



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

Special Item No. 132-3 Leasing of Product  
Special Item No. 132-8 Purchase of Equipment  
Special Item No. 132-12 Maintenance of Equipment  
Special Item No. 132-33 Perpetual Software Licenses  
Special Item No. 132-34 Maintenance of Software  
Special Item No. 132-50 Training Courses  
Special Item No. 132-51 Information Technology (IT) Professional Services  
Special Item No. 132-52 Electronic Commerce (EC) Services

**DATATRAC INFORMATION  
SERVICES, INC.**

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**CONTRACT NUMBER: GS-35F-4513G**

**PERIOD COVERED BY CONTRACT: FEBRUARY 24, 1997 THROUGH NOVEMBER 9, 2007**

General Services Administration - Federal Supply Service

Pricelist current through Modification 0045, effective July 24, 2007.  
Includes Cooperative Purchasing Modification FX-09, effective September 9, 2004

Products and ordering information in the Authorized IT Schedule Pricelist is also available on the GSA *Advantage!* system. Ordering activities can browse GSA *Advantage!* by accessing GSA's Home Page via Internet at [www.gsa.gov](http://www.gsa.gov).

## **SIN 132-3 LEASING OF PRODUCT**

### **132-8 PURCHASE OF EQUIPMENT**

#### FSC CLASS 7010 - SYSTEM CONFIGURATION

End User Computer/Desktop

#### FSC CLASS 7025 - INPUT/OUTPUT AND STORAGE DEVICES

Printers

Display

Storage Devices including Magnetic Storage,  
Magnetic Tape and Optical Disk

#### FSC CLASS 5995 - CABLE, CORD, AND WIRE ASSEMBLIES: COMMUNICATIONS EQUIPMENT

Communication Equipment Cable

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 132-8 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable.

## **SIN 132-12 – MAINTENANCE OF EQUIPMENT**

### **SOFTWARE LICENSES**

#### **SIN 132-33 - PERPETUAL SOFTWARE LICENSE**

##### FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Microcomputers

Application Software

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

## **SIN 132-34 – MAINTENANCE OF SOFTWARE**

## **SIN 132-50 – TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE**

### **SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services

FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

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

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

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

**SIN 132-52 - ELECTRONIC COMMERCE (EC) SERVICES**

FPDS Code D399	Other Data Transmission Services, Not Elsewhere Classified – Except “Voice” and Pager Services
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NOTE: Electronic Commerce Services are not intended to supersede or be substituted for any voice requirements of FTS2001.

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## INFORMATION FOR ORDERING OFFICES

### **SPECIAL NOTICE TO ORDERING ACTIVITIES:**

#### ***Small Business Participation***

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

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

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

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

- 1. Geographic Scope of Contract:** 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.

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#### **2. Contractor's Ordering Address:**

Datatrak Information Services, Inc.  
14120 Newbrook Drive Suite 200  
Chantilly, VA 20151

**Contractor's Service Area:** All ordering activity locations within the scope of the contract.

#### **Contractor's Payment Address:**

Computer Sciences Corporation - ESI.  
PO Box 758970  
Baltimore, MD 21275-8970

Ordering activity Commercial Credit Cards will be acceptable for payment. In addition, bank account information for wire transfer payments will be shown on the invoice.

Listed below is the telephone number that may be used by ordering activities to obtain technical and/or

ordering assistance.

703-817-9700

### **3. LIABILITY FOR INJURY OR DAMAGE**

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

### **4. Statistical Data for ordering activity Ordering Office Completion of Standard Form 279:**

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Contractor Establishment Code (DUNS): **18-618-3075**

Block 30: Type of Contractor: **Large**

Block 31: Woman-Owned Small Business: **No**

Block 36: Contractor's Taxpayer Identification Number (TIN): **75-2196898**

#### **4a. CAGE Code: VA - 07WN6**

**4b.** Contractor **has** registered with the Central Contractor Registration Database.

### **5. FOB: Destination**

When deliveries are made to destinations outside the 48 contiguous States, i.e., Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations as specified, and are not covered the following conditions will apply:

- (1) Delivery will be f.o.b. inland carrier, point of exportation (FAR 52.247-38), with the transportation charges to be paid by the ordering activity from the point of exportation to destination in Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations specified, as designated by the ordering office. The Contractor shall add the actual cost of transportation to destination from the point of exportation in the 48 contiguous States nearest to the designated destination. Such costs will, in all cases, be based upon the lowest regularly established rates on file with the Interstate Commerce Commission, the U.S. Maritime Commission (if shipped by water), or any State regulatory body, or those published by the U.S. Postal Service; and must be supported by paid freight or express receipt or by a statement of parcel post charges including weight of shipment.
- (2) The right is reserved to ordering activities to furnish ordering activity bills of lading. Ordering offices will be required to pay differential between freight charges and express charges where express deliveries are desired by the ordering activity.

### **6. COMMERCIAL DELIVERY SCHEDULE (MULTIPLE AWARD SCHEDULES)**

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

**SPECIAL ITEM NUMBER****DELIVERY TIME  
(DAYS ARO)**

132-3	30 days
132-8	30 days
132-33	30 days

**(b) URGENT REQUIREMENTS**

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

**7. DISCOUNTS:**

- a. Prompt Payment: None
- b. Quantity: Prices listed reflect quantity discounts for SIN 132-50, Purchase of Training.
- c. Dollar Volume: None
- d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
- e. Discount for use of Government Commercial Credit Card: None
- f. Other: None

**8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED:** All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:** Outside the scope of this contract.**10. SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is \$100.**11. MAXIMUM ORDER** (All dollar amounts are exclusive of any discount for prompt payment.)

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

Special Item Number 132-3 - Leasing of Product  
 Special Item Number 132-8 - Purchase of Equipment  
 Special Item Number 132-12 - Maintenance of Equipment  
 Special Item Number 132-33 - Perpetual Software Licenses  
 Special Item Number 132-34 - Maintenance of Software  
 Special Item Number 132-51 - Information Technology (IT) Professional Services  
 Special Item Number 132-52 - Electronic Commerce (EC) Services

- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:  
 Special Item Number 132-50 - Training Courses

## **12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

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

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

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

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

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

## **14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

- (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:** Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, Paragraphs (l) Termination for the ordering activity's, and (m) Termination for Cause (See C.1.).

**16. GSA ADVANTAGE!:** *GSA Advantage!* is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering

information. *GSA Advantage!* will allow the user to perform various searches across all contracts including, but not limited to:

- (a) Manufacturer
- (b) Manufacturer's Part Number; and
- (c) Product category(ies).

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

## **17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODC's (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

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

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

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

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

## **19. OVERSEAS ACTIVITIES:**

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

None

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

**20. BLANKET PURCHASE AGREEMENTS (BPAs)**

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

**21. CONTRACTOR TEAM ARRANGEMENTS**

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

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

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

**23. SECTION 508 COMPLIANCE**

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

dc.com.

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

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

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

(b) The following statement:

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

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

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

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

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

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

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

## **26. SOFTWARE INTEROPERABILITY.**

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

## **27. ADVANCE PAYMENTS**

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

**TERMS AND CONDITIONS APPLICABLE TO LEASING OF GENERAL PURPOSE  
COMMERCIAL INFORMATION TECHNOLOGY PRODUCTS  
(SPECIAL ITEM NO.132-3)**

**LEASE TYPES**

The ordering activity will consider proposals for the following lease types:

- a. Lease to Ownership,
- b. Lease with Option to Own, and
- c. Step Lease.

Orders for leased products must specify the leasing type.

**OPTION 1:**

**1. STATEMENT**

a. It is understood by all parties to this contract that orders issued under this SIN shall constitute a lease arrangement. Unless the ordering activity intends to obligate other than annual appropriations to fund the lease, the base period of the lease is from the date of the product acceptance through September 30 of the fiscal year in which the order is placed.

b. Ordering activities are advised to follow the guidance provided in Federal Acquisition Regulation (FAR) Subpart 7.4 Product Lease or Purchase and OMB Circular A-11. Ordering activities are responsible for the obligation of funding consistent with all applicable legal principles when entering into any lease arrangement.

**2. FUNDING AND PERIODS OF LEASING ARRANGEMENTS**

a. Annual Funding. When annually appropriated funds are cited on an order for leasing, the following applies:

(1) The base period of an order for any lease executed by the ordering activity shall be for the duration of the fiscal year. All ordering activity renewal options under the lease shall be specified in the delivery order. All orders for leasing shall remain in effect through September 30 of the fiscal year or the planned expiration date of the lease, whichever is earlier, unless the ordering activity exercises its rights hereunder to acquire title to the product prior to the planned expiration date or unless the ordering activity exercise its right to terminate under FAR 52.212-4. Orders under the lease shall not be deemed to obligate succeeding fiscal year's funds or to otherwise commit the ordering activity to a renewal.

(2) All orders for leasing shall automatically terminate on September 30, unless the ordering activity notifies the Contractor in writing thirty (30) calendar days prior to the expiration of such orders of the ordering activity's intent to renew. Such notice to renew shall not bind the ordering activity. The ordering activity has the option to renew each year at the original rate in effect at the time the order is placed. This rate applies for the duration of the order. If the ordering activity exercises its option to renew, the renewal order, shall be issued within 15 days after funds become available for obligation by the ordering activity, or as specified in the initial order. No termination fees shall apply if the ordering activity does not exercise an option.

b. Crossing Fiscal Years Within Contract Period. Where an ordering activity has specific authority to cross fiscal years with annual appropriations, the ordering activity may place an order under this option to lease product for a period up to the expiration of its period of appropriation availability, or twelve months, whichever occurs later, notwithstanding the intervening fiscal years.

**3. DISCONTINUANCE AND TERMINATION**

Notwithstanding any other provision relating to this SIN, the ordering activity may terminate products leased under this agreement, at any time during a fiscal year in accordance with the termination provisions contained in FAR 52.212-4. (l) Termination for the ordering activity’s convenience, or (m) Termination for cause. Additionally, no termination for cost or fees shall be charged for non-renewal of an option.

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**OPTION 2**

To the extent an Offeror wishes to propose alternative lease terms and conditions that provide for lower discounts/prices based on the ordering activity’s stated intent to fulfill the projected term of a lease including option years, while at the same time including separate charges for early end of the lease, the following terms apply. These terms address the timing and extent of the ordering activity’s financial obligation including any potential charges for early end of the lease.

**1. LEASING PRICE LIST NOTICE:**

Contractors must include the following notice in their contract price list for SIN 132-3:

“The ordering activity is responsible for the obligation of funds consistent with applicable law. Ordering activities are advised to review the lease terms and conditions contained in this price list prior to ordering and obligating funding for a lease.”

**2. STATEMENT OF ORDERING ACTIVITY INTENT:**

a. The ordering activity and the Contractor understand that a delivery order issued pursuant to this SIN is a lease arrangement and contemplates the use of the product for the term of the lease specified in such delivery order (the “Lease Term”). In that regard, the ordering activity, as lessee, understands that the lease provisions contained herein and the rate established for the delivery order are premised on the ordering activity's intent to fulfill that agreement, including acquiring products for the period of time specified in the order. Each lease hereunder shall be initiated by a delivery order which shall, either through a statement of work or other attachment, specify the product being leased, and the required terms of the transaction.

b. Each ordering activity placing a delivery order under the terms of this option intends to exercise each renewal option and to extend the lease until completion of the Lease Term so long as the need of the ordering activity for the product or functionally similar product continues to exist and funds are appropriated. Contractor may request information from the ordering activity concerning the essential use of the products.

**3. LEASE TERM:**

a. The date on which the ordering activity accepts the products is the Commencement Date of the lease. For acceptance to occur, the products must operate in accordance with the product’s published

specifications and statement of work. Acceptance shall be in accordance with the terms of the contract or as otherwise negotiated by the ordering activity and the Contractor.

b. Any lease is executed by the ordering activity on the basis that the known requirement for such product exceeds the initial base period of the delivery order, which is typically 12 months, or for the remainder of the fiscal year. Pursuant to FAR 32.703-3(b), delivery orders with options to renew that are funded by annual (fiscal year) appropriations may provide for initial base periods and option periods that cross fiscal years as long as the initial base period or each option period does not exceed a 12 month period. Defense ordering activities must also consider DOD FAR supplement (DFAR) 232.703-3(b) in determining whether to use cross fiscal year funding. This cross fiscal year authority does not apply to multi-year leases.

c. The total Lease Term will be specified in each delivery order, including any relevant renewal options of the ordering activity. All delivery orders, whether for the initial base period or renewal period, shall remain in effect through September 30 of the fiscal year (unless extended by statute), through any earlier expiration date specified in the delivery order, or until the ordering activity exercises its rights hereunder to acquire title to the product prior to such expiration date. The ordering activity, at its discretion, may exercise each option to extend the term of the lease through the lease term. Renewal delivery orders shall not be issued for less than all of the product and/or software set forth in the original delivery order. Delivery orders under this SIN shall not be deemed to obligate succeeding fiscal year funds. The ordering activity shall provide the Contractor with written notice of exercise of each renewal option as soon as practicable. Notice requirements may be negotiated on an order-by-order basis.

d. Where an ordering activity's specific appropriation or procurement authority provides for contracting beyond the fiscal year period, the ordering activity may place a delivery order for a period up to the expiration of the Lease Term, or to the expiration of the period of availability of the multi-year appropriation, or whatever is appropriate under the applicable circumstance.

#### **4. LEASE TERMINATION:**

a. The ordering activity must elect the Lease Term of the relevant delivery order. The Contractor (and assignee, if any) will rely on the ordering activity's representation of its intent to fulfill the full Lease Term to determine the monthly lease payments calculated herein.

(1) The ordering activity may terminate or not renew leases under this option at no cost, pursuant to a Termination for Non-Appropriation as defined herein (see paragraph (c) below). In any other event, the ordering activity's contracting officer may either terminate the relevant delivery order for cause or Termination for Convenience in accordance with FAR 52.212-4 paragraphs (l) and (m).

(2) The Termination for Convenience at the end of a fiscal year allows for separate charges for the early end of the lease (see paragraph (d) below). In the event of termination for the convenience of the ordering activity, the ordering activity may be liable only up to the amount beyond the order's Termination Ceiling. Any termination charges calculated under the Termination for Convenience clause must be determined or identified in the delivery order or in the lease agreement.

b. **Termination for Convenience of the Ordering activity:** Leases entered into under this option may not be terminated except by the ordering activity's contracting office responsible for the delivery order in accordance with FAR 52.212-4, Contract Terms and Conditions-Commercial Items, paragraph (l), *Termination for Convenience of the ordering activity*. The costs charged to the ordering activity as the result of any Termination for Convenience of the ordering activity must be reasonable and may not

exceed the sum of the fiscal year's payment obligations less payments made to date of termination plus the Termination Ceiling.

c. Termination for Non-Appropriation: The ordering activity reasonably believes that the bona fide need will exist for the entire Lease Term and corresponding funds in an amount sufficient to make all payment for the lease Term will be available to the ordering activity. Therefore, it is unlikely that leases entered into under this option will terminate prior to the full Lease Term. Nevertheless, the ordering activity's contracting officer may terminate or not renew leases at the end of any initial base period or option period under this paragraph if (a) it no longer has a bona fide need for the product or functionally similar product; or (b) there is a continuing need, but adequate funds have not been made available to the ordering activity in an amount sufficient to continue to make the lease payments. If this occurs, the ordering activity will promptly notify the Contractor, and the product lease will be terminated at the end of the last fiscal year for which funds were appropriated. Substantiation to support a termination for non-appropriation shall be provided to the Contractor upon request.

d. Termination Charges: At the initiation of the lease, termination ceilings will be established for each year of the lease term. The termination ceiling is a limit on the amount that a Contractor may be paid by the ordering activity on the Termination for Convenience of a lease. No claim will be accepted for future costs: supplies, maintenance, usage charges or interest expense beyond the date of termination. In accordance with the bona fide needs rule, all termination charges must reasonably represent the value the ordering activity received for the work performed based upon the shorter lease term. No Termination for Convenience costs will be associated with the expiration of the lease term.

e. At the order level, the ordering activity may, consistent with legal principles, negotiate lower monthly payments or rates based upon appropriate changes to the termination conditions in this section.

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**LEASE PROVISIONS COMMON TO  
ALL TYPES OF LEASE AGREEMENTS**

**1. ORDERING PROCEDURES:**

a. When an ordering activity expresses an interest in leasing a product(s), the ordering activity will provide the following information to the prospective Contractor:

- (1) Which product(s) is (are) required.
- (2) The required delivery date.
- (3) The proposed lease plan and term of the lease.
- (4) Where the product will be located.
- (5) Description of the intended use of the product.
- (6) Source and type of appropriations to be used.

b. The Contractor will respond with:

- (1) Whether the Contractor can provide the required product.
- (2) The estimated residual value of the product (Lease with Option to Own and Step Lease only).
- (3) The monthly payment based on the rate.
- (4) The estimated cost, if any, of applicable State or local taxes. State and local personal property taxes are to be estimated as separate line items in accordance with FAR 52.229-1, which may be identified and added to the monthly lease payment.
- (5) A confirmation of the availability of the product on the required delivery date.

- (6) Extent of warranty coverage, if any, of the leased products.
- (7) The length of time the quote is valid.

c. The ordering activity may issue a delivery order to the Contractor based on the information set forth in the Contractor's quote. In the event that the ordering activity does not issued a delivery order within the validity period stated in the Contractor's quote letter, the quote shall expire.

**2. ASSIGNMENT OF CLAIMS:**

GSAR 552.232-23, Assignment of Claims, is incorporated herein by reference as part of these lease provisions. The ordering activity's contracting officer will acknowledge the assignment of claim for a lease in accordance with FAR 32.804-5. The extent of the assignee's protection is in accordance with FAR 32.804. Any setoff provision must be in accordance with FAR 32.803.

**3. PEACEFUL POSSESSION AND UNRESTRICTED USE:**

In recognition of the types of products available for lease and the potential adverse impact to the ordering activity's mission, the ordering activity's quiet and peaceful possession and unrestricted use of the product shall not be disturbed in the event the product is sold by the Contractor, or in the event of bankruptcy of the Contractor, corporate dissolution of the Contractor, or other event. The product shall remain in the possession of the ordering activity until the expiration of the lease. Any assignment, sale, bankruptcy, or other transfer of the leased product by the Contractor will not relieve the Contractor of its obligations to the ordering activity, and will not change the ordering activity's duties or increase the burdens or risks imposed on the ordering activity.

**4. COMMENCEMENT OF LEASE:**

The date on which the ordering activity accepts the products is the Commencement Date of the lease. Acceptance is as defined elsewhere in the contract, or as further specified in the order.

**5. INSTALLATION AND MAINTENANCE:**

a. Installation and Maintenance, when applicable, normally are not included in the charge for leasing. The Contractor may require the ordering activity to obtain installation and maintenance services from a qualified source. The ordering activity may obtain installation and/or maintenance on the open market, from the Contractor's schedule contract, or from other sources. The ordering activity may also perform installation and/or maintenance in house, if qualified resources exist. In any event, it is the responsibility of the ordering activity to ensure that maintenance is in effect for the Lease term for all products leased.

b. When installation and/or maintenance are ordered under this schedule to be performed by the Contractor, the payments, terms and conditions as stated in this contract apply. The rates and terms and conditions in effect at the time the order is issued shall apply during any subsequent renewal period of the lease. The maintenance rates and terms and conditions may be added to the lease payments with mutual agreement of the parties.

**6. MONTHLY PAYMENTS:**

a. Prior to the placement of an order under this Special Item Number, the ordering activity and the Contractor must agree on a “base value” for the products to be leased. For Lease to Ownership (Capital Lease) the base value will be the contract purchase price (less any discounts). For Lease with Option to Own (Operating Lease), the base value will be the contract purchase price (less any discounts), less a mutually agreed upon residual value (pre-stated purchase option price at the conclusion of the lease) for the products. The residual value will be used in the calculation of the original lease payment, lease extension payments, and the purchase option price.

b. To determine the initial lease term payment, the Contractor agrees to apply the negotiated lease factor to the agreed upon base value: 4.25% over the rate for the three year (or other term) Treasury Bill (T-bill) at the most current U. S. Treasury auction.

For Example: Lease factor one (1) percent over the rate for the three year (or other term) Treasury Bill (T-bill) at the most current U. S. Treasury auction.

The lease payment may be calculated by using a programmed business calculator or by using “rate” functions provided in commercial computer spreadsheets (e.g., Lotus 1-2-3, Excel).

c. For any lease extension, the extension lease payment will be based on the original residual value, in lieu of the purchase price. The ordering activity and the Contractor shall agree on a new residual value based on the estimated fair market price at the end of the extension. The formula to determine the lease payment will be that in 6.b. above.

d. The purchase option price will be the fair market value of the product or payment will be based upon the unamortized principle, as shown on the payment schedule as of the last payment prior to date of transfer of ownership, whichever is less.

NOTE: At the order level, ordering activity may elect to obtain a lower rate for the lease by setting the purchase option price as either, the fair market value of the product or unamortized principle. The methodology for determining lump sum payments may be identified in the pricelist.

e. The point in time when monthly rates are established is subject to negotiation and evaluation at the order level.

In the event the ordering activity desires, at any time, to acquire title to product leased hereunder, the ordering activity may make a one-time lump sum payment.

## **7. LEASE END/DISCONTINUANCE OPTIONS:**

a. Upon the expiration of the Lease Term, Termination for Convenience, or Termination for Non-Appropriation, the ordering activity will return the Product to the Contractor unless the ordering activity by 30 days written notice elects either:

- (1) to purchase the product for the residual value of the product, or
- (2) to extend the term of the Lease, as mutually agreed. To compute the lease payment, the residual value from the preceding lease shall be the initial value of the leased product. A new residual value shall be negotiated for the extended lease and new lease payments shall be computed.

b. Relocation - The ordering activity may relocate products to another location within the ordering activity with prior written notice. No other transfer, including sublease, is permitted. Ordering activity shall not assign, transfer or otherwise dispose of any products, or any interest therein, or crate or suffer any levy, lien or encumbrance then except those created for the benefit of Contractor or it's assigns.

c. Returns:

- (1) Within fourteen (14) days after the date of expiration, non-renewal or termination of a lease, the ordering activity shall, at its own risk and expense, have the products packed for shipment in accordance with manufacturer's specifications and return the products to Contractor at the location specified by Contractor in the continental US, in the same condition as when delivered, ordinary wear and tear excepted. Any expenses necessary to return the products to good working order shall be at ordering activity's expense.
- (2) The Contractor shall conduct a timely inspection of the returned products and within 45 days of the return, assert a claim if the condition of the product exceeds normal wear and tear.
- (3) Product will be returned in accordance with the terms of the contract and in accordance with Contractor instruction.
- (4) With respect to software, the ordering activity shall state in writing to the Contractor that it has:
  - (i) deleted or disabled all files and copies of the software from the equipment on which it was installed;
  - (ii) returned all software documentation, training manuals, and physical media on which the software was delivered; and
  - (iii) has no ability to use the returned software.

## **8. UPGRADES AND ADDITIONS:**

- a. The ordering activity may affix or install any accessory, addition, upgrade, product or device on the product ("additions") provided that such additions:
  - (1) can be removed without causing material damage to the product;
  - (2) do not reduce the value of the product; and
  - (3) are obtained from or approved by the Contractor, and are not subject to the interest of any third party other than the Contractor.
- b. Any other additions may not be installed without the Contractor's prior written consent. At the end of the lease term, the ordering activity shall remove any additions which:
  - (1) were not leased from the Contractor, and
  - (2) are readily removable without causing material damage or impairment of the intended function, use, or value of the product, and restore the product to its original configuration.
- c. Any additions that are not so removable will become the Contractor's property (lien free).
- d. Leases of additions and upgrades must be co-terminus with that of the product.

## **9. RISK OF LOSS OR DAMAGE:**

The ordering activity is relieved from all risk of loss or damage to the product during periods of transportation, installation, and during the entire time the product is in possession of the ordering activity, except when loss or damage is due to the fault or negligence of the ordering activity. The ordering activity shall assume risk of loss or damage to the product during relocation, (i.e., moving the product from one ordering activity location to another ordering activity location), unless the Contractor shall undertake such relocation.

**10. TITLE:**

During the lease term, product shall always remain the property of the Contractor. The ordering activity shall have no property right or interest in the product except as provided in this leasing agreement and shall hold the product subject and subordinate to the rights of the Contractor. Software and software licenses shall be deemed personal property. The ordering activity shall have no right or interest in the software and related documentation except as provided in the license and the lease. Upon the Commencement Date of the Lease Term, the ordering activity shall have an encumbered license to use the software for the Lease Term. The ordering activity's encumbered license rights in the software will be subject to the same rights as provided to a purchaser of a license under the terms of this contract except that the ordering activity will not have an unencumbered, paid-up license until it has made all lease payments for the full Lease Term in the case of an Lease To Ownership or has otherwise paid the applicable purchase option price.

**11. TAXES:**

The lease payments, purchase option prices, and interest rates identified herein exclude all state and local taxes levied on or measured by the contract or sales price of the product furnished hereunder. The ordering activity will be invoiced for any such taxes as Contractor receives such tax notices or assessments from the applicable local taxing authority. Pursuant to the provisions of FAR 52.229-1, State and Local Taxes, the ordering activity agrees to pay tax or provide evidence necessary to support an exemption from the tax.

\*\* NOTE: Contractor may propose additional terms and conditions (regarding SIN 132-3) for billings, payments, and/or invoices, as long as they are consistent with terms and conditions specified elsewhere.  
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**12. OPTION TO PURCHASE EQUIPMENT (FEB 1995) (FAR 52.207-5)**

(a) The Government may purchase the equipment provided on a lease or rental basis under this contract. The Contracting Officer may exercise this option only by providing a unilateral modification to the Contractor. The effective date of the purchase will be specified in the unilateral modification and may be any time during the period of the contract, including any extensions thereto.

(b) Except for final payment and transfer of title to the Government, the lease or rental portion of the contract becomes complete and lease or rental charges shall be discontinued on the day immediately preceding the effective date of purchase specified in the unilateral modification required in paragraph (a) of this clause.

(c) The purchase conversion cost of the equipment shall be computed as of the effective date specified in the unilateral modification required in paragraph (a) of this clause, on the basis of the purchase price set forth in the contract, minus the total purchase option credits accumulated during the period of lease or rental, calculated by the formula contained elsewhere in this contract.

(d) The accumulated purchase option credits available to determine the purchase conversion cost will also include any credits accrued during a period of lease or rental of the equipment under any previous Government contract if the equipment has been on continuous lease or rental. The movement of equipment from one site to another site shall be "continuous rental."

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE  
COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (SPECIAL ITEM NO.132-8)**

**1. MATERIAL AND WORKMANSHIP**

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

**2. ORDER**

A written order, EDI (*GSA Advantage!* and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) 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.

When deliveries are made to destinations outside the 48 contiguous States, i.e., Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations as specified, and are not covered the following conditions will apply:

Delivery will be f.o.b. inland carrier, point of exportation (FAR 52.247-38), with the transportation charges to be paid by the ordering activity from the point of exportation to destination in Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations specified, as designated by the ordering office. The Contractor shall add the actual cost of transportation to destination from the point of exportation in the 48 contiguous States nearest to the designated destination. Such costs will, in all cases, be based upon the lowest regularly established rates on file with the Interstate Commerce Commission, the U.S. Maritime Commission (if shipped by water), or any State regulatory body, or those published by the U.S. Postal Service; and must be supported by paid freight or express receipt or by a statement of parcel post charges including weight of shipment.

The right is reserved to ordering activities to furnish ordering activity bills of lading.

Ordering offices will be required to pay differential between freight charges and express charges where express deliveries are desired by the ordering activity.

**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 in the price schedule.

- 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 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.
- 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 his 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 postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the 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:  
Please call 703-817-9700 for shipping information

**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 REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NO.132-12)**

**1. SERVICE AREAS**

- a. Repair services will only be performed at the Contractor's plant. Please call 703-817-9700 for shipping information

**2. MAINTENANCE ORDER**

- a. Ordering activities 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 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. 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 office's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the

ordering office 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 offices 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**

Ordering activities 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.

### **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 132-12 (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.

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

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.

## **8. 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.

- c. **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 in accordance with the Joint Travel Regulations or Federal Travel Regulations, as applicable.

## **9. 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. **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.

## 10. 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 #9, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES  
(SPECIAL ITEM NO.132-33) AND MAINTENANCE (SPECIAL ITEM NO.132-34) OF  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

**1. INSPECTION/ACCEPTANCE**

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

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

**3. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 703-817-9700 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:00 a.m. to 5:00 p.m. EST

**4. SOFTWARE MAINTENANCE**

- a. Software maintenance service shall include the following (depending on maintenance level): Access to Customer Support Help Desk, Software Updates, Web site access, product tune-ups, enrollment in the User Group for consulting and testing for new product testing, updated user guides
- 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.

## **5. PERIODS OF MAINTENANCE (132-34)**

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. **Annual Funding.** When annually appropriated funds are cited on an order for maintenance, the period of the 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 office's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering office 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 offices should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

## **6. UTILIZATION LIMITATIONS - (132-33, AND 132-34)**

- a. Software acquisition is limited to Commercial Computer Software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
  - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
  - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple ordering activities have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other ordering activities access to one ordering activity's database. For ordering activity public domain databases, user ordering activities 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.

## **9. SOFTWARE CONVERSIONS - (132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system , or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

## **10. 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.

## **11. RIGHT-TO-COPY PRICING**

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

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION  
TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NO.132-50)**

**1. SCOPE**

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

**2. ORDER**

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

**3. TIME OF DELIVERY**

The Contractor shall conduct classroom training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

**PUBLIC CLASSES:** Datatrac offers training courses commercially with a maximum attendance of 20 students per session, these sessions will be held at Datatrac's facility. Customer may send one or more students to classes, based on availability, at prices listed.

**OFF-SITE TRAINING:** Datatrac offers training courses on dates mutually agreed to by Datatrac and the customer with a minimum of 15 students and a maximum of 20 students per session. These sessions will be held at Datatrac's facility in Fairfax, VA.

**ON-SITE TRAINING:** Datatrac also offers training courses on dates mutually agreed to by Datatrac and the customer, at a facility provided by the customer. Datatrac requires a minimum of 15 students per session, at prices listed. Datatrac will also bill the customer for appropriate travel, per diem and necessary shipping charges. The maximum number of students allowed at an ordering activity facility is based solely on the size of the meeting facility.

#### **4. CANCELLATION AND RESCHEDULING**

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

#### **5. FOLLOW-UP SUPPORT**

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

#### **6. PRICE FOR TRAINING**

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

#### **7. INVOICES AND PAYMENT**

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

#### **8. FORMAT AND CONTENT OF TRAINING**

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

- b. **\*\*If applicable\*\*** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
  - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
  - (2) The length of the course;
  - (3) Mandatory and desirable prerequisites for student enrollment;
  - (4) The minimum and maximum number of students per class;
  - (5) The locations where the course is offered;
  - (6) Class schedules; and
  - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable) including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use any GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

**9. “NO CHARGE” TRAINING**

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

None

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## **Internet Basics for the Novice One-day Course**

Use of the Internet is continuing to explode, and its application in the business environment is no longer a competitive advantage but a necessity. This one-day seminar will provide those individuals who have little or not Internet experience a practical introduction to the Internet. The seminar agenda will include a brief history of the Internet and a comprehensive review of Internet terminology. The majority of the workshop will focus on the World Wide Web, Electronic Mail and other internet tools. These topics will be introduced to the participants in the form of lectures and live on-line demonstrations.

Agenda:

### **What is the Internet**

- History of the Internet
- Strategic use of the Internet
- On-line Services vs. the Internet

### **How to connect to the Internet**

- The role of the Internet Service Provider
- Requirements for home or business use of the Net
- What you need to know about Internet protocols

### **Internet Tools**

- Electronic Mail
- FTP, Telenet, Archie, Veronica
- Usenet

### **The World Wide Web**

- How to use a web browser
- Internet search engines
- Effective use of the web by business

### **Future of the Internet**

- Video/Audio, JAVA, VRML, etc.
- Browser plug-ins
- Intranets

# **Administration of Information Technology Contracts**

## **Three-day Course**

The Federal government awards over twenty billion dollars in contracts for information technology each year. It is rare, in today's environment, for information technology not to touch a contract in some manner. Most training sessions are directed toward putting these contracts in place. It is true that information of the contract drives the actions during contract performance; however, it is equally important to train those who will be involved in the performance of the contract. This three-day course focuses on the activities of the team after the contract is in place. Special attention is given to the duties and responsibilities of the contracting officers representatives (COR) and the contracting officer's technical representative (COTR). During this course, individual and group exercises, based upon actual cases, are used to reinforce the concepts practiced during administration of information technology contracts.

Agenda:

### **Overview**

- Acquisition Authority
- Key Laws
- Key Players

### **Contract Terms**

- Standards of Conduct Integrity Issues
- Acquisition Process
- Determination of Needs
- Statements of Work Specifications

### **Contract Types**

- Reading a Contract
- Getting Started

### **Authority of Representatives**

- Duties and Responsibilities
- Monitoring Performance
- Changes During Performance
- Reports and Close-out
- Questions and Summary

# Information Technology Awareness Three-day Course

Information technology impacts every aspect of the Federal government. It is important that all involved in this rapidly changing technology have a basic awareness of the rules for acquiring and managing this resource. This three-day workshop provides an update of the current and proposed statutory and regulatory guidance relating to IT resources. During the workshop the background for the Federal information technology management program is presented, followed by discussions of the unique statutory and regulatory guidance applicable to the process. Attendees explore practical approaches and legal decisions that cover the management and acquisition of information technology. Individual and group exercises are used to reinforce management concepts.

Agenda:

## Overview

- Key Laws
- Key players
- Key regulations

## Procurement Authority

- Regulatory
- Agency
- Acquisition

## OMB's IT Role

- Enforcement of standards and compliance
- Review of procurement and acquisition policies
- Promotion of improved service

## Planning Issues

- Mission assessment
  - BPR
  - BPI
- Government performance vs. privatization
- Employee or contractor performance
- Mission support
- Investment resources

## Acquisition Concepts

- Commercial items
- Grand designs
- Incremental acquisitions

## Responsibilities

- Chief Information Officer
- Program Official
- Project Manager
- Contracting Officer
- Contracting Officer's Representative

## Changes in Direction

- Technology refreshment
- Compatible increments
- Time extensions

## Protest For

- Agency Level
- General Accounting Office (GAO)
- Courts

# Information Technology Contracting Three-day Course

Information Technology (IT) Contracting is a three-day workshop for personnel involved in the acquisition of information technology resources for the Federal Government. Through individual and group exercises, students will compare current techniques with concepts evolving from recent changes in the statutes governing IT contracting. Each attendee receives a copy of the *Information Technology Management Reform Act of 1996, Analyzing the Evolution* by Julius J. Jones.

Agenda:

## **Federal IT Marketplace**

- Trends in activity
- Equipment and Services
- Budget Obligations
- Major Projects
- Projections

## **IT Policies and Procedures**

- Key laws and regulations
- ITMRA
- Definitions

## **Acquisition Concepts**

- OMB's Role
- GSA Authority
- Agency Responsibility

## **Problem Solutions**

- Agency Needs
- Specifying Needs

## **System Reforms**

- Requirements documents
- FAR Guidance
- Market Research
- Multiple Award Schedules
- Modular Contracting

**Federal Acquisition of Information Technology Update  
(FAIT) Awareness  
One-day Course**

This one-day seminar is designed to provide the latest information on new laws, regulations and trends impacting the acquisition and management of Information Technology (IT) resources. Presentation will focus on major changes in regulatory guidance relating to Information Technology (IT) including telecommunications equipment, services and supplies. Information Resources Management personnel, those involved in the procurement of IT resources, and legal community should attend.

NOTE: There is no agenda here, as it will vary from course to course depending on the latest legislation.

# Information Technology Security

## Two-day Course

Security of information technology (IT) resources is a major responsibility of information resource managers. Recent breaches of security have highlighted the importance of this responsibility. This two day course of instruction is designed to focus on creating an awareness of the many facets of information technology security. Management and user responsibilities are covered through a combination of discussions and exercises. *Target audience:* Managers at all levels, information technology users, acquisition personnel.

Agenda:

### Basic Authorities

- Computer Security Act
- OMB Guidance
- OPM Requirements
- Executive orders

### Physical Security

- Access issues
- Power sources
- Backup protection
- Marking, reproduction, and transmission

### COOP Planning

- Outsourcing
- Hot sites
- Cold sites
- Disaster recovery

### Technology Concerns

- Viruses
- Smart cards
- Passwords
- Authentication codes

### Personnel Matters

- Position sensitivity
- Workplace/flexiplace issues
- Training and awareness

# Electronic Commerce and the Internet

## One-day Course

This one-day seminar will familiarize attendees with the potential uses of the Internet for electronic commerce, and how it can maximize an organization's technology investment. Topics will include the state of Electronic Commerce (EC) technology, Internet security, EC application design, and leveraging existing corporate database resources. The seminar will include a combination of lecture, demonstration and hands-on exercises. *Target Audience:* Technical, Product and Business Managers.

Agenda:

### **Existing Internet Electronic Commerce (EC) applications**

- The Evolution of Electronic Commerce and EDI
- Examples of how EC is conducted in today's marketplace

### **How EC Can Enhance a Corporations Technology Strategy**

- How to develop a IT strategy to include Electronic Commerce
- Customer and Supplier issues
- Costs and Benefits of Electronic Commerce

### **EC Application Design Issue**

- Security issues related to Internet electronic commerce applications
- Leveraging current database resources
- Telecommunications requirements

# Effective Design of Internet and Intranet Applications

## One-day Course

The one-day seminar is designed to familiarize the attendee with the many tools available for developing and designing effective Internet and Intranet applications. The topics covered will range from the software development tools required for developing Intranet applications, to the computer and telecommunications equipment configuration requirements for effective applications. The seminar will be a combination of lecture, demonstration and hands-on exercises.

Agenda:

### **Communications Infrastructure Fundamentals**

- ☐ TCP/IP and other required protocols
- ☐ ISP and DNS requirements and setup

### **Internet/Intranet Development Tools**

- ☐ Review of HTML, CGI Basics
- ☐ Web Page Development Tools
- ☐ Database Middleware

### **GroupWare/Workflow Tools**

- ☐ E-mail enabled applications
- ☐ Lotus Notes and other GroupWare Systems

### **Security Implementation**

- ☐ Firewalls
- ☐ SSL technology
- ☐ Securely collecting money over the Internet

# Activity-Based Costing

## Two-day Course

Activity Based Costing (ABC) is becoming critical to the success of corporate, government and nonprofit organizations. It is the key to understanding current processes and activities, calculating actual costs of products and services, determining useful performance measures, and identifying non-value added activities. This two day course will provide attendees with a thorough understanding of what ABC is, what it can do, and how to do it. It is a hands on course involving lecture, question and answer, case studies, and use of the EasyABC software product which is the most robust toll for calculating activity costs. This course is designed for senior and middle management personnel with responsibilities for product and/or service development, production and internal administrative functions.

Agenda:

### Background of Activity Based Costing

- Traditional approach to cost accounting
- Activity approach to cost accounting
- Benefits of activity accounting

### Case Studies

- Review five actual ABC implementations
- Analyze factors driving the need for ABC
- Describe the objectives of the ABC system

### Key Concepts

- Identify and describe key concepts in ABC
- Discuss the distinguishing features of ABC
- Review the benefits of ABC

### Activity Analysis

- Define activity analysis
- Identify and discuss the steps in activity analysis
- Outline the benefits of activity analysis

### Calculate Activity Cost

- Define activity cost
- Identify seven steps to calculate ABC cost
- Explain use of ABC results

# Introduction to Modern Information Management Techniques

## Four-day Course

The four-day Modern Information Management (IM) Techniques workshop introduces participants to the principles of IM and the methodologies and tools that support the IM goals of the organization. This workshop is a combination of lecture and hands-on exercises.

Agenda:

### Information Management: A Business

#### Problem

- ☐ Traditional systems development efforts
- ☐ Improvement strategies
- ☐ Data centered approach
- ☐ The Systems Development Life Cycles

#### Information Architecture

- ☐ The three schema architecture
- ☐ The enterprise architecture
- ☐ The DoD TAFM
- ☐ Zachman's framework

#### Introduction to Information Engineering

- ☐ The IE methodology
- ☐ SDLC methodologies and IE
- ☐ IE modeling techniques
- ☐ IE and CASE tools

#### Process and Data Modeling

- ☐ The role of modeling
- ☐ Modeling techniques and methods

#### Data Administration

- ☐ Goals, objectives, roles, and responsibilities
- ☐ Data administration, proponent, and stewardship
- ☐ Data security
- ☐ The data repository

### Tools and Facilitation Techniques

- ☐ Application development with CASE and ICASE
- ☐ Data modeling with IDEF
- ☐ Project management with Microsoft Project
- ☐ GroupWare

### Concepts for Managing Change

- ☐ The role of strategic planning
- ☐ Critical success factors in IM
- ☐ The role of Business Process Reengineering (BPR)
- ☐ The learning organization

# Introduction to IDEF

## Four-day Course

The four day IDEF workshop is designed to provide the participants with an introduction to IDEF activity and data modeling concepts and techniques. Overviews of IDEF0 and IDEF1X as tools for implementing business process improvement and developing information systems are presented.

Agenda:

### Information Management: A Business Problem

- ☐ Traditional systems development efforts
- ☐ Improvement strategies
- ☐ Data centered approach
- ☐ Systems Development Life Cycles (SDLC)
- ☐ The three schema architecture

### Data Modeling:

- ☐ Discovering and documenting data requirements
- ☐ Diagramming techniques
- ☐ Syntax, semantics, and procedures
- ☐ Developing the model
- ☐ Roles and Responsibilities of the modeling team

### IDEF0 Activity Modeling

- ☐ Relationship to IDEF1X Data Models
- ☐ Syntax, semantics, and procedures
- ☐ Diagramming techniques
- ☐ Syntax, semantics, and procedures

### IDEFIX Data Models:

- ☐ Modeling purpose
- ☐ Quality assessment of the models

### Entity Relationship Diagrams

- ☐ Instance tables
- ☐ Attributes and relationships
- ☐ Diagramming techniques
- ☐ Determining business rules

### Key Based Diagrams

- ☐ Determining key attributes
- ☐ Primary and alternate keys
- ☐ Foreign keys and key migration
- ☐ Compound relationships and role names

### Fully Attributed Models

- ☐ Non-key attributes
  - ☐ Attribute testing
  - ☐ Normalization
- The data model glossary

# **Data Standardization Procedures**

## **Two-day Course**

The two-day Data Standardization Procedures workshop introduces participants to the concepts of Data Administration, explains the development of a standard data element, describes the metadata requirements for generic elements and standard data elements, delineates the steps in the review and approval process, identifies the principle roles and responsibilities for Data Administration, and explains the basic function and role of the Defense Data Dictionary System.

Agenda:

### **DoD Data Administration**

- Reviews of the mission of the DOD Data Administration program
- The three-tier Data Administration program structure
- Principle roles and responsibilities for DOD Data Administration
- The necessity for data standardization.

### **Data Administration Practices**

- Designing, naming and defining entities and standard data elements
- Components of a standard data element
- Step-by-step process for developing a standard data element
- The process of researching existing elements.

### **Metadata**

- The function of metadata
- The concept of domain
- Mandatory and non-mandatory metadata for generic and standard data elements.

### **Data Element Standardization**

- Characteristics of the data element standardization phases
- Activities during the preliminary and formal review processes
- Requirements of the proposal package
- Roles and responsibilities in the review and approval process.

### **The DoD Data Standardization System**

- Functions and benefits of the DDDS
- Procedures for accessing the DDDS
- Data entry screens for developing and approving data elements
- Querying the DDDS and generating reports.

## **Project Management Overview One-day Course**

Students will become familiar with the fundamentals of Project Management, including the project life cycle, goal setting and effective planning. Students will review Microsoft Project management software and real-world project management case studies.

Agenda: Participants in this workshop will:

- Learn how to develop a project plan
- Understand Work Breakdown Structures (WBS)
- Develop GANTT and PERT charts
- Create project plan documentation
- Understand how to implement and manage project plans
- Gain project management problem solving skills

# Introduction to Video Conferencing

## One-day Course

This one-day seminar combines lecture and practical demonstration to give the student an understanding of the advantages and disadvantages of video conferencing as an organizational communications medium. It will familiarize attendees with the technology and infrastructure required to conduct successful video conferencing for business communications and distance learning.

Agenda:

### **VTC Fundamentals**

- Telecommunications fundamentals
- VTC and distance learning
- Teleconferencing group dynamics

### **Technology Alternatives**

- Satellite VTC
- Compressed digital video
- Desk-top and Internet

### **Importance of the Audio Link**

- Audio fundamentals
- Audio Teleconferencing as an alternative

### **Staging the Conference or Presentation**

- Room dynamics
- Structuring the conference
- Using visuals
- Using multimedia

### **Establishing a VTC Support System**

- How much support is enough
- How much will it cost
- Overcoming technology shock

# Introduction to Corporate Strategic Planning

## Three-day Course

This seminar combines lecture, demonstration and practical exercises to give the student a first-hand experience with strategic planning methods and practices. It will familiarize attendees with current strategic planning concepts and the network of plans and programs required within a business or ordering activity to meet demands for productivity, streamlining, performance measurement/improvement, and external oversight or competition. Managers and functional and staff specialists responsible for or engaged in corporate strategic planning, and program/personnel assessment should attend this course.

Agenda:

### **Strategic Planning in the Federal Workplace and the Private Sector**

- ☐ Introduction to strategic planning
- ☐ Role of information management in enterprise strategic planning
- ☐ Historical perspective
- ☐ What is the problem with planning that prompted the GPRA
- ☐ What is the role of the CIO

### **Enterprise Strategic Planning**

- ☐ Why does an enterprise plan
- ☐ Components of an enterprise plan

### **Developing the IM Strategic Plan**

- ☐ The IM planning cycle
- ☐ Stages of the IM planning process
- ☐ Planning examples and exercises

### **Architecture Planning, Interoperability and Integration**

- ☐ The IM architecture component of strategic planning
- ☐ The standards based architecture
- ☐ Architectural principles
- ☐ IM architecture frameworks

### **Performance Measures and Managing for Results**

- ☐ Performance measures, what are they and how are they used
- ☐ Managing for results
- ☐ The Government Performance and Results Act (GPRA)
- ☐ Role of performance measures in enterprise strategic planning

### **Overview of Business Process Reengineering (BPR)**

- ☐ Methods of process improvement
- ☐ Steps in process improvement
- ☐ Overview of activity and data modeling
- ☐ Role of BPR in enterprise strategic planning

### **Critical Success Factors in Planning Overview of CSFs**

- ☐ Using CSFs to:
- ☐ Define information requirements
- ☐ Manage processes
- ☐ Support IM planning
- ☐ Validate performance measures

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NO.132-51) AND  
ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NO.132-52)**

**1.A. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering office.

**2. PERFORMANCE INCENTIVES**

- 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 in accordance with this clause.
- 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. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)**

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

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall—

(1) Prepare a Request (Request for Quote or other communication tool):

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

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

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

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

(2) Transmit the Request to Contractors:

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

NOTE: When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are

small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

- (i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.
- (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

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

- (1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
  - (i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
  - (ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the

request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

- (2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- (c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- (d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
- (e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

#### **4. ORDER**

- a. Ordering activities 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 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.

#### **5. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.

- c. The Contractor guarantees the satisfactory completion of the IT Services performed under the task order and that all contract personnel utilized in the performance of IT services under the task order shall have the education, experience, and expertise as stated in the task order.
- d. Any Contractor travel required in the performance of IT/EC 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 ordering activity per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**6. 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 the 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 Office 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.

**7. INSPECTION OF SERVICES**

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

**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. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General, may apply.

**9. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering office shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Services.

**10. INDEPENDENT CONTRACTOR**

All IT/EC 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.

**11. 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 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 offices 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.

## **12. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering office 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.

## **13. 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 52.232-7 (DEC 2002), Alternate I (APR 1984) 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 52.232-7 (DEC 2002), Alternate II (DEC 2002) applies to labor-hour orders placed under this contract.

## **14. RESUMES**

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

## **15. 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.

## **16. 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.

- 17. DESCRIPTION OF IT SERVICES AND PRICING BEGINS ON PAGE 59.  
DESCRIPTION OF EC SERVICES AND PRICING IS ON PAGE 81.**

**DATATRAC INFORMATION SERVICES, INC. IT SERVICES**  
**SKILL CATEGORY DESCRIPTIONS AND PRICING**

<b><u>PROJECT MANAGER</u></b>	<b><u>OFF-SITE</u></b>	<b><u>ON-SITE</u></b>
	<b>\$120.10</b>	<b>\$89.45</b>

**GENERAL SUMMARY**

Directs the performance of a variety of tasks relative to a specific project, organized by technology and client. Manages the technology and resources necessary to complete the tasks identified in the statement of work. Project areas typically represent multiple, interrelated projects for a specific client/project. Responsible for the effective management of personnel and resources required to complete tasks on time and within quality assurance guidelines. Operates within contractual guidelines, and company business and policy directives. Serves as focal point of contact with client regarding project activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for project activities. Manages projects consisting of multiple interrelated tasks including design, development and delivery. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelor's degree in related field or equivalent and a minimum of 7 years experience in project development.

<b><u>SENIOR SUBJECT MATTER EXPERT</u></b>	<b><u>OFF-SITE</u></b>	<b><u>ON-SITE</u></b>
	<b>\$173.12</b>	<b>\$128.93</b>

**GENERAL SUMMARY**

These highly skilled personnel are frequently called upon to perform executive level activities. Personnel within this category have expertise such as a recognized authority regarding Congressional Legislation, Public Law, Federal Policies, and Contracting authorizations, policies, and procedures. These personnel also conduct complex subject matter research, attend and conduct seminars or workshops, and coordinate with Congressional, OMB, GSA and other Federal agency executives.

**JOB SPECIFICATIONS**

Masters Degree or Industry accepted Certification with significant accomplishments in the related field. Author of textbooks, periodicals, and monographs relative to subject matter expertise.

<b><u>SUBJECT MATTER SPECIALIST</u></b>	<b><u>OFF-SITE</u></b>	<b><u>ON-SITE</u></b>
	<b>\$105.50</b>	<b>\$78.57</b>

**GENERAL SUMMARY**

These personnel have focused on a particular strategy or methodology such as Activity Based Costing, Business Process Reengineering, Fourth Generation Languages, or Contract Law. These personnel are frequently called upon to provide executive briefings, comprehensive project structure, team member training, project facilitation, and analysis of anticipated versus actual results.

**JOB SPECIFICATIONS**

College degree with two years related work experience in the particular field.

**ADP ADVANCED DISCIPLINE SPECIALIST**

**OFF-SITE    ON-SITE**

**\$120.10\$89.45**

**GENERAL SUMMARY**

Provides high level of technical expertise for performance on a variety of tasks relative to a specific project, organized by technology and client. Manages the technology and resources necessary to complete the tasks identified in the statement of work. Project areas may represent multiple, interrelated projects for a specific client/project. Responsible for providing high level expertise and the effective management of resources required to complete tasks on time and within quality assurance guidelines. Operates within contractual guidelines, and company business and policy directives. Serves as focal point of contact with client regarding specific technical activities. Ensures that all required resources are identified for project activities. Manages specific technical project tasks including design, development and delivery. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelor's degree in related field or equivalent and a minimum of 10 years experience in project development.

**SENIOR COMP/COMM/NETWORK SPECIALIST**

**OFF-SITE    ON-SITE**

**\$120.10\$89.45**

**GENERAL SUMMARY**

Directs the performance of a variety of network and communications related projects and activities of subordinate network specialists Oversees the technology development and implementation of specific network programs. Responsible for the effective operation of overall communications system and network management. Operates within client guidance, contractual limitations, and company business and policy directives. Serves as focal point of contact with client regarding telecommunications program activities. Ensures that all required resources including manpower, communications standards, data links, and facilities are available for project implementation. Supports multiple projects including project identification, design, development and delivery. Confers with program manager to provide technical advice and to assist with problem resolution. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelor's degree in related field or equivalent and a minimum of 10 years experience in program development and management.

**COMP/COMM/NETWORK SPECIALIST**

**OFF-SITE    ON-SITE**

**\$99.51            \$74.10**

**GENERAL SUMMARY**

Provides support for and uses communications, computer and other hardware-based technologies for telecommunications and development tasks. Under supervision, performs a variety of telecom/televideo

and other network-based tasks, which are broad in nature and are concerned with the design and implementation of integrated network systems. Plans and performs systems engineering research, design development, and other assignments in conformance with network system design, engineering and customer specifications. Responsible for projects of lesser complexity and importance than those normally assigned to senior level engineers. Coordinates the activities of Video/Network Engineers and Video/Network Technicians assigned to specific multimedia-based projects. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in related field or 2 to 5 years of work experience in a variety of network and communications-based technology.

<b><u>SENIOR DATABASE MANAGEMENT SPECIALIST</u></b>	<b><u>OFF-SITE</u></b>	<b><u>ON-SITE</u></b>
	<b>\$111.51</b>	<b>\$83.05</b>

**GENERAL SUMMARY**

The Senior Database Management Specialist is normally responsible for providing technical assistance for the database environment. This includes overseeing the development and organization of databases, assessment and implementation of new technologies and providing Information Services with a long term perspective on the relationship of database technology to the business opportunities. Also included are the responsibilities for the installation and maintenance of modernized system interfaces as well as maintaining password privileges and access.

**JOB SPECIFICATIONS**

College degree in computer science or information management or equivalent work experience in database management. Two years experience in database management/design; working knowledge of COTS database software and tools.

<b><u>DATABASE MANAGEMENT SPECIALIST</u></b>	<b><u>OFF-SITE</u></b>	<b><u>ON-SITE</u></b>
	<b>\$88.36</b>	<b>\$65.79</b>

**GENERAL SUMMARY**

The Database Management Specialist works under the direction of the Senior Database Management Specialist and is normally responsible for providing a variety technical assistance for the database environment. This includes development and organization of databases, assessment recommendation, and implementation of approved technologies. Also included are the responsibilities for the implementing and performing the installation and maintenance of modernized system interfaces as well as assisting in the maintenance of password privileges and access.

**JOB SPECIFICATIONS**

College degree in computer science or information management or equivalent work experience in database management. One year experience in database management/design; working knowledge of COTS database software and tools.

**SOFTWARE ENGINEER**

<b>OFF-SITE</b>	<b>ON-SITE</b>
<b>\$111.51</b>	<b>\$83.05</b>

**GENERAL SUMMARY**

Under general supervision, engineers software solutions based upon client requirements. Generally, has one or more Software Engineers on staff and heads up projects that make use of commercially-available or custom Computer Aided Software Engineering (CASE) tools as required.

**JOB SPECIFICATIONS**

Bachelor's Degree in related field or equivalent and 5-8 years of related work experience.

**ADP HARDWARE SPECIALIST**

<b>OFF-SITE</b>	<b>ON-SITE</b>
<b>\$71.21</b>	<b>\$53.02</b>

**GENERAL SUMMARY**

Personnel have in-depth experience in a wide variety of hardware components and the interrelationships of those components relative to the task objectives. Possesses the ability to comprehend complex designs and capable of identifying and recommending appropriate configurations to be incorporated into the ultimate product being produced.

**JOB SPECIFICATIONS**

College degree or comparable work experience with complex design and implementation projects. Three years of progressive experience with multiple interrelated projects, networks, or designs.

**TELEMEDICAL NETWORK TECHNICIAN**

<b>OFF-SITE</b>	<b>ON-SITE</b>
<b>\$90.94</b>	<b>\$67.73</b>

**Prerequisites:** Two years experience in a networked computing environment and additional experience in troubleshooting and repair of computer hardware and peripheral equipment. Experience in pulling data cabling and SNMP error detection.

**Description:** This position will provide support and maintenance to Telemedical networks and equipment and interface with the customer as the on-site maintenance liaison. The Network Technician will also be the prime interface for working with the Telemedical vendors and manufacturers to resolve customer problems. He will also provide the first level of network and communications troubleshooting for local and remote sites.

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**AUDIO VISUAL ENGINEER****OFF-SITE****ON-SITE****\$68.62****\$51.11****GENERAL SUMMARY**

Under supervision performs a variety of audio visual system engineering tasks which are broad in nature and are concerned with the design and implementation of integrated systems and platforms. Performs with some latitude for unreviewed actions and decisions.

**JOB SPECIFICATIONS**

Bachelors Degree in related field or equivalent and 3-5 years of related work experience.

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**SENIOR COMP/COMM/NETWORK ANALYST****OFF-SITE****ON-SITE****\$109.80****\$81.78****GENERAL SUMMARY**

Under direction of senior technical personnel, is responsible for preparing and/or designing systems, programs and network/communications procedures and designs. Maintains a current internal documentation library. Provides or coordinates special projects and services as required. Competent to work at the highest level of all phases of network design and analysis. May act as project leader for large jobs or in close cooperation with professional specialists. Coordinates efforts of technical specialists and other network analysts. Prepares information required for broad range of technical programs. Interprets necessary data, drawings and specifications through research and liaison with technical staff. Participates in client reviews of technical network design and implementation. Provides work guidance in lower level positions. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in technical engineering or related field or 5 to 7 years experience in technical position. Strong interpersonal, oral and written communications skills.

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**COMP/COMM/NETWORK ANALYST****OFF-SITE****ON-SITE****\$94.37****\$70.26****GENERAL SUMMARY**

Under supervision performs a variety of network engineering tasks which are specific in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical/engineering design part of a major project or a project of lesser complexity and importance than those normally assigned to a higher level engineering specialist. Coordinates the activities of persons assigned to network engineering projects. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in related field or 3 to 6 years of work experience in a variety of network engineering and integration technology.

**NETWORK ENGINEER****OFF-SITE    ON-SITE**  
**\$120.10\$89.45****GENERAL SUMMARY**

Under supervision performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Performs with some latitude for unreviewed actions and decisions. Plans and performs network engineering research, design development, and other assignments in conformance with network design, engineering and customer specifications. Responsible for the technical/engineering part of a major project or a project of lesser complexity and importance than those normally assigned to a higher level engineer. Coordinates the activities of persons assigned to network engineering projects. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in related field or 3 to 6 years of work experience in a variety of network engineering and integration technology.

**SENIOR NETWORK TECHNICIAN****OFF-SITE    ON-SITE**  
**\$105.50\$78.57****GENERAL SUMMARY**

Responsible for the overall network operation ensuring that all components and interfaces function as required by the specifications and as anticipated by the client. Provides direction and supervision to support staff which performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Principal interface with client for problem resolution, system enhancement, maintenance and operation. supervision

**JOB SPECIFICATIONS**

College Degree in related field or equivalent and 2 or more years of related work experience.

**NETWORK TECHNICIAN****OFF-SITE    ON-SITE**  
**\$77.21        \$57.50****GENERAL SUMMARY**

Works under supervision to performs a variety of network engineering tasks which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Works under the supervision of a Sr. Network Engineer or Network Engineer.

**JOB SPECIFICATIONS**

Bachelors Degree in related field or equivalent and 0-2 years of related work experience.

<b>WIRING/CABLING TECHNICIAN</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$54.91</b>	<b>\$40.90</b>

**GENERAL SUMMARY**

Installs and tests wiring and cable plant for voice, data and video applications including shielded and unshielded twisted pair (STP and UTP), coaxial, fiber optic and other specialized media. The overall cable plant also includes wall jacks, patch panels, distribution frames, punch-down blocks, connectors/jacks/plugs, etc. Must be familiar with both national and local wiring codes.

**JOB SPECIFICATIONS**

High School Diploma or equivalent and 1-3 years of related work experience.

<b>SENIOR RESEARCH ANALYST</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$132.97</b>	<b>\$99.04</b>

**GENERAL SUMMARY**

Researches a variety of requirements or concepts to provide the background, rationale, and information to determine the feasibility of individual ad hoc tasks. Research includes FAR and FIRMR regulations as well as commercial standards/technology. Plans and performs project or task research. Prepares white papers and technology concepts. Operates with guidance from the program director. Coordinates the activities of research analysts. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelor's degree in related field or a minimum of 10 years equivalent experience in research and development activities.

<b>RESEARCH ANALYST</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$111.51</b>	<b>\$83.05</b>

**GENERAL SUMMARY**

Under the guidance of the senior research analysts, researches requirements or concepts to provide the background, rationale, and information to determine the feasibility of individual ad hoc tasks. Research may include FAR and FIRMR regulations as well as commercial standards/technology. Performs research on projects or tasks as directed. Assists in preparation of white papers. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelor's degree in related field or a minimum of 3 to 5 years equivalent experience in research activities.

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**SENIOR INSTRUCTOR****OFF-SITE    ON-SITE**  
**\$173.12\$128.93****GENERAL SUMMARY**

Performs training analyses, defines training objectives, works with subject matter experts to define course content, develops courseware and training materials, determines training media in conjunction with needs of client, modifies and updates existing courseware when required, designs training guides for students and instructors. Reviews training materials developed by other instructors to ensure the uniformity and consistency of quality training materials. Ensures that courses are tailored to meet the varying levels of expertise and experience of various audience types. Has extensive training experience and background in the subject area; has excellent oral communications and platform delivery skills; has ability to draw on personal experience to supplement and enhance course materials. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Masters Degree or equivalent related experience in the training subject area, which demonstrates the qualifications and capabilities required.

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**INSTRUCTOR I****OFF-SITE    ON-SITE**  
**\$85.78        \$63.88****GENERAL SUMMARY**

Organizes, prepares, and conducts routine classroom training and development programs including off-the-shelf software training; assists in training analysis activities; develops courseware and training materials; modifies and updates existing courseware when required; develops training guides for students and instructors; coordinates timing and attendance of classroom training; maintains records of participant progress and program effectiveness; good platform and delivery skills; group management and motivational skills. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelor's Degree or 1 to 3 years equivalent related experience in the training subject area, which demonstrates the qualifications and capabilities required.

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**INSTRUCTOR II****OFF-SITE    ON-SITE**  
**\$120.10\$89.45****GENERAL SUMMARY**

Assists other instructors in organizing, preparing, and conducting classroom training and development programs including COTS training; delivers independent classroom training; assists in training analysis activities; develops courseware and training materials; modifies and updates existing courseware when required; develops training guides for students and instructors; reviews and critiques training materials; coordinates timing and attendance of classroom training; maintains records of participant progress and program effectiveness; good platform and delivery skills; group management and motivational skills. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelor's Degree or 3 to 5 years equivalent related experience in the training subject area, which demonstrates the qualifications and capabilities required.

**INSTRUCTOR III**

**OFF-SITE    ON-SITE**  
**\$147.99\$110.21**

**GENERAL SUMMARY**

Performs training analyses, defines training objectives, works with subject matter experts to define course content, develops courseware and training materials, determines training media in conjunction with needs of client, modifies and updates existing courseware when required, designs training guides for students and instructors. Reviews training materials developed by other instructors to ensure the uniformity and consistency of quality training materials. Ensures that courses are tailored to meet the varying levels of expertise and experience of various audience types. Has training experience and background in the subject area; has excellent oral communications and platform delivery skills; has ability to draw on personal experience to supplement and enhance course materials. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelor's Degree or 5 to 7 years equivalent related experience in the training subject area, which demonstrates the qualifications and capabilities required.

**FACILITATOR I**

**OFF-SITE    ON-SITE**  
**\$137.26\$102.20**

**GENERAL SUMMARY**

Assists/supports the senior facilitator in all phases of project facilitation including: scheduling facilitation activities; preparing facilitation session deliverables; conducting facilitation exercises and activities; and guiding session participants in the achievement of their goals. Assists senior facilitator in creating the project team. May function as the scribe or the modeling technographer if project requires those roles. Must be knowledgeable about equipment, methodologies, and support tools utilized in the facilitation sessions. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree or 3 to 5 years equivalent experience in conducting facilitation sessions, which demonstrates the qualifications and capabilities required.

**FACILITATOR II**

**OFF-SITE    ON-SITE**  
**\$172.52\$128.93**

**GENERAL SUMMARY**

Works closely with client project manager in planning and coordinating facilitation sessions; acts as a consultant to the project manager; assists in project decision-making; manages all facilitation workshop exercises and activities; guides the session participants in achievement of their objectives. Plans, coordinates and manages facilitation workshop exercises and activities. Ensures that workshop accomplishes its agenda in a timely manner. Functions as impartial mediator in discussions and disputes involving workshop participants. Sets the rules for the facilitation process and guides project decision-

making within those rules. Creates a project team that will work together effectively and productively. Participates in pre-session planning activities. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Masters Degree or 5 to 10 years equivalent related experience in conducting facilitation sessions, which demonstrates the qualifications and capabilities required.

<b><u>TRAINING ADMINISTRATOR</u></b>	<b><u>OFF-SITE</u></b>	<b><u>ON-SITE</u></b>
	<b>\$77.21</b>	<b>\$57.50</b>

**GENERAL SUMMARY**

Manages the ordering activity's program training requirements. Maintains file of personnel training; schedules training for students and ensures that they are on track for their respective certification processes. Keeps students informed of their training requirements. Responsible for scheduling training, registering students and ensuring the availability of necessary training materials. Coordinates training facilities, ensures proper equipment is available, and engages instructor. May perform other duties as assigned.

**JOB SPECIFICATIONS**

High school graduate with 3 to 5 years administrative experience. Strong interpersonal and organizational skills.

<b><u>MANAGEMENT ANALYST</u></b>	<b><u>OFF-SITE</u></b>	<b><u>ON-SITE</u></b>
	<b>\$120.10</b>	<b>\$89.45</b>

**GENERAL SUMMARY**

Analyses and collects information concerning all aspects of business operations. Provides requirements analysis, manpower studies, forecasting, product studies, records management and overall direction in business procedures and operations. Must possess good oral, written and people skills. Advises and recommends areas of program planning, business management, and program coordination. Validates resource requirements and develops cost estimate models. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree or 3 to 5 years equivalent experience in the area of business operations analysis.

<b><u>SENIOR EDITOR</u></b>	<b><u>OFF-SITE</u></b>	<b><u>ON-SITE</u></b>
	<b>\$85.78</b>	<b>\$63.88</b>

**GENERAL SUMMARY**

Edits manuals and other documents to ensure that they are grammatically and textually correct. Verifies that format and editorial specifications have been met. Supports quality of document through queries, technical and managerial personnel concerning subject matter accuracy and emphasis. Plans and coordinates layout and organization of manuals and other documents according to prepared outlines and specifications including ordering activity specifications. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in English or related field or 4 to 6 years equivalent experience in editing, technical writing, and documentation work.

<b>SENIOR TECHNICAL WRITER</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$94.37</b>	<b>\$70.26</b>

**GENERAL SUMMARY**

Under direction of senior technical personnel, is responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user manuals, reference manuals, etc. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large jobs. In close cooperation with professional specialists, writes/rewrites and edits technical material. Coordinates efforts of technical artists and illustrators in preparing reports, articles and books for internal and external distribution. May prepare original text based on technical data provided. Collects and prepares information required for preparation of broad range of technical publications. Prepares outline of contents of technical publications; prepares written text; coordinates layout and organization of documents; obtains and interprets necessary data, drawings and specifications through research and liaison with technical staff. Participates in client reviews of technical documents. Provides work guidance in lower level positions. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in English or related field or 5 to 7 years experience in preparation of technical documentation. Strong interpersonal, oral and written communications skills.

<b>TECHNICAL WRITER</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$66.79</b>	<b>\$49.84</b>

**GENERAL SUMMARY**

Under general supervision, prepares and/or maintains systems, programming and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation. Collects and organizes information required for preparation of moderately complex technical publications. Prepares written text and coordinates layout and organization of manuals and other documents according to prepared outlines and specifications. Researches available technical data including drawings, design reports, equipment and test specifications. May work with engineers and other technical personnel to clarify document contents. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in English or related field or 2 to 4 years experience in documentation preparation. Good oral and written communications skills.

**MULTIMEDIA SPECIALIST I**

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<b>OFF-SITE</b>	<b>ON-SITE</b>
<b>\$68.62</b>	<b>\$51.11</b>

**GENERAL SUMMARY**

Produces software for and uses audio, visual, computer and other hardware-based technologies for training and development tasks. Under supervision, performs a variety of audio/video and other multimedia-based tasks, which are broad in nature and are concerned with the design and implementation of integrated multimedia systems. Plans and performs systems engineering research, design development, and other assignments in conformance with audio/video system design, engineering and customer specifications. Responsible for projects of lesser complexity and importance than those normally assigned to senior level engineers. Coordinates the activities of Video/Network Engineers and Video/Network Technicians assigned to specific multimedia-based projects. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in related field or 2 to 5 years of work experience in a variety of audio/video and other multimedia-based technology.

**MULTIMEDIA SPECIALIST II**

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<b>OFF-SITE</b>	<b>ON-SITE</b>
<b>\$102.94</b>	<b>\$76.68</b>

**GENERAL SUMMARY**

Produces software for and uses audio, visual, computer and other hardware-based technologies for training and development tasks. Performs a variety of audio/video and other multimedia-based tasks, which are broad in nature and are concerned with the design and implementation of integrated multimedia systems. Plans and performs systems engineering research, design development, and other assignments in conformance with audio/video system design, engineering and customer specifications. May supervise a team of Video/Network Engineers and technicians through project completion. Responsible for major projects of higher complexity and importance than those normally assigned to lower level engineers. Coordinates the activities of Video/Network Engineers and Video/Network Technicians assigned to specific multimedia-based projects. May perform other duties as assigned.

**JOB SPECIFICATIONS**

Bachelors Degree in related field or 6-9 years of work experience in a variety of audio/video and other multimedia-based technology.

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**DESKTOP PUBLISHING TECH I****OFF-SITE****ON-SITE****\$68.62****\$51.11****GENERAL SUMMARY**

Under the supervision and guidance of senior desktop publishing technicians, operates desktop publishing system to produce page proofs and reproduction masters. Works within general style and format guidelines and may have some discretion over individual page layout/design. Uses personal computer software such as PageMaker, the Interleaf publishing system, Ventura Publisher, or Quark Xpress to produce camera-ready materials on laser printers or higher resolution output devices. May use drawing, presentation, and charting software to produce art and illustrations for integration with text. Normally requires specialized training in desktop publishing software and typography/design training and skills sufficient to produce documents for external distribution. May perform other duties as assigned.

**JOB DESCRIPTIONS**

Bachelors Degree or equivalent or 2 to 4 years of specialized work experience using desktop publishing software in document production.

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**DESKTOP PUBLISHING TECH II****OFF-SITE****ON-SITE****\$94.37****\$70.26****GENERAL SUMMARY**

Produce page proofs and reproduction masters by utilizing various desktop publishing systems. Works within general style and formal guidelines, with expertise with individual page layout/design. Uses personal computer software such as PageMaker, the Interleaf publishing system, Ventura Publisher, or Quark Xpress to produce camera-ready materials on laser printers or higher resolution output devices. May use drawing, presentation, and charting software to produce art and illustrations for integration with text. Requires specialized training and or experience in desktop publishing software and typography/design skills to produce documents for external distribution. May also require supervisory skills.

**JOB SPECIFICATIONS**

Bachelors Degree in related field or 5 to 9 years of work experience using desktop publishing software in document production.

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**VISUAL INFORMATION SPECIALIST****OFF-SITE****ON-SITE****\$85.78****\$63.88****GENERAL SUMMARY**

Communicates information by means of visual materials through printed materials, exhibits, and presentations. Requires an understanding of the audience and the subject matter to be presented. Using established knowledge and skills, selects the best methods and visuals to communicate information using printed material, exhibits, and presentations. Materials used may include books, pamphlets, periodicals, posters, models, dioramas, panels, slides, sound, music, television, motion pictures, and films. Requires advanced knowledge about projection and audio equipment and their use in on-site and studio presentations.

## **JOB SPECIFICATIONS**

Associates degree from a technical or specialty school or equivalent combination of education and work and a minimum of 3 to 5 years related work experience in visual information communication.

### **GRAPHIC DESIGNER/ARTIST**

**OFF-SITE**

**ON-SITE**

**\$94.37**

**\$70.26**

#### **GENERAL SUMMARY**

Develops graphic designs and original art work in support of printed matter and other related visual presentation material. Typically uses traditional and computerized equipment to produce a wide variety of design and art including technical and commercial documentation support assignments, vugraph and 35mm slide presentation, flow charts, wall charts, pamphlets, brochures and other forms of art work. May use perspective, isometric, orthographic, and schematic techniques to prepare technical and non-technical illustrations and line drawings. Produces finished art work from information furnished in oral form, rough sketches or written data. May perform inking and pasteup. May perform other duties as assigned.

## **JOB SPECIFICATIONS**

Associates degree from a technical or specialty school or equivalent combination of education and work experience and three years of graphics design work in various media.

### **VIDEO PRODUCTION SPECIALIST**

**OFF-SITE**

**ON-SITE**

**\$66.91**

**\$49.84**

#### **GENERAL SUMMARY**

Under general supervision, provides video production support including filming, editing, titling, and audio. Possesses comprehensive knowledge and skills in the selection of video cameras, lenses, tapes, and lighting equipment; video editing post-production equipment, audio mixer equipment, and character generation titling equipment. Must possess advanced skills in lighting equipment and its use on-site and in studio setups. Creates or follows general or specific concepts developing storyboard concepts, production schedules, and working relationships with clients in producing final project. Has working understanding of multimedia equipment as it relates to video projection and computer-based presentation equipment.

## **JOB SPECIFICATIONS**

Associates degree from a technical or specialty school or equivalent combination of education and work experience and 3-5 years of related work experience in providing photographic, video, and computer-generated material for publications.

### **ADMINISTRATIVE ASSISTANT**

**OFF-SITE**

**ON-SITE**

**\$48.04**

**\$35.78**

#### **GENERAL SUMMARY**

Provides administrative support to technical and management personnel. This includes documentation planning and support, project administration, general office support, executive secretarial support, human

resource planning, event planning and administration, office relocation planning, etc. Specializes in coordinating and planning office administration and support. May perform other duties as assigned.

**JOB SPECIFICATIONS**

High school diploma or equivalent and 1 to 3 years of work experience in administrative support. Must have very good interpersonal skills.

<b>WORD PROCESSOR</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$47.18</b>	<b>\$35.15</b>

**GENERAL SUMMARY**

Provides word processing and documentation support to technical and management-level personnel. Support administrative, engineering and management staff in creating documentation based upon word processing. Understands and provides support in one or more commercially-available word processing and/or desktop publishing software platforms. These include, but are not limited to, WordPerfect, Microsoft Word, Ami Pro, Page Maker, Harvard Graphics, Microsoft, PowerPoint, etc. May perform other duties as assigned.

**JOB SPECIFICATIONS**

High school diploma or equivalent and 1 to 3 years of word processing work experience.

<b>DATA ENTRY CLERK</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$39.25</b>	<b>\$29.23</b>

**GENERAL SUMMARY**

Provides word processing and documentation support to technical and management-level personnel. Support administrative, engineering and management staff in creating documentation based upon word processing. May perform other duties as assigned.

**JOB SPECIFICATIONS**

High school graduate or equivalent with 1 to 3 years administrative experience.

<b>CUSTOMER SERVICE SUPERVISOR</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$90.12</b>	<b>\$67.76</b>

**GENERAL SUMMARY**

Supervises the customer service/help desk functions and personnel. Reviews and oversees all contract requirements and generates required and ad hoc reports for Customer. Has thorough understanding of the data, systems, products and/or specific requirements within the customer service/help desk area. Reviews skill level of staff and coordinates training and schedules. Prepares status reports for the COTR.

**JOB SPECIFICATIONS**

Bachelor Degree in related field or 8 years work experience in related field, with a minimum of 5 years of customer service/help desk experience. Requires a minimum of 4 years of management of supervisory work experience. Must have excellent interpersonal skills and communications skills both verbally and written.

<b>CUSTOMER SERVICE/HELP DESK II</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$60.24</b>	<b>\$45.28</b>

**GENERAL SUMMARY**

Provides telephone support for all customer service/help desk activities from end users and client inquiries. Has a good understanding of the data, systems, products and/or requirements of the customer service area and provide technical solutions for the customer via telephone or email.

**JOB SPECIFICATIONS**

Bachelor Degree in related field or 2 to 5 years of work experience in related field. Must have very good interpersonal skills and communications skills, both verbally and written.

<b>CUSTOMER SERVICE/HELP DESK I</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$51.39</b>	<b>\$38.65</b>

**GENERAL SUMMARY**

Provides entry level support and research for customer service/help desk activities. Maintains files both electronically and hard copy. Provides entry level telephone support to customers and clients inquiries for a wide variety of help desk/customer service related problems. Also clients inquiries for a wide variety of help desk/customer service related problems. Also provides clerical services in connection with customer service or help desk activities.

**JOB SPECIFICATIONS**

High School Diploma and 1 to 3 years of word processing/clerical work experience. Must have good communication skills.

<b>ACQUISITION SUPPORT TECHNICIAN</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$64.14</b>	<b>\$48.24</b>

**GENERAL SUMMARY**

Provide support services for contracting personnel in order to facilitate the acquisition of a full range of equipment and/or hardware; professional, technical and/or clerical services for various customers. Thorough understanding and experience in providing acquisition support services, which include the ability to review, evaluate, recommend, select, and negotiate contracts to multiple and various vendors. Familiar with contracting regulations and documentation.

**JOB SPECIFICATIONS**

Bachelor Degree in related field or 2 years work experience in related field. Must have excellent communication skills and have good computer skills in both word processing and spreadsheet software applications.

<b>MARKET RESEARCH TECHNICIAN</b>	<b>OFF-SITE</b>	<b>ON-SITE</b>
	<b>\$59.22</b>	<b>\$44.53</b>

**GENERAL SUMMARY**

Provide market research via telephone, correspondence, fax, and/or Internet for various data, systems, equipment and services for multiple customers and/or vendors. A good understanding of the Internet and the necessary search capabilities thereof. Must be able to provide search results in a concise and logical manner and provide the required documentation to support the research. Must have ability to analyze and compare products and/or services and provide the analysis to the customer in both written form and/or oral presentation.

**JOB SPECIFICATIONS**

Must have two years work experience in related field. Must have good communications skills and have good computer skills in both word processing and spreadsheet software applications. Must have experience in obtaining information from the Internet and ability to download or copy information from the Internet.

**PROJECT ANALYST I**

**OFF-SITE    ON-SITE**  
**\$196.83\$147.62**

**GENERAL SUMMARY**

Under the supervision and guidance of senior personnel, meets with client to ascertain and define need or problem area, and determine scope of investigation required for solution. Conducts study or survey on need or problem to obtain data required for solution. Analyzes data to determine solution such as implementation of alternate methods and procedures, changes in processing or procurement methods and practices, modification or replacement of existing software and hardware systems, or redesign of products or services. Project Analyst I can either provide implementation solutions for methods and procedures or actually implement required changes as approved.

**JOB SPECIFICATIONS**

College degree in related field or equivalent experience, plus two years of related work experience. Strong interpersonal, oral and written communication skills.

**PROJECT ANALYST II**

**OFF-SITE    ON-SITE**  
**\$224.95\$168.71**

**GENERAL SUMMARY**

Directs and/or supervises project activities. Meets with client to ascertain and define need or problem area, and determine scope of investigation required to obtain solution. Conducts study or survey on need or problem to obtain data required for solution. Analyzes data to determine solution such as implementation of alternate methods and procedures, changes in processing or procurement methods and practices, modification or replacement of existing software and hardware systems, or redesign of products or services. Project Analyst II can either provide implementation solutions for methods and procedures or actually implement required changes as approved.

**JOB SPECIFICATIONS**

College degree in related field or equivalent experience, plus four years of related work experience. Strong interpersonal, oral and written communication skills.

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

DATATRAC INFORMATION SERVICES, INC. provides commercial products and services to the 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 Kathi Yeager, 703-817-9700, Fax: 703-817-9791; e-mail: [k.yeager@datatrac-dc.com](mailto:k.yeager@datatrac-dc.com).

**SUGGESTED Blanket Purchase Agreement (BPA) format in the proposed FSS IT Schedule Pricelist.**

**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE  
(Insert Customer Name)**

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

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

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

**Signatures**

\_\_\_\_\_  
ORDERING ACTIVITY                      DATE

\_\_\_\_\_  
CONTRACTOR                              DATE

BPA NUMBER \_\_\_\_\_

**(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Activity):

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

<b>MODEL NUMBER/PART NUMBER</b>	<b>*SPECIAL BPA DISCOUNT/PRICE</b>
_____	_____
_____	_____

(2) Delivery:

<b>DESTINATION</b>	<b>DELIVERY SCHEDULE/DATES</b>
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

<b>OFFICE</b>	<b>POINT OF CONTACT</b>
_____	_____
_____	_____

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

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

(a) Name of Contractor;

- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

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

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

## **BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”**

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

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

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

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

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

Here is a general outline on how it works:

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

**DATATRAC INFORMATION SERVICES, INC.  
AUTHORIZED FSS IT SCHEDULE  
PRICE LIST**

**Datatrak Information Services, Inc.**  
**GSA Schedule Pricing**  
**Training Classes**

Name of Class	No. of Days	Comm List Price	Price Per Student 1-4	Price Per Student 5-14	Price Per Student 15+
Internet Basics for the Novice	1	\$124.69	\$118.46	\$105.99	\$99.75
Admin of Information Technology Contracts	3	\$673.31	\$639.64	\$572.31	\$538.65
Information Technology Awareness	3	\$673.31	\$639.64	\$572.31	\$538.65
Information Technology Contracting	3	\$673.31	\$639.64	\$572.31	\$538.65
Federal Acquisition of IT Update (FAIT) Awareness	1	\$224.44	\$213.22	\$190.77	\$179.55
Information Technology Security	2	\$548.63	\$521.20	\$466.34	\$438.90
Electronic Commerce and the Internet	1	\$224.44	\$213.22	\$190.77	\$179.55
Effective Design of Internet and Intranet Applications	1	\$224.44	\$213.22	\$190.77	\$179.55
Activity-Based Costing	2	\$548.63	\$521.20	\$466.34	\$438.90
Introduction to Modern Information Mgmt Techniques	4	\$773.06	\$734.41	\$657.10	\$618.45
Introduction to IDEF	4	\$773.06	\$734.41	\$657.10	\$618.45
Data Standardization Procedures	2	\$548.63	\$521.20	\$466.34	\$438.90
Project Management Overview	1	\$224.44	\$213.22	\$190.77	\$179.55
Introduction to Video Teleconferencing	1	\$224.44	\$213.22	\$190.77	\$179.55
Introduction to Corporate Strategic Planning	3	\$673.31	\$639.64	\$572.31	\$538.65
*Prices do not include travel or off-site facility charges if required					

**Datatrak Information Services, Inc.**  
**IT Professional Services**

LABOR CATEGORY	OFF SITE CLIN	OFF-SITE GSA PRICE	ON SITE CLIN	ON-SITE GSA PRICE
Project Manager	LC-0001	\$ 120.10	LC-0001N	\$ 89.45
Senior Subject Matter Expert	LC-0002	\$ 173.12	LC-0002N	\$ 128.93
Subject Matter Specialist	LC-0003	\$ 105.50	LC-0003N	\$ 78.57
ADP Advanced Discipline Specialist	LC-0004	\$ 120.10	LC-0004N	\$ 89.45
Senior Comp/Comm/Network Specialist	LC-0005	\$ 120.10	LC-0005N	\$ 89.45
Comp/Comm/Network Specialist	LC-0006	\$ 99.51	LC-0006N	\$ 74.10
Senior Database Management Specialist	LC-0007	\$ 111.51	LC-0007N	\$ 83.05
Database Management Specialist	LC-0008	\$ 88.36	LC-0008N	\$ 65.79
Software Engineer	LC-0009	\$ 111.51	LC-0009N	\$ 83.05
ADP Hardware Specialist	LC-0010	\$ 71.21	LC-0010N	\$ 53.02
Telemedical Network Technician	LC-0011	\$ 90.94	LC-0011N	\$ 67.73
Audio Visual Engineer	LC-0012	\$ 68.62	LC-0012N	\$ 51.11
Senior Comp/Comm/Network Analyst	LC-0013	\$ 109.80	LC-0013N	\$ 81.78
Comp/Comm/Network Analyst	LC-0014	\$ 94.37	LC-0014N	\$ 70.26
Network Engineer	LC-0015	\$ 120.10	LC-0015N	\$ 89.45
Senior Network Technician	LC-0016	\$ 105.50	LC-0016N	\$ 78.57
Network Technician	LC-0017	\$ 77.21	LC-0017N	\$ 57.50
Wiring/Cable Technician	LC-0018	\$ 54.91	LC-0018N	\$ 40.90
Senior Research Analyst	LC-0019	\$ 132.97	LC-0019N	\$ 99.04
Research Analyst	LC-0020	\$ 111.51	LC-0020N	\$ 83.05
Senior Instructor	LC-0021	\$ 173.12	LC-0021N	\$ 128.93
Instructor I	LC-0022	\$ 85.78	LC-0022N	\$ 63.88
Instructor II	LC-0023	\$ 120.10	LC-0023N	\$ 89.45
Instructor III	LC-0024	\$ 147.99	LC-0024N	\$ 110.21
Facilitator I	LC-0025	\$ 137.26	LC-0025N	\$ 102.20
Facilitator II	LC-0026	\$ 172.52	LC-0026N	\$ 128.93
Training Administrator	LC-0027	\$ 77.21	LC-0027N	\$ 57.50
Management Analyst	LC-0028	\$ 120.10	LC-0028N	\$ 89.45
Senior Editor	LC-0029	\$ 85.78	LC-0029N	\$ 63.88
Senior Technical Writer	LC-0030	\$ 94.37	LC-0030N	\$ 70.26
Technical Writer	LC-0031	\$ 66.79	LC-0031N	\$ 49.84
Multimedia Specialist I	LC-0032	\$ 68.62	LC-0032N	\$ 51.11
Multimedia Specialist II	LC-0033	\$ 102.94	LC-0033N	\$ 76.68
Desktop Publishing Tech I	LC-0034	\$ 68.62	LC-0034N	\$ 51.11
Desktop Publishing Tech II	LC-0035	\$ 94.37	LC-0035N	\$ 70.26
Visual Information Specialist	LC-0036	\$ 85.78	LC-0036N	\$ 63.88
Graphic Designer/Artist	LC-0037	\$ 94.37	LC-0037N	\$ 70.26
Video Production Specialist	LC-0038	\$ 66.91	LC-0038N	\$ 49.84
Administrative Assistant	LC-0039	\$ 48.04	LC-0039N	\$ 35.78
Word Processor	LC-0040	\$ 47.18	LC-0040N	\$ 35.15
Data Entry Clerk	LC-0041	\$ 39.25	LC-0041N	\$ 29.23
Customer Service Supervisor	LC-0042	\$ 90.12	LC-0042N	\$ 67.76
Customer Service/Help Desk II	LC-0043	\$ 60.24	LC-0043N	\$ 45.28
Customer Service/Help Desk I	LC-0044	\$ 51.39	LC-0044N	\$ 38.65
Acquisition Support Technician	LC-0045	\$ 64.14	LC-0045N	\$ 48.24
Market Research Technician	LC-0046	\$ 59.22	LC-0046N	\$ 44.53
Project Analyst II	LC-0047	\$ 224.95	LC-0047N	\$ 168.71
Project Analyst I	LC-0048	\$ 196.83	LC-0048N	\$ 147.62

Manufacturer	SIN	Item Number	Product Description	GSA Price	Warranty	Prod. Point
<b>IVR USAGE</b>						
Datatrak	132-52	IVR-IN	Inbound calls to the IVR (per minute, not including telecom costs)	\$0.119	NA	US
Datatrak	132-52	IVR-OUT	Outbound calls/out calling from the IVR (per minute,includes outbound long distance telephone charges)	\$0.148	NA	US

An Interactive Voice Response (IVR) is a telecommunications and data processing technology that interfaces a person to information held in a computer by using a phone line. If you have ever called your bank and entered your account number, a password, and a prompt so that a computerized voice can read back your bank account balance, then you have used an IVR.

Datatrak Information Services provides Interactive Voice Response (IVR) technology as an enhancement to an existing call/contact center or as a stand-alone service. The IVR is capable of meeting a wide range of requirements in a quick period of implementation.

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR
<b>Optical Memory Cards and Options</b>								
<b>Standard Artwork - LSC silkscreen printed</b>								
1.5M Byte "Chip Ready" or 4.1M Byte LaserCard								
Datatrac	132-8	LSC		1,000 - 4,999	\$ 5.73	180 Days	US	n/a
				5,000 - 9,999	\$ 5.43	180 Days	US	n/a
				10,000 - 19,999	\$ 4.84	180 Days	US	n/a
1.5M Byte "Chip Ready" or 4.1M Byte LaserCard w/ThermaPrint Coating								
Datatrac	132-8	LSC		500 - 999	\$ 6.27	180 Days	US	n/a
				1,000 - 4,999	\$ 6.27	180 Days	US	n/a
				5,000 - 9,999	\$ 5.97	180 Days	US	n/a
				10,000 - 19,999	\$ 5.13	180 Days	US	n/a
<b>Custom Artwork - Customer supplied artwork silkscreen printed with 2 PMS color selections - Optical Side</b>								
1.5M Byte "Chip Ready" or 4.1M Byte LaserCard								
Datatrac	132-8	LSC		1,000 - 4,999	\$ 5.97	180 Days	US	n/a
				5,000 - 9,999	\$ 5.73	180 Days	US	n/a
				10,000 - 19,999	\$ 4.84	180 Days	US	n/a
				20,000 - 49,999	\$ 4.24	180 Days	US	n/a
				50,000 - 99,999	\$ 3.88	180 Days	US	n/a
				100,000 - 249,999	\$ 3.76	180 Days	US	n/a
				250,000 - 499,999	\$ 3.58	180 Days	US	n/a
				500,000 +	\$ 3.58	180 Days	US	n/a
<b>"Chip Ready" 1.5M Byte or 4.1M Byte LaserCard w/ThermaPrint Coating</b>								
Datatrac	132-8	LSC		1,000 - 4,999	\$ 6.57	180 Days	US	n/a
				5,000 - 9,999	\$ 6.27	180 Days	US	n/a
				10,000 - 19,999	\$ 5.37	180 Days	US	n/a
				20,000 - 49,999	\$ 4.78	180 Days	US	n/a
				50,000 - 99,999	\$ 4.42	180 Days	US	n/a
				100,000 - 249,999	\$ 4.18	180 Days	US	n/a
				250,000 - 499,999	\$ 3.94	180 Days	US	n/a
				500,000 +	\$ 3.94	180 Days	US	n/a
<b>Custom Artwork - Customer supplied artwork silkscreen printed with 2 PMS color selections - Front &amp; Back</b>								
1.5M Byte "Chip Ready" or 4.1M Byte LaserCard								
Datatrac	132-8	LSC		1,000 - 4,999	\$ 6.57	180 Days	US	n/a
				5,000 - 9,999	\$ 6.27	180 Days	US	n/a
				10,000 - 19,999	\$ 5.37	180 Days	US	n/a
				20,000 - 49,999	\$ 4.78	180 Days	US	n/a
				50,000 - 99,999	\$ 4.42	180 Days	US	n/a
				100,000 - 249,999	\$ 4.18	180 Days	US	n/a
				250,000 - 499,999	\$ 3.94	180 Days	US	n/a
				500,000 +	\$ 3.94	180 Days	US	n/a
<b>1.5M Byte "Chip Ready" or 4.1M Byte LaserCard w/ThermaPrint Coating</b>								
Datatrac	132-8	LSC		1,000 - 4,999	\$ 6.87	180 Days	US	n/a
				5,000 - 9,999	\$ 6.57	180 Days	US	n/a
				10,000 - 19,999	\$ 5.67	180 Days	US	n/a
				20,000 - 49,999	\$ 5.07	180 Days	US	n/a
				50,000 - 99,999	\$ 4.72	180 Days	US	n/a
				100,000 - 249,999	\$ 4.48	180 Days	US	n/a
				250,000 - 499,999	\$ 4.24	180 Days	US	n/a
				500,000 +	\$ 4.24	180 Days	US	n/a
<b>Card Options Pricing</b>								
<i>Custom artwork</i>								
Datatrac	132-8	LSC		Third Color: add'l charge per card per side	\$ 0.60	180 Days	US	n/a
Datatrac	132-8	LSC		Fourth Color: add'l charge per card per side	\$ 0.24	180 Days	US	n/a
<i>Card Format</i>								

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	
Datatrac	132-8	LSC		ISO Format		NC	180 Days	US	n/a
Datatrac	132-8	LSC		Security Format (5,000 card minimum) <i>Multi-Technology Features</i>	\$ 11,939.55		180 Days	US	n/a
Datatrac	132-8	LSC		Magnetic Stripe - add'l charge per card - 1,000 min order	\$ 0.30		180 Days	US	n/a
Datatrac	132-8	LSC		Signature Panel - add'l charge per card - 1,000 min order	\$ 0.30		180 Days	US	n/a
Datatrac	132-8	LSC		Numeric Serialization - add'l charge per card - 1,000 min order	\$ 0.54		180 Days	US	n/a
Datatrac	132-8	LSC		Barcode or Alphanumeric Serialization - add'l charge per card Requires a 20,000 minimum card order	\$ 0.54		180 Days	US	n/a
Datatrac	132-51	LSC		Barcode or Alphanumeric Serialization - software programming fee	\$ 2,984.89		180 Days	US	n/a
<b>Hardware and Software</b>									
Datatrac	132-8	LSC	90-00-015	<b>LaserCard 780- Optical Card Drive</b>					
				1 - 5	\$ 2,978.92		180 Days	US	N
				6 - 99	\$ 2,865.49		180 Days	US	N
				100 - 249	\$ 2,775.94		180 Days	US	N
				250 - 499	\$ 2,686.40		180 Days	US	N
				500 - 999	\$ 2,537.15		180 Days	US	N
				1000 +	\$ 2,381.94		180 Days	US	N
Datatrac	132-8	LSC	90-11-018 (ISA) or 90-11-019 (PCI)	<b>SCSI Board when purchased with Drive</b>					
				1 - 5	\$ 119.40		180 Days	US	N
				6 - 99	\$ 119.40		180 Days	US	N
				100 - 249	\$ 101.49		180 Days	US	N
				250 - 499	\$ 95.52		180 Days	US	N
				500 - 999	\$ 95.52		180 Days	US	N
				1000 +	\$ 89.55		180 Days	US	N
				Special Card Pricing - when purchased w/780 and SCSI board 100 Standard Artwork LaserCard optical memory cards	\$ 238.79		180 Days	US	n/a
<b>SCSI Interface Options</b>									
Datatrac	132-8	LSC	90-11-018	SCSI (ISA) Board & Cable for Desktops	\$ 179.09		180 Days	US	n/a
Datatrac	132-8	LSC	90-11-019	SCSI (PCI) Board & Cable for Desktops	\$ 179.09		180 Days	US	n/a
Datatrac	132-8	LSC	90-11-016	SCSI PCMCIA Adapter for Laptops	\$ 280.58		180 Days	US	n/a
<b>Optical Card Drive Software</b>									
Datatrac	132-33	LSC	30-CD-001	Developers Toolkit CD	\$ 179.09		180 Days	US	n/a
<b>LaserBadge Card Personalization Software</b>									
Datatrac	132-33	LSC	30-03-018	LaserBadge 32bit Card Personalization Software	\$ 3,020.71		180 Days	US	n/a
Datatrac	132-33	LSC	90-01-006	LaserBadge Image Capture Kit	\$ 2,387.91		180 Days	US	n/a
<b>Peripheral Systems</b>									
<b>Digital Video Camera</b>									
Datatrac	132-8	LSC	90-01-005	PC Digital Video Camera Kit	\$ 380.87		180 Days	US	n/s
<b>Fingerprint Verification</b>									
Datatrac	132-8	LSC	20-04-006	U.are.U Fingerprint Sensor Unit	\$ 165.96		180 Days	US	N
Datatrac	132-8	LSC	30-02-008	U.are.U GOLD SDK	\$ 1,193.95		180 Days	US	N
Datatrac	132-8	LSC	30-02-009	U.are.U PLATINUM SDK	\$ 1,789.74		180 Days	US	N

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
<b>TELECOP SOFTWARE FOR LUCENT</b>									
<i>ACD Reporting Systems (Includes What If Calculator)</i>									
Datatrak	132-33	Telecorp	ACD10L	10 Agent ACD Reporting Software System for Lucent (Win 95)	\$ 4,818.54	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD25L	25 Agent ACD Reporting Software System for Lucent (Win 95)	\$ 6,195.26	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD50L	50 Agent ACD Reporting Software System for Lucent (Win 95)	\$ 9,637.08	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD75L	75 Agent ACD Reporting Software System for Lucent (Win 95)	\$ 12,390.53	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD100L	100 Agent ACD Reporting Software System for Lucent (Win 95)	\$ 14,455.62	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACDUNLL	Unlimited Agent ACD Reporting Software System for Lucent (Win 95)	\$ 16,520.71	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	WHATIF	What If Calculator	\$ 344.18	90 days	US	N/A	Y
<i>Additional Licenses</i>									
Datatrak	132-33	Telecorp	ACDLANL	ACD Lan Reporting User License (Win 95)	\$ 1,376.73	90 days	US	N/A	Y
<i>Real Time Agent Display Systems</i>									
Datatrak	132-33	Telecorp	AWIN-L	Agent Window for Lucent	\$ 2,065.09	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	AWIN-CLI	Agent Window Client (Win 95 only) for Lucent	\$ 1,376.73	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	WALDISSFT <sup>1</sup>	Wall Display Module for Lucent w/ Custom Messaging and RS 485 Converter	\$ 2,065.09	90 days	US	N/A	Y
<sup>1</sup> Note: Requires (1) 8400B Data Interface Module not available from Telecorp									
<i>LED Readerboard Displays 2</i>									
Datatrak	132-8	Telecorp	LED215	Single Line 2" - 15 Character, 3 Color Readerboard	\$ 757.20	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED220	Single Line 2" - 20 Character, 3 Color, Reader Board Display	\$ 1,032.54	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED320	Single Line 3" - 20 Character, 3 Color Readerboard	\$ 1,273.47	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED330	Single Line 3" - 30 Character, 3 Color Readerboard	\$ 1,583.23	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4120	2 Lines of 2" - 20 Character Per Line, 3 Color Readerboard	\$ 1,893.00	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4160	2-Line 2" - 30 Character, 3 Color, Reader Board Display	\$ 2,340.43	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4200	2-Line 2" - 38 Character, 3 Color, Reader Board Display	\$ 3,028.80	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7120	4-Line 1.5" - 96 Character, 3 Color, Reader Board Display	\$ 3,441.81	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7160	4-Line 1.5" - 128 Character, 3 Color, Reader Board Display	\$ 3,992.50	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7200	4-Line 1.5" - 160 Character, 3 Color, Reader Board Display	\$ 4,474.36	90 days	US	N/A	Y
<sup>2</sup> Note: Hardware will carry a one year initial warranty with Bronze service level									
<i>PC &amp; Accessories<sup>4</sup></i>									
Datatrak	132-8	Telecorp	ACDPcw	Pentium II 350+, WIN 95 C, 4.3 G HD+, 32 M RAM, 56k Modem, SB, 2 Serial., 1 Parallel. PCI Sound Card, 32xCD-ROM, 14" UVGA Monitor, 4 M PCI Video Card, PS/2 Mouse.	\$ 929.29	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPcwPRL	Same as ACDPCw with HP 1000 series LaserJet printer (Black on White) incl. 3yr warranty	\$ 1,239.05	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPcwPRC	Same as ACDPCw with HP 700 series BubbleJet printer (Color) incl. 3yr warranty	\$ 1,239.05	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPRNL/C	Printer only with 1 year warranty. Must specify L or C to designate Laser or Color	\$ 378.60	90 days	US	N/A	Y
<sup>4</sup> Note: Refer to Spec Sheet for additional hardware details. PC Systems come with 3yr on-site service Provided by Phillips/Magnavox. 48 hour system repair guarantee.									
<i>Product Training<sup>5</sup></i>									
Datatrak	132-8	Telecorp	TRAINIMT	One day onsite product training for Management or Agents with current Maintenance	\$ 1,032.54	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	TRAIN1NMT	One day onsite product training for Management or Agents with No Maintenance	\$ 1,376.73	90 days	US	N/A	Y
<sup>5</sup> Note: Additional days required will be billed at \$1000 per day									

Clients with active Maintenance Programs requesting Software moves will require a tech on site at \$1,500 for first day, \$1,000 for any additional days required. All orders under \$5,000 that require Installation must include an additional \$1,500 for installation, \$1,000 for Training.

**CALL CENTER MANAGEMENT TRAINING**

<i>Personal Call Center Training (Customer Site)</i>									
Datatrak	132-50	Telecorp	TRN1DL	1 Day On-Site Training for up to 4 Supervisor / Managers	\$ 2,409.27	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN15DL	1 1/2 Day Training for up to 4 Supervisors / Managers	\$ 3,372.98	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN1DADD	1 Day, 1 Additional Supervisor / Manager (per Attendee)	\$ 275.35	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN15DADD	1 1/2 Day, 1 Additional Supervisor / Manager (per Attendee)	\$ 344.18	N/A	N/A	N/A	N/A
<i>Group Call Center Training (Consolidated Site)</i>									
Datatrak	132-50	Telecorp	TRN1DG	1 Day General Site Training per Attendee	\$ 619.53	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN15DG	1 1/2 Day General site Training per Attendee	\$ 757.20	N/A	N/A	N/A	N/A
<sup>7</sup> Note: Minimum of 6 Attendees required to hold course. Sites to be announced on an as needed basis Attendees are responsible for all travel expenses									
<i>Call Center Operations Reviews</i>									
Datatrak	132-50	Telecorp	REVIWS	The One Week Call Center Operational Review (for organizations of 0-50 agents), includes two Consultants, on-site for three days, one day of pre-review work, two days following to review the documentation, and a one half day Executive presentation of the review findings and recommendations.	\$ 11,908.68	N/A	N/A	N/A	N/A

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
Datatrak	132-50	Telecorp	REVIWM	The One Week Call Center Operational Review (for organizations of 50-100 agents), includes three consultants, on-site for five days, one day of pre-review work, three days following the review findings and recommendations.	\$ 20,650.88	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	REVIWL	The One Week Call Center Operational Review (for organizations of 100+ agents), includes three consultants, on-site for ten days, one day of pre-review work, five days following the review to prepare the documentation, and a one half day Executive presentation of the review findings and recommendations.	\$ 34,418.14	N/A	N/A	N/A	N/A
				<b>Call Center Disaster Recovery Plan<sup>6</sup></b>					
Datatrak	132-50	Telecorp	CCDRP10	up to 10 Agent Call Center evaluation, prevention and recovery planning	\$ 11,013.80	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP25	up to 25 Agent Call Center evaluation, prevention and recovery planning	\$ 13,767.25	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP50	up to 50 Agent Call Center evaluation, prevention and recovery planning	\$ 16,520.71	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP100	up to 100 Agent Call Center evaluation, prevention and recovery planning	\$ 27,534.51	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP200	up to 200 Agent Call Center evaluation, prevention and recovery planning	\$ 38,548.31	N/A	N/A	N/A	N/A

<sup>6</sup> Note: Travel and Lodging will be charged in addition to current pricing

**Lucent Maintenance Pricing**

**The Gold Package - Premium Level**

-  Unlimited access to Helpdesk Support
-  Password access to Customer Support section of Telecorp's Web Site
-  Replacement parts shipped overnight
-  Automatic notification via letter, or e-mail, about updates to Telecorp Software.
-  Updated manuals sent automatically on a semi-annual basis
-  Automatic enrollment in Telecorp User Group, participation in new product testing
-  One scheduled Telecorp Products Application(s) Tune Up during the Program year
-  10% discount on new Telecorp Product Software in year of Gold Program

**The Silver Package - Enhanced Level**

-  Unlimited access to Helpdesk Support
-  Password access to Customer Support section of Telecorp's Web Site
-  Replacement parts shipped overnight
-  Automatic notification via letter, or e-mail, about updates to Telecorp Software
-  One scheduled Telecorp Products Application(s) Tune Up during the Program year

**The Bronze Package - Standard Level**

-  Unlimited access to Helpdesk Support
-  Password access to Customer Support section of Telecorp's Web Site
-  Replacement parts shipped 2nd day air
-  Updates on Telecorp Software in response to customer inquiry

				<b>ACD Reporting Systems</b>					
Datatrak	132-34	Telecorp	ACD10L	10 Agent ACD Performance Software for Lucent					
				Gold Maintenance	\$ 1,349.19	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 1,108.26	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 867.34	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACD25L	25 Agent ACD Performance Software for Lucent					
				Gold Maintenance	\$ 1,734.67	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 1,424.91	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 1,115.15	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACD50L	50 Agent ACD Performance Software for Lucent					
				Gold Maintenance	\$ 2,698.38	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 2,216.53	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 1,734.67	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACD75L	75 Agent ACD Performance Software for Lucent					
				Gold Maintenance	\$ 3,469.35	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 2,849.82	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 2,230.30	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACD100L	100 Agent ACD Performance Software for Lucent					
				Gold Maintenance	\$ 4,047.57	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 3,324.79	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 2,602.01	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACDUNLL	Unlimited Agent ACD Performance Software for Lucent					
				Gold Maintenance	\$ 4,625.80	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 3,799.76	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 2,973.73	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	WHATIF	What IF Calculator					
				Gold Maintenance	\$ 96.37	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 79.16	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 61.95	N/A	N/A	N/A	N/A

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
<i>Additional Licenses</i>									
Datatrak	132-34	Telecorp	ACDLANL	ACD Lan Reporting User License					
				Gold Maintenance	\$ 385.48	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 316.65	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 247.81	N/A	N/A	N/A	N/A
<i>Real Time Agent Display Systems</i>									
Datatrak	132-34	Telecorp	AWIN-L	Agent Window for Lucent					
				Gold Maintenance	\$ 578.22	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 474.97	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 371.72	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	AWIN-CLI	Agent Window Client for Lucent (Win 95 only)					
				Gold Maintenance	\$ 385.48	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 316.65	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 247.81	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	WALDISSFT <sup>1</sup>	Wall Display Module for Lucent w/ Custom Messaging and RS 485 Converter					
				Gold Maintenance	\$ 578.22	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 474.97	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 371.72	N/A	N/A	N/A	N/A
				<sup>1</sup> Note: Requires (1) 8400B Data Interface Module not available from Telecorp					
<i>LED Readerboard Displays</i>									
Datatrak	132-12	Telecorp	LED215	Single Line 2" - 15 Character, 3 Color Readerboard					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 136.30	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED220	Single Line 2" - 20 Character, 3 Color, Reader Board Display					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 185.86	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED320	Single Line 3" - 20 Character, 3 Color Readerboard					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 229.22	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED330	Single Line 3" - 30 Character, 3 Color Readerboard					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 284.98	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED4120	2 Lines of 2" - 20 Character Per Line, 3 Color Readerboard					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 340.74	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED4160	2-Line 2" - 30 Character, 3 Color, Reader Board Display					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 421.28	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED4200	2-Line 2" - 38 Character, 3 Color, Reader Board Display					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 545.18	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED7120	4-Line 1.5" - 96 Character, 3 Color, Reader Board Display					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 619.53	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED7160	4-Line 1.5" - 128 Character, 3 Color, Reader Board Display					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 718.65	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED7200	4-Line 1.5" - 160 Character, 3 Color, Reader Board Display					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 805.38	N/A	N/A	N/A	N/A
<i>PC &amp; Accessories</i> <sup>5</sup>									
Datatrak	132-12	Telecorp	ACDPCw	Pentium II 350+, WIN 95 C, 4.3 G HD+, 32 M RAM, 56k Modem, SB, 2 Serial., 1 Parallel.PCI Sound Card, 32xCD-ROM, 14" UVGA Monitor, 4 M PCI Video Card, PS/2 Mouse.					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A

**Datatrak Information Services, Inc.**

<b>DLR NAME</b>	<b>SIN</b>	<b>MFR NAME</b>	<b>MFR PART NO.</b>	<b>PRODUCT DESCRIPTION</b>	<b>GSA PRICE</b>	<b>WARR</b>	<b>PROD POINT</b>	<b>ENGY STAR</b>	<b>Y2K</b>
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
Datatrak	132-12	Telecorp	ACDPCwPRL	Same as above with HP 1000 series LaserJet printer (Black on White) incl. 3yr warranty Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
Datatrak	132-12	Telecorp	ACDPCwPRC	Same as above with HP 700 series BubbleJet printer (Color) incl. 3yr warranty Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
Datatrak	132-12	Telecorp	ACDPRNL/C	<b>Printer only with 1 year warranty.</b> Must specify L or C to designate Laser or Color Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A

<sup>5</sup> Note: Refer to Spec Sheet for additional hardware details. PC accessories come with 3yr on-site service provided by Phillips/Magnavox. 48 hour system repair guarantee.

**TELECORP SOFTWARE FOR ROLM**

**ACD Reporting Systems (Includes What If Calculator)**

Datatrak	132-33	Telecorp	ACD25R	25 Agent ACD Reporting Software System for Rom 9004/9005 (16 Bit) Incl. Agent Status, and one additional site license with Agt Stat. <i>Broadcast box and installation not included</i>	\$ 4,474.36	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD75R	75 Agent ACD Reporting Software System for Rolm 9004/9005 (16Bit) Incl. Agent Status, and 3 additional site license with 3 Agt Stat. <i>Broadcast box and installation not included</i>	\$ 6,539.45	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACDUNLR	UNL Agent ACD Reporting Software System for Rolm 9004/9005 (16 Bit) and 9 additional site license with 9 Agt Stat. <i>Broadcast box and installation not included</i>	\$ 10,325.44	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	WHATIF	What If Calculator	\$ 344.18	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	TEKDAY1	Technician on site for installation and or training, first day	\$ 1,032.54	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	TEKDAYADDL	Technician onsite for additional day of installation or training	\$ 688.36	90 days	US	N/A	Y

**Additional Licenses**

Datatrak	132-33	Telecorp	ACDLANR	ACD Reporting LAN user license (16 Bit)	\$ 1,376.73	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACDLIC-R	ACD Reporting Additional Site License ( same switch ) (incl. Buffer) (16 Bit)	\$ 1,720.91	90 days	US	N/A	Y

**Real Time Agent Display Systems**

Datatrak	132-33	Telecorp	AWIN-R <sup>1</sup>	Agent Window for Rolm (16 Bit) (a.k.a. "Agent Status") <sup>1</sup> Note: Includes LED Readerboard Drivers	\$ 1,720.91	90 days	US	N/A	Y
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**LED Readerboard Displays <sup>2</sup>**

Datatrak	132-8	Telecorp	LED215	Single Line 2" - 15 Character, 3 Color Readerboard	\$ 757.20	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED220	Single Line 2" - 20 Character, 3 Color, Reader Board Display	\$ 1,032.54	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED320	Single Line 3" - 20 Character, 3 Color Readerboard	\$ 1,273.47	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED330	Single Line 3" - 30 Character, 3 Color Readerboard	\$ 1,583.23	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4120	2 Lines of 2" - 20 Character Per Line, 3 Color Readerboard	\$ 1,893.00	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4160	2-Line 2" - 30 Character, 3 Color, Reader Board Display	\$ 2,340.43	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4200	2-Line 2" - 38 Character, 3 Color, Reader Board Display	\$ 3,028.80	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7120	4-Line 1.5" - 96 Character, 3 Color, Reader Board Display	\$ 3,441.81	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7160	4-Line 1.5" - 128 Character, 3 Color, Reader Board Display	\$ 3,992.50	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7200	4-Line 1.5" - 160 Character, 3 Color, Reader Board Display	\$ 4,474.36	90 days	US	N/A	Y

<sup>2</sup> Note: Hardware will carry a one year warranty with Bronze service level

**Product Training <sup>4</sup>**

Datatrak	132-8	Telecorp	TRAIN1MT	One day onsite product training for Management or Agents with current Maintenance	\$ 1,032.54	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	TRAIN1NMT	One day onsite product training for Management or Agents with No Maintenance	\$ 1,376.73	90 days	US	N/A	Y

<sup>4</sup> Note: Additional days required will be billed at \$1000 per day.

**PC & Accessories <sup>5</sup>**

Datatrak	132-8	Telecorp	ACDPCw	Pentium II 350+, WIN 95 C, 4.3 G HD+, 32 M RAM, 56k Modem, SB, 2 Serial., 1 Parallel. PCI Sound Card, 32xCD-ROM, 14" UVGA Monitor, 4 M PCI Video Card, PS/2 Mouse.	\$ 929.29	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPCwPRL	Same as ACDPCw with HP 1000 series LaserJet printer (Black on White) incl. 3yr warranty	\$ 1,239.05	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPCwPRC	Same as above with HP 700 series BubbleJet printer (Color) incl. 3yr warranty	\$ 1,239.05	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPRNL/C	<b>Printer only with 1 year warranty.</b> Must specify L or C to designate Laser or Color	\$ 378.60	90 days	US	N/A	Y

<sup>5</sup> Note: Refer to Spec Sheet for additional hardware details. PC accessories come with 3yr on-site service Provided by Phillips/Magnavox. 48 hour system repair guarantee.

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
<b>CALL CENTER MANAGEMENT TRAINING</b>									
<i>Personal Call Center Training (Customer Sites) <sup>6</sup></i>									
Datatrak	132-50	Telecorp	TRN1DL	1 Day On-Site Training for up to 4 Supervisor / Managers	\$ 2,409.27	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN15DL	1 1/2 Day Training for up to 4 Supervisors / Managers	\$ 3,372.98	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN1DADD	1 Day, 1 Additional Supervisor / Manager (per Attendee)	\$ 275.35	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN15DADD	1 1/2 Day, 1 Additional Supervisor / Manager (per Attendee)	\$ 344.18	N/A	N/A	N/A	N/A
<i>Group Call Center Training (Consolidated Site) <sup>7</sup></i>									
Datatrak	132-50	Telecorp	TRN1DG	1 Day General Site Training per Attendee	\$ 619.53	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN15DG	1 1/2 Day General site Training per Attendee	\$ 757.20	N/A	N/A	N/A	N/A
<i><sup>7</sup> Note: Minimum of 6 Attendees required to hold course.</i>									
<i>Sites to be announced on an as needed basis</i>									
<i>Attendees are responsible for all travel expenses</i>									
<i>Call Center Operations Reviews <sup>6</sup></i>									
Datatrak	132-50	Telecorp	REVIWS	The One Week Call Center Operational Review (for organizations of 0-50 agents), includes two Consultants, on-site for three days, one day of pre-review work, two days following to review to prepare the documentation, and a one half day Executive presentation of the review findings and recommendations.	\$ 11,908.68	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	REVIWM	The One Week Call Center Operational Review (for organizations of 50-100 agents), includes three consultants, on-site for five days, one day of pre-review work, three days following the review findings and recommendations.	\$ 20,650.88	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	REVIWL	The One Week Call Center Operational Review (for organizations of 100+ agents), includes three consultants, on-site for ten days, one day of pre-review work, five days following the review to prepare the documentation, and a one half day Executive presentation of the review findings and recommendations.	\$ 34,418.14	N/A	N/A	N/A	N/A
<i>Call Center Disaster Recovery Plan <sup>6</sup></i>									
Datatrak	132-50	Telecorp	CCDRP10	up to 10 Agent Call Center evaluation, prevention and recovery planning	\$ 11,013.80	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP25	up to 25 Agent Call Center evaluation, prevention and recovery planning	\$ 13,767.25	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP50	up to 50 Agent Call Center evaluation, prevention and recovery planning	\$ 16,520.71	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP100	up to 100 Agent Call Center evaluation, prevention and recovery planning	\$ 27,534.51	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP200	up to 200 Agent Call Center evaluation, prevention and recovery planning	\$ 38,548.31	N/A	N/A	N/A	N/A

*<sup>6</sup> Note: Travel and Lodging will be charged in addition to current pricing*

*Clients with active Maintenance Programs requesting Software moves will require a tech on site at \$1,500 for first day, \$1,000 for any additional days required. All orders under \$5,000 that require Installation must include an additional \$1,500 for installation, \$1,000 for Training.*

**Warranty Terms**  
**\*\*Pricing includes only a 90 day warranty at Bronze Service Level. See Maintenance section**  
**\*\* Please quote One Year Maintenance (Bronze, Silver, Gold) as Per attached pricing\*\***

**Rolm Maintenance Pricing**  
**The Gold Package - Premium Level**

- ▶ Unlimited access to Helpdesk Support
- ▶ Password access to Customer Support section of Telecorp's Web Site
- ▶ Replacement parts shipped overnight
- ▶ Automatic notification via letter, or e-mail, about updates to Telecorp Software.
- ▶ Updated manuals sent automatically on a semi-annual basis
- ▶ Automatic enrollment in Telecorp User Group, participation in new product testing
- ▶ One scheduled Telecorp Products Application(s) Tune Up during the Program year
- ▶ 10% discount on new Telecorp Product Software in year of Gold Program

**The Silver Package - Enhanced Level**

- ▶ Unlimited access to Helpdesk Support
- ▶ Password access to Customer Support section of Telecorp's Web Site
- ▶ Replacement parts shipped overnight
- ▶ Automatic notification via letter, or e-mail, about updates to Telecorp Software
- ▶ One scheduled Telecorp Products Application(s) Tune Up during the Program year

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
<b>The Bronze Package - Standard Level</b>									
<ul style="list-style-type: none"> <li> Unlimited access to Helpdesk Support</li> <li> Password access to Customer Support section of Telecorp's Web Site</li> <li> Replacement parts shipped 2nd day air</li> <li> Updates on Telecorp Software in response to customer inquiry</li> </ul>									
<i><b>ACD Reporting Systems (Includes What If Calculator)</b></i>									
Datatrak	132-34	Telecorp	ACD25R	25 Agent ACD Reporting Software System for Rom 9004/9005 (16 Bit) Incl. Agent Status, and one additional site license with Agt Stat. <i>Broadcast box and installation not included</i>					
				Gold Maintenance	\$ 1,252.82	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 1,029.10	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 805.38	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACD75R	75 Agent Acd Reporting Software System for Rolm 9004/9005 (16Bit) Incl. Agent Status, and one additional site license with Agt Stat. <i>Broadcast box and installation not included</i>					
				Gold Maintenance	\$ 1,831.04	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 1,504.07	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 1,177.10	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACDUNLR	UNL Agent ACD Reporting Software System for Rolm 9004/9005 (16 Bit) Incl. Agent Status, and one additional site license with Agt Stat. <i>Broadcast box and installation not included</i>					
				Gold Maintenance	\$ 2,891.12	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 2,374.85	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 1,858.58	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	WHATIF	What If Calculator					
				Gold Maintenance	\$ 96.37	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 79.16	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 61.95	N/A	N/A	N/A	N/A
<i><b>Additional Licenses</b></i>									
Datatrak	132-34	Telecorp	ACDLANR	ACD Reporting LAN user license (16 Bit)					
				Gold Maintenance	\$ 385.48	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACDLIC-R	ACD Reporting Additional Site License ( same switch ) (incl. Buffer) (16 Bit)					
				Gold Maintenance	\$ 481.85	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
<i><b>Real Time Agent Display Systems</b></i>									
Datatrak	132-34	Telecorp	AWIN-R <sup>1</sup>	Agent Window for Rolm (16 Bit) (a.k.a. "Agent Status")					
				<sup>1</sup> <i>Note: Includes LED Readerboard Drivers</i>					
				Gold Maintenance	\$ 481.85	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 395.81	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 309.76	N/A	N/A	N/A	N/A
<i><b>LED Readerboard Displays <sup>2</sup></b></i>									
Datatrak	132-12	Telecorp	LED215	Single Line 2" - 15 Character, 3 Color Readerboard					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 136.30	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED220	Single Line 2" - 20 Character, 3 Color, Reader Board Display					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 185.86	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED320	Single Line 3" - 20 Character, 3 Color Readerboard					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 229.22	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED330	Single Line 3" - 30 Character, 3 Color Readerboard					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 284.98	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED4120	2 Lines of 2" - 20 Character Per Line, 3 Color Readerboard					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 340.74	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED4160	2-Line 2" - 30 Character, 3 Color, Reader Board Display					
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 421.28	N/A	N/A	N/A	N/A

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
Datatrak	132-12	Telecorp	LED4200	2-Line 2" - 38 Character, 3 Color, Reader Board Display Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A \$ 545.18	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
Datatrak	132-12	Telecorp	LED7120	4-Line 1.5" - 96 Character, 3 Color, Reader Board Display Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A \$ 619.53	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
Datatrak	132-12	Telecorp	LED7160	4-Line 1.5" - 128 Character, 3 Color, Reader Board Display Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A \$ 718.65	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
Datatrak	132-12	Telecorp	LED7200	4-Line 1.5" - 160 Character, 3 Color, Reader Board Display Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A \$ 805.38	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
				<sup>2</sup> Note: Hardware will carry a one year warranty with Bronze service level					
				<b>PC &amp; Accessories</b> <sup>5</sup>					
Datatrak	132-12	Telecorp	ACDPCw	Pentium II 350+, WIN 95 C, 4.3 G HD+, 32 M RAM, 56k Modem, SB, 2 Serial., 1 Parallel. PCI Sound Card, 32xCD-ROM, 14" UVGA Monitor, 4 M PCI Video Card, PS/2 Mouse. Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
Datatrak	132-12	Telecorp	ACDPCwPRL	Same as above with HP 1000 series LaserJet printer (Black on White) incl. 3yr warranty Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
Datatrak	132-12	Telecorp	ACDPCwPRC	Same as above with HP 700 series BubbleJet printer (Color) incl. 3yr warranty Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
Datatrak	132-12	Telecorp	ACDPRNL/C	<b>Printer only with 1 year warranty.</b> Must specify L or C to designate Laser or Color Gold Maintenance Silver Maintenance Bronze Maintenance	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A
				<sup>5</sup> Note: Refer to Spec Sheet for additional hardware details. PC accessories come with 3yr on-site service provided by Phillips/Magnavox. 48 hour system repair guarantee.					

**TELECORP SOFTWARE FOR NORTEL**

<b>ACD Reporting Systems (Includes What If Calculator)</b>									
Datatrak	132-33	Telecorp	ACD10N	10 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95)	\$ 4,818.54	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD25N	25 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95)	\$ 6,195.26	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD50N	50 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95)	\$ 9,637.08	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD75N	75 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95)	\$ 12,390.53	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACD100N	100 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95)	\$ 14,455.62	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACDUNLN	Unlimited Agents ACD Reporting Systems for Nortel (Win 3.1 or Win 95)	\$ 16,520.71	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	WHATIF	What If Calculator	\$ 344.18	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACDW31W95 <sup>1</sup>	Software conversion from Win 3.1 to Win 95	\$ 1,992.81	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACDDOSWIN <sup>1</sup>	Software conversion from Dos to Windows (Data Conversion Optional)	\$ 2,405.83	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	DATACONV <sup>1</sup>	Conversion of Dos data to Windows	\$ 891.43	90 days	US	N/A	Y
				<sup>1</sup> Note: Technician will be required for DOS and DOS Data Conversions.					
<b>Additional Licenses</b>									
Datatrak	132-33	Telecorp	ACDLAN	ACD Reporting LAN User License (Win 3.1 or Win 95)	\$ 1,376.73	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	ACDLIC-N	ACD Reporting Additional Site License (incl. Buffer) (Win 3.1 or Win 95)	\$ 2,753.45	90 days	US	N/A	Y
<b>Additional ACD Options</b>									
Datatrak	132-8	Telecorp	FI	First Impression Box (5 pre-recorded Greetings for Nortel ACD Telephones)	\$ 240.93	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	SKILLVIEW	Wall Display Server for Symposium	\$ 1,376.73	90 days	US	N/A	Y
<b>Real Time Agent Display Systems</b>									
Datatrak	132-33	Telecorp	AWIN-(A)(D)	Agent Window System (Analog)(Digital) (Win 3.1 or Win 95 <sup>2</sup> )	\$ 3,785.99	90 days	US	N/A	Y
				<sup>2</sup> Note: to act as a real time server, Operating System must be Win 95					
Datatrak	132-33	Telecorp	AWIN-CLI	Agent Window Client (Win 95, NT only)	\$ 1,376.73	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	AWINOR	Observation Recording System digitally to hard drive (Stand Alone) Stand Alone - Requires Agent Window and may require Q-watch and Q-watch Messaging	\$ 6,195.26	90 days	US	N/A	Y

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
Datatrak	132-33	Telecorp	AWINORNET	Observation Recording System digitally to hard drive (Network oriented version With Real-Time Audio Server.) Networking - Requires Agent Window on separate Dedicated PC, May also require Q-watch and Q-watch Messaging	\$ 6,883.63	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	AWINORAD	Add additional Observation Recording System to existing Agent Window or Agent Window Client Systems (For Networking Version Only. Cost is Per additional system)	\$ 688.36	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	AWINOGS	Displaying 30 Second On-Going Status with Load Management function <sup>3</sup> <sup>3</sup> Note: No installation required	\$ 688.36	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	AGT31WIN95	Agent Window System conversion from Win 3.1 to Win 95	\$ 774.41	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	AGTDOS/WIN	Agent Watch Dos conversion to any Windows Operating system <sup>4</sup> Note: May require on-site installation. Costs will follow noted schedule. <sup>5</sup> Note: Agent Cards must be returned to Telecorp to exchange for updated versions.	\$ 1,304.45	90 days	US	N/A	Y
<b>Q-Watch LED Display Driver Systems</b>									
Datatrak	132-8	Telecorp	QWTCH(A)(D)	Q-Watch System Box (Analog) (Digital)	\$ 1,376.73	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	QWMSG	Q-Watch Messaging Software (DOS)	\$ 481.85	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	WINMSG	Windows Stand Alone Messaging 16 bit software (includes RS 232 / 485 Converter)	\$ 860.45	90 days	US	N/A	Y
Datatrak	132-33	Telecorp	NETQ10	NetQ 10 Terminals SW inc. Messaging <i>Not incl.</i> Qwatch or Agent Window	\$ 1,376.73	90 days	US	N/A	Y
<b>LED Reader board Displays<sup>6</sup></b>									
Datatrak	132-8	Telecorp	LED215	Single Line 2" - 15 Character, 3 Color, Reader Board Display	\$ 757.20	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED220	Single Line 2" - 20 Character, 3 Color, Reader Board Display	\$ 1,032.54	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED320	Single Line 3" - 20 Character, 3 Color, Reader Board Display	\$ 1,273.47	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED330	Single Line 3" - 30 Character, 3 Color, Reader Board Display	\$ 1,583.23	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4120	2-Line 2" - 21 Character, 3 Color, Reader Board Display	\$ 1,893.00	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4160	2-Line 2" - 30 Character, 3 Color, Reader Board Display	\$ 2,340.43	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED4200	2-Line 2" - 38 Character, 3 Color, Reader Board Display	\$ 3,028.80	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7120	4-Line 1.5" - 96 Character, 3 Color, Reader Board Display (uses 16bit display server)	\$ 3,441.81	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7160	4-Line 1.5" - 128 Character, 3 Color, Reader Board Display (uses 16bit display server)	\$ 3,992.50	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	LED7200	4-Line 1.5" - 160 Character, 3 Color, Reader Board Display (uses 16bit display server)	\$ 4,474.36	90 days	US	N/A	Y
<sup>6</sup> Note: Hardware will carry a one year warranty with Bronze service level									
<b>Product Training<sup>8</sup></b>									
Datatrak	132-8	Telecorp	TRAIN1MT	One Day onsite product training for customers with paid Maintenance Program	\$ 1,032.54	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	TRAIN1NMT	One Day onsite product training for customers without active Maintenance Program <sup>8</sup> Note: Additional days required will be billed at \$1000 per day.	\$ 1,376.73	90 days	US	N/A	Y
<b>PC &amp; Accessories<sup>9</sup></b>									
Datatrak	132-8	Telecorp	ACDPCw	Pentium II 350+, WIN 95 C, 4.3 G HD+, 32 M RAM, 56k Modem, SB, 2 Serial., 1 Parallel. PCI Sound Card, 32xCD-ROM, 14" UVGA Monitor, 4 M PCI Video Card, PS/2 Mouse.	\$ 929.29	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPCwPRL	Same as ACDPCw with HP 1000 series LaserJet printer (Black on White) incl. 3yr warranty	\$ 1,239.05	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPCwPRC	Same as ACDPCw with HP 700 series Bubble Jet printer (Color) incl. 3yr warranty	\$ 1,239.05	90 days	US	N/A	Y
Datatrak	132-8	Telecorp	ACDPRNL/C	<b>Printer only with 1 year warranty.</b> Must specify L or C to designate Laser or Color <sup>9</sup> Note: Refer to Spec Sheet for additional hardware details. PC accessories come with 3yr on-site service provided by Phillips/Magnavox. 48 hour system repair guarantee.	\$ 378.60	90 days	US	N/A	Y

Clients with active Maintenance Programs requesting Software moves will require a tech on site at \$1,500 for first day, \$1,000 for any additional days required.  
All orders under \$5,000 that require Installation must include an additional \$1,500 for installation, \$1,000 for Training.

**Warranty terms:**  
**\*\* List Pricing includes only a 90 day warranty at Bronze Service Level. See Maintenance section**  
**\*\* Please quote One Year Maintenance (Bronze, Silver, Gold) as Per attached pricing\*\***

**CALL CENTER MANAGEMENT TRAINING**

*Personal Call Center Training (Customer Site)<sup>11</sup>*

Datatrak	132-50	Telecorp	TRN1DL	1 Day On-Site Training for up to 4 Supervisor / Managers	\$ 2,409.27	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN1SDL	1 1/2 Day Training for up to 4 Supervisors / Managers	\$ 3,372.98	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN1DADD	1 Day, 1 Additional Supervisor / Manager (per Attendee)	\$ 275.35	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN1SDADD	1 1/2 Day, 1 Additional Supervisor / Manager (per Attendee)	\$ 344.18	N/A	N/A	N/A	N/A

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
<b>Group Call Center Training (Consolidated Site) <sup>10</sup></b>									
Datatrak	132-50	Telecorp	TRN1DG	1 Day General Site Training per Attendee	\$ 619.53	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	TRN15DG	1 1/2 Day General site Training per Attendee	\$ 757.20	N/A	N/A	N/A	N/A
<sup>10</sup> Note: Minimum of 6 Attendees required to hold course. Sites to be announced on an as needed basis Attendees are responsible for all travel expenses									
<b>Call Center Operations Reviews <sup>11</sup></b>									
Datatrak	132-50	Telecorp	REVIWS	The One Week Call Center Operational Review (for organizations of 0-50 agents), includes two Consultants, on-site for three days, one day of pre-review work, two days following to review to prepare the documentation, and a one half day Executive presentation of the review findings and recommendations.	\$ 11,908.68	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	REVIWM	The One Week Call Center Operational Review (for organizations of 50-100 agents), includes three consultants, on-site for five days, one day of pre-review work, three days following the review findings and recommendations.	\$ 20,650.88	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	REVIWL	The One Week Call Center Operational Review (for organizations of 100+ agents), includes three consultants, on-site for ten days, one day of pre-review work, five days following the review to prepare the documentation, and a one half day Executive presentation of the review findings and recommendations.	\$ 34,418.14	N/A	N/A	N/A	N/A
<b>Call Center Disaster Recovery Plan <sup>11</sup></b>									
Datatrak	132-50	Telecorp	CCDRP10	up to 10 Agent Call Center evaluation, prevention and recovery planning	\$ 11,013.80	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP25	up to 25 Agent Call Center evaluation, prevention and recovery planning	\$ 13,767.25	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP50	up to 50 Agent Call Center evaluation, prevention and recovery planning	\$ 16,520.71	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP100	up to 100 Agent Call Center evaluation, prevention and recovery planning	\$ 27,534.51	N/A	N/A	N/A	N/A
Datatrak	132-50	Telecorp	CCDRP200	up to 200 Agent Call Center evaluation, prevention and recovery planning	\$ 38,548.31	N/A	N/A	N/A	N/A

<sup>11</sup> Note: Travel and Lodging will be charged in addition to current pricing

**Nortel Maintenance Pricing**

**The Gold Package - Premium Level**

-  Unlimited access to Helpdesk Support
-  Password access to Customer Support section of Telecorp's Web Site
-  Replacement parts shipped overnight
-  Automatic notification via letter, or e-mail, about updates to Telecorp Software.
-  Updated manuals sent automatically on a semi-annual basis
-  Automatic enrollment in Telecorp User Group, participation in new product testing
-  One scheduled Telecorp Products Application(s) Tune Up during the Program year
-  10% discount on new Telecorp Product Software in year of Gold Program

**The Silver Package - Enhanced Level**

-  Unlimited access to Helpdesk Support
-  Password access to Customer Support section of Telecorp's Web Site
-  Replacement parts shipped overnight
-  Automatic notification via letter, or e-mail, about updates to Telecorp Software
-  One scheduled Telecorp Products Application(s) Tune Up during the Program year

**The Bronze Package - Standard Level**

-  Unlimited access to Helpdesk Support
-  Password access to Customer Support section of Telecorp's Web Site
-  Replacement parts shipped 2nd day air
-  Updates on Telecorp Software in response to customer inquiry

<b>ACD Reporting Systems</b>									
Datatrak	132-34	Telecorp	ACD10N	10 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95) Gold Maintenance	\$ 1,349.19	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 1,108.26	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 867.34	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACD25N	25 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95) Gold Maintenance	\$ 1,734.67	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 1,424.91	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 1,115.15	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	ACD50N	50 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95) Gold Maintenance	\$ 2,698.38	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 2,216.53	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 1,734.67	N/A	N/A	N/A	N/A

**Datatrac Information Services, Inc.**

<b>DLR NAME</b>	<b>SIN</b>	<b>MFR NAME</b>	<b>MFR PART NO.</b>	<b>PRODUCT DESCRIPTION</b>	<b>GSA PRICE</b>	<b>WARR</b>	<b>PROD POINT</b>	<b>ENGY STAR</b>	<b>Y2K</b>
Datatrac	132-34	Telecorp	ACD75N	75 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95) Gold Maintenance	\$ 3,469.35	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 2,849.82	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 2,230.30	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	ACD100N	100 Agent ACD Reporting System for Nortel (Win 3.1 or Win 95) Gold Maintenance	\$ 4,047.57	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 3,324.79	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 2,602.01	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	ACDUNLN	Unlimited Agents ACD Reporting Systems for Nortel (Win 3.1 or Win 95) Gold Maintenance	\$ 4,625.80	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 3,799.76	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 2,973.73	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	WHATIF	What If Calculator Gold Maintenance	\$ 96.37	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 79.16	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 61.95	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	ACDW31W95 <sup>1</sup>	Software conversion from Win 3.1 to Win 95 Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	ACDDOSWIN <sup>1</sup>	Software conversion from Dos to Windows (Data Conversion Optional) Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	DATACONV <sup>1</sup>	Conversion of Dos data to Windows Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
				<sup>1</sup> <b>Note: Technician will be required for DOS and DOS Data Conversions.</b>					
				<b>Additional Licenses</b>					
Datatrac	132-34	Telecorp	ACDLAN	ACD Reporting LAN User License (Win 3.1 or Win 95) Gold Maintenance	\$ 385.48	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 316.65	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 247.81	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	ACDLIC-N	ACD Reporting Additional Site License (incl. Buffer) (Win 3.1 or Win 95) Gold Maintenance	\$ 770.97	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 633.29	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 495.62	N/A	N/A	N/A	N/A
				<b>Additional ACD Options</b>					
Datatrac	132-34	Telecorp	FI	First Impression Box (5 pre-recorded Greetings for Nortel ACD Telephones) Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 43.37	N/A	N/A	N/A	N/A
				<b>Real Time Agent Display Systems</b>					
Datatrac	132-34	Telecorp	AWIN-(A)(D)	Agent Window System (Analog)(Digital) (Win 3.1 or Win 95 <sup>2</sup> ) Gold Maintenance	\$ 1,060.08	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 870.78	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 681.48	N/A	N/A	N/A	N/A
				<sup>2</sup> <b>Note: to act as a real time server, Operating System must be Win 95)</b>					
Datatrac	132-34	Telecorp	AWIN-CLI	Agent Window Client (Win 95, NT only) Gold Maintenance	\$ 385.48	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 316.65	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 247.81	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	AWINOR	Observation Recording System digitally to hard drive (Stand Alone) Stand Alone - Requires Agent Window and may require Q-watch and Q-watch Messaging Gold Maintenance	\$ 1,734.67	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 1,424.91	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 1,115.15	N/A	N/A	N/A	N/A
Datatrac	132-34	Telecorp	AWINORNET	Observation Recording System digitally to hard drive (Network oriented version With Real-Time Audio Server.) Networking - Requires Agent Window on separate Dedicated PC, May also require Q-watch and Q-watch Messaging Gold Maintenance	\$ 1,927.42	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 1,583.23	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 1,239.05	N/A	N/A	N/A	N/A

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
Datatrak	132-34	Telecorp	AWINORAD	Add additional Observation Recording system to existing Agent Window or Agent Window Client Systems (For Networking Version Only. Cost is Per additional system)	\$ 192.74	N/A	N/A	N/A	N/A
				Gold Maintenance	\$ 158.32	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 123.91	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	AWINOGS	Displaying 30 Second On-Going Status with Load Management function <sup>3</sup>	\$ 192.74	N/A	N/A	N/A	N/A
				Gold Maintenance	\$ 158.32	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 123.91	N/A	N/A	N/A	N/A
				Bronze Maintenance					
				<sup>3</sup> Note: No installation required					
Datatrak	132-34	Telecorp	AGT31WIN95 <sup>4,5</sup>	Agent Window System conversion from Win 3.1 to Win 95	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	AGTDOS/WIN <sup>1,5</sup>	Agent Watch Dos conversion to any Windows Operating system	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
				<sup>4</sup> Note: May require on-site installation. Costs will follow noted schedule.					
				<sup>5</sup> Note: Agent Cards must be returned to Telecorp to exchange for updated versions.					
<b>Q-Watch LED Display Driver Systems</b>									
Datatrak	132-12	Telecorp	QWTCH(A)(D) <sup>6</sup>	Q-Watch System Box (Analog) (Digital)	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 247.81	N/A	N/A	N/A	N/A
Datatrak	132-34	Telecorp	QWMSG	Q-Watch Messaging Software (DOS)	\$ 134.92	N/A	US	N/A	Y
				Gold Maintenance	\$ 110.83	N/A	US	N/A	Y
				Silver Maintenance	\$ 86.73	N/A	US	N/A	Y
				Bronze Maintenance					
Datatrak	132-34	Telecorp	WINMSG	Windows Stand Alone Messaging 16 bit Software (includes RS 232 / 485 Converter)	\$ 240.93	N/A	US	N/A	Y
				Gold Maintenance	\$ 197.90	N/A	US	N/A	Y
				Silver Maintenance	\$ 154.88	N/A	US	N/A	Y
				Bronze Maintenance					
Datatrak	132-34	Telecorp	NETQ10	NetQ 10 Terminals SW inc. Messaging <i>Not incl.</i> Qwatch or Agent Window	\$ 385.48	N/A	US	N/A	Y
				Gold Maintenance	\$ 316.65	N/A	US	N/A	Y
				Silver Maintenance	\$ 247.81	N/A	US	N/A	Y
				Bronze Maintenance					
<b>LED Reader board Displays<sup>6</sup></b>									
Datatrak	132-12	Telecorp	LED215	Single Line 2" - 15 Character, 3 Color, Reader Board Display	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 136.30	N/A	N/A	N/A	N/A
				Bronze Maintenance					
Datatrak	132-12	Telecorp	LED220	Single Line 2" - 20 Character, 3 Color, Reader Board Display	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 185.86	N/A	N/A	N/A	N/A
				Bronze Maintenance					
Datatrak	132-12	Telecorp	LED320	Single Line 3" - 20 Character, 3 Color, Reader Board Display	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 229.22	N/A	N/A	N/A	N/A
				Bronze Maintenance					
Datatrak	132-12	Telecorp	LED330	Single Line 3" - 30 Character, 3 Color, Reader Board Display	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 284.98	N/A	N/A	N/A	N/A
				Bronze Maintenance					
Datatrak	132-12	Telecorp	LED4120	2-Line 2" - 21 Character, 3 Color, Reader Board Display	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 340.74	N/A	N/A	N/A	N/A
				Bronze Maintenance					
Datatrak	132-12	Telecorp	LED4160	2-Line 2" - 30 Character, 3 Color, Reader Board Display	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 421.28	N/A	N/A	N/A	N/A
				Bronze Maintenance					
Datatrak	132-12	Telecorp	LED4200	2-Line 2" - 38 Character, 3 Color, Reader Board Display	N/A	N/A	N/A	N/A	N/A
				Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	\$ 545.18	N/A	N/A	N/A	N/A
				Bronze Maintenance					

**Datatrak Information Services, Inc.**

DLR NAME	SIN	MFR NAME	MFR PART NO.	PRODUCT DESCRIPTION	GSA PRICE	WARR	PROD POINT	ENGY STAR	Y2K
Datatrak	132-12	Telecorp	LED7120	4-Line 1.5" - 96 Character, 3 Color, Reader Board Display (uses 16bit processor) Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 619.53	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED7160	4-Line 1.5" - 128 Character, 3 Color, Reader Board Display (uses 16bit processor) Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 718.65	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	LED7200	4-Line 1.5" - 160 Character, 3 Color, Reader Board Display (uses 16bit processor) Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	\$ 805.38	N/A	N/A	N/A	N/A
				<sup>6</sup> Note: Hardware will carry a one year warranty with Bronze service level					
				<b>PC &amp; Accessories</b> <sup>9</sup>					
Datatrak	132-12	Telecorp	ACDPCw	Pentium II 350+, WIN 95 C, 4.3 G HD+, 32 M RAM, 56k Modem, SB, 2 Serial., 1 Parallel. PCI Sound Card, 32xCD-ROM, 14" UVGA Monitor, 4 M PCI Video Card, PS/2 Mouse. Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	ACDPCwPRL	Same as ACDPCw with HP 1000 series LaserJet printer (Black on White) incl. 3yr warranty Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	ACDPCwPRC	Same as ACDPCw with HP 700 series Bubble Jet printer (Color) incl. 3yr warranty Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
Datatrak	132-12	Telecorp	ACDPRNL/C	<b>Printer only with 1 year warranty.</b> Must specify L or C to designate Laser or Color Gold Maintenance	N/A	N/A	N/A	N/A	N/A
				Silver Maintenance	N/A	N/A	N/A	N/A	N/A
				Bronze Maintenance	N/A	N/A	N/A	N/A	N/A
				<sup>9</sup> Note: Refer to Spec Sheet for additional hardware details. PC accessories come with 3yr on-site service provided by Phillips/Magnavox. 48 hour system repair guarantee.					

Clients with active Maintenance Programs requesting Software moves will require a tech on site at \$1,500 for first day, \$1,000 for any additional days  
All orders under \$5,000 that require Installation must include an additional \$1,500 for installation, \$1,000 for Training.

\* All 'Gold List' and 'Gold Dist' software systems include **12 months** Gold Service coverage  
 \*\* List Pricing includes only a **90 day** warranty at Bronze Service Level. See Maintenance section  
 \*\* Please quote One Year Maintenance (Bronze, Silver, Gold) as Per attached pricing\*\*