

**GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Pricelist**

On-line 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 for GSA Advantage! is: GSAAvantage.gov.

MULTIPLE AWARD SCHEDULE

**LARGE CATEGORY: INFORMATION TECHNOLOGY
SUBCATEGORY: IT HARDWARE**

Special Item Number 33411 Purchase of New Electronic Equipment

Includes desktop, laptop, tablet computers (including rugged), servers, storage equipment, hyper-converged integrated systems, supercomputers, routers, switches and other communications equipment, IT security equipment (hardware based firewalls), audio and video (AV) equipment, public address systems, monitors/displays, sensors and other Internet of Things (IOT) devices, printers and Multi-Function Device (MFD) equipment, broadcast band radio, two-way radio (LMR), microwave radio equipment, satellite communications equipment, radio transmitters/receivers (airborne), radio navigation equipment/antennas, optical/imaging systems, and associated peripherals required for operations (such as controllers, connectors, cables, drivers, adapters, etc., ancillary installation of any equipment purchased.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 7010

Special Item Number 811212 Computer and Office Machine Repair and Maintenance

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

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: J070

**LARGE CATEGORY: MISCELLANEOUS
SUBCATEGORY: COMPLEMENTARY SINS**

Special Item Number OLM Order-Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering

Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)

- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items"
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against a FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 0000

**Schedule Contract Number
GS-35F-0809N**

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov.

Contract Period: July 29, 2003 through July 28, 2023

Contract current through: Modification 104 effective January 12, 2021
MASS Modification A824 effective September 2, 2020

Retrotel, Inc.
34550 Spyder Circle
Palm Desert CA 92211
800-895-9660 (telephone)
760-778-8176 (facsimile)
www.retrotel.com

Contractor Point of Contact for Contract Administration
 Brian Sonderman
 President
 Retrotel, Inc.
 34550 Spyder Circle
 Palm Desert CA 92211
 800-895-9660 (telephone)
 760-778-8176 (facsimile)
 brian@retrotel.com

A Woman-Owned Small Business

CUSTOMER INFORMATION

1a. Table of awarded Special Item Numbers:

Special Item Number 33411	Purchase of New Electronic Equipment
Special Item Number 811212	Computer and Office Machine Repair and Maintenance
Special Item Number OLM	Order-Level Materials (OLM)

1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number:

Special Item Number	Part Number	GSA Price with IFF
33411	66268-02	\$35.00
811212	M2006 LP Phone Repair	\$50.00

1c. Identification of Services and Hourly Rates: Not Applicable

2. Maximum Order:

Special Item Number 33411	\$500,000
Special Item Number 811212	\$500,000
Special Item Number OLM	\$250,000

3. Minimum Order: \$100

4. Geographic Coverage: Domestic

5. Points of Production:

Special Item Number 33411	Varies by Manufacturer
Special Item Number 811212	Palm Desert, California USA
Special Item Number OLM	To be determined

6. Discount from List Price or Statement of Net Price:

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

7. Quantity Discount: None.

8. Prompt Payment Terms: Net 30 Days

Note: Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Government Purchase Card:

Government purchase cards are accepted for all purchases below and above the micro-purchase threshold.

10. Foreign Item: Not Applicable.

11a. Time of Delivery: 10 days After Receipt of Order

11b. Expedited Delivery: Please contact the Contract Administrator for availability and rates.

11c. Overnight and 2-day Delivery: Please contact the Contract Administrator for availability and rates.

11d. Urgent Requirements:

Please contact the Contract Administrator for availability and rates associated with accelerated delivery options.

12. F.O.B. Point: Destination

13a. Ordering Address:

Brian Sonderman
President
Retrotel, Inc.
34550 Spyder Circle
Palm Desert CA 92211
800-895-9660 (telephone)
760-778-8176 (facsimile)
brian@retrotel.com

13b. Ordering Procedures:

For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address:

Brian Sonderman
President
Retrotel, Inc.
34550 Spyder Circle
Palm Desert CA 92211
800-895-9660 (telephone)
760-778-8176 (facsimile)
brian@retrotel.com

15. Warranty Provision:

Special Item Number 33411	Manufacturer's Commercial Warranty applies
Special Item Number 811212	All repair work is warranted for the lifetime of the repaired item.
Special Item Number	To be determined

16. Export Packing Charges: Not Applicable.

17. Terms and conditions of Government purchase card acceptance:

Please contact the Contract Administrator for terms and conditions of acceptance.

18. Terms and conditions of Rental, Maintenance, and Repair:

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. When equipment repair is desired the Ordering Activity will contact the Contractor at 800-895-9660 to request an RMA number and at that time will be given shipping instructions.

19. Terms and conditions of Installation: Not Applicable.

20. Terms and conditions of Repair Parts indicating date of parts price lists and any discounts from list prices:

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be used, standard parts remanufactured by the Contractor. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist.

20a. Terms and conditions for any other Service: Not Applicable.

21. List of Service and Distribution Points:

Retrotel, Inc.
34550 Spyder Circle
Palm Desert CA 92211
800-895-9660 (telephone)
760-778-8176 (facsimile)

22. List of Participating Dealer: Not Applicable.

23. Preventative Maintenance: Not Applicable.

24a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants):

Not Applicable.

24b. Section 508 Compliance Information:

Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT). The EIT standard can be found at: <http://www.Section508.gov/>.

25. Data Universal Number System (DUNS) Number: 003 001 253

26. Notification regarding registration in System for Award Management (SAM) database:

Contractor has a current registration in SAM.

**INFORMATION TECHNOLOGY CATEGORY
IT HARDWARE SUBCATEGORY
SPECIAL ITEM NUMBER 33411
PURCHASE OF NEW EQUIPMENT**

The equipment is self-installable.

**INFORMATION TECHNOLOGY CATEGORY
IT HARDWARE SUBCATEGORY
SPECIAL ITEM NUMBER 811212
COMPUTER AND OFFICE MACHINE REPAIR AND MAINTENANCE**

HARDWARE MAINTENANCE ORDER TERMS

1) Service Areas

- a) Maintenance services are NOT performed at the Ordering Activity's location.
- b) When maintenance and/or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

Retrotel, Inc.
34550 Spyder Circle
Palm Desert CA 92211
800-895-9660 (telephone)
760-778-8176 (facsimile)

2) Loss or Damage

When the Contractor moves equipment to its/OEM location 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.

3) 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 the Information Technology Category.
- 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/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
 - (iii) If the equipment was not under the Contractor/OEM 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 the contract.

- 4) Responsibilities
- a) For equipment not covered by a maintenance contract or warranty, 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 Ordering Activity and the Contractor.
- 5) 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.
 - i) 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.
 - ii) 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 this Schedule Pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.
 - iii) Travel and Transportation: If any charge is to apply, over and above the regular maintenance rates, due to the distance between the ordering activity location and the Contractor/OEM's service area, the charge will be negotiated at the Task Order level.
There is no additional charge for travel and transportation.
 - b) Quantity Discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity shall be provided below.

Not Applicable.

HARDWARE REPAIR SERVICE ORDER TERMS

- 1) Service Areas
- a) Repair services are NOT performed at the Ordering Activity's location.
 - b) When maintenance and/or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

Retrotel, Inc.
34550 Spyder Circle
Palm Desert CA 92211
800-895-9660 (telephone)
760-778-8176 (facsimile)

- 2) **Loss or Damage**

When the Contractor moves equipment to its location 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.
- 3) **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 the Information Technology Category.
 - b) Equipment placed under repair 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/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
 - iii) If the equipment was not under the Contractor/OEM 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 the contract.
- 4) **Responsibilities**
 - a) For equipment not covered by a maintenance contract or warranty, 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 Ordering Activity and the Contractor.
- 5) **Repair Service Rate Provisions**
 - a) 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 the 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) At the Contractor/OEM's Facility
 - i) When equipment is returned to the Contractor/OEM's Facility 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.
 - ii) The ordering activity should not return defective equipment to the Contractor/OEM for adjustments and repairs or replacement without prior consultation and instruction.
- d) At the Ordering Activity Location (Within Established Service Areas)
 - i) 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.
- e) At the Ordering Activity Location (Outside Established Service Areas)
 - i) If repairs are to be made at the ordering activity location, and the location is outside the service area terms defined in the GSA Price list. Rates negotiated at the task order will apply.
 - ii) 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.
- f) Labor Rates
 - i) Regular Hours: Contract rates 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 at the convenience of the Contractor outside the regular hours.
 - ii) After Hours: Should the ordering activity require that service be performed outside of regular hours, charges for such service, if any, will be specified below. Periods of less than one hour will be prorated to the nearest quarter hour.
 - iii) 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 shall apply, and will be specified below. Periods of less than one hour will be prorated to the nearest quarter hour.

Repair Service Rates and Location	Minimum Charge - Regular Hours	Hourly Rate - After Hours	Hourly Rate - Sunday and Holidays
Contractor/OEM Facility	Not Applicable	Not Applicable	Not Applicable
Ordering Activity Location (Within Established Service Areas)	Not Applicable	Not Applicable	Not Applicable
Ordering Activity Location (Outside Established Service Areas)	Not Applicable	Not Applicable	Not Applicable

- 6) Repair Parts/Spare Parts Rate Provision
- a) All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in the GSA Price list shall be new, standard parts manufactured by the OEM.

The sale of Repair or Spare Parts is outside the scope of the contract.

**MISCELLANEOUS CATEGORY
COMPLEMENTARY SINs SUBCATEGORY
SPECIAL ITEM NUMBER OLM
ORDER-LEVEL MATERIALS**

The use of the Order Level Materials (OLM) SIN is limited to 59 OLM-eligible subcategories under the MAS program. Supplies and/or services provided utilizing OLM authority must be acquired in direct support of an individual task or delivery order that is placed under an OLM-eligible subcategory as identified below:

- | | |
|---|--|
| 1) Apparel | 25) Industrial Products |
| 2) Audio Visual Products | 26) Industrial Products and Services |
| 3) Audio Visual Services | Maintenance and Repair |
| 4) Awards | 27) IT Hardware |
| 5) Background Investigations | 28) IT Services |
| 6) Business Administrative Services | 29) IT Software |
| 7) Compensation and Benefits | 30) IT Solutions |
| 8) Document Services | 31) IT Training |
| 9) Electronic Commerce | 32) Language Services |
| 10) Environmental Services | 33) Legal Services |
| 11) Facilities Maintenance and Repair | 34) Logistical Services |
| 12) Facilities Services | 35) Machinery and Components |
| 13) Facilities Solutions | 36) Mail Management |
| 14) Financial Services | 37) Marine and Harbor |
| 15) Fire/Rescue/Safety/Environmental Protection Equipment | 38) Marketing and Public Relations |
| 16) Fitness Solutions. | 39) Medical Equipment |
| 17) Flags | 40) Miscellaneous Furniture |
| 18) Flooring | 41) Musical Instruments |
| 19) Fuel Management | 42) Office Furniture |
| 20) Furniture Services | 43) Office Management Maintenance and Repair |
| 21) Healthcare Furniture | 44) Office Services |
| 22) Household, Dormitory & Quarters Furniture | 45) Packaged Furniture. |
| 23) Human Resources | 46) Printing and Photographic Equipment |
| 24) Identity Protection Services | 47) Protective Equipment |

- | | | | |
|-----|---------------------------------------|-----|--|
| 48) | Records Management | 54) | Social Services |
| 49) | Search and Navigation | 55) | Structures |
| 50) | Security Animals and Related Services | 56) | Technical and Engineering Services (non- IT) |
| 51) | Security Services | 57) | Telecommunications |
| 52) | Security Systems | 58) | Testing Equipment |
| 53) | Signs | 59) | Training |

NOTE: More information related to the Order Level Materials SIN is available at gsa.gov/mascategoryrequirements.