



Prices Shown Herein are Net (discount deducted)
Contract Number: GS-35F-079DA
Schedule Title: MAS
Contract Period: December 8, 2020 – December 7, 2025

DICTATION SALES & SERVICES CORPORATION
18311 W. TEN MILE ROAD
SOUTHFIELD, MI 48075

www.equature.com

FAX: 248-569-6567
Office: 248-569-6440
Small Business

GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Schedule Price List Online access to contract ordering information, terms and conditions, up to date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at www.GSA.gov

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

Dictation Sales & Services, Inc. (DSS) provides the following SIN items:

- Special Item No. 33411 Purchase of New Equipment
- Special Item No. 811212 Equipment Maintenance
- Special Item No. 511210 Perpetual Software Licenses
- Special Item No. 611420 Training Courses
- OLM: Order Level Materials



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SPECIAL ITEM NUMBER 33411 PURCHASE OF NEW EQUIPMENT

FSC CLASS 7010 - SYSTEM CONFIGURATION

Professional Workstations
Servers
Other Systems Configuration Equipment, Not Elsewhere Classified

FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES

Network Equipment
Other Communications Equipment
Storage Devices including Magnetic Storage, Magnetic Tape Storage and Optical Disk Storage
Other Input/Output and Storage Devices, Not Elsewhere Classified

SPECIAL ITEM NUMBER 811212 - EQUIPMENT MAINTENANCE

FSC/PSC Class J070 - Maintenance and Repair Service) (Repair Parts/Spare Parts - See FSC Class for basic equipment) FSC/PSC Class J058 – Maintenance and Repair of Communication Equipment

Dictation Sales and Services. also provides the following services for its equipment:

- Maintenance
- Repair Service
- Repair Parts/Spare Parts

SPECIAL ITEM NUMBER 511210 - PERPETUAL SOFTWARE LICENSES

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

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

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Microcomputers

Next Generation 911 Public Safety Event and Media Logging Servers
Communication Logging Servers
Application Software
Data Integration Software - Location, ANI/ALI NG9-1-1
Utility Software - User Interface Reports
Playback Communications Software

SPECIAL ITEM NUMBER 611420 - TRAINING COURSES (FPDS Code U012)

Call Taker and Public Safety Dispatcher Improvement Certified Courses

Dictation Sales and Services

18311 West 10 Mile Road

Southfield, MI 48075

248-569-6440

<https://www.equature.com/911-dispatcher-training/>

Contract Number: **GS-35F-079DA**

Period Covered by Contract: **December 7, 2025**

General Services Administration Federal Acquisition Service

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

Dictation Sales & Services, Inc. (DSS) Corporation Profile:

DSS Corporation manufactures the Equature platform of NG9-1-1 Digital Logging Recorder Systems. Primarily designed for the Public Safety, first responder and security activities, the DSS Equature digital logging systems capture designated communications and data required by these various agencies and organizations. The Equature DLR records active SIPREC, NG9-1-1 Media Capture and NG9-1-1 Event Logging, as well as active VoIP. DSS has participated in every NENA NG9-1-1 industry collaboration event. Equature DLR is designed to integrate with our EQUATURE.AI artificial intelligence driven computer vision system, InSight on-scene application, EQ Body Worn camera system, as well as customizable data capture and statistical analysis reporting. Fully NG91-1 compliant and ready, Equature can be configured as a standalone NG9-1-1 Events Logger or act both as the SIPrec media capture and Even Logger in a single chassis. The systems come standard in a high-availability enterprise grade hardware platform, or Virtual Machine, or a Cloud environment, as well as are SAN/NAS capable utilizing DSS Cluster Capture technologies. The DSS line of DLR's are known for their web-based ease of use User Interface. The ease of use of locating multi-media calls, which include video streaming, screen captures, digital and VoIP metadata along with the standard channel, time, and date search data. Equature DLR's are easily and centrally administered from a policy driven, hierarchical user assignment.

DSS Corporation is a privately held, US owned, communications AI, logging and recording manufacturer headquartered in Southfield, MI. We bring over three decades of expertise and experience in the Public Safety, DOD, and first responder sectors. We are a leader in both the technological development and NENA committee participation in the NG9-1-1 field. Demonstrating our consistent commitment and leadership, has successfully participated in every NENA NG9-1-1 ICE event from their onset.



1a. Customer Information: Dictation Sales and Services GSA Price List

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA NET PRICE	MSRP
511210	DSS Corp.	EQTR001	Voice Licenses	Each	\$297.91	\$336.00
511210	DSS Corp.	EQV001	VoIP Licenses	Each	\$466.38	\$526.00
511210	DSS Corp.	EQTXT001	Text-911 (MSRP/RTT/Smart) Licenses	Each	\$664.99	\$750.00
33411	DSS Corp.	EQLDA24	24 Port analog card	Each	\$4,247.05	\$4,790.00
33411	DSS Corp.	EQLDA16	16 Port Analog card	Each	\$3,307.20	\$3,730.00
33411	DSS Corp.	EQLDA8	8 Port Analog card	Each	\$1,968.36	\$2,220.00
33411	DSS Corp.	EQNGX24	24 Port Digital card	Each	\$5,506.10	\$6,210.00
33411	DSS Corp.	EQNGX16	16 Port Digital card	Each	\$3,966.87	\$4,474.00
33411	DSS Corp.	EQNGX8	8 Port Digital card	Each	\$2,917.08	\$3,290.00
33411	DSS Corp.	EQAIS4U	4U Server Chassis	Each	\$5,940.55	\$6,700.00
33411	DSS Corp.	EQSE3U	3U Server Chassis	Each	\$14,629.72	\$16,500.00
511210	DSS Corp.	EQSPSRV1	Speech Server	Each	\$3,723.93	\$4,200.00
511210	DSS Corp.	EQSP001	Speech Client	Each	\$372.39	\$420.00
511210	DSS Corp.	EQANI	ANI/ALI Data	Each	\$2,792.95	\$3,150.00
511210	DSS Corp.	EQSC001	Screen Capture Service	Each	\$223.44	\$252.00
511210	DSS Corp.	EQSV001	QA Module	Each	\$111.72	\$126.00
511210	DSS Corp.	EQPROQA	Priority Dispatch Aqua QA API license per EQ DLR	Each	\$5,319.90	\$6,000.00
511210	DSS Corp.	EQRAPID	RapidSOS Location Integration / per EQ DLR	Each	\$3,812.59	\$4,300.00
511210	DSS Corp.	EQTEXTY	InDigital TEXTY Integration (Server LIC) <small>Requires EQTXT001 licenses</small>	Each	\$2,659.95	\$3,000.00
511210	DSS Corp.	EQINSGT	EQ InSight Advanced Location and Live Streaming	Ea/Annual	\$886.65	\$1,000.00
511210	DSS Corp.	IRND01	EQ Nomad license per device <small>For smartphone Body Worn Camera.</small>	Ea/Annual	\$383.03	\$432.00
511210	DSS Corp.	EQREDACT	Automated AI Video redaction editor service	Per Video	\$16.85	\$19.00
511210	DSS Corp.	EQREDACTET	Per minute video editing, requires EQREDACT	Per Minute	\$0.89	\$1.00
511210	DSS Corp.	EAQ3	Additional AI Analytic per AI Device	Ea/Annual	\$531.99	\$600.00
511210	DSS Corp.	EQMCCSRV	Moto SVR (incl 75 TG) <small>(additional Moto license fees may apply)</small>	Each	\$62,065.49	\$70,000.00
511210	DSS Corp.	EQMCCSRV01	Additional EQ License for Moto <small>(each AIS incl 25 TG)</small>	Each	\$26,599.50	\$30,000.00
511210	DSS Corp.	EAQES	Avaya AES Server license <small>(VoIP licenses required & additional cost)</small>	Each	\$22,166.25	\$25,000.00
511210	DSS Corp.	EQMCCD001	Moto TG License (<75)	Each	\$531.99	\$600.00
511210	DSS Corp.	EQFS001	Free Seating	Each	\$223.44	\$252.00
511210	DSS Corp.	EQASIPEL	Active SIP Enterprise License	Each	\$975.31	\$1,100.00
511210	DSS Corp.	EQRM1	EQ Remote Access Secure Proactive Monitoring	Each	\$390.13	\$440.00
33411	DSS Corp.	EQEXT2TB	External 2 Terabyte USB SQL Enabled <small>Archive Drive - Single Drive</small>	Each	\$696.02	\$785.00
33411	DSS Corp.	EXTR12TB	External 2 Terabyte RAID-1 USB SQL Enabled <small>Archive Drive</small>	Each	\$1,418.64	\$1,600.00
511210	DSS Corp.	EQBTIP	Bosch Telex IP Radio Integration	Each	\$8,866.50	\$10,000.00
511210	DSS Corp.	EQEFroIP	EF Johnson RoIP Server (Include 5TG)	Each	\$8,866.50	\$10,000.00
811212	DSS Corp.	Cust Spt - NOC	DSS Customer Phone Support - NOC Access	Hourly	\$221.66	\$250.00
611420	DSS Corp.	LOD Course	Elite Continuous Training	4 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Advanced Law Enforcement	16 Hrs.	\$351.11	\$396.00
611420	DSS Corp.	LOD Course	Fire Communications	16 Hrs.	\$351.11	\$396.00
611420	DSS Corp.	LOD Course	Communications Training Officer (CTO)	16 Hrs.	\$351.11	\$396.00
611420	DSS Corp.	LOD Course	Breeding Success	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Customer Service (Training Course)	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Critical Incident - Stress	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Critical Incidents - Total Disaster Response	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Crimes in Progress	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Hostage Negotiation	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Active Shooter	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Communications Center Liability	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Stress; It's All in Your Head	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Domestic Violence	8 Hrs.	\$175.56	\$198.00
611420	DSS Corp.	LOD Course	Suicide Intervention	8 Hrs.	\$175.56	\$198.00

Customer Information cont.

1b. The above list is the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract

1c. Hourly Rates not applicable

2. Maximum Order

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

- a) The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:
 - i. Special Item Number 33411 - Purchase of Equipment Special
 - ii. Item Number 811212 - Equipment Maintenance Special Item Number 511210 - Perpetual Software Licenses
- b) The Maximum Order for the following Special Item Numbers (SINs) is \$25,000: Special Item Number 611420 - Training Courses

3. Minimum Orders: The minimum dollar of orders to be issued is \$100.00.

4. Geographic Coverage (delivery area):

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

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

Offerors are requested to check one of the following boxes:

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

NOTE: DSS Corp. systems are not "self-installable."
INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

5. Point of Production:

Dictation Sales & Services, Inc. 18311 W. 10 Mile Road, Southfield, MI 48075

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

CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION IS SAME AS POINT OF PRODUCTION

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

Main Office: 248-569-6440 Alternative: 858-768-2183



6. Discount from List Prices or Statement of Net price

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

7. Quantity Discount

- c. Dollar Volume: 3% over \$50,000 on single order
- d. Other Special Discounts (i.e. Government Education Discounts, etc.)

8. Prompt Payment: 2% - 15 days from receipt of invoice or date of acceptance, whichever is later.

9. Foreign Items: Contract includes NO Foreign Items

10. Time of Delivery:

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
33411	28 Days
611420	28 Days

- b) **Expedited Delivery** – All items listed are available for expedited delivery predicated upon early discussions with DSS Inc. prior to order acceptance.
- c) **Overnight and 2 Day Delivery** - available upon agreed to logistical and delivery logistics feasibility. Reasonable consideration by customer must be provided to DSS to accommodate request.
- d) **Urgent Requirements** - When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

11. F.O.B. DESTINATION

12a. Ordering Address: Dictation Sales and Services, Inc.
18311 West 10 Mile Road
Southfield, MI 48075

12b. Ordering Procedures: ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405.3 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.
- c. 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)

13. Payment Address: Dictation Sales and Services, Inc.
18311 West 10 Mile Road
Southfield, MI 48075

14. Warranty Provisions:

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

DSS STANDARD WARRANTY

DSS warrants our Products on the following terms and conditions only. THESE EXPRESSED WARRANTIES ARE IN LIEU OF ANY OTHER OBLIGATION OR WARRANTY, WHETHER EXPRESSED OR IMPLIED OR ARISING BY OPERATIONS OF LAW.

- A. DSS warrants that each of its Products shall be free of defects in workmanship and materials for a period of up to one year from the date of installation (but not to exceed 15 months from the date of shipment by DSS from its factory).
- B. DSS warrants that any of its custom Products that are manufactured in accordance with specifications, drawing, plans, and designs set forth in writing by the purchaser shall reasonably conform to all such written specifications, drawings, plans and designs.
- C. The warranties set forth in (a) and (b) above are subject to and limited by the following:
 - a. DSS's warranty with respect to a component of a Product supplied by another shall not exceed the warranty of the other supplier in terms or conditions.
 - b. DSS's warranties shall be inapplicable if in the opinion of DSS, the Product has been mechanically,
 - c. electrically or environmentally abused, or if the Product was installed improperly.
 - d. DSS's warranty repair work will be performed during normal business hours, at DSS's repair facilities,
 - e. and assumes the reasonable cooperation of the Product owner.
 - f. DSS DOES NOT ASSUME ANY LIABILITY FOR LOSS, DAMAGE, DELAY OR ACCIDENT DUE TO OR CAUSED BY ANY DEFECT IN WORKMANSHIP AND/OR MATERIALS.
- D. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- E. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- F. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the
- G. address is as follows: 18311 West 10 Mile Road, Southfield, MI 48075

CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

- J. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

15. Export Packing Charges: not applicable.

16. Terms and Conditions of Maintenance and Repair

The maintenance and repair service rates listed herein are applicable to any ordering activity location within a 200-mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

- a. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s): 18311 West 10 Mile Road, Southfield, MI 48075

b. SCOPE

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

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

- i In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

- ii Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

- iii 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).

c. RESPONSIBILITIES OF THE ORDERING ACTIVITY

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.

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

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

d. RESPONSIBILITIES OF THE CONTRACTOR

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

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

e. MAINTENANCE RATE PROVISIONS

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

b. REGULAR HOURS

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

c. AFTER HOURS

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

d. TRAVEL AND TRANSPORTATION

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

f. REPAIR SERVICE RATE PROVISIONS

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

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

c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

a When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.

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

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

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

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

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

When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. LABOR RATES

(1) REGULAR HOURS

The Regular Hours repair service rates listed herein shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.

(2) AFTER HOURS

When the ordering activity requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the ordering activity location, the After-Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours but performed After Hours at the convenience of the Contractor.

(3) SUNDAYS AND HOLIDAYS

When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours but is



performed at the convenience of the Contractor on Sundays or Holidays observed at the ordering activity location, the Regular Hours and/or After-Hours repair service rates, as applicable, shall apply.

REPAIR SERVICE RATES				
LOCATION	MINIMUM CHARGE*	REGULAR HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS AND HOLIDAYS PER HOUR
CONTRACTOR'S SHOP	\$570.00	\$235.00	\$352.20	\$570.00
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	\$570.00	\$235.00	\$352.20	\$570.00
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	\$570.00	\$235.00	\$352.20	\$570.00

*MINIMUM CHARGES INCLUDE 2 FULL HOURS ON THE JOB.

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

NOTE: DSS Customer Phone Support Rate: \$181.36 per hour. For customers without maintenance agreement.

g. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated 19-November-2015, at a discount of 0% from such listed prices.

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

a. REPAIR SERVICE - All repair work will be guaranteed/warranted for a period of 90 days.

b. REPAIR PARTS/SPARE PARTS - All parts furnished either as spares or repairs parts will be guaranteed/warranted for a period 90 days.

i. INVOICES AND PAYMENTS

a. Maintenance Service

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

(2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

b. Repair Service and Repair Parts/Spare Parts

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

17. Terms and Conditions of Installation

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

Installations are generally unique to each site due to customers' system environment requirements. DSS Corp. installation fees include travel logistics and time on-site.

b. Repair Labor / time on site is billed at \$235.00 per hour.

c. 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 apply.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, de-installation, and reinstallation services under SIN 33411 or SIN 33411REF.

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

18a. 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.

b. LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

18b. Terms and conditions for any other services - Not applicable

19. List of service and distribution points - Not applicable

20. List of participating dealers - Not applicable

21. Preventive Maintenance

a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 811212). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.

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

c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.

d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

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

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

22a. Not Applicable - Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

22b. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT)

Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant: Yes

Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): www.equature.com

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

23. Data Universal Numbering System (DUNS) Number: 06-188-8541

24. Notification regarding registration in System for Award Management (SAM) database – DSS, Inc. is current and maintains our annual SAM registration. We may be searched by our CAGE code: 1Q5N2 or DUNS: 06-188-8541.

SPECIAL ITEM NUMBER 611420

Training Course Descriptions

DISPATCH IMPROVEMENT - 8 Hour Courses: \$221.66 per 8-hour course

ELITE CONTINUOUS TRAINING

Topics include: Workplace Bullying, Handling Difficult Employees, Address Verification, Fire Fighter/ EMS Safety, NG9-1-1/ NG PSAP, Sovereign Citizens, The W's; The Foundation of Call Taking, Information Gathering, Officer Down, Interviewing Skills, Pursuits, Calming Techniques, Handling Difficult Callers, Multitasking, TTY/TDD, Excited Delirium, Attitudes in Dispatch, Conflict Resolution, Games Trainers Play, Fight, Flight, Freeze & the Effects of Cortisol on Your Body, Metabolic Syndrome, Dispatcher Mind Set, When to Discipline, Supervision; The Hard Questions Answered, Acknowledging a Job Well Done, Telecommunicator Liability, Supervisor Liability, and Communications Center Liability.

CUSTOMER SERVICE

Customer service skills is a critical class for all dispatchers and 9-1-1 personnel. Topics include: annoying and difficult callers, words to use for extraordinary customer service, how to defuse anger and officer/dispatcher relations.

CRITICAL INCIDENT STRESS

Communications is one of the most stressful jobs you can have. Each one of you will experience critical incident stress during your career. This class will provide you with techniques to manage critical incident stress and educate you about the effects of critical incident stress. It is critical for your long-term health and well-being.

CRIMES IN PROGRESS

When Seconds Count, are you prepared to respond? When 9-1-1 rings, and you have a call that is in progress, are you ready? This class is designed to provide you with the tools you need to respond to a variety of inprogress and high-risk calls. Topics include: handling child callers, armed robberies, shootings, homicides, pursuits, and your role in responder safety, and missing child calls.

SUICIDE INTERVENTION

This interactive class is designed to educate public safety call-takers in crisis intervention. Topics include: suicide attitudes, risk assessment of caller, risk assessment of responder and call-taker intervention.

HOSTAGE NEGOTIATION

The FBI now recommends that communications professionals receive hostage negotiation training. Many hostage-incident contacts with law enforcement begin when the hostage taker calls 9-1-1. It is critical that the person who answers this call is trained. This class will prepare attendees to answer the call.

STRESS: IT'S ALL IN YOUR HEAD

A dynamic look at how public safety workers can reduce stress in their lives. Attendees will learn to identify the sources of stress in their life and how to manage their stress.

DOMESTIC VIOLENCE

A dynamic look at the truths and myths associated with domestic abuse. Attendees will learn to handle domestic abuse calls and the various situations associated with it.

ACTIVE SHOOTER

The most comprehensive active shooter class on the market. This class will not only give telecommunicators the historical prospective of the active shooter but will also provide skills your telecommunicator can use during active shooter events. Lessons learned from previous incidents are discussed using recent case studies and actual audio tapes from active shooter events. The course will also discuss what the telecommunicator can expect in future incidents and the possibility of terrorism and the active shooter.

COMMUNICATIONS CENTER LIABILITY

Liability issues in the communications center have become increasingly more of a problem across the United States. Communications centers are now being faced with lawsuits. It is important for all members of the communications center to learn the basics of lawsuit risk and the skills to reduce liability.

CRITICAL INCIDENTS - TOTAL DISASTER RESPONSE

This course is designed to provide the attendee the knowledge they need to respond to a variety of large scale or mass casualty events. The course topics will range from disaster preparedness to how to respond to incidents. The incidents included range from terrorism to natural disasters. Numerous case studies and lessons learned from those incidents are discussed.

BREEDING SUCCESS

This course is designed to assist in making the training program effective to produce a fully trained dispatcher. Topics include: how to breed success, training on a budget, the learning process, roles of the trainer, remedial training, and much more.

DISPATCH IMPROVEMENT - 16 Hour Courses: \$443.32 per 16 hour course

FIRE COMMUNICATIONS

This course will focus on communication, management, apparatus, and functionality in handling fire related calls.

COMMUNICATIONS TRAINING OFFICER (CTO)

An interactive look at specific skills trainers need to perform the high-quality training needed in our profession. Topics include: adult learning, instructional techniques, Daily Observation Reports, lesson plans, documentation and liability.

ADVANCED LAW ENFORCEMENT

This course concentrates on skills dispatchers need to dispatch various calls, which may become critical incidents. Topics include: suicidal callers, shootings, domestic violence, rape calls, officer down, pursuits and critical incident stress.

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

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **(Donald C Gillis, 858-768-2183, dgillis@equature.com, 248-569-6567.**