

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

**Special Item No. 132-32 Term Software Licenses
Special Item No. 132-33 Perpetual Software Licenses
Special Item No. 132-34 Maintenance of Software as a Service
Special Item No. 132-51 Information Technology Professional Services**

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

**SPECIAL ITEM NUMBER 132-32 – TERM SOFTWARE LICENSES
SPECIAL ITEM NUMBER 132-33 – PERPETUAL SOFTWARE LICENSES**

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 are 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 – which is categorized under a different SIN (132-34).

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers
 Application Software
 Utility Software
 Communications Software
 Ancillary Financial Systems Software
Microcomputers
 Application Software
 Utility Software
 Communications Software
 Ancillary Financial Systems Software

SPECIAL ITEM NUMBER 132-34 – MAINTENANCE OF SOFTWARE 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.

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D308 Programming Services

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.



Professional Computing Resources, Inc.

An SBA 8(a) Certified Small Disadvantaged Business

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Kentwood, MI 49508

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[http:// www.pcr.com](http://www.pcr.com)

Contract Number: GS-35F-0630V

Period Covered by Contract: August 18, 2009 through August 17, 2014

General Services Administration

Federal Acquisition Service

Pricelist current through Modification #__N/A__, dated _____ and REFRESH 30.

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

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SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

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

(616) 554-0000

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3. LIABILITY FOR INJURY OR DAMAGE

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

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule Contract
Block 16: Data Universal Numbering System (DUNS) Number: **106753049**
Block 30: Type of Contractor: **A. Small Disadvantaged Business**
Block 31: Woman-Owned Small Business - **No**
Block 37: Contractor's Taxpayer Identification Number (TIN): **38-2490720**
Block 40: Veteran Owned Small Business (VOSB): **No**

4a. CAGE Code: 00Y21
4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-32	5 Days
132-33	30 Days
132-34	To be negotiated between agency and PCR
132-51	To be negotiated between agency and PCR

b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS:

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: None, but may be offered on individual invoices.
- b. Quantity - None
- c. Dollar Volume - None
- d. Other Special Discounts (i.e., Government Education Discounts, etc.) - None

8. TRADE AGREEMENTS ACT OF 1979, as amended:

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

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: Not Applicable

10. SMALL REQUIREMENTS: The minimum dollar of orders to be issued is \$100.

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

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

- Special Item Number 132-32 - Term Software Licenses
- Special Item Number 132-33 - Perpetual Software Licenses
- Special Item Number 132-34 - Maintenance of Software as a Service
- Special Item Number 132-51 - Information Technology Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

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

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.
- c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19. OVERSEAS ACTIVITIES

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

NONE

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the

Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes XX
No

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): www.pcr.com

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

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

(b) The following statement:

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

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

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

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

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

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

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

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

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

**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL
ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM
NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION
TECHNOLOGY SOFTWARE**

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its 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 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.

Limited Warranty. PCR warrants that the PCR Software will conform to the specifications contained in its then-current Documentation for a period of ninety (90) days from delivery. PCR agrees to correct or replace any nonconformity of which it receives notice during the warranty period. PCR's sole obligation and Customer's exclusive remedy for breach of this warranty is the correction or replacement of any nonconformity. Customer shall provide PCR with written notice that a nonconformity exists, and PCR shall have a reasonable period of time, based on the nonconformity, to correct the Software.

Exclusions. PCR's warranty obligations under this Agreement are contingent upon Customer's proper use of the Software and does not include:

1. Support or correction of errors or increases in service time resulting from (a) accident, neglect, misuse or use other than ordinary use; (b) failure of electrical power, air conditioning, or humidity controls which cause a computer failure; and (c) modifications made to the Software by anyone other than an authorized representative of PCR; or
2. Problems relating to or caused by Software which was not supplied by PCR; or
3. Errors, defects, and malfunctions traceable to Customer's errors or system changes shall be billed at PCR's time-and-material charges, including out-of-pocket expenses.

Warranty Disclaimer. EXCEPT AS PROVIDED IN THIS SECTION, THE SOFTWARE IS PROVIDED "AS IS" AND WITHOUT WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, AND PCR HEREBY EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS. CUSTOMER UNDERSTANDS AND AGREES THAT NO WARRANTIES ARE MADE BY ANY OF PCR'S LICENSORS OR SUPPLIERS.

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 (616) 554-1055 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:00 am to 5:00 pm EST.

5. SOFTWARE MAINTENANCE

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

1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

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 are 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 132-34)

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 132-32) AND MAINTENANCE (SIN 132-34)

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

b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for maintenance, the period of 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 maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.

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

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

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. The ordering activity may convert term licenses 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 ___N/A___% 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 ___N/A___ * 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 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 132-34)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

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

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering

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

(3) Except as is provided in paragraph 9.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 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), 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 Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses. N/A

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

*****NOTE:** *All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional 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.
- 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 Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional 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 Professional 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) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that 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 PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

Labor Category Descriptions

Consultant	<p>Minimum/General Experience: Three (3) + years of experience in information systems and technologies in engineering, product development and/or IS/IT management. Functional Responsibility: An understanding of the COMIT System with an expertise in some modules. Conversant in several technical fields. Solid foundation in business and technology strategy and implementation. Some expertise in operating systems, hardware, and relational databases. Excellent interpersonal skills. Ability to relate to executives and to technical staff. Excellent oral and written communications.</p> <ul style="list-style-type: none"> • Ability to explain most aspects of the system with customers. Provide a clear picture for the customer of the technical architecture, plus business and application integration. • Ability to work with the customer to create a design document. • Work with analyst in product design and development. Direct the analysis of available options, their inherent features and drawbacks, and an understanding of the deployment opportunities and challenges. <p>Minimum Education: Bachelor's Degree</p>
Systems Analyst	<p>Minimum/General Experience: 5 + years Functional Responsibility:</p> <ul style="list-style-type: none"> • Provide staff and users with assistance solving software related problems, such as program malfunctions. • Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems. • Expand or modify system to serve new purposes. • Use object-oriented programming languages, as well as client/server applications development processes and multimedia and internet technology.

Consultant	<p>Minimum/General Experience: Three (3) + years of experience in information systems and technologies in engineering, product development and/or IS/IT management.</p> <p>Functional Responsibility: An understanding of the COMIT System with an expertise in some modules. Conversant in several technical fields. Solid foundation in business and technology strategy and implementation. Some expertise in operating systems, hardware, and relational databases. Excellent interpersonal skills. Ability to relate to executives and to technical staff. Excellent oral and written communications.</p> <ul style="list-style-type: none"> • Ability to explain most aspects of the system with customers. Provide a clear picture for the customer of the technical architecture, plus business and application integration. • Ability to work with the customer to create a design document. • Work with analyst in product design and development. Direct the analysis of available options, their inherent features and drawbacks, and an understanding of the deployment opportunities and challenges. <p>Minimum Education: Bachelor's Degree</p>
Systems Analyst	<p>Minimum/General Experience: 5 + years</p> <p>Functional Responsibility:</p> <ul style="list-style-type: none"> • Provide staff and users with assistance solving software related problems, such as program malfunctions. • Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems. • Expand or modify system to serve new purposes. • Use object-oriented programming languages, as well as client/server applications development processes and multimedia and internet technology.
	<ul style="list-style-type: none"> • Analyze information processing or computation needs. Plan and design computer systems, using techniques such as, structured analysis, data modeling and information engineering. • Recommend new equipment or software packages. <p>Minimum Education: Bachelor's Degree</p>
Software Developer	<p>Minimum/General Experience: Three (3) + years of experience with progressively more difficult applications development including a minimum of 1 year of applications development using COTS RDBMS packages.</p> <p>Functional Responsibility: An understanding of the COMIT System with an expertise in some modules. This position requires an understanding of telemanagement systems. Requires skills in verbal and written communications. Experience with interpreting complex data models is desirable.</p> <ul style="list-style-type: none"> • Ability to explain some aspects of the system with customers. • Ability to code from a design document. • Ability to program in multiple languages, some system knowledge

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

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact :

Bob Glover, VP Sales

Voice: 616-554-0000

FAX: 616-554-1038

bglover@pcr.com

**(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT**

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

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

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

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

(h) Date of Shipment.

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

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

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

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

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

GSA SCHEDULE PRICING FOR COMIT

SIN	PRODUCT NUMBER	PRODUCT DESCRIPTION	GSA PRICE
132-32	SE1001	COMIT SE < 2,500 stations	\$3,445.84
132-33	COM1001	COMIT <20,000 stations Database System (Required)	\$66,906.80
132-33	COM1002	Billing / Accounting	\$14,821.91
132-33	COM1003	Personal ID / Auth Code	\$9,332.49
132-33	COM1004	Directory Services	\$14,821.91
132-33	COM1005	Cable Inventory	\$12,921.91
132-33	COM1006	Service Order	\$17,707.81
132-33	COM1007	Automatic Switch Interface	\$23,690.18
132-33	COM1008	Trouble Ticket	\$12,921.91
132-33	COM1009	Inventory Management	\$14,821.91
132-33	COM1010	Training	\$1,196.47
132-33	COM1011	Installation	10% of Total GSA Software Cost
132-33	COM2001	COMIT >20,000 stations Database System (Required)	\$93,669.52
132-33	COM2002	Billing / Accounting	\$22,232.88
132-33	COM2003	Personal ID / Auth Code	\$13,998.74
132-33	COM2004	Directory Services	\$22,232.88
132-33	COM2005	Cable Inventory	\$19,382.87
132-33	COM2006	Service Order	\$26,561.71
132-33	COM2007	Automatic Switch Interface	\$35,535.26
132-33	COM2008	Trouble Ticket	\$19,382.87
132-33	COM2009	Inventory Management	\$22,232.88
132-33	COM2010	Training	\$1,794.71
132-33	COM2011	Installation	10% of Total GSA Software Cost
132-34	COMMTN	COMIT Maintenance	15% of Total GSA Software Cost

SIN	LABOR CATEGORY OR SERVICE	GSA HOURLY RATE
132-51	Consultation Services	\$143.58
132-51	System Design and Analysis	\$119.65
132-51	Software Development	\$119.65
132-51	Project Management	\$143.58

(COMIT) PRODUCT DESCRIPTIONS

SIN 132-32

COMIT SE

Windows Vista platform, integrated TMS, Call accounting, billing, service order, help desk, asset management, cable management, graphical cable representation, incident reporting, employee web usage reporting, and IP network monitoring are available with this single management system.

SIN 132-33

COMIT DATABASE SYSTEM (Required)

The COMIT database stores the key information used to support the entire communications infrastructure provisioning and expense recovery process. Functions include station/circuit maintenance, asset management, graphical network element representation, and web initiated work orders, incident reporting, and view billing.

BILLING/ACCOUNTNG

COMIT Bill Management automates and supports all facets of invoice processing, including the receipt, loading, audit, allocation, and tracking of carrier billing. COMIT simplifies the processing of carrier invoices by providing a standard, consolidated view of telecommunications expenditures. COMIT creates an exceptions-based audit system for effective identification and management of billing discrepancies.

PERSONAL ID/AUTH CODE

COMIT Personal ID/Auth Code function incorporate the authorization code tracking and billing. This function allows users to maintain critical information on authorization codes and bill for all associated calls placed using the code based on records received from the SMDR output of the communications switch.

DIRECTORY SERVICES

COMIT Directory Services maintains the databases to provide an online general telephone directory for an organization.

CABLE INVENTORY

The COMIT Cable Inventory Management function maintains a comprehensive facilities inventory that covers service assignment and tracking for facilities based service at customer designated addresses. This function tracks all cable and pair information from the jack at the terminal to the port on the communications system.

SERVICE ORDER

COMIT's provisioning capabilities address the enterprise-wide requesting and ordering of technology services and equipment. Specifically, the COMIT Service Order process enables Enterprises to centrally manage moves, adds, changes, and disconnects (MACD) for all voice/data products and services.

AUTOMATIC SWITCH INTERFACE

The COMIT Automatic Switch Interface (ASI) provides an intuitive Graphical User Interface that incorporates the entire feature to feature and feature to set edits of the switch. the COMIT ASI can be used to support provisioning on Avaya Communication Servers (Avaya 8700), Lucent 5ESS, NORTEL PBX's (SL100, CS1000, CS2000, Meridian 1), and CISCO Call Manager.

TROUBLE TICKET

COMIT Incident Report (Trouble Ticket) function provides the ability to create and manage trouble reporting. This function includes tables to create trouble codes that assist in assigning and tracking of troubles, track warranty, status of tickets, and billing to charge back departments for billable repair of communication equipment or services.

INVENTORY MANAGEMENT

COMIT combines contracted voice, data, and wireless products with communications inventory (lines, trunks, circuits, toll-free 800 & advanced features, wireless, and associated equipment) to create services inventory for the entire enterprise. Product costs are assigned to provide a complete services cost reference. Inventory is organized by item, location, product, contract, organizational entity, and service type.

GSA SCHEDULE PRICING FOR PCR-360

SIN	ORDER #	DESCRIPTION	GSA PRICE
132-33		PCR-360 Perpetual License (0 to 5,000 Devices) with three separately priced functionalities: A. Asset Mgmt Billing Capability; B. Cable Inventory Mgmt Capability; C. Service Order / Incident Report Capability.	
	PCR360-5-1	One (1) Functionality	\$38,791.11
	PCR360-5-1-Inst.	One (1) Functionality Implementation	\$18,338.26
	PCR360-5-1HS	One (1) Functionality Hosted Startup	\$2,891.43
	PCR360-5-1HM	One (1) Functionality Hosted Monthly	\$1,770.94
	PCR360-5-2	Two (2) Functionalities	\$77,582.22
	PCR360-5-2-Inst.	Two (2) Functionalities Implementation	\$22,433.00
	PCR360-5-2HS	Two (2) Functionalities Hosted Startup	\$5,782.88
	PCR360-5-2HM	Two (2) Functionalities Hosted Monthly	\$3,537.14
	PCR360-5-3	Three (3) Functionalities	\$116,373.32
	PCR360-5-3-Inst.	Three (3) Functionalities Implementation	\$26,527.73
	PCR360-5-3HS	Three (3) Functionalities Hosted Startup	\$8,674.31
	PCR360-5-3HM	Three (3) Functionalities Hosted Monthly	\$5,303.34
132-33		PCR-360 Perpetual License (5,001 to 10,000 Devices) with three separately priced functionalities: A. Asset Mgmt Billing Capability; B. Cable Inventory Mgmt Capability; C. Service Order / Incident Report Capability.	
	PCR360-10-1	One (1) Functionality	\$46,906.99
	PCR360-10-1-Inst.	One (1) Functionality Implementation	\$19,194.96
	PCR360-10-1HS	One (1) Functionality Hosted Startup	\$3,499.16
	PCR360-10-1HM	One (1) Functionality Hosted Monthly	\$2,136.53
	PCR360-10-2	Two (2) Functionalities	\$93,814.00
	PCR360-10-2-Inst.	Two (2) Functionalities Implementation	\$24,146.39
	PCR360-10-2HS	Two (2) Functionalities Hosted Startup	\$6,993.57
	PCR360-10-2HM	Two (2) Functionalities Hosted Monthly	\$4,273.06
	PCR360-10-3	Three (3) Functionalities	\$140,720.99
	PCR360-10-3-Inst.	Three (3) Functionalities Implementation	\$29,097.83
	PCR360-10-3HS	Three (3) Functionalities Hosted Startup	\$10,487.98
	PCR360-10-3HM	Three (3) Functionalities Hosted Monthly	\$6,409.59

132-33		PCR-360 Perpetual License (10,001 to 15,000 Devices) with three separately priced functionalities: A. Asset Mgmt Billing Capability; B. Cable Inventory Mgmt Capability; C. Service Order / Incident Report Capability.	
	PCR360-15-1	One (1) Functionality	\$54,665.76
	PCR360-15-1-Inst.	One (1) Functionality Implementation	\$20,013.97
	PCR360-15-1HS	One (1) Functionality Hosted Startup	\$4,078.40
	PCR360-15-1HM	One (1) Functionality Hosted Monthly	\$2,492.62
	PCR360-15-2	Two (2) Functionalities	\$109,331.51
	PCR360-15-2-Inst.	Two (2) Functionalities Implementation	\$25,784.40
	PCR360-15-2HS	Two (2) Functionalities Hosted Startup	\$8,152.05
	PCR360-15-2HM	Two (2) Functionalities Hosted Monthly	\$4,980.49
	PCR360-15-3	Three (3) Functionalities	\$163,997.27
	PCR360-15-3-Inst.	Three (3) Functionalities Implementation	\$31,554.83
	PCR360-15-3HS	Three (3) Functionalities Hosted Startup	\$12,225.70
	PCR360-15-3HM	Three (3) Functionalities Hosted Monthly	\$7,473.11
132-33		PCR-360 Perpetual License (15,001 to 20,000 Devices) with three separately priced functionalities: A. Asset Mgmt Billing Capability; B. Cable Inventory Mgmt Capability; C. Service Order / Incident Report Capability.	
	PCR360-20-1	One (1) Functionality	\$62,086.28
	PCR360-20-1-Inst.	One (1) Functionality Implementation	\$20,797.27
	PCR360-20-1HS	One (1) Functionality Hosted Startup	\$4,629.15
	PCR360-20-1HM	One (1) Functionality Hosted Monthly	\$2,829.71
	PCR360-20-2	Two (2) Functionalities	\$124,172.56
	PCR360-20-2-Inst.	Two (2) Functionalities Implementation	\$27,351.00
	PCR360-20-2HS	Two (2) Functionalities Hosted Startup	\$9,258.30
	PCR360-20-2HM	Two (2) Functionalities Hosted Monthly	\$5,659.43
	PCR360-20-3	Three (3) Functionalities	\$186,258.84
	PCR360-20-3-Inst.	Three (3) Functionalities Implementation	\$33,904.73
	PCR360-20-3HS	Three (3) Functionalities Hosted Startup	\$13,882.70
	PCR360-20-3HM	Three (3) Functionalities Hosted Monthly	\$8,484.40

132-33		PCR-360 Perpetual License (20,001 to 40,000 Devices) with three separately priced functionalities: A. Asset Mgmt Billing Capability; B. Cable Inventory Mgmt Capability; C. Service Order / Incident Report Capability.	
	PCR360-40-1	One (1) Functionality	\$90,758.17
	PCR360-40-1-Inst.	One (1) Functionality Implementation	\$23,823.83
	PCR360-40-1HS	One (1) Functionality Hosted Startup	\$6,765.67
	PCR360-40-1HM	One (1) Functionality Hosted Monthly	\$4,135.37
	PCR360-40-2	Two (2) Functionalities	\$181,516.33
	PCR360-40-2-Inst.	Two (2) Functionalities Implementation	\$33,404.12
	PCR360-40-2HS	Two (2) Functionalities Hosted Startup	\$13,531.36
	PCR360-40-2HM	Two (2) Functionalities Hosted Monthly	\$8,270.75
	PCR360-40-3	Three (3) Functionalities	\$272,274.50
	PCR360-40-3-Inst.	Three (3) Functionalities Implementation	\$42,984.41
	PCR360-40-3HS	Three (3) Functionalities Hosted Startup	\$20,292.29
	PCR360-40-3HM	Three (3) Functionalities Hosted Monthly	\$12,401.37
132-33		PCR-360 Perpetual License (40,001 - 60,000 Devices) with three separately priced functionalities: A. Asset Mgmt Billing Capability; B. Cable Inventory Mgmt Capability; C. Service Order / Incident Report Capability.	
	PCR360-60-1	One (1) Functionality	\$119,007.25
	PCR360-60-1-Inst.	One (1) Functionality Implementation	\$26,805.76
	PCR360-60-1HS	One (1) Functionality Hosted Startup	\$8,873.72
	PCR360-60-1HM	One (1) Functionality Hosted Monthly	\$5,422.04
	PCR360-60-2	Two (2) Functionalities	\$238,014.51
	PCR360-60-2-Inst.	Two (2) Functionalities Implementation	\$39,367.98
	PCR360-60-2HS	Two (2) Functionalities Hosted Startup	\$17,742.69
	PCR360-60-2HM	Two (2) Functionalities Hosted Monthly	\$10,844.08
	PCR360-60-3	Three (3) Functionalities	\$357,021.76
	PCR360-60-3-Inst.	Three (3) Functionalities Implementation	\$51,930.21
	PCR360-60-3HS	Three (3) Functionalities Hosted Startup	\$26,611.66
	PCR360-60-3HM	Three (3) Functionalities Hosted Monthly	\$16,261.36
132-33		PCR-360 Perpetual Enterprise License (60,001 or more Devices) with three separately priced functionalities: A. Asset Mgmt Billing Capability; B. Cable Inventory Mgmt Capability; C. Service Order / Incident Report Capability.	
	PCR360-E-1	One (1) Functionality	TBN
	PCR360-E-1-Inst.	One (1) Functionality Implementation	TBN

	PCR360-E-1HS	One (1) Functionality Hosted Startup	TBN
	PCR360-E-1HM	One (1) Functionality Hosted Monthly	TBN
	PCR360-E-2	Two (2) Functionalities	TBN
	PCR360-E-2-Inst.	Two (2) Functionalities Implementation	TBN
	PCR360-E-2HS	Two (2) Functionalities Hosted Startup	TBN
	PCR360-E-2HM	Two (2) Functionalities Hosted Monthly	TBN
	PCR360-E-3	Three (3) Functionalities	TBN
	PCR360-E-3-Inst.	Three (3) Functionalities Implementation	TBN
	PCR360-E-3HS	Three (3) Functionalities Hosted Startup	TBN
	PCR360-E-3HM	Three (3) Functionalities Hosted Monthly	TBN
132-33	Initial Trng	INITIAL TRAINING: Three days of training at customer site for up to 3 students. Customer to provide individual work devices and overhead projector capability. PCR will provide training materials. Training to be accomplished concurrent with Implementation using test/sample data.	\$4,747.84
132-33	Trng Day	Additional Day of Training	\$1,566.79
132-33	Add Student	Per Additional Student	\$1,044.53
132-33	Post Imp. Trng	POST IMPLEMENTATION TRAINING: Two days of Training at customer site for up to 3 students. Customer to provide individual work devices and overhead projector capability. Training to be accomplished utilizing customer's live data.	\$4,747.84
132-33	Trng Day	Additional Day of Training	\$1,566.79
132-33	Add Student	Per Additional Student	\$1,044.53
132-33	TrnTheTrn	TRAIN THE TRAINER: PCR will provide 4 days of indepth system administrator training for up to 2 customer employees at PCR's home office facility utilizing test/sample data. Purpose of this training is to ensure system administrators gain complete understanding of PCR-360 capabilities and implementation activities. Travel, lodging and per diem at customer's expense.	\$5,697.41
	ADDITIONAL SERVICES		
132-33	DIACAP	DIACAP Certification (for up to 40 hours)	\$5,697.41
132-33	PCR360 VOIP	VOiP Switch Interface	\$18,041.81

(PCR-360) PRODUCT DESCRIPTIONS

SIN 132-33

PCR-360 COMMUNICATIONS MANAGEMENT SYSTEM

PCR-360 provides a comprehensive set of integrated functions - Service/Help Desk, Asset Tracking, Cable System Management, Product Catalogs, Billing, Knowledgebase and Dashboards – which combine to provide unparalleled insight and visibility into customers, expenses, and operational performance.

ASSET MANAGEMENT BILLING CAPABILITY

PCR-360's inventory function provides the tools to allow organizations to define and track any tangible asset (equipment) or intangible asset (such as a software license) on a system-wide basis. All assets are automatically updated when service order or incident report processing is completed to ensure records stay current even while your environment is constantly changing. PCR-360 allows you to transfer inventory assets between multiple warehouses, locations or technician vans and still provides a consolidated inventory review. PCR-360 also lets managers define rates and product code descriptions, effect mass updates to the system, and track warranty and serial number information.

PCR-360 Billing automates and supports all facets of invoice processing, including the receipt, loading, audit, allocation, and tracking of carrier billing. PCR-360 simplifies the processing of carrier invoices by providing a standard, consolidated view of communications expenditures. PCR-360 creates an exceptions-based audit system for effective identification and management of billing discrepancies.

CABLE INVENTORY MANAGEMENT CAPABILITY

PCR-360 provides a converged network management solution that provides a visual representation of an integrated data and voice network, combined with the cable infrastructure. This allows quick access to the information you need to track your enterprise converged network, including: equipment (switches, routers, servers, phones, terminals, printers, etc.) cable (inside plant, vendor circuits, bandwidth, etc.), and technologies (voice, data, VoIP, video, etc.) all in a single, unified framework. Complete visibility of the infrastructure saves expense while improving time to remedy, install and provision.

Cable Benefits:

- allows drill down from sites to buildings, rooms, floors, closets, etc.
- provides visibility into rack configurations and component locations
- provides a catalog to quickly find any network element (i.e., location, equipment, etc.)
- detailed integration with Service Desk for visibility into equipment and circuit histories
- view and maintain conduit configurations and access locations

The build/display cable path function is a tool that allows organizations to define all of the relevant components to build detailed cable paths from start to end so that you can easily track a path, including all of the relevant cross connection points. PCR-360 allows you to verify cable usage and capacity, automatically reserve cable paths as part of the Service Order process, and view cables by location so that you can proactively manage your cable plant rather than simply react to problems.

SERVICE ORDER / INCIDENT REPORT CAPABILITY

The PCR-360 Service Desk is the central point for:

- Inquiries
- Requests
- Service Orders
- Incident Reports
- Projects and Problems
- Knowledge Base and Trouble Shooting

The PCR-360 Service Desk function manages activities for moves, adds, changes, and disconnections of service and equipment. The service order automatically updates service inventory, equipment inventory, cable inventory and billing. PCR-360 handles all types of service requests including laptops, servers, programming requests, monitors, projectors, software, desk phones, wireless devices, voice and data jacks, software and any other device, service or feature-set support as needed.

From a simple incident to reset a password to a complex, multi-month, multi-account project – PCR-360 Service Desk provides a single application for any service request or incident report.

VoIP SWITCH INTERFACE

The VoIP Switch Interface provides an intuitive Graphical User Interface that incorporates the entire feature to feature and feature to set edits of the switch. The PCR-360 VoIP Switch Interface can be used to support provisioning on Avaya Communication Manger and CISCO Call Manager.