Users”) of our website located at www.emergencyreporting.com (the “Site”) and from to Subscriber Companies who utilize the Services under contract.

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PRIVACY SHIELD COMPLIANCE

Emergency Reporting complies with the *EU-U.S. Privacy Shield Framework* as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the *European Union* to the United States. Emergency Reporting has certified to the Department of Commerce that it adheres to the Privacy Shield Principles for personal data submitted by our Users or Subscriber Companies in participating European countries in order to provide the Services. Emergency Reporting is responsible for the processing of personal data it receives under the Privacy Shield Framework, including any personal data subsequently transferred to a third party acting as an agent on its behalf. Emergency Reporting complies with the Privacy Shield Principles for all onward transfers of personal data from the EU, including the onward transfer liability provisions. If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit <https://www.privacyshield.gov/>. We may also process personal data our Subscriber Companies submit relating to individuals in the EU via other compliance mechanisms, including data processing agreements based on the EU Standard Contractual Clauses.

The Federal Trade Commission has investigatory and enforcement jurisdiction over Emergency Reporting's compliance with Privacy Shield.

TYPES OF DATA WE COLLECT

Information Users Provide to Us

We may collect personal information from Users who visit our Site, such as:

- your first and last name, e-mail, username and password when you create a demo account or an account to log in to our network ("Account");
- if you provide us feedback or contact us via e-mail, we will collect your name and e-mail address, as well as any other content included in the e-mail, to send you a reply;
- when you participate in one of our surveys, we may collect additional profile information; or
- we may also collect personal information at other points in our Site that state that personal information is being collected.

Information from Subscriber Companies

In providing fire and emergency reporting management solutions, Subscriber Companies determine what types of personal data to provide via our Services. This information may include a wide range of employee and patient data such as location, contact information, health, demographics, training, tracking, and billing.

Information Collected via Technology

Log Files. As is true of most websites, we gather certain information automatically and store it in log files. This information may include IP addresses, browser type, Internet service provider (“ISP”), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information to analyze trends and User movement around the Site, administer the Site, gather demographic information about our User base, and better tailor our Services to our Users’ needs.

Cookies. Like many online services, we use cookies to collect information. “Cookies” are small pieces of information that a website sends to your computer’s hard drive while you are viewing the website. We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience. This type of information is collected to make the Site and Services more useful to you and to tailor the experience with us to meet your special interests and needs.

Collection of Data by Advertisers. We may also use third parties to serve ads on the Site. Certain third parties may automatically collect information about your visits to this and other websites, your IP address, your ISP, the browser you use to visit our Site (but not your name, address, e-mail address or telephone number). They do this by using Cookies, Pixel Tags or other technologies. Information collected may be used, among other things, to deliver advertising targeted to your interests and to better understand the usage and visitation of our Site and the other sites tracked by these third parties. This policy does not apply to, and we are not responsible for, Cookies or Pixel Tags in third party ads, and we encourage you to check the privacy policies of advertisers and/or ad services to learn about their use of Cookies and other technologies. If you would like more information about this practice and to know your choices about not having this information used by these companies, click here: <http://www.aboutads.info/choices>.

Traffic Analytics. We use a limited number of third-party service providers to help analyze how users use the Site or Services (“Analytics Companies”). These Analytics Companies use Cookies to collect information such as the number of User visits and what other sites they used prior to coming to the Site. We use the information we get from these Analytics Companies only to improve our Site and Services. We may combine the information generated through the use of our Analytics Companies with your personal information. Although these Analytics Companies may plant a persistent Cookie on your web browser or mobile device to identify you as a unique user the next time you visit the Service, the Cookie cannot be used by anyone but the Analytics Company that placed the applicable Cookie. This Policy does not apply to and we are not responsible for the Cookies used by these Analytics Companies.

Information Collected from Third Parties

We collect information about you and other individuals from the following third-party sources: (i) third parties who license, sell or otherwise provide data they have collected; or (ii) information from publicly available sources, such as via the Internet and social networks.

PROCESSING OF DATA

Emergency Reporting processes data submitted by Users and Subscriber Companies.

Processing of Users' Information

We may process personal information from Users who visit our Site, such as to:

- facilitate the creation of and secure your Account on our network;
- identify you as a user in our system;
- provide improved administration of the Site;
- send you a welcome e-mail to verify ownership of the e-mail address provided when your Account was created;
- respond to your inquiries or requests;
- send you administrative e-mail notifications, such as security or support and maintenance advisories; or
- send newsletters, surveys, offers, and other promotional materials related to our Services and for other marketing purposes of Emergency Reporting.

Processing of Subscriber Companies' Information

In providing fire and emergency reporting management systems, Emergency Reporting processes data submitted by Subscriber Companies to provide the Services. To meet its contract obligations, Emergency Reporting may access, correct, transfer, or follow other Subscriber Companies' directions relating to the processing of the Services' data.

DISCLOSURE OF YOUR PERSONAL INFORMATION

We disclose your personal information as described below and as described elsewhere in this Privacy Policy.

o Subscriber Companies. The personal information provided by the Subscriber Companies may be analyzed or combined with other information and shared with the same Subscriber Companies as part of the Services. Subscriber Companies may also direct Emergency Reporting to share certain information, information summaries, and/or analysis with government and non-government agencies.

- o **Third Party Service Providers.** We may share your personal information with third-party service providers to provide the Services; to conduct quality assurance testing; to facilitate the creation of Accounts; to provide technical support; to provide other services to Emergency Reporting, or to provide features to Subscriber Companies who have entered into agreements with third-parties.
- o **User Feedback.** We often receive comments from Users. We may post User feedback on the Site from time to time. We will share your feedback with your first name and last initial only. If we choose to post your first and last name along with your feedback, we will obtain your consent prior to posting your name with your feedback.
- o **Creation of Anonymous Data.** We may create anonymous data records from personal information by excluding information that makes the data personally identifiable to you. We use this anonymous data to analyze request and usage patterns so that we may enhance the content or improve the navigation of our Site or Services. We reserve the right to use anonymous data for any purpose and disclose anonymous data to third parties in our sole discretion.
- o **Corporate Restructuring.** We may share some or all of your personal information in connection with or during the negotiation of any merger, financing, acquisition or dissolution, transaction or proceeding involving the sale, transfer, divestiture, or disclosure of all or a portion of our business or assets. In the event of an insolvency, bankruptcy, or receivership, personal information may also be transferred as a business asset. If another company acquires our company, business, or assets, that company will possess the personal information collected by us and will assume the rights and obligations regarding your personal information as described in this Privacy Policy.
- o **Other Disclosures.** Regardless of any choices you make regarding your personal information (as described below), Emergency Reporting may disclose personal information if it believes in good faith that such disclosure is necessary (i) in connection with any legal investigation; (ii) to comply with relevant laws or to respond to subpoenas or warrants served on Emergency Reporting; (iii) to protect or defend the rights or property of Emergency Reporting, or Users, or Subscriber Companies of the Services; and/or (iv) to investigate or assist in preventing any violation or potential violation of the law, this Privacy Policy, or our Terms of Service.

EMAIL COMMUNICATIONS

We may periodically send you free newsletters and e-mails that directly promote the use of our Services. When you receive newsletters or promotional communications from us, you may indicate a preference to stop receiving further communications from us and you will have the opportunity to “opt-out” by following the unsubscribe instructions provided in the e-mail you receive or by contacting us directly (please see contact information below). Regardless of your indicated e-mail

preferences, we may send you service-related communications, including notices of any updates to our Terms of Service or this Privacy Policy.

CHANGING OR DELETING YOUR PERSONAL INFORMATION

You may change any of your personal information by editing your profile within your Account or by sending an email to us at privacy@emergencyreporting.com. You may request deletion of your personal information by us, and we will use commercially reasonable efforts to honor your request, but please note that legal requirements may dictate that information be retained for specified periods of time and we may not be able to honor your request until the expiration of that time period. When we delete any information, it will be deleted from the active database, but may remain in our archives. We may also retain your information for fraud prevention or similar purposes. Persons within the scope of the Privacy Shield certification have certain legal rights to access certain personal data we hold about them and to obtain its correction, amendment or deletion. Those users may exercise some of those rights through the options described in this section. In some circumstances, Emergency Reporting has limited ability to identify and access individual personal data that our Subscriber Companies have submitted to the Services. If you wish to request access, to limit use, or to limit disclosure, we may first refer your request to the Subscriber Company who submitted your personal data, and we will support them as needed in responding to your request.

SECURITY OF YOUR PERSONAL INFORMATION

Emergency Reporting is committed to protecting the security of your personal information. We use a variety of industry-standard security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while Emergency Reporting uses reasonable efforts to protect your personal information, Emergency Reporting cannot guarantee its absolute security.

SITE USER AGE REQUIREMENT

Emergency Reporting does not target its offerings toward and does not knowingly collect any personal information from Users under 18 years of age. If Emergency Reporting learns that the User is a child under 18, we will attempt to delete the information as soon as possible. If you believe that we might have any User personal information from a child under 18, please contact us

at privacy@emergencyreporting.com.

DO NOT TRACK SIGNALS

Some web browsers may transmit “do not track” signals to the websites and other online services with which your web browser communicates. There is no standard that governs what, if anything, websites should do when they receive these signals. We currently do not take action in response to these signals. When a standard is established, we may revise our policy on responding to these signals.

LINKS TO OTHER SITES

This Privacy Policy applies solely to the Emergency Reporting websites and to the Services we provide to Subscriber Companies.

There may be links to other sites from Emergency Reporting web pages that take you outside our website. These other sites may send their own cookies to users, collect data or solicit personal information. Personally-identifying information which you choose to provide to another party or website will not be subject to this Privacy Policy.

PRIVACY ACT OF 1974

The Privacy Act of 1974 applies to Subscriber Companies who are agencies or contracted to the United States Federal Government. Users of these Subscriber Companies are advised of the following, “they are entering into a records and data collection system containing personal information that is governed by rules established under the Privacy Act (5 U.S.C § 552a)/PL 93-579 and are hereby notified that they are authorized to use information within the system for “official use” only, and may not share or disseminate information unless specifically authorized. Civil, and/or Criminal penalties apply for any unauthorized use of data maintained within this system.”

The Privacy Act of 1974 provides certain individuals whose information is maintained by these Subscriber Companies with rights to seek access to and amend covered records.

INQUIRIES AND COMPLAINTS

Emergency Reporting is committed to resolving complaints about your privacy and our collection or use of your personal information. Individuals with inquiries or complaints regarding this privacy policy should first contact Emergency Reporting at privacy@emergencyreporting.com or in writing at the address below:

Emergency Reporting – Attn: Privacy Office, 2200 Rimland Dr., Suite 305, Bellingham, WA 98226

Emergency Reporting has further committed to refer unresolved Privacy Shield complaints to JAMS, an independent alternative dispute resolution provider located in the United States. If you do not receive timely acknowledgment of your Privacy Shield complaint from us, or if we have not resolved your Privacy Shield complaint, please contact or visit <https://www.jamsadr.com/eu-us-privacy-shield> for more information or to file a complaint. The services of JAMS are provided at no cost to you.

Under certain conditions, you may have the ability to invoke binding arbitration for complaints regarding Privacy Shield compliance that has not been resolved by either Emergency Reporting or our independent dispute resolution provider. Please see <https://www.privacyshield.gov/article?id=ANNEX-I-introduction> for additional information.

CHANGES TO THIS PRIVACY POLICY

This Privacy Policy may be updated to reflect changing business or regulatory conditions. If we make any material changes in the way we use personal information, we will notify you by sending you an e-mail to the last e-mail address you provided to us, and/or by prominently posting notice of the changes on our Site, and/or notifying Subscriber Companies. Any changes to this Privacy Policy will be effective upon the earlier of thirty (30) calendar days following our dispatch of an e-mail notice to you or thirty (30) calendar days following our posting of notice of the changes on our Site. These changes will be effective immediately for new Users of the Site or new Subscriber Companies. Continued use of our Site or Services, following notice of such changes, shall indicate your acknowledgment of such changes.

QUESTIONS

Any questions about this Privacy Policy should be addressed to privacy@emergencyreporting.com or by postal mail at:

Emergency Reporting

Attn: Privacy Office

[2200 Rimland Dr., Suite 305, Bellingham, WA 98226](#)

[Updated on 04 December 2018.](#)

Emergency Reporting, Inc.
14. PRICING SPECIAL ITEM NUMBER 511210
Special Item Number: 511210 – Term Software
October 19, 2017 - April 24, 2021

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
1	FSC Fire/EMS Package	FSC-0001	Each	\$ 2,815.92
2	FSC Fire Package	FSC-0002	Each	\$ 1,991.16
3	FSC Vision Plus (Google mapping) Package	FSC-0003	Each	\$ 1,571.41
4	FSC Safety Analytics 1-3 stations	FSC-0004	Each	\$ 2,834.43
5	FSC Safety Analytics 4-7 stations	FSC-0005	Each	\$ 8,503.30
6	FSC Safety Analytics 8-12 stations	FSC-0006	Each	\$ 11,337.73
7	FSC Safety Analytics 13+ stations	FSC-0007	Each	\$ 14,172.17
8	FSC CAD link from ER package to CAD system WSD	FSC-0008	Each	\$ 4,960.25
9	FSC CAD link from ER package to CAD system FFP	FSC-0009	Each	\$ 11,904.62
10	FSC CAC Enablement package	FSC-0010	Each	\$ 1,378.96
11	FSC Annual HIPPA Certification	FSC-0011	Each	\$ 566.89
<i>Services</i>				
12	FSC Fire/EMS Package setup 1 st station	FSC-0012	Each	\$ 1,723.53
13	FSC Fire/EMS Package setup additional stations	FSC-0013	Each	\$ 592.59
14	FSC EMS Package setup 1 st station	FSC-0014	Each	\$ 1,185.38
15	FSC EMS Package setup additional stations	FSC-0015	Each	\$ 592.59
16	FSC Vision Plus setup cost	FSC-0016	Each	\$ 496.02
17	FSC Safety Analytics setup cost 1-7 stations	FSC-0017	Each	\$ 1,473.90
18	FSC Safety Analytics setup cost 8-12 stations	FSC-0018	Each	\$ 2,834.43
19	FSC Safety Analytics setup cost >12 stations	FSC-0019	Each	\$ 3,968.21
20	FSC CAC Enablement setup cost 1 station	FSC-0022	Each	\$ 1,339.27
21	FSC CAC Enablement setup cost station 2 & above	FSC-0023	Each	\$ 694.44
22	FSC Data Import (Limited)	FSC-0028	Each	\$ 992.06
23	FSC ER Premium Support Services	FSC-0029	Each	\$ 2,267.55
24	Ultra Secure Cloud	FSC-0031	Each	\$ 5,750.00
25	FSC - PII Blocking for each department	FSC-0035	Each	\$ 250.00
26	FSC - PII Deletion of NFIRS record imports/database	FSC-0036	Each	\$ 588.25
27	FSC - InspectER level 1 license	FSC-0037	Each	\$ 150.00
28	FSC - InspectER level 2 license	FSC-0038	Each	\$ 300.00
29	FSC - InspectER Level 3 license	FSC-0039	Each	\$ 600.00
30	FSC - EMS package	FSC-0041	Each	\$ 1,991.16
31	FSC - FIRE Package Setup 1st station	FSC-0042	Each	\$ 1,185.38
32	FSC - FIRE Package setup additional stations	FSC-0043	Each	\$ 592.59
33	FSC - API Link for approved 3rd party packages	FSC-LINK	Each	\$ 1,000.00
34	ER Embedded Mapping Civilian package	CIV-GM	Each	\$ 569.72

35	ER CAD Preferred Maintenance Civilian Package	CIV-CAD-FFP	Each	\$	1,653.89
36	ER CAD Maintenance Civilian Package	CIV-CAD-WSD	Each	\$	1,481.00
37	ER Medical Billing Civilian package	CIV-MED	Each	\$	1,000.00
38	Fire/EMS Civilian Package	CIV-FIRE/EMS	Each	\$	1,955.76
39	Fire Civilian Package	CIV-FIRE	Each	\$	1,435.36
40	EMS Civilian Package	CIV-EMS	Each	\$	1,435.36

Emergency Reporting, Inc.**15. PRICING SPECIAL ITEM NUMBER 54151 Maintenance****Special Item Number: 54151****October 1, 2016 - April 24, 2021**

Item #	Product Description	MFR Part #	Unit of Issue	Unit Cost W/IFF
1	FSC CAD link Maintenance – WSD	FSC-0020	Each \$	991.76
2	FSC CAD link Maintenance – FFP	FSC-0021	Each \$	2,975.27

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 611420)

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

9. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

A 1 to 1 ½ hour free initial setup training will be done over the phone and with the web site assistance if available.

10. DESCRIPTION OF SERVICES

The following is the description of each training course:

FSC Training - CONUS

On-site support and on the job training for the proper use of the FSC system.

FSC Training - OCONUS

On-site support and on the job training for the proper use of the FSC system.

Emergency Reporting, Inc.**11. PRICING SPECIAL ITEM NUMBER 611420 Training****Special Item Number: 611420****August 15, 2013 - April 24, 2021**

Item #	Course Number	Course Description	Length	Minimum Participants	Maximum Participants	Location	Unit Cost W/IFF
InterActCAD							
1	FSC-0024	FSC Training 3 days – CONUS	3 Days	1	19	On-Site	\$ 5,813.03
2	FSC-0025	FSC Training Additional Day CONUS	1 Day	1	19	On-Site	\$ 1,586.81
3	FSC-0026	FSC Training 3 days – OCONUS	3 Days	1	19	On-Site	\$ 9,520.88
4	FSC-0027	FSC Training Additional Day OCONUS	1 Day	1	19	On-Site	\$ 2,115.75
5	FSC-0033	FSC-Web Training	1 Day	1	19	Internet	\$ 1,586.13

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

PREAMBLE

The E-9 Corporation provides commercial services to the federal Government. 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 agreements, 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 demonstrates 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 Federal Government contracts. To accelerate potential opportunities please contact John P. Plott, phone number: (571) 451-0874, fax: 1-888-491-0053, email: john@e-9corporation.com.



BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) GS-35F-0377S, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

- (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 Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

- (4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

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

- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency 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.