



GENERAL SERVICES ADMINISTRATION

Authorized Federal Supply Schedule Price List

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 GSA Advantage!® is: GSAAdvantage.gov.

Multiple Award Schedule

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



FSC Group: MAS Contract number: GS-35F-306CA

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

CONTRACTOR:	Dynatouch Corporation 9901 Broadway St Ste 115 San Antonio TX 78217
TELEPHONE & FAX	Phone: 210-828-8343 Fax: 210-828-6640
WEBSITE:	https://www.dynatouch.com/
BUSINESS SIZE:	Other than small business
CONTACT:	Mr. Tom Glassco, Vice President
EMAIL:	tom.glassco@dynatouch.com
CONTRACT PERIOD:	April 29th 2015 – April 28th 2025



CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

NAICS	NAICS Title
33411	Purchasing of new electronic equipment
511210	Software Licenses
54151	Software Maintenance Services
54151ECOM	Electronic Commerce and Subscription Services
54151S	Information Technology Professional Services
811212	Maintenance of Equipment, Repair Services and/or Repair/Spare Parts
OLM	Order-Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: Software Developer I - \$88.06

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided:



LABOR CATEGORY DESCRIPTIONS

LABOR CATEGORY	Project Manager
MINIMUM YEARS OF EXPERIENCE	3 Years of related Technical Experience
FUNCTIONAL RESPONSIBILITY	<p>Responsible for assisting the management of small to med-sized projects. Assists in preparing implementation plan, coordinates activities, monitors milestones, and provides progress reports. Creation and management of project information related to contractual requirements and cost for submittal to the program manager for review and approval. Must have rudimentary understanding of accounting, management, and contract principles. Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills. May defer more complex problems to Program Manager – Senior position for resolution</p>
EDUCATIONAL REQUIREMENTS	Bachelors Degree in related field

LABOR CATEGORY	Senior Program Manager
MINIMUM YEARS OF EXPERIENCE	9 Years of related Technical Experience
FUNCTIONAL RESPONSIBILITY	<p>Provides program management for multiple projects. Prepares project implementation plan, coordinates project activities, monitors project milestones, and provides progress reports. Responsible for all aspects of performance (i.e., technical, contractual, administrative, financial). Consults with the customer to ensure adherence to contractual obligations, establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the completion of all assigned tasks Performs overall management of contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities</p>
EDUCATIONAL REQUIREMENTS	Bachelors Degree in related field



LABOR CATEGORY	Senior Project Manager
MINIMUM YEARS OF EXPERIENCE	5 Years of related Technical Experience
FUNCTIONAL RESPONSIBILITY	<p>Responsible for assisting the management of small to med-sized projects. Assists in preparing implementation plan, coordinates activities, monitors milestones, and provides progress reports. Creation and management of project information related to contractual requirements and cost for submittal to the program manager for review and approval. Must have rudimentary understanding of accounting, management, and contract principles. Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills.</p>
EDUCATIONAL REQUIREMENTS	Bachelors Degree in related field

LABOR CATEGORY	Software Developer I
MINIMUM YEARS OF EXPERIENCE	1 Year of related Technical Experience
FUNCTIONAL RESPONSIBILITY	<p>Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.</p>
EDUCATIONAL REQUIREMENTS	Bachelors Degree in related field



LABOR CATEGORY	Software Developer III
MINIMUM YEARS OF EXPERIENCE	5 Years of related Technical Experience
FUNCTIONAL RESPONSIBILITY	Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. Can complete all tasks with no supervision required. Shall supervise junior personnel.
EDUCATIONAL REQUIREMENTS	Bachelors Degree in related field

LABOR CATEGORY	Subject Matter Expert I
MINIMUM YEARS OF EXPERIENCE	3 Years of related Technical Experience
FUNCTIONAL RESPONSIBILITY	Has advanced understanding of area of expertise related to IT disciplines and principles. Advises team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Provides expert consultative support to a functional IT technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. This position will not perform management duties.
EDUCATIONAL REQUIREMENTS	Bachelors Degree in related field



LABOR CATEGORY	Subject Matter Expert III
MINIMUM YEARS OF EXPERIENCE	7 Years of related Technical Experience
FUNCTIONAL RESPONSIBILITY	Has advanced understanding of area of expertise related to IT disciplines and principles. Advises team members of implication of approaches during solution development. Serves as facilitator for Integrated Product Team meetings. Provides expert consultative support to a functional IT technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. This position will perform managerial duties as requested with minimal support from more experienced personnel.
EDUCATIONAL REQUIREMENTS	Bachelors Degree in related field

LABOR CATEGORY	Technician III
MINIMUM YEARS OF EXPERIENCE	5 Years of related Technical Experience
FUNCTIONAL RESPONSIBILITY	Responsible for the configuration and installation of hardware products. Responsible for troubleshooting and ensuring operability of hardware in accordance with its intended use. Can complete all tasks with no supervision required. Can supervise junior personnel.
EDUCATIONAL REQUIREMENTS	HS Diploma or Equivalent

LABOR CATEGORY	Technical Manager
MINIMUM YEARS OF EXPERIENCE	5 Years of related Technical Experience
FUNCTIONAL RESPONSIBILITY	Responsible for providing technical guidance and direction to subordinates regarding the completion of IT related projects. Responsible for conducting quality assurance/quality control to ensure all specifications and requirements are met.
EDUCATIONAL REQUIREMENTS	Bachelors Degree in related field



2. Maximum order: \$500,000
3. Minimum order: \$100
4. Geographic coverage (delivery area): 48 States, DC.
5. Point(s) of production (city, county, and State or foreign country): Same as company address
6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)
7. Quantity discounts. Additional 1% discount off orders that total \$250K or greater
8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. 1% Net 10, Net 30 days.
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will Accept
10. Foreign items (list items by country of origin). Not Applicable
- 11a. Time of delivery. (Contractor insert number of days.) To Be Determined at the Task Order level
- 11b. Expedited Delivery. Items available for expedited delivery are noted in this price list. To Be Determined at the Task Order level
- 11c. Overnight and 2-day delivery. To Be Determined at the Task Order level
- 11d. Urgent Requirements. To Be Determined at the Task Order level
12. F.O.B. point(s). Destination
- 13a. Ordering address(es). Same as company address
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es): Same as company address
15. Warranty provision. Contractor's standard commercial warranty.
16. Export packing charges, if applicable. Not Applicable
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor
18. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable
19. Terms and conditions of installation (if applicable). Not Applicable
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable
- 20a. Terms and conditions for any other services (if applicable). Not Applicable



21. List of service and distribution points (if applicable). Not Applicable
22. List of participating dealers (if applicable). Not Applicable
23. Preventive maintenance (if applicable). Not Applicable
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable
25. Data Universal Number System (DUNS) number: 058525239
26. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM

TERMS AND CONDITIONS APPLICABLE TO PURCHASING OF NEW ELECTRONIC EQUIPMENT (SPECIAL ITEM NUMBER 33411)

1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order. For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

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: NONE

b. **INSTALLATION, DEINSTALLATION, REINSTALLATION.** The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirement of the Davis-Bacon Act applies. The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411 or SIN 33411REF.

c. **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.

5. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

6. WARRANTY

a. 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.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. **Limitation of Liability.** Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows: 9901 BROADWAY ST STE 115 SAN ANTONIO, TX 78217-4916

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE OF EQUIPMENT, REPAIR SERVICES AND/OR REPAIR/SPARE PARTS
(SPECIAL ITEM NUMBER 811212)**

1. SERVICE AREAS

Repair services are performed at the Contractor's plant(s) listed below:
9901 BROADWAY ST STE 115
SAN ANTONIO, TX 78217-4916

2. MAINTENANCE ORDER

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.

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 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.

5. 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.

(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.

(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 811212 (or outside the scope of this contract).

6. 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.

7. 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.

8. MAINTENANCE RATE PROVISIONS

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.

9. REPAIR SERVICE RATE PROVISIONS

Dynatouch does not offer Repair services. All products are covered for 1 year under the standard warranty. Outside of the warranty period, Ordering Activities must purchase a maintenance plan.

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

Not applicable

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

Not applicable

12. INVOICES AND PAYMENTS

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.

TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210) AND SOFTWARE MAINTENANCE SERVICES (SPECIAL ITEM NUMBER 54151)

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

See Attached

3. GUARANTEE/WARRANTY

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

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number; 210-828-8343 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:00-5:00 eastern standard time.

5. SOFTWARE MAINTENANCE

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

(1) Software Maintenance as a Product (SIN 511210)

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 is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics. Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

(2) Software Maintenance as a Service (SIN 54151)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise

which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

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

6. PERIODS OF MAINTENANCE (SIN 54151)

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

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

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

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

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

7. UTILIZATION LIMITATIONS - (SIN 511210 AND SIN 54151)

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

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

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

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

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and

who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

9. RIGHT-TO-COPY PRICING

The Contractor does not offer any Rights-to-Copy.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to Multiple Award Schedule within the scope of Information Technology.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have

agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair

competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor- Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

See awarded labor categories below (descriptions further down)



OFFERED LABOR CATEGORY RATES

POSITION	HOURLY RATE
Project Manager	\$88.06
Senior Project Manager	\$115.86
Senior Program Manager	\$171.48
Software Developer I	\$88.06
Software Developer III	\$125.13
Subject Matter Expert I	\$115.86
Subject Matter Expert III	\$152.94
Technician III	\$78.79
Technical Manager	\$134.40

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.



OFFERED PRODUCTS/SOFTWARE PRICING

MFR	MFR PART #	PRODUCT NAME	Unit Price
Dynatouch	TIPS-C1	TIPS Kiosk Solution (Model C1)	\$4,106.17
Dynatouch	TIPS-C1L	TIPS Kiosk Solution (Model C1L)	\$15,998.29
Dynatouch	TIPS-C2	TIPS Kiosk Solution (Model C2)	\$4,694.75
Dynatouch	TIPS-C2L	TIPS Kiosk Solution (Model C2L)	\$15,956.58
Dynatouch	TIPS-F1	TIPS Kiosk Solution (Model F1)	\$4,787.44
Dynatouch	TIPS-F1L	TIPS Kiosk Solution (Model F1L)	\$20,123.00
Dynatouch	TIPS-F2	TIPS Kiosk Solution (Model F2)	\$5,477.98
Dynatouch	TIPS-F2L	TIPS Kiosk Solution (Model F2L)	\$20,067.39
Dynatouch	TIPS-F3	TIPS Kiosk Solution (Model F3)	\$4,467.66
Dynatouch	TIPS-F3L	TIPS Kiosk Solution (Model F3L)	\$19,108.04
Dynatouch	TIPS-F4	TIPS Kiosk Solution (Model F4)	\$6,270.48
Dynatouch	TIPS-F4L	TIPS Kiosk Solution (Model F4L)	\$17,300.59
Dynatouch	TIPS-F5	TIPS Kiosk Solution (Model F5)	\$9,560.97
Dynatouch	TIPS-F5L	TIPS Kiosk Solution (Model F5L)	\$20,062.75
Dynatouch	TIPS-F6	TIPS Kiosk Solution (Model F6)	\$8,170.62
Dynatouch	TIPS-F6L	TIPS Kiosk Solution (Model F6L)	\$25,795.63
Dynatouch	TIPS-F7	TIPS Kiosk Solution (Model F7)	\$10,900.34
Dynatouch	TIPS-F7L	TIPS Kiosk Solution (Model F7L)	\$21,443.83
Dynatouch	TIPS-F8	TIPS Kiosk Solution (Model F8)	\$23,075.18
Dynatouch	TIPS-F8L	TIPS Kiosk Solution (Model F8L)	\$41,339.74
Dynatouch	T2000M-ID1	TIPS Kiosk Solution (Model ID1)	\$22,240.97
Dynatouch	T2000M-ID2	TIPS Kiosk Solution (Model ID2)	\$37,998.27
Dynatouch	T2000M-ID3	TIPS Kiosk Solution (Model ID3)	\$36,346.47
Dynatouch	T2000M-ID4	TIPS Kiosk Solution (Model ID4)	\$67,659.07
Dynatouch	TIPS-S1	TIPS Kiosk Solution (Model S1)	\$6,340.00
Dynatouch	TIPS-S1L	TIPS Kiosk Solution (Model S1L)	\$18,802.17
Dynatouch	TIPS-S2	TIPS Kiosk Solution (Model S2)	\$5,422.37
Dynatouch	TIPS-S2L	TIPS Kiosk Solution (Model S2L)	\$16,554.43
Dynatouch	TIPS-S3	TIPS Kiosk Solution (Model S3)	\$6,525.38
Dynatouch	TIPS-S3L	TIPS Kiosk Solution (Model S3L)	\$18,686.30
Dynatouch	TIPS-W1	TIPS Kiosk Solution (Model W1)	\$4,629.87
Dynatouch	TIPS-W1L	TIPS Kiosk Solution (Model W1L)	\$16,174.41
Dynatouch	TIPS-T1	TIPS Tablet Kiosk Solution (Model T1)	\$3,058.77
Dynatouch	TIPS-T1L	TIPS Tablet Kiosk Solution (Model T1L)	\$6,747.83
Dynatouch	TIPS-T2	TIPS Tablet Kiosk Solution (Model T2)	\$760.06
Dynatouch	TIPS-T2L	TIPS Tablet Kiosk Solution (Model T2L)	\$5,681.90
Dynatouch	HDW-220V	220V Power Conversion Kit	\$500.53
Dynatouch	HDW-802.11	802.11g Wireless Connectivity for TIPS Kiosk	\$92.69
Dynatouch	UPG-AUTODIAL	AutoDial Telephone Capability for TIPS Kiosk	\$764.69
Dynatouch	HDW-SCN-BC	Bar Code Scanner Upgrade for TIPS Kiosk	\$815.67
Dynatouch	HDW-SCN-CI	Card Image Scanner Upgrade for TIPS Kiosk	\$370.76
Dynatouch	HDW-PTR-LCLR	Color Laser Printer Upgrade for TIPS Kiosk	\$1,756.48
Dynatouch	HDW-CR-BCMS	Combo Bar Code/Mag Stripe Reader Upgrade for TIPS Kiosk	\$333.68
Dynatouch	UPG-OS-19	Complete Upgrade for TIPS Kiosk - OneStop w/ 19" Mtr, CONUS	\$6,438.71
Dynatouch	UPG-CPU	CPU Upgrade for TIPS Kiosk	\$938.02
Dynatouch	HDW-CAC	DoD approved CAC Reader for TIPS Kiosk	\$92.69
Dynatouch	HDW-FPR	Fingerprint Reader for TIPS Kiosk	\$222.46



Dynatouch	HDW-WiFiANT	Hawking HWUG-1 WiFi w/ Antenna for TIPS Kiosk	\$78.79
Dynatouch	HDW-PS-INF	Infrared Proximity Sensor Upgrade for TIPS Kiosk	\$245.63
Dynatouch	UPG-RKRRK	Kiosk Enclosure Retrofit Kit w/ Rugged Keyboard	\$917.63
Dynatouch	HDW-PTR-L	Laser Printer for TIPS Kiosk	\$806.40
Dynatouch	HDW-CR-MS	Magnetic Stripe Card Reader Upgrade for TIPS Kiosk	\$171.48
Dynatouch	INST-AK/HI	On-Site Installation & Training for TIPS Kiosk, Alaska/Hawaii	\$3,355.38
Dynatouch	INST-CONUS	On-Site Installation & Training for TIPS Kiosk, CONUS	\$2,280.17
Dynatouch	INST-PACIF	On-Site Installation & Training for TIPS Kiosk, Pacific Rim	\$4,727.79
Dynatouch	INST-WEUR	On-Site Installation & Training for TIPS Kiosk, Western Europe	\$3,616.93
Dynatouch	HDW-PF19	Privacy Filter for 19" Monitor	\$162.21
Dynatouch	UPG-PRV	Privacy Screen Retrofit for TIPS Kiosk	\$402.74
Dynatouch	HDW-PWINGS	Privacy Wings for Sides of TIPS Kiosk Monitor	\$245.63
Dynatouch	HDW-RKB-TRK	Rugged Keyboard/Trackball for TIPS Kiosk	\$370.76
Dynatouch	UPG-RKB-TRK	Rugged Keyboard/Trackball Upgrade for TIPS Kiosk	\$542.24
Dynatouch	HDW-SCP	Signature Capture Pad Upgrade for TIPS Kiosk	\$546.87
Dynatouch	SITESRV-CONUS	Site Survey	\$347.59
Dynatouch	HDW-CR-SC	Smart Card Reader Upgrade for TIPS Kiosk	\$231.73
Dynatouch	OCONUS-PCK	Special Shipping Container for OCONUS TIPS Kiosk	\$602.49
Dynatouch	HDW-PTR-BIN	Thermal Printer Bin for Retracted Paper	\$83.42
Dynatouch	HDW-PTR-T112	Thermal Receipt Printer (112mm)	\$931.53
Dynatouch	UPG-PTR-T80	Thermal Receipt Printer (80mm)	\$690.54
Dynatouch	DYNA EDGE	Touchscreen Kiosk - Edge Model	\$6,639.69
Dynatouch	DYNA STEALTH	Touchscreen Kiosk - Stealth Model	\$5,471.44
Dynatouch	DYNA THINMAN	Touchscreen Kiosk - Thinman Model	\$5,878.22
Dynatouch	DYNA WEDGE	Touchscreen Kiosk - Wedge Model	\$6,316.94
Dynatouch	HDW-WEBCAM	Webcam Upgrade for TIPS Kiosk	\$254.90
Dynatouch	HDW-PTR-T8.5	Wide Format Thermal Printer w/ Retractor Mechanism	\$1,422.79
DynaTouch	MNT-CS-I	Core Support for TIPS Kiosk w/ Internet, No Printer (Annual)	\$260.00
DynaTouch	MNT-CS-P	Core Support for TIPS Kiosk w/ Printer, No Internet (Annual)	\$563.32
DynaTouch	MNT-CS-PI	Core Support for TIPS Kiosk w/ Printer, w/ Internet (Annual)	\$346.66
DynaTouch	MNT-CS	Core Support for TIPS Kiosk w/ No Internet, No Printer (Annual)	\$476.66
DynaTouch	MNT-CS-OS	Core Support for OneStop Kiosk w/ Content Module, Local Link Updates	\$519.99
DynaTouch	MNT-CS-MHVE-NP	Core Support for MHVE Kiosk, w/ Remote Monitoring, No Printer (Annual)	\$857.38
DynaTouch	MNT-P-C1	Platinum Support Package for TIPS Kiosk, Model C1 (Annual)	\$1,056.67
DynaTouch	MNT-P-C2	Platinum Support Package for TIPS Kiosk, Model C2 (Annual)	\$1,167.89
DynaTouch	MNT-P-F1	Platinum Support Package for TIPS Kiosk, Model F1 (Annual)	\$1,112.28
DynaTouch	MNT-P-F2	Platinum Support Package for TIPS Kiosk, Model F2 (Annual)	\$1,223.51
DynaTouch	MNT-P-F3	Platinum Support Package for TIPS Kiosk, Model F3 (Annual)	\$1,112.28
DynaTouch	MNT-P-F4	Platinum Support Package for TIPS Kiosk, Model F4 (Annual)	\$1,334.74
DynaTouch	MNT-P-F5	Platinum Support Package for TIPS Kiosk, Model F5 (Annual)	\$1,668.42
DynaTouch	MNT-P-F6	Platinum Support Package for TIPS Kiosk, Model F6 (Annual)	\$1,557.19
DynaTouch	MNT-P-F7	Platinum Support Package for TIPS Kiosk, Model F7 (Annual)	\$1,890.88



DynaTouch	MNT-P-S1	Platinum Support Package for TIPS Kiosk, Model S1 (Annual)	\$1,223.51
DynaTouch	MNT-P-S2	Platinum Support Package for TIPS Kiosk, Model S2 (Annual)	\$1,223.51
DynaTouch	MNT-P-S3	Platinum Support Package for TIPS Kiosk, Model S3 (Annual)	\$1,390.35
DynaTouch	MNT-P-T1	Platinum Support Package for TIPS Tablet Kiosk, Model T1 (Annual)	\$945.44
DynaTouch	MNT-P-T2	Platinum Support Package for TIPS Tablet Kiosk, Model T2 (Annual)	\$778.60
DynaTouch	MNT-P-W1	Platinum Support Package for TIPS Kiosk, Model W1 (Annual)	\$1,056.67
DynaTouch	MNT-P-ID1	Platinum Support Package for TIPS Kiosk, Model ID1 (Annual)	\$2,224.56
DynaTouch	MNT-P-ID2	Platinum Support Package for TIPS Kiosk, Model ID2 (Annual)	\$3,800.29
DynaTouch	MNT-P-ID3	Platinum Support Package for TIPS Kiosk, Model ID3 (Annual)	\$4,078.36
DynaTouch	MNT-P-ID4	Platinum Support Package for TIPS Kiosk, Model ID4 (Annual)	\$8,457.96
DynaTouch	MNT-E-C1	Extreme Support Package for TIPS Kiosk, Model C1 (Annual)	\$9,176.31
DynaTouch	MNT-E-C2	Extreme Support Package for TIPS Kiosk, Model C2 (Annual)	\$9,565.61
DynaTouch	MNT-E-F1	Extreme Support Package for TIPS Kiosk, Model F1 (Annual)	\$10,010.52
DynaTouch	MNT-E-F2	Extreme Support Package for TIPS Kiosk, Model F2 (Annual)	\$10,066.13
DynaTouch	MNT-E-F3	Extreme Support Package for TIPS Kiosk, Model F3 (Annual)	\$9,899.29
DynaTouch	MNT-E-F4	Extreme Support Package for TIPS Kiosk, Model F4 (Annual)	\$9,676.84
DynaTouch	MNT-E-F5	Extreme Support Package for TIPS Kiosk, Model F5 (Annual)	\$9,954.91
DynaTouch	MNT-E-F6	Extreme Support Package for TIPS Kiosk, Model F6 (Annual)	\$10,733.50
DynaTouch	MNT-E-F7	Extreme Support Package for TIPS Kiosk, Model F7 (Annual)	\$10,177.36
DynaTouch	MNT-E-S1	Extreme Support Package for TIPS Kiosk, Model S1 (Annual)	\$9,788.06
DynaTouch	MNT-E-S2	Extreme Support Package for TIPS Kiosk, Model S2 (Annual)	\$9,565.61
DynaTouch	MNT-E-S3	Extreme Support Package for TIPS Kiosk, Model S3 (Annual)	\$9,899.29
DynaTouch	MNT-E-T1	Extreme Support Package for TIPS Tablet Kiosk, Model T1 (Annual)	\$3,503.68
DynaTouch	MNT-E-T2	Extreme Support Package for TIPS Tablet Kiosk, Model T2 (Annual)	\$3,448.07
DynaTouch	MNT-E-W1	Extreme Support Package for TIPS Kiosk, Model W1 (Annual)	\$9,509.99
DynaTouch	MNT-AMSS	Android Mobile Security Suite (Annual)	\$37.08
DynaTouch	MNT-CELL	Cellular Service & Support for TIPS Device (Annual)	\$1,225.36
DynaTouch	CRR-CVTAB-YR4	Component Repair/Replacement for Convertible Tablet, 4th Year	\$393.93
DynaTouch	CRR-CVTAB-YR5	Component Repair/Replacement for Convertible Tablet, 5th Year	\$417.11
DynaTouch	MNT-OS-TAB	On-Site Maintenance Support for Tablet	\$291.97
DynaTouch	MNT-RM-P	Remote System Monitoring - Kiosk w/ Printer (Annual)	\$173.33
DynaTouch	MNT-RM	Remote System Monitoring - Kiosk w/o Printer (Annual)	\$88.06
DynaTouch	MNT-AVSPM	TIPS Antivirus, Security & Patch Management (Annual)	\$134.40
DynaTouch	MNT-US	Usage Statistics - Kiosk w/ Internet (Annual)	\$173.33
DynaTouch	MNT-US-P	Usage Statistics - Kiosk w/o Internet (Annual)	\$346.66
DynaTouch	MNT-WSS	Windows Security Suite (Annual)	\$134.40
DynaTouch	MNT-WIS	Wired Internet Service & Support for TIPS Site (Annual)	\$1,089.11
Dynatouch	PSL-TIPS-L	TIPS Lite Software	\$92.69
Dynatouch	PSL-TIPS-LA	TIPS Lite for Android	\$46.35
Dynatouch	PSL-TIPS-B	TIPS Basic Software	\$222.46
Dynatouch	PSL-TIPS-BA	TIPS Basic for Android	\$92.69



Dynatouch	PSL-TIPS-P	TIPS Pro Software	\$268.80
Dynatouch	PSL-TIPS-PP	TIPS Pro Plus Software	\$315.15
Dynatouch	PSL-TIPS-FD	TIPS Interactive Directory / Wayfinding Software	\$1,279.12
Dynatouch	TIPS-2000	TIPS Internet Browser / Display Software (Kiosk Management Software)	\$1,677.69
Dynatouch	CT-TIPS	TIPS Content Templates (One-Time Charge)	\$139.04
Dynatouch	CT-ESS	TIPS ESS OneStop™ Content Templates (One-Time Charge)	\$139.04
Dynatouch	PSM-TIPS-L	TIPS Lite Software Maintenance (Annual)	\$18.54
Dynatouch	PSM-TIPS-LA	TIPS Lite for Android Software Maintenance (Annual)	\$9.27
Dynatouch	PSM-TIPS-B	TIPS Basic Software Maintenance (Annual)	\$44.49
Dynatouch	PSM-TIPS-BA	TIPS Basic for Android Software Maintenance (Annual)	\$18.54
Dynatouch	PSM-TIPS-P	TIPS Pro Software Maintenance (Annual)	\$53.76
Dynatouch	PSM-TIPS-PP	TIPS Pro Plus Software Maintenance (Annual)	\$63.03
Dynatouch	PSM-TIPS-DIR	TIPS Directory Software Maintenance (Annual)	\$255.82
Dynatouch	PSM-TIPS-2000	TIPS Kiosk Management Software Maintenance	\$335.54
Dynatouch	HSS-RM	TIPS Remote Monitoring Module (Hosted Service, Annual Subscription)	\$74.15
Dynatouch	HSS-UR	TIPS Usage Reporting Module (Hosted Service, Annual Subscription)	\$74.15
Dynatouch	HSS-SS-E	TIPS Screen Saver Editor (Hosted Service, Annual Subscription)	\$18.54
Dynatouch	HSS-URL-E	TIPS URL Editor (Hosted Service, Annual Subscription)	\$18.54
Dynatouch	HSS-DIR-E	TIPS Directory™ Editor (Hosted Service, Annual Subscription)	\$245.63
Dynatouch	HSS-SRV	TIPS Survey™ Software (Hosted Service, Annual Subscription)	\$1,149.36
Dynatouch	HSS-JSP	TIPS JobSeeker Plus™ Software (Hosted Service, Annual Subscription)	\$3,225.61
Dynatouch	HSS-QUE	TIPS Queue™ Software (Hosted Service, Annual Subscription)	\$3,475.88
Dynatouch	CM-TIPS-A	TIPS Content Module - Type A (Annual Subscription)	\$185.38
Dynatouch	CM-TIPS-B	TIPS Content Module - Type B (Annual Subscription)	\$370.76
Dynatouch	CM-TIPS-C	TIPS Content Module - Type C (Annual Subscription)	\$556.14
Dynatouch	CM-TIPS-D	TIPS Content Module - Type D (Annual Subscription)	\$741.52
Dynatouch	CM-TIPS-E	TIPS Content Module - Type E (Annual Subscription)	\$926.90
Dynatouch	CM-TIPS-F	TIPS Content Module - Type F (Annual Subscription)	\$1,112.28
Dynatouch	CM-PEI-XPL	Stop, Look & Listen to Your Health™ (Annual Subscription)	\$1,112.28
Dynatouch	CM-PEI-DIA	All About Diabetes™ (Annual Subscription)	\$1,112.28
Dynatouch	CM-PEI-CARD	All About Cardiology (Annual Subscription)	\$1,112.28
Dynatouch	CM-PEI-EIK	All About the Eye (Annual Subscription)	\$1,112.28
Dynatouch	CM-MM-STD	Medications, Diseases & Treatments (Annual Subscription)	\$1,853.80
Dynatouch	CM-PEI-LEAD	Preventing Lead Poisoning	\$370.76
Dynatouch	CM-PEI-PEST	Protect Yourself from Pesticides, California Workers (Annual Subscription)	\$370.76
Dynatouch	CT-VCHK	TIPS Vendor Check-In™ Content Templates (One-Time Charge)	\$139.04
Dynatouch	CT-WE	TIPS Web Express™ Content Templates (One-Time Charge)	\$139.04



54151ECOM: DynaTouch Electronic Service Plan Summary

The electronic service plan offered by DynaTouch can include the following:

- Antivirus Software, Updates and Monitoring
 - DynaTouch will install and manage a comprehensive hosted end-point security solution, which provides local firewall compliance. This can be in addition to a network segment firewall which could also be protecting the kiosks and printers.
- Firewall Administration
 - Kiosks will employ web-based endpoint protection software (antivirus, antispymware, firewall security, host intrusion) to automatically apply security updates, run periodic scans, provide real-time incident alerts, and provide on-demand reporting
- Windows Security Updates
 - Kiosks will be configured to automatically apply all critical Windows updates/security patches as released by Microsoft; non-critical and non-security updates will generally be ignored
- 3rd Party Software Security Updates
 - All non-critical/non-security updates to 3rd party software components such as Adobe Acrobat, Adobe Flash, MS Silverlight, etc. will be ignored; these software components will generally be configured to not automatically download updates; only critical/security updates to these components will be installed
- On-Demand Web-Based Reports
 - Information concerning the status and installed software on all kiosks will be available on demand via the DynaTouch Customer Service Center website and/or Hosted Endpoint Protection website
- Cellular/ISP services
 - DynaTouch can manage the connection of the kiosks to commercial networks as needed

To be eligible for these services from DynaTouch, the customer must be able to provide access to networks or otherwise in order for DynaTouch to make changes to the network or system as needed. This includes being in a location that is suitable for cellular services.



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Software Product: TIPS Kiosk Management Software Suite, Version 4.x

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