



General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

FSC GROUP: 70
General Purpose Commercial Information
Technology Equipment, Software and Services

Special Item Number: 132-52
Electronic Commerce and Subscription Services

Contract Number: GS-35F-0501R

Contract Period: April 19, 2015 - April 18, 2020

Dial **4 1 1**

Communications Brokers & Consultants, Inc. d/b/a Dial 411
23939 Ventura Boulevard
Calabasas, California 91302
Telephone: (800) 864-6877
Fax: (818) 591-2162
www.dial411.net

Business Size: Small
DUNS: 557271327
****Women-Owned Small Business***

Price list current through Modification No. PO-0027, effective April 19, 2015

**GSA AWARDED TERMS AND CONDITIONS
COMMUNICATIONS BROKERS & CONSULTANTS, INC. D/B/A DIAL 411**

1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):**

SIN 132-52: Electronic Commerce and Subscription Services

1b. **IDENTIFICATION OF THE LOWEST PRICED MODEL NUMBER AND LOWEST UNIT PRICE FOR THAT MODEL FOR EACH SPECIAL ITEM NUMBER AWARDED IN THE CONTRACT:**

Please see the pricelist below for details.

1c. **IF THE CONTRACTOR IS PROPOSING HOURLY RATES, A DESCRIPTION OF ALL CORRESPONDING COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION FOR THOSE TYPES OF EMPLOYEES OR SUBCONTRACTORS WHO WILL PERFORM SERVICES SHALL BE PROVIDED. IF HOURLY RATES ARE NOT APPLICABLE, INDICATE NOT APPLICABLE FOR THIS ITEM:**

N/A

2. **MAXIMUM ORDER*:** \$500,000

*If the "best value" selection places your order over this Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement; (2) offer the lowest price available under this contract; or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404

3. **MINIMUM ORDER:** \$25.00

4. **GEOGRAPHIC COVERAGE:** Domestic Delivery Only

5. **POINT(S) OF PRODUCTION:** 23939 Ventura Boulevard, Calabasas, California 91302

6. **DISCOUNT FROM LIST PRICES:** Net GSA pricing is listed in the attached pricing table

7. **QUANTITY DISCOUNT(S):** None.

8. **PROMPT PAYMENT TERMS:** 1%, Net 10 Days

9a. Government purchase cards **are accepted** at or below the micro-purchase threshold

9b. Government purchase cards **are not accepted** above the micro-purchase threshold

10. **FOREIGN ITEMS:** None

11a. **TIME OF DELIVERY:** 4 to 6 weeks for all services except Directory Assistance, which is 1 day

11b. **EXPEDITED DELIVERY:** To be negotiated at the task order level

11c. **OVERNIGHT AND 2-DAY DELIVERY:** To be negotiated at the task order level

11d. **URGENT REQUIREMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery

12. **FOB POINT:** Destination; 48 contiguous states and Washington, DC
- 13a. **ORDERING ADDRESS:**
Communications Brokers & Consultants, Inc. d/b/a Dial 411
23939 Ventura Blvd.
Calabasas, CA 91302
Telephone: (800) 864-6877
Fax: (818) 591-2162
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
14. **PAYMENT ADDRESS:**
Communications Brokers & Consultants, Inc. d/b/a Dial 411
23939 Ventura Blvd.
Calabasas, CA 91302
Telephone: (800) 864-6877
Fax: (818) 591-2162
15. **WARRANTY PROVISION:** N/A
16. **EXPORT PACKING CHARGES:** N/A
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**
Accepted at and below the micro-purchase threshold
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable).** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for EIT:** As Applicable. For more information, please go to www.dial411.net
25. **DUNS NUMBER:** 557271327
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Active

**TERMS AND CONDITIONS APPLICABLE TO
ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES (SPECIAL IDENTIFICATION
NUMBER 132-52)**

1. SCOPE

The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE

The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

3. INFORMATION ASSURANCE

- a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “*Standards for Security Categorization of Federal Information and Information Systems*”) (FIPS 200, “*Minimum Security Requirements for Federal Information and Information Systems*”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

4. DELIVERY SCHEDULE.

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in *Information for Ordering Activities Applicable to All Special Item Numbers*, paragraph 6. *Delivery Schedule*.

5. INTEROPERABILITY.

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

6. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic 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.

7. PERFORMANCE OF ELECTRONIC SERVICES

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

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.

9. RIGHTS IN DATA

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

10. ACCEPTANCE TESTING

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

11. WARRANTY

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer's commercial warranty for the item listed below:

The warranty shall commence upon the later of the following:

- a. Activation of the user's service
- b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

12. MANAGEMENT AND OPERATIONS PRICING

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

13. TRAINING

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

Refer to Pricelist

14. MONTHLY REPORTS

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

15. ELECTRONIC COMMERCE SERVICE PLAN

(a) Describe the electronic service plan and eligibility requirements.

N/A

(b) Describe charges, if any, for additional usage guidelines.

Refer to Pricelist

(c) Describe corporate volume discounts and eligibility requirements, if any.

Refer to Pricelist

SIN	Awarded GSA Electronic Commerce and Subscription Services	Awarded GSA Price (including IFF)
132-52	Domestic Directory Assistance Listing Request (US operators) - price per call.	\$0.49
132-52	Domestic Directory Assistance Listing Request (non-US operators) - price per call.	\$0.34
132-52	Cellular Directory Assistance (US operators) - price per call.	\$0.72
132-52	Cellular Portfolio Assurance (CPA): We gather and catalogue a minimum of three months of paper invoices, CD-ROM, Electronic, Portal access, email or any combination along with other related cellular communication contracts. Once data is gathered, findings will be audited to find a way to optimize the spending of government agencies. Cellular carriers will be contacted to make all appropriate adjustments and recommended changes. No carrier, or vendor, changes are necessary.	Twenty-four percent (24%) of refunds and/or credits and, Twenty-four percent (24%) of the savings for thirty-six separate months, for each separate savings implemented.
132-52	Tax Audit Certification Services (TACS): We gather and catalogue one month's telecom billing for your various services to build an accurate econometric model of what your tax burden should be. Once data is gathered, findings will be audited to find a way to optimize the spending of government agencies. Dial411 will present a comprehensive analysis of the opportunities available to the customer and work with the appropriate taxing authorities to assure all tax savings and refunds are realized the client in a timely manner.	Twenty-four percent (24%) of refunds and/or credits and, Twenty-four percent (24%) of the savings for thirty-six separate months, for each separate savings implemented.
132-52	NORM (Network Optimization & Recovery Management): This service is a detailed auditing of an organization's entire voice, data, and wireless networks. This process encompasses a complete physical and cost inventory of every line, trunk, and circuit for each location within the network; audit, review, and analyze all contracts and tariffs to look for variances, credits, and/or refunds; perform voice, data, and wireless network analysis and audit of all circuits and services producing a network mapping and recommended optimization; evaluate the vendor(s)/carrier(s) circuitry design for possible cost reductions; perform on-site review of PBX/switching/data equipment requirements as well as a review of equipment maintenance contracts to produce recommendations for alterations to existing voice, data, and wireless networks from an operational and contractual basis.	Twenty-four percent (24%) of refunds and/or credits and, Twenty-four percent (24%) of the savings for thirty-six separate months, for each separate savings implemented.