

**General Services Administration Federal Supply Service  
Federal Supply Schedule Catalog/Price List**

*As of 01/01/2013*

**VanRan Communications Services, Inc.**

**2939 Pacific Drive, Norcross, GA 30071-1809**

**Phone: (770) 452-9929 Fax: (770) 500-1297**

**[www.vanran.com](http://www.vanran.com)**

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

**NOTE:** VANRAN COMMUNICATIONS SERVICES, INC. WISHES TO PARTICIPATE UNDER THE COOPERATIVE PURCHASING AND RECOVERY PURCHASING PROGRAM AND IS ABLE TO ACCEPT DISASTER RECOVERY PURCHASES

**SPECIAL ITEM NUMBER 132-12 - EQUIPMENT MAINTENANCE (FPDS Code J070 - Maintenance and Repair Service – AVAYA AND NORTEL TELECOMMUNICATIONS SYSTEMS)**

Maintenance

Repair Service

**SPECIAL ITEM NUMBER 132-50 – TRAINING COURSES (FPDS CODE U012)**

**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 D307 – Automated Information Systems Design & Integration Services

FPDS Code D308 – Programming Services

FPDS Code D310 – IT Backup and Security Services

FPDS Code D316 – IT Network Management Services

FPDS Code D399 - Other Information Technology Services, Not Elsewhere Classified

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.**

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Contract Number: GS-35F0639W\_\_\_\_\_

Period Covered by Contract: 9/17/2010 – 9/16/2014\_\_\_\_\_

**General Services Administration  
Federal Acquisition Service**

Pricelist current through Modification #\_\_\_\_\_, dated\_\_\_\_\_.  
Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>)

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

### **SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal 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](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) 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:**

**The geographic scope of this contract is domestic delivery in the 48 contiguous states and the District of Columbia. Delivery to Alaska, Hawaii, Puerto Rico, the U.S. Territories and overseas U.S. Government Installations are for selected services only.**

**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.**

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2. **VANRAN COMMUNICATIONS SERVICES, INC.'S ORDERING, ORDERING STATUS, INVOICE/PAYMENT INFORMATION AND TECHNICAL ASSISTANCE:**

Orders:  
**VANRAN COMMUNICATIONS SERVICES, INC.**  
**Attn: GSA**  
**2929 PACIFIC DRIVE**  
**NORCROSS, GA 30071-1809**  
**TELEPHONE: 770-452-9929**  
**FACSIMILE: 770-500-1297**  
**EMAIL: [gsa@vanran.com](mailto:gsa@vanran.com)**  
**WEB: [www.vanran.com](http://www.vanran.com)**

Payment:  
**VANRAN COMMUNICATIONS GOVERNMENT SOLUTIONS**  
**Attn: GSA Payment**  
**2939 PACIFIC DRIVE**  
**NORCROSS, GA 30071-1809**

**MAINTENANCE/SUPPORT**  
**TELEPHONE: 1-800-VAN-RAN4 (1-800-826-7264)**

**VANRAN SERVICE PORTAL**  
**portal.vanran.com**

**TRAINING**  
**TELEPHONE: 1-770-452-9929**

a. **GSA AUTHORIZED DEALERS:**

REFERENCE: [www.avaya.com/gov/gsa](http://www.avaya.com/gov/gsa). VanRan Communications is an Authorized Dealer under Avaya's GSA Schedule # **GS-35F-0156V** and Nortel GSA Schedule # **GS-35F-0140L**. VanRan Communications will invoice the ordering agency and accept payment as VanRan Communications Services, Inc.

- b. VanRan Communications Services, Inc. accepts credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. VanRan Communications Services, Inc. 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.

3. **LIABILITY FOR INJURY OR DAMAGE**

VanRan Communications Services, Inc. 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 VanRan Communications Services, Inc., unless such injury or damage is due to the fault or negligence of VanRan Communications Services, Inc..

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

A. Small Women Owned Business

B. Other Small Business

Block 9	G Order/Modification Under Federal Schedule
Block 16	Data Universal Numbering System (DUNS): 197871550
Block 30	Type of Contractor: B. Other Small Business
Block 31	Woman-Owned Business: Yes
Block 36	VanRan Communications Services, Inc.'s Federal Tax Identification Code: 58-1709226

4a. CAGE Code: ONXYO

4b. VanRan Communications Services, Inc. has registered with the Central VanRan Communications Services, Inc. Registration Database.

**5. FOB Destinations:**

- a. Shipments within the 48 contiguous states and District of Columbia are FOB destination. Delivery to Alaska, Hawaii, Puerto Rico, US Territories and overseas U.S. Government Installations would be point of embarkation.

**FOB:** Unless otherwise noted, prices are FOB Destination for domestic deliveries. For overseas deliveries, transportation charges to any point beyond Port of Embarkation (POE) are to be paid by the Government or arranged for under a Government Bill of Lading.

**6. DELIVERY SCHEDULE**

- a. TIME OF DELIVERY is based on mutual agreement between the ordering agency and VanRan Communications Services, Inc.

*Please Note: Ordering activities can contact the respective VanRan Communications representative for information.*

- b. Urgent Requirements

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, the ordering activity is encouraged, if time permits, to contact VanRan Communications Services, Inc. for the purpose of obtaining accelerated delivery. VanRan Communications Services, Inc. shall reply to the

inquiry within 3 workdays after receipt of request. If VanRan Communications Services, Inc. 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:** All prices herein are as stated with discounts and Industrial Funding Fee (IFF) already applied, except as noted below.
  - a. Prompt Payment: 0% - NET 30 days from receipt of invoice or date of acceptance, whichever is later.
  - b. All prices are net after all discounts have been deducted. The prices stated apply to all ordering activities.
  - c. Quantity: **None**
  - d. Dollar Volume: For single orders equal to and over \$200,000, an additional 0 % discount
  - e. Government Educational Institutions: Same as other Government customers
  - f. Other: 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:**

Export packing, if requested, is available outside the scope of this contract. Charges shall be provided upon request.
  
10. **Small Requirements:** The minimum dollar value of orders to be issued is \$100.00.
  
11. **MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**
  - a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-12 - Equipment Maintenance  
Special Item Number 132-51 - Information Technology Professional Services
  
  - b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:  
Special Item Number 132-50 - Training Courses
  
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:**

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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. FAR 52.204.2
- (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. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

## **18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
  - (1) Time of delivery/installation quotations for individual orders;
  - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a

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product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.

- (3) Any representations and/or warranties made concerning the products made in any literature, description, drawings, and/or specifications furnished by the Contractor.

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

**19. OVERSEAS ACTIVITIES**

The terms and conditions of this contract shall 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:

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'S TEAM ARRANGEMENTS**

Contractors participating in contractors 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 receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to 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.

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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.**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: [www.vanran.com](http://www.vanran.com) and [avaya.support.com](http://avaya.support.com)

**Fully Compliant**

**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 VanRan Communications Services, Inc.); 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 MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12)**

**1. SERVICE AREAS**

a. The maintenance rates listed herein are applicable to any ordering activity location within the continental U.S., to include all forty-eight (48) contiguous states and the District of Columbia. Installations outside of this area should refer to Appendix A for additional maintenance terms. For all overseas locations, it is VanRan Communications Services, Inc.'s understanding that VanRan Communications Services, Inc. personnel shall be categorized as "Technical Experts and be provided with the associated SOFA privileges. Should VanRan Communications Services, Inc.'s personnel not be classified as "Technical Experts", or if SOFA privileges are not authorized, a mutually agreeable overseas surcharge for these personnel shall be negotiated between VanRan Communications Services, Inc. and the ordering activity.

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

2939 Pacific Drive  
Norcross, Georgia 30071-1809  
(or other applicable stie dependent on the specific equipment)

AND/OR VanRan Communications Services, Inc. (Dual NOC/Branch Office  
Location  
7340 South Alton Way, Unit 11G  
Centennial, CO 80112

**2. MAINTENANCE ORDER**

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

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

- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by VanRan Communications Services, Inc.; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to VanRan Communications Services, Inc., provided that such notice is furnished at least thirty (30) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
- e. Cross-year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- f. Ordering activities should notify VanRan Communications Services, Inc. in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

### **3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS**

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

### **4. LOSS OR DAMAGE**

When VanRan Communications Services, Inc. removes equipment to their establishment for repairs, VanRan Communications Services, Inc. shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

### **5. SCOPE**

- a. Based on the type of coverage selected by the ordering activity (see Item 9. Types of Coverage), VanRan Communications Services, Inc. shall provide maintenance for all Supported Products listed herein as requested by the ordering activity during the contract term. "Supported Products" are hardware identified in the order. Repair service and repair parts shall apply exclusively to the equipment types/models within the scope of this Schedule.  
Maintenance service will be for an initial term of one (1) year in accordance with the option selected by the ordering activity.

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- b. Equipment placed under maintenance service shall be in good operating condition.
- (1) In order to determine that the equipment is in good operating condition, the equipment may be subject to inspection by the contractor at the applicable Per Incident Maintenance rate listed in the price list.
  - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the contractor, if the equipment is under VanRan Communications Services, Inc.'s guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
  - (3) If the equipment is not under VanRan Communications Services, Inc.'s responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).
- c. Maintenance work requested to be performed at a time or in a manner beyond the coverage selected by the ordering activity, or maintenance work required as result of an action or condition listed in Paragraph 11, may be provided subject to additional charges outside the scope of this contract.
- d. If the ordering activity subsequently purchases products from VanRan Communications Services, Inc. that are similar to the products covered by an existing maintenance order, and co-locates said products, or requests certification or connection of equipment, upon expiration of any applicable warranty, the co-located products will also be covered by the maintenance order. This will be exercised through the issuance of a new order and will be subject to the then current monthly maintenance charges for said equipment. The period of maintenance for such equipment shall be coterminous with the period of maintenance for the existing equipment. All similar equipment purchased initially or subsequently must be covered by the same maintenance agreement terms and conditions.
- e. Replacement hardware provided as part of maintenance services may be new, factory reconditioned, refurbished, remanufactured or functionally equivalent and will be furnished only on an exchange basis. Returned hardware that has been replaced by VanRan Communications Services, Inc. will become VanRan Communications Services, Inc.'s property.
- f. Certification allows for the inspection of Avaya and or Nortel hardware products and Avaya-Nortel supported products in order to ensure that they meet all Avaya/Nortel environmental and technical specifications prior to issuing a maintenance order or adding equipment to a maintenance order. The applicable Per Incident Maintenance rate may apply.
- Certification is required when one of the following criteria is met:
- (1) VanRan Communications Services, Inc. did not install equipment classified as customer installable.
  - (2) VanRan Communications Services, Inc. previously installed the equipment and the warranty or the maintenance had elapsed for more than ninety (90) days.

## **6. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment, or make alterations of any kind to the equipment while such equipment is under the purview of a maintenance order, unless agreed to in writing by VanRan Communications Services, Inc..
- b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.
- c. The ordering activity shall provide adequate storage space for spare parts and adequate working space, including heat, light, ventilation, electric current and outlets for the use of VanRan Communications Services, Inc. maintenance personnel. These facilities shall be within a reasonable distance of the equipment to be services and shall be provided at no charge to VanRan Communications Services, Inc.
- d. The ordering activity is responsible for all telephone charges for calls to VanRan Communications Services, Inc. other than those through the designated service Hotline. Collect calls will not be accepted. The ordering activity agrees to provide reasonable assistance in problem diagnosis as requested by VanRan Communications Services, Inc..

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

- a. VanRan Communications Services, Inc. shall provide a toll-free telephone number which is available 7 days-a-week, 24 hours-a-day to report maintenance service requirements. The toll-free number is 1-800-VAN-RAN4 (1-800-826-7264)
- b. VanRan Communications Services, Inc.'s repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. For On-Call Maintenance, this repair service should normally be done by the end of the next business day following notification by the ordering activity that service is required. For Time and Materials Maintenance, this repair service will be on a best effort basis.

## **8. MAINTENANCE RATE PROVISIONS**

- a. For On Call Maintenance, VanRan Communications Services, Inc. shall bear all costs of maintenance (excluding Avaya Software), including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity. Rates for Time and Material Maintenance are as specified in the paragraph labeled Time and Materials below.
- b. Maintenance service does not include maintenance of accessories, attachments, or other devices not furnished by VanRan Communications Services, Inc., or the painting or refinishing of the equipment, or the furnishing of such material, nor does it include the replacement or the furnishing of platens, supplies, accessories, or devices of any nature except such items of equipment as may be necessary to the maintenance of the machines being services. VanRan Communications Services, Inc. shall not provide service on equipment located in an unsafe or hazardous environment, or in one which has been rendered unsafe by alterations or connections to other than VanRan Communications Services, Inc. or industry standard equipment or telecommunications interfaces.
- c. VanRan Communications Services, Inc. shall perform all repair services which are ordered by the ordering activity during the Contract term, provided the ordered repairs are for equipment types/models covered by this Schedule. Repair services for other types/models of equipment may be available, at VanRan Communications Services, Inc.'s discretion, under the Repair Rate provisions specified in paragraph labeled Time and Materials.

- d. All repair work will be warranted for a period of thirty (30) calendar days in accordance with the warranty provisions in 132-8, paragraph 6.

## 9. Types of Coverage

The following are descriptions of post-warranty maintenance service offerings for Avaya, Nortel and selected non-Avaya and non-Nortel products.

### a. HARDWARE SUPPORT/MAINTENANCE (Hardware Only Coverage)

Hardware Support/Maintenance will commence on the In-Service Date of the Supported Product. "In-Service Date" means the date on which VanRan Communication notifies ordering activity that the Avaya or Nortel-installed products are installed in good working order in accordance with applicable documentation. The coverage described herein is applicable to supported products and only if the ordering activity has Software Support or Software Support Plus Upgrades coverage.

Hardware Support/Maintenance includes remote telephone support, remote diagnostics, troubleshooting, problem resolution and hardware firmware updates/fixes – none of which are included under warranty. Warranty generally guarantees that the hardware will work in accordance with specifications. In the event that the product does not operate in accordance with specifications, VanRan Communications will generally repair or , replace the affected product.

Hardware Support/Maintenance is available in three (3) levels of support as described below.

- (1) Remote Hardware Support, 24x7. Remote Hardware Support, 24x7, includes troubleshooting, access to helpline support and access to product correction notices (PCNs) and updates.
- (2) On-site Hardware Maintenance, 8x5 or 24x7. There are two options for on-site hardware maintenance: 8x5 or 24x7. Both options provide for the benefits described in Remote Hardware Support with Advance Parts Replacement, 24x7. Under both on-site options, if a fault cannot be resolved remotely, and VanRan Communications determines on-site intervention is required, VanRan Communications will dispatch VanRan Communications's field technical resources or designated resource, including engineering support consistent with the applicable Avaya or Nortel response objective. The response objective for failures which materially affect the operation of the system (Major Failures) is within two (2) business hours from receipt of the trouble report on the Avaya or Nortel switch located within a certain major metropolitan area. This response is available during the hours of 8:00 a.m. to 5:00 p.m. in the time zone of the covered products, Monday through Friday, excluding VanRan Communications Services, Inc. and Government holidays. The response objective for failures that are not included in the definition of a Major Failure (Minor Failures) is the next business day provided that this work will be performed between 8 a.m. to 5 p.m. Monday through Friday, excluding VanRan Communications and Government holidays.

Note: The VanRan Communications standard service description document that describes the deliverables for Hardware Support/Maintenance in more detail is available upon request. The service description document current at time of order placement applies. In the event of a conflict between the service

description document and the Schedule terms and conditions, the Schedule terms and conditions apply.

**10. Other Service Offerings**

Listed below are several of the available service offerings. A complete list of all available service offerings is included in the price list.

a. **Dedicated Technician**

Dedicated Technician service is available to ordering activities. This service offer provides a certified expert who is trained and managed by VanRan Communications, but reports directly to the ordering activity and works at the ordering activity's location, to support the vital communications solution – whether it is voice, converged voice and data or data only. Dedicated Technician service offer(s) and its associated charge(s) are specified in the price list.

b. **Moves, Adds and Changes (MACs)**

VanRan Communications Services, Inc. offers remote and on-site move, add, change and delete services for software, hardware or a network component. On-site services may be purchased at an hourly rate, a daily rate or block of hours. MAC service offer(s) and its associated charge(s) are specified in the price list.

**11. Work Not Covered**

a. Maintenance required to repair damages, malfunctions, or service failures caused by the following are not covered:

- (1) Actions of non-VanRan Communications's personnel
- (2) Attachment of non-Avaya or non-Nortel equipment to the products
- (4) Failure of products not maintained by VanRan Communications
- (5) Abuse, misuse, or negligent acts by the ordering activity
- (6) Fire, explosion, pest damage, power failures, power surges, lightning, strike or labor dispute, water, acts of God, the elements, war, civil disturbances, acts of civil or military authorities or the public enemy, inability to secure raw materials, transportation facilities, fuel or energy shortages, acts or omissions of communications carriers, unauthorized use of products, or other causes beyond VanRan Communications's control whether or not similar to the foregoing.

VanRan Communications may agree to perform maintenance services in such instances on a Per Incident basis.

b. **.VANRAN COMMUNICATIONS DOES NOT WARRANT THAT THE PRODUCTS WILL PREVENT, AND VANRAN COMMUNICATIONS WILL NOT BE RESPONSIBLE FOR UNAUTHORIZED USE (OR CHARGES FOR SUCH USE) OF COMMON CARRIER TELECOMMUNICATION SERVICES OR FACILITIES ACCESSED THROUGH OR CONNECTED TO PRODUCTS.**

**NOTES:**

1. Monday through Friday is defined as 8:00 AM Monday through 5:00 PM Friday

2. Saturday is defined as 8:00 AM Saturday through 8:00 AM Sunday.
3. Sunday is defined as 8:00 AM Sunday through 8:00 AM Monday.
4. A user requesting extended PPM coverage on one or both weekend days must also have the same schedule coverage on weekdays.
5. Holiday coverage is available only at the Outside regular working hours rates as negotiated per paragraph 9.f.
6. Customers who elect 24 hours a day, 7 days a week (excluding holidays) on-call maintenance coverage will be charged 40% over the basic monthly maintenance charge, rather than the 47% derived from the sum of the individual percentages listed in the table.

h. **Travel and Transportation:** All locations requiring on-call maintenance services are subject to the following mileage surcharges:

Mileage	Mileage Surcharge %*
Between 1-100 miles	10%
Between 101-125 miles	17%
Between 126-150 miles	34%
Between 151-175 miles	51%
Between 176-200 miles	68%
Over 200 miles	Special Quote

\* Basic monthly maintenance price is increased by x%.

## 12. Repair Rate Provisions (Time and Materials)

In addition to the on-call maintenance previously described, VanRan Communications Services, Inc. offers T&M maintenance services for customers without on-call coverage.

a. **Charges:** Charges for repair service will include the labor charge computed at the rates set forth in paragraph d. below for the time during which repair personnel are actually engaged in work, or the applicable minimum charge, whichever is greater, the charge for required parts, and when applicable, the charge for travel and transportation. Charges for parts will be in accordance with FAR 52.232-7

b. **Multiple Machines:** Where repairs are ordered by an ordering activity on two (2) or more machines located in one (1) or more buildings within walking distance of each other, the charges will be computed from the time the repair personnel commences work on the first machine until the work is completed on the last machine. The time required to go from one machine to another, or one building to another, will be considered actual work performed and chargeable to the ordering activity.

c. **Travel or Transportation:**

(1) At VanRan Communications Services, Inc.'s Service Center

(a) The ordering activity shall not return defective equipment to VanRan Communications Services, Inc. for adjustments and repair or replacement without VanRan Communications Services, Inc.'s prior authorization and instructions.

(b) When equipment must be returned to VanRan Communications Services, Inc.'s Service Center for adjustments or repairs which are not covered by the warranty provisions or on-call maintenance coverage, the cost of transportation, packing, etc., from the ordering activity location to VanRan Communications Services, Inc.'s Service Center

shall be borne by the ordering activity. The cost of transportation, packing, etc., for return of the equipment from VanRan Communications Services, Inc.'s Service Center to the ordering activity location shall be borne by the ordering activity.

(2) At the Ordering Activity Location

(a) When equipment is repaired at ordering activity locations, travel time will be invoiced in accordance with paragraph d. below.

(b) Travel time and expenses to include DCAA-approved G&A will be billed according to the Federal Travel Regulations, the Joint Travel Regulations, or the Standardized Regulations, whichever is applicable. All requested travel between ordering activity sites will be chargeable. Travel time and expenses will not include IFF.

d. Labor Rates

Category	8x5	Minimum
Tier 1 Technical Support Engineer	\$ 97.87	2 Hours
Tier 2 Technical Support Engineer	\$125.38	2 Hours
Tier 3 Technical Support Engineer	\$168.03	2 Hours
For each additional 25 miles beyond 25 miles, add 1 hour		
Defined time is 8:00 AM to 5:00 PM local time, Monday – Friday, excluding Government holidays		

e. Invoices and Payment: Invoices for T&M repair services shall be submitted by VanRan Communications Services, Inc. as soon as possible after completion of the work. Invoices shall be submitted to the payment office specified by the ordering activity. The cost of repair parts shall be shown as a separate item on the invoice.

f. Services: VanRan Communications Services, Inc.'s Customer Service Engineers will begin and complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this response / fix time will be on a best effort basis.

12. ON-SITE DEDICATED TECHNICIAN SERVICE

Subject to the availability of qualified personnel, VanRan Communications Services, Inc. will provide dedicated on-site personnel in accordance with the terms, conditions, and prices set forth below.

a. Dedicated Technician

Dedicated Technician service is available to all ordering activities whether or not they have Full Maintenance Coverage. This service offer provides a certified expert who is trained and managed by VanRan Communication Services, Inc., but reports directly to the ordering activity and works at the ordering activity's location, to maintain the vital communications solution – whether it is voice, converged voice and data or data only. Dedicated Technician service offer(s) and its associated charge(s) are specified in the price list.

b. Eligibility

(1) Dedicated on-site technician service is available only in the 48 contiguous states, the District of Columbia, and Hawaii. Other locations are subject to mutual

- 
- c agreement on terms, conditions, and prices.  
Coverage thereof.

(1) VanRan Communications Services, Inc. reserves the right to reject orders for more than one on-site engineer per installation.

(2) Weekend dedicated on-site coverage is available only if weekday dedicated on-site coverage is also ordered. Dedicated on-site service is not provided on ordering activity holidays.

- d. Maintenance Per Incident (MPI) Support

VanRan Communication Services, Inc. provides ordering activities with Maintenance Per Incident Support on a per-call basis if the ordering activity does not have a maintenance agreement or when ordering activities require assistance outside the coverage terms of their service order or warranty. Maintenance Per Incident Support services are available for help line, administration, diagnostics, and on-site service support. Support is extended to all products supported by Avaya and Nortel. Non-service agreement ordering activities are required to pay for Maintenance Per Incident Support with a credit card. In the event invoice billing is requested for a non-service agreement ordering activity, an administrative charge may apply. Maintenance Per Incident Support offers and associated charges are specified in the price list.

- e. Moves, Adds and Changes (MACs)

VanRan Communications Services, Inc. offers remote and on-site move, add, change and delete services for software, hardware or a network component. On-site services may be purchased at an hourly rate, a daily rate or block of hours. MAC service offer(s) and its associated charge(s) are specified in the price list.

### 13. MOVEMENT OF EQUIPMENT

- a. In the event ordering activity-owned equipment being maintained under the maintenance terms of this contract is moved to another location, VanRan Communications Services, Inc. will continue to maintain the equipment at the new location unless such movement should move the equipment into a geographical area outside the scope of this contract. Should the equipment be moved to a location where mileage surcharges apply, such surcharges will be modified into the current order.
- b. If moved to an area outside the scope of this contract, the maintenance order shall be terminated without further obligations being incurred by either VanRan Communications Services, Inc. or the ordering activity.
- c. The ordering activity shall give at least 30 calendar days written notice of the movement of equipment unless such a move is required because of an emergency. For equipment that is moved due to an emergency, VanRan Communications Services, Inc. shall be notified as soon as possible.
- d. Maintenance charges for ordering activity-owned equipment shall be suspended on the day that the dismantling of the equipment (in preparation for shipment) is completed. Maintenance charges at the new site shall be reinstated on the day that VanRan

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Communications Services, Inc. starts to install the equipment.

- e. Deinstallation, packing, shipment to, site preparation, and reinstallation at the new installation site shall be at the ordering activities expense. Shipment must be by padded van or air freight. The ordering activity may ship the equipment by government transportation or by commercial carrier.
- f. If VanRan Communications Services, Inc. has retained cognizance of the equipment from the time of discontinuance of maintenance at the previous site through installation at the new site, VanRan Communications Services, Inc. agrees to continue maintenance at the new site.
- g. When the shipment is under the control of VanRan Communications Services, Inc., and damage is incurred that results in costs for either labor or parts to restore the equipment to good operating condition at the new site, such costs shall be borne by VanRan Communications Services, Inc..
- h. When the shipment is under the control of the ordering activity, and damage is incurred that results in costs for either labor or parts to restore the equipment to good operating condition at the new site, such costs shall be borne by the ordering activity.
- i. If the ordering activity has not permitted VanRan Communications Services, Inc. to install Equipment Change Orders (ECOs) or Field Change Orders (FCOs) on equipment covered by maintenance and they are required at the new site, ECO and FCO installations are subject to the rates contained at paragraph 12. d above, plus parts (if applicable).

#### **14. INVOICES AND PAYMENTS**

##### **a. Maintenance Service**

- (1) Invoices for maintenance service shall be submitted by VanRan Communications Services, Inc. on a yearly, quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324)..
- (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

##### **b. Repair Service**

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

## Utility-based Maintenance Price Table

This table summarizes the utility prices for applicable systems. Refer to Special Item Number (SIN) 132-12 Terms and Conditions, Item entitled Rate Provisions for a complete description of Utility-based Maintenance Pricing.

### Avaya Utility (UPC) Hardware Only (8X5 and 24 x 7 Options)

Utility (UPC) Hardware Only Pricing			
	<b>TDM Ports (switch &amp; terminals coverage)</b>	<b>\$ 1.60/port</b>	<b>Utility Communication Manager</b>
	<b>TDM Ports (switch only coverage)</b>	<b>\$ 1.40/port</b>	<b>Utility Communication Manager</b>
	<b>TDM ports (switch only coverage 24x7)</b>	<b>\$ 1.85/port</b>	<b>Utility Communication Manager</b>

<b>UTILITY MESSAGING</b>	<b>MONTHLY MAINTENANCE (8x5) PRICE</b>	<b>MAINTENANCE PRICE DESCRIPTION</b>	<b>QUANTITY TIERS</b>
<b>MM SURVIVABLE ADMIN MB GRP 1 MIN 100</b>	<b>\$ 0.88/Mbox</b>	<b>Utility Messaging</b>	<b>100-149</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 2</b>	<b>\$ 0.81/Mbox</b>	<b>Utility Messaging</b>	<b>150-199</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 3</b>	<b>\$ 0.75/Mbox</b>	<b>Utility Messaging</b>	<b>200-299</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 4</b>	<b>\$ 0.56/Mbox</b>	<b>Utility Messaging</b>	<b>300-499</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 5</b>	<b>\$ 0.44/Mbox</b>	<b>Utility Messaging</b>	<b>500-649</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 6</b>	<b>\$ 0.42/Mbox</b>	<b>Utility Messaging</b>	<b>650-999</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 7</b>	<b>\$ 0.40/Mbox</b>	<b>Utility Messaging</b>	<b>1000-1499</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 8</b>	<b>\$ 0.39/Mbox</b>	<b>Utility Messaging</b>	<b>1500-4999</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 9</b>	<b>\$ 0.38/Mbox</b>	<b>Utility Messaging</b>	<b>5000-9999</b>
<b>MM SURVIVABLE ADMIN MAILBOXES GRP 10</b>	<b>\$ 0.36/Mbox</b>	<b>Utility Messaging</b>	<b>10000+</b>

Nortel Communications Server 1000/Meridian 1, BCM,  
Peripherals and Data Products

## SCOPE

- a. The offering is restricted to the products Communications Server 1000/Meridian 1, BCM, Periphonics and Data Products. A site visit is required or a Configurator Report should be submitted to VanRan Communications Services, Inc. for price quotation. Periphonics maintenance pricing is calculated on a per component basis for the initial maintenance contract. Subsequent renewals may be subject to additional charges due to age of the equipment.
- b. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity agency during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of agreed terms between VanRan Communications Services, Inc. and the ordering activities. Movement or relocation of equipment, other than as outlined in Section 3, is not covered under the scope of this contract and shall be subject to separate charges.
- c. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s)
- d. Equipment placed under maintenance service shall be in good operating condition.
  - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity if maintenance order is issued as a result of this inspection. A Site Survey fee will be charged if a maintenance order is not awarded to Contractor.

Note: This inspection will be required if there is a lapse in maintenance coverage and/or a change in maintenance contractor.

- (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
- (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

## MAINTENANCE RATES

- a. Travel and Transportation

Trip Charges will be assessed for Contractor's services that are outside the scope of Covered Equipment services. These conditions include, but are not limited to:

- All travel time subsequent to the contracted period of coverage
  - Any supplemental service, as described in Paragraph b. below, provided outside the scope of standard maintenance service.
- b. **Services Outside Monthly Maintenance for Covered Equipment (Supplemental Services)**  
 Services outside monthly maintenance, as defined below, when ordered by the ordering activity, may be subject to Covered Equipment rates for labor and trip charges. Covered Equipment rates for Labor and Trip Charges pertain to out-of-scope services performed on equipment otherwise covered by maintenance. Services on Covered Equipment subject to Covered Equipment Labor and Trip Charges include:
- (1) Travel and work performed at the ordering activity's request which does not fall into the category of remedial maintenance.
  - (2) Changes or alterations requested by the ordering activity that do not fall into the category of mandatory Contractor-recommended engineering changes.
  - (3) Pre-installation site inspection, preparation, or planning.
  - (4) Service calls requested as a result of damages not caused by Contractor, due to accident, neglect, misuse, failure of air conditioning or humidity control, fire, or other casualty and/or acts of God.
  - (5) Defects or damages caused by any person other than Contractor.
  - (6) Determination service calls, where responses to requests for service were a result of customer error, or other vendor installed equipment (e.g. ordering activity furnished equipment, including, but not telephone lines, other vendor add-ons, and plant wire not installed by Contractor personnel or an Authorized GSA Schedule Partner.)
  - (7) Service required due to any other cause external to the equipment

Charges for service required due to causes external to the equipment, when authorized by the ordering activity and performed by Contractor, will be determined by the billable hourly labor rates and trip charges set forth below.

- c. **Communications Server 1000/Meridian 1 and BCM Maintenance Rates:**
- (1) Rates assume that the system is configured and equipped for remote access capability.

Prices indicated for peripheral equipment is only for equipment configured and used as peripherals for BCM and Communications Server 1000/Meridian 1 System Administration and Maintenance. Upon failure, these assemblies will be replaced with like or functionally equivalent equipment, at the discretion of the Contractor. If charges are to be applied, ordering activity will be notified immediately before changes are made.

Hardware Only Pricing			
	<b>TDM Ports</b>	<b>\$ 1.75/port</b>	<b>Communications Server</b>

	<b>(switch &amp; terminals coverage)</b>		<b>1000/Meridian 1</b>
	<b>TDM Ports (switch only coverage)</b>	<b>\$ 1.50/port</b>	<b>BCM</b>
	<b>TDM ports (switch only coverage 24x7)</b>	<b>\$ 2.25/port</b>	<b>Commuications Server 1000/Meridian 1 &amp; BCM</b>

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
 TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL**

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**INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE  
(SPECIAL ITEM NUMBER 132-50)**

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**1. SCOPE**

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

**2. ORDER**

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

**3. TIME OF DELIVERY**

VanRan Communications Services, Inc. shall conduct training on the date (time, day, month, and year) agreed to by VanRan Communications Services, Inc. and the ordering activity.

**4. CANCELLATION AND RESCHEDULING**

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

**5. FOLLOW-UP SUPPORT**

VanRan Communications Services, Inc. agrees to provide each student with up to eight (8) hours of telephone support or online support for a period of three (3) months from the completion of the training course. During this period, the student may contact VanRan Communications Services, Inc.'s instructors for refresher assistance and answers to related course curriculum questions.

**6. PRICE FOR TRAINING**

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

**Training  
132-50**

Class	Location	Instructor LED	No of Classes	Duration	Participants	Cost
<b>Avaya Digital Telephones &amp; Voice Mail</b>						
User Knowledge Transfer	End-User Site	Yes	2/Per Day	30 Minute	30	\$1,000.00
	End-User Site	Yes	4/Per Day	1 1/2 Hours	15	\$1,500.00
Train-the-Trainer	End-User Site	Yes	1/Per Day	4 hours	10	\$1,000.00
<b>Avaya ASA</b>						
System Administration Knowledge Transfer for Communications Manager & Voice Mail (ASA Training)	Web-Based	Yes	1/Per Day	4 hours	2	\$1,000.00
	Web-Based	Yes	1/Per Day	4 hours	4	\$1,000.00
<b>Avaya Meeting Exchange Express</b>	End-User Site	Yes	1/Per day	4 hours	Unlimited	\$1,000.00
<b>Avaya Call Center</b>						
User Knowledge Transfer	End-User Site	Yes	2/Per Day	30 Minute	30	\$1,000.00
		Yes	4/Per Day	1 1/2 Hours	15	\$1,500.00
System Administration Knowledge	End-User Site	y	1/Per Day	4 Hours	10	\$1,000.00

\*Other Direct Charges will apply to each category (ODCs = Travel & Per Diem if applicable)

## 7. INVOICES AND PAYMENT

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

## 8. FORMAT AND CONTENT OF TRAINING

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

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

c. VanRan Communications Services, Inc. shall provide each student with a Certificate of Training at the completion of each training course.

d. VanRan Communications Services, Inc. shall provide the following information for each training course offered:

### **Avaya Digital Desktop Telephones and Voice Mail Systems**

#### User Knowledge Transfer

User Knowledge Transfer teaches the users how to use the new telephone sets provided as well as voice mail set up and message retrieval. This training can be delivered remotely via web conferencing or at the location where the equipment will be installed. Up to two (2) , thirty (30) minute training sessions will be conducted on the day before the cut with a maximum of 30 users in attendance per class. If the Customer prefers, VanRan can train designated Customer personnel who can act as Customer trainers – “Train the Trainer”.

### **Avaya Communications Manager and Voice Mail (ASA Training)**

#### System Administrator Knowledge Transfer for Communication Manager and Voice Mail:

System Administrator Knowledge Transfer addresses the configuration of the system and provides an overview instruction on move/add/ changes, backup/ restore, systems health, maintenance, and other related topics/applications identified in the Telephony Design Specification document. A more in depth explanation is contained in the product CDs included with the equipment. VRCS will provide up to four (4) hours of Administrator Knowledge Transfer on the server based system for up to two (2) Customer personnel using web conferencing. This training will cover, at a minimum, the following topics:

- Review hardware configuration with Customer designated Administrator.
- Review utilities and basic troubleshooting with Customer designated Administrator.
- Review console functions with Customer designated Administrator
- Review standard moves, adds and change functionality with Customer designated Administrator.
- Review Telephone User Interface (TUI) functionality with Customer designated Administrator.
- Review auto attendant features with System Administrator.
- Review Failover/Failback scenarios.
- 

Avaya Meeting Exchange Express

**Avaya Meeting Exchange is an advanced conferencing solution combining features like reservation-less, scheduled meet-me, and web conferencing. With a variety of user and administrative features, as well as a range of deployment options for TDM to pure IP-based environments, Meeting Exchange enables enterprises to integrate and customize conferencing solutions to complement existing business processes and enhance productivity.**

#### **System Knowledge Transfer**

System Administrator, End-User Support Staff, & End-User Training.

Conduct System Administrative Knowledge Transfer of the system “as installed” - provided by the technical resource that installed the system. This administrative overview will include how the system is configured, how to perform Moves, Adds, Changes to the installed system, and how to perform basic troubleshooting.

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

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

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

**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. VanRan Communications Services, Inc. shall provide services at VanRan Communications Services, Inc.'s facility and/or at the ordering activity location, as agreed to by VanRan Communications Services, Inc. and the ordering activity.

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

- a. Performance incentives may be agreed upon between VanRan Communications Services, Inc. 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 VanRan Communications Services, Inc. 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 VanRan Communications Services, Inc.. 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.

- c. Ordering (Requiring a Statement of Work)

- (1) FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence. GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall — (1) Prepare a Request (Request for Quote or other communication tool):

(i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

(ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors -- Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132- 51. The limitation may only be used when at least three

(3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.

(iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.

(iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order -- After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall —

(1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity's requirement involves both products as well as executive,

administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

(e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

#### **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, VanRan Communications Services, Inc. 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 VanRan Communications Services, Inc., 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, VanRan Communications Services, Inc. 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 VanRan Communications Services, Inc.'s cost properly allocable to, the performance of any part of this contract; and
- (2) VanRan Communications Services, Inc. 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**

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

VanRan Communications Services, Inc. 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 (Deviation – Dec 2007) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit VanRan Communications Services, Inc. access to all facilities necessary to perform the requisite IT Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT Professional Services performed by VanRan Communications Services, Inc. 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 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 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 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 VanRan Communications Services, Inc., 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 (OCT 2008) (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 (OCT 2008) (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 VanRan Communications Services, Inc. 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/IAM PROFESSIONAL SERVICES AND PRICING**

a. A description of each type of IT Professional Service and the associated charges are specified in the price list.

b. IT Implementation Services apply when an installation requires more than the standard "plug and play", one-time installation charge. A Statement of Work (SOW) is required for these more complex technical services to insure there is a mutual understanding of the work being performed to complete the Government installation. A description of each type of IT Implementation Service is specified in the price list.

c. The following job titles and rates apply to Implementation and/or Professional Services SOWs. Contact your local VanRan Communications Services, Inc. representative for a SOW price quotation. See Paragraph d, below, for Job Title Descriptions.

Information Technology Professional Services Labor Categories / Rates						
		9/8/2010-9/8/2011	9/8/2011-9/8/2012	9/8/2012 - 9/8/2013	9/8/2013-9/8/2014	9/8/2014-9/8/2015
<b>On Site/ Off Site Commercial Labor Categories and Rates All SINS</b>						
1	Program Manager	115.00	118.71	123.46	128.40	133.54
2	Telecommunications Engineer	73.95	76.91	79.99	83.19	86.52
3	Tier 1 Technical Support Engineer	115.00	119.60	124.38	129.36	134.53
4	Tier 2 Technical Support Engineer	127.89	133.05	138.37	143.90	149.66
5	Tier 3 Technical Support Engineer	171.39	178.31	185.44	192.86	200.57
6	Cable Technician	115.00	118.71	123.46	128.40	133.54
7	Installation Technical	115.00	118.71	123.46	128.40	133.54

Travel and Lodging:

Travel and Lodging is charged in accordance with Federal Travel Regulations.

**d. Job Title Descriptions**

**Labor Category Descriptions**

**Labor Category 1: Project Manager**

**Minimum/General Experience:** Minimum four years of telecommunications technical experience. Minimum one year of supervisory experience.

**Functional Description:** Manages small projects or single tasks on large, complex projects. Directs completion of tasks within estimated timeframes and budget constraints. Schedules and assigns duties to subordinates and sub-Contractors and ensures assignments are completed as directed. Ensures compliance with contract requirements. May be a senior technical expert who provides advice, design, and development on complex technical tasks. Works independently without direct supervision.

**Minimum Education:** BA/BS in Business or Communications. Four years of work experience in Project Management may be substituted for College Degree

**Minimum/General Experience:** Seven years of technical experience in the telecommunications field,

**Labor Category 2: Telecommunications Engineer**

**Minimum/General Experience:** Four years of technical experience in telecommunications and three years specialized in telecommunications products and services.

**Functional Description:** Assists in analyzing customer's voice, data, and image requirements, and develops, cost-effective solutions. Assists senior personnel in developing communications requirements and design standards. Performs studies to determine system capacities and reliability, and makes recommendations to enhance existing systems. Provides problem resolution for all associated networks, including line monitoring, loop-back tests, performance monitoring, and failure determination. Provides hardware and software installation and configuration support. Works independently with minimal direct supervision.

**Minimum Education:** BA/BS in Engineering, Bachelor of Science/or Computer Science or Communications. Minimum of four years work experience as a Telecommunications may be substituted for College Degree.

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### **Labor Category 3: Tier 1 Technical Support Engineer**

**Minimum/General Experience:** 2 years experience with data and voice hardware equipment. Manufacturer Certifications is required.

**Functional Description:** Tier 1 Technical Support Engineer provides customer technical phone support by collecting trouble tickets, analyzing issues, carrying out solutions, escalating issues, and tracking to completion. Tier 1 technical support help clients by providing solutions of the frequently asked questions of their customers. Technical support engineers addresses the common queries of the end-users as well as prepare knowledge-based support system for clients. Tier 1 Engineers strive to understand the problem, confirm the configuration setup is defined properly, and perform diagnosis to isolate technical difficulties normally basic application software and/or hardware support. Tier 1 technical engineers strive to identify the issue and keep on recording the interaction in the knowledge base upon call closure.

**Minimum Education/General Experience:** At a minimum, a high school diploma is required. Help Desk Support employee must have knowledge of PC operating systems and experience with phone systems (preferably 2 years).

### **Labor Category 4: Tier 2 Technical Support Engineer**

**Minimum/General Experience:** 2 Years with data and voice hardware equipment. Manufacturer specific and Certifications required.

**Functional Description:** Tier 2 provides more complex support on application software and/or hardware and is usually an escalation of the call from a Tier 1 Technical Support Engineer. Tier 2 support is provided when Level 1 technical support executive fails to provide appropriate solution of the customer's query then our specialists come forward to provide solution. Level 2 technical assistance service deal with various advance features and possible products bugs or failures. The products/ devices, which are technically complex and require specialist treatment, can be solved through Level 2 technical support.

**Minimum Education /General Experience:** A Bachelors degree in an information technology related field as well as four (4) years experience in telephony configurations. Additional four (4) years of professional experience can be substituted for Bachelor's degree.

### **Labor Category 5: Tier 3 Technical Support Engineer**

**Minimum/General Experience:** Certified Systems Engineers of Avaya/Nortel Telecommunications Systems of telephony products and configurations.

**Functional Description:** Tier 3 provides support on complex hardware and operating system software and are certified systems engineers. Tier 3 Engineers also work with product manufactures to provide solution.

**Minimum/Education:** This position requires a Bachelors degree in an information technology related field as well as five (5) years experience in data networks and hardware configurations. Manufacturer's Certifications are required. Additional four (4) years of professional experience can be substituted for Bachelor's degree.

### **Labor Category 6: Cable Technician**

**Minimum/General Experience:** Two (2) years experience preferred.

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**Functional Description:** Technician will be working with both new and existing customers and are responsible for the installation and customer care of voice and data cabling. The job responsibilities include, but are not limited to:

- Splice and test fiber optic cable to manufacturer's and industrial specifications using mechanical or fusion methods
- Utilize test equipment to determine signal loss, reflectivity and dispersion
- Generate detailed cable records and electronic or hard copy test results
- Work with single and multimode fiber optic cable, splice cases, manhole racking systems, splice tray organizers, patch panels and related connectors and hardware
- Troubleshoot indoor/outdoor fiber cabling
- Understand all types of connectors, Anaerobic, Unicam and the ability to fusion splice
- Installation and termination of fiber optic cable and copper cable distribution systems including: building pathways, vertical and horizontal plant, Main Distribution Frames (MDF), Intermediate Distribution Frames (IDF), building entrance protectors, raceways and ducts

**Minimum Education/Minimum Experience:** This position requires a high school diploma or equivalent and a minimum of a BSCSI Level 1 Installer Registration and the following certifications: Leviton and/or Superior Modular. Additional professional experience can be substituted for technical certifications. The candidate must have the ability to effectively communicate and follow written and oral instructions as well as be knowledgeable in all cable colors and ANSI/TIA/EIA – 568-B, 569-B, 570-A, 606-A, 607A Interfaces and have the ability to read blueprints and adhere to construction specifications.

<b>Labor Category 7: TECHNICIAN</b>
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**Minimum/General Experience:** Consistent high quality installations of customer solutions. Demonstrated abilities in on-site installation and troubleshooting.

**Functional Responsibility:** Involved in the staging and installation of customer premise PBX, IP Telephony, call center, messaging, IVR and data equipment and any associated cabling. Troubleshoots problems on the customer site using vast experience in telecommunications equipment. Installs new equipment for customer and also installs replacement parts when required. Perform other communications related services as agreed upon by VanRan Communications Services and end user customer.

**Minimum Education:** ACA Certification, Completion of simplex and complex IP telephony curriculum, basic modular messaging curriculum, IP Office curriculum. Avaya and Nortel Telephony Solutions Overview including Media Gateways, Cabinets, Chassis and Circuit Pacs. Avaya and Nortel IP Telephony Maintenance Strategy and Procedures, Voice Terminal and Attendant Console installation, IP Telephony Software Administration, Media Servers. Hands on training or equivalent and any other adjunct training as required by project.

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

**PREAMBLE**

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

**COMMITMENT**

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **(Bill Baker and/or Megan Satterlee @ VanRan Communication Services, Inc. @ 770-452-9929. Email @ [bbaker@vanran.com](mailto:bbaker@vanran.com)/or [msatterlee@vanran.com](mailto:msatterlee@vanran.com), or the general mailbox: [vanran@vanran.com](mailto:vanran@vanran.com) .**

**BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE**

**(Agency)**

**BPA #** \_\_\_\_\_

In the spirit of the Federal Acquisition Streamlining Act, (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Service Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of bids and offers. Teaming Arrangements are permitted with Federal Supply Schedule contractors in accordance with Federal Acquisition Regulation (FAR) Part 9.6.

This BPA will further decrease costs, reduce paperwork and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures:

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

(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).

- 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:

<u>MODEL NUMBER/PART NUMBER</u>	<u>SPECIAL BPA DISCOUNT/PRICE</u>
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- Delivery:

DESTINATION	DELIVERY SCHEDULES/DATES
_____	_____
_____	_____
_____	_____

- The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.
- This BPA does not obligate any funds.
- This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____

- 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 ordering activity requirements.**

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

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

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

**Ordering Activities should refer to FAR 9.6 for specific details on Team Arrangements.**

**Here is a general outline on how it works:**

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



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## About VanRan Communications Services, Inc.

VanRan Communication Services, Inc. (VanRan) is a full-service, converged voice and data telecommunications company specializing in voice, data, IP, network services and wiring. Established in 1986 as a national certified woman-owned business, VanRan is an Authorized AVAYA and Nortel Business Partner and an AT&T Agent. We offer complete systems, parts, upgrades, installation and maintenance designed to fit your business needs and help you leverage your communications as a strategic assets.

VanRan is unique because of the ability to analyze, recommend and implement turnkey, end-to-end communications solutions while minimizing the impact on your business operations. VanRan has been an Authorized Avaya Business Partner since 1992 and an Authorized AT&T Solutions Provider and agent since 1995. With our headquarters located in Norcross, Georgia and our dual NOC/Branch Office in Englewood, Colorado, VanRan is able to provide operational redundancy, including sales staff, project managers, certified technicians, monitoring tools, lab environment and fully-stocked warehouses for our customers nationwide.

Deep expertise to serve a diverse client base.

VanRan personnel have extensive experience with the former AT&T, Lucent, Nortel and current Avaya/Nortel offerings. Many have been employed by the above companies prior to joining VanRan. In fact, the co-founder and president of VanRan Communications headed up AT&T's internal telecommunications organization for the 14 state Southern Region prior to establishing VanRan Communications in 1986.

Whether small or large, VanRan can assist with sales, project management, implementation and maintenance. We install systems ranging from three stations to over 10,000. Our customer base includes many Fortune 100 and Fortune 500 customers, State/Local/Federal Government, Universities/Higher Education, Hospitals/Hospices, Manufacturers, Banks and Collection Agencies.

Doing business the right way to best serve our clients.



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A mark of excellence and stability in any company is the amount of employee turnover a company experiences. VanRan has experienced minimal turnover. We value our employees and recognize they are the core of success. Most have been with the company in excess of 10 years, with many achieving the 20 year mark since the company's inception. Our goal is to build long lasting relationships with not only our customers but our employees as well.

As an independently owned and operated business, we can maneuver quickly, efficiently and cost effectively. We do not oversell or provide customer with pricey solutions which are no benefit. It is important to us as a company to point out any flaws or red flags that we see forthcoming with a design and/or environment even if it ends up costing us the sale. Our long standing customer relationships and personal reputation is of much greater importance than a short term sale.

Founded by Randy Satterlee and Charlie Vanderford in 1986, **VanRan's reputation** has been built on hard work, dedication to customers, integrity, responsiveness and follow through, all based upon the former Bell System/AT&T standards. Randy Satterlee is actively involved in the community, starting her fifth year on the Board of Directors for the Atlanta Chapter of the Red Cross. She served as Chairman of Financial Development for two years and Chairman of Volunteer Services .. Randy has been a guest speaker at local colleges and high schools on entrepreneurship and previously served on the Telecommunications Committee for Gwinnett Technical College. Randy Satterlee is also a member of the Women's Business Owners and the Women's President's Organization.

## Services

### Wiring

VanRan is licensed to design and install structured cabling solutions both simplex and complex, including CAT3, CAT5e and CAT6e and fiber cabling. VanRan also designs and implements riser and fiber cabling for multi story buildings, coaxial cable and the cabling for paging systems and bells. VanRan staff includes former Lucent/ Avaya personnel from the Premise Distribution Systems group in charge of cabling for the 1996 Atlanta Olympics.

### Installation

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As an authorized Avaya and Nortel Business Partner, VanRan has completed all required certifications for upgrades and new system installation on the Avaya and Nortel product lines. **VanRan specializes** in the more complex installations including the Avaya/Nortel Media Servers and Gateways, Messaging, Speech Access and Call Centers. With a technical staff of 20+ certified Avaya technicians and certified Nortel technicians, we install systems nationwide.

VanRan is also certified in the implementation of Polycom/Spectralink products nationwide. The installation begins in the VanRan lab where the equipment is inventoried, staged, programmed, tested and burned in. Following a successful test operation usually lasting five days, the equipment is then shipped to the customer location for implementation.

## Maintenance

Avaya/Nortel gives customers choices when it comes to maintaining your Avaya or Nortel systems. VanRan can either offer you direct maintenance with Avaya on an Avaya contract, Nortel maintenance or VanRan provided maintenance with a VanRan contract.

As well as selling Avaya direct maintenance, VanRan has our own team of technicians allowing us to provide VanRan maintenance coverage nationwide.

With former Avaya Tier III and Nortel technicians on staff, we are able to put you in direct contact with a technician when an alarm is generated or a call is made to VanRan. VanRan also proactively monitors systems for alarms and can automatically notify you via email or text message of the trouble. Through a customer web portal, you are able to track the progress being made on a maintenance trouble to ensure your problem is being resolved in a timely manner.

## Consulting

VanRan Communications provides consulting services to our customers daily **to address the following:**

- Improved operation
- Increased ROI in existing environment
- Consolidation and Extension (FCE) of existing environment
- Network Assessment on existing data infrastructure (for VoIP deployment)

## Project Management

VanRan's Project Managers are experienced and certified in providing quality Project Management. Using Microsoft Project, the assigned VanRan Project Manager will be your point of contact for the entire installation process from the beginning "kick off call" to the signing of the installation "Acceptance Form". All of our Project Managers have extensive experience in the telecom and data arena, including prior technical experience as technicians and systems designers.

A VanRan Project Manager is responsible for the following tasks:

- Kick Off Call
- Agreed Meetings at Specific Intervals
- Development of project milestones including cutover dates
- Tasking responsibilities including design review and data gathering
- On Site Representation During Install for Complex Projects
- Wrap Up Call
- Customer Acceptance

## System Design

VanRan Communications personnel have designed and installed thousands of systems. Our design team consists of experienced Nortel and Avaya Certified Specialists (ACS) who worked for AT&T and Avaya prior to joining VanRan. We have designed numerous complex systems including disaster recovery, multi-site locations throughout the United States and overseas, complex Unified Messaging Applications, Nationwide Call Centers including chat and email integration, IVR, Call Recording and Predictive Dialers. Our system designs have included in excess of 10,000 stations and 40 locations with overseas connectivity.

## Products

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**Offering end-to-end communications solutions.**

VanRan is an Authorized AVAYA and NORTEL Business Partner and AT&T Agent. We offer complete systems, parts, upgrades, installation and maintenance designed to fit your business needs.

VanRan excels in offering more complex systems including Avaya/Nortel's Media Servers and Gateways, SIP Servers, AURA, Modular Messaging, Call Management Systems (CMS), Interactive Voice Response (IVR), Contact Center Express (CCE), Interaction Center (IC), and Call Recording Solutions. VanRan is one of the few Business Partners nationwide who are authorized to sell the Proactive Contact/Predictive Dialer solution for Avaya.

**Maintain products for performance.**

VanRan has multiple maintenance offerings, based upon customer requirements. VanRan can offer Avaya/Nortel maintenance or VanRan provided maintenance for Avaya and Nortel systems.

VanRan's trouble reporting ticket system continually monitors systems and notifies personnel of problems, many time correcting situations before they become a problem.

- Our premier maintenance package includes a customer based secure web portal where customers can place orders or trouble tickets, track the trouble tickets to resolution and access patches, customer reports or other documentation.
- This portal is customizable based on the requirements of each customer.
- In conjunction with the VanRan basic monitoring application, Monitor Plus proactively monitors PBXs and servers, 24x7, with tickets automatically generated for immediate technical response if there is an alarm.
- Customers can track these tickets from beginning to end, monitoring the alarm status and the state of repair.
- Dual NOCs(Network Operations Centers) located in Denver, Colorado and Norcross Ga

**Top support staff available for your products.**

VanRan is recognized for its support staff, including former Avaya and Nortel designers and Tier III Avaya FAST engineers who handled the Eastern half of the United States before joining VanRan. VanRan's experience and relationships within Avaya and Nortel provide us with full support to those atypical situations that cannot be handled in-house. As the Voice Over IP deployment continues, VanRan is also technically equipped to handle the implementation of VoIP on Cisco, Juniper and Extreme networks. VanRan offers in depth, multi-site Network Assessments to ensure quality operation and performance on VoIP on customers' data networks. Recommendations are given for ideal VoIP environment.

## Other Products & Carriers

VanRan Communications provides support and maintenance on the following vintage products:

- . Communications Manager (CM) – all releases
- . Session Initiated Protocol (SIP) Servers - ACE
- . AURA
- . Unified Messaging including Modular Messaging

Call Centers – CCE and Enhanced

- **Definity – G1, G2 and G3 Version 8 and below. Prologix (CSI), SI, I and R.**
- **Modular Messaging**
- **Audix – Definity Audix, Intuity Audix, Intuity Audix LX**
- **IP Office**
- **Merlin Magix and associated voice mail systems.**
- **Partner Plus or Partner II and associated voice mail systems.**

VanRan Communications sells and/or services and maintains the following vendor's products:

- **Nortel Complete Data line**
- **Extreme – Complete product line.**
- **Juniper – Complete product line.**
- **Cisco**

- **Nice – Call recording and workforce management.**
- **Verant – Call recording and workforce management.**
- **VoicePrint – Call recording.**
- **Virtual Observer – Call recording.**
- **Spectralink – Link 150, Link3000 and Netlink product line.**
- **Polycom – Complete audio and video product line.**
- **Veramark – Complete product line.**
- **Bogen – Complete product line.**
- **Mulitech – Complete product line.**

VanRan Communications sells and support the following carriers:

- **AT&T – Complete product line.**
- **NuVox – Complete product line.**
- **CBeyond – Complete product line. .**

Other generic products related to structured cabling products including but not limited to:

- **CAT3**
- **CAT5E**
- **CAT6E**
- **FIBER OPTIC**

## Implementation Process

Minimizing downtime to keep your business up and running smoothly.

**VanRan has developed a unique implementation process, centered upon customer expectations and requirements. VanRan’s implementation process differs from our competitors in various ways due to customization and expertise of our in-house technical staff. Our extensive lab equipment allows for quality software download , programming and operational stability prior to shipment and installation on customer premises.**

By following all of these steps, we are able to minimize delays associated with missing parts, dead on arrival (DOA) equipment and software patches needed in order for the equipment to operate as expected. This leads to smooth installations and minimal downtime for VanRan customers.



