

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

**MULTIPLE AWARD SCHEDULE (MAS)
FSC CODE: 7010, 7030, J070, U012**



**HigherGround, Inc.
21201 Victory Boulevard, Suite 105
Canoga Park, CA
Phone: 818-456-1600 Fax: 818-456-1515
www.higherground.com**

**CONTRACT NUMBER
GS-35F-513AA**

**PERIOD COVERED BY CONTRACT
August 20, 2013 through August 19, 2023**

**PRICE LIST CURRENT THROUGH
Modification #0035, dated February 17, 2021**

**Business Size:
Small Business**

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov. On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: <http://www.GSAAdvantage.gov>.

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CUSTOMER INFORMATION

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

SIN	RECOVERY	SIN Description
33411	33411RC	Purchasing of new electronic equipment
511210	511210RC	Software Licenses
54151	54151RC	Software Maintenance Services
611420	611420RC	Information Technology Training
811212	811212RC	Maintenance of Equipment, Repair Services and/or Repair/Spare Parts
OLM	OLMRC	Order-Level Materials (OLMs)

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

See Awarded Price List

- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

Position Title	Experience	Functional Responsibility	Education
Implementation Project Manager	4 years	The Implementation Project Manager will lead successful implementations of multiple, simultaneous, small-to-large scale, installation, upgrade, customization and optimization projects. This role will entail planning, organizing, monitoring and managing projects through completion. The Installation Project manager will work cross-functionally with various departments, multidisciplinary workgroups, and senior management. Candidates must identify issues & assess risks appropriately and lead project teams to effective problem resolution.	Bachelor's
Client Support Technician I	3 years	The Client Support Technician I is the primary technical interface to reseller/distributor technical agents, direct end-user/customers, and various system-generated alarms. Client Support technicians professionally respond to customers and resolves trouble tickets in a timely manner, ensuring complete follow-through including proper communication and accurate documentation into the HigherGround knowledge database, to fulfill customer needs and requirements.	Associate

Position Title	Experience	Functional Responsibility	Education
Field Service Technician Level II	3 years	The Field Service Technician Level II (FST II) main function is to install HigherGround systems and provide installation assistance to our distributors technicians for their end user installations. Installation includes testing the system, troubleshooting, and correcting any issues that arise. The FST II documents all actions taken and or actions that need to be taken and follows issues through to successful closure. When not on installations, Field Service Technicians act as a Client Support Technician (responds to customers and resolves trouble tickets in a timely manner, and accurately documents activities into the HigherGround knowledge database) and participates in the pager duty rotation with fellow technicians.	Associate
Professional Services Manager	8 years	The Professional Services Manager is responsible for all activities related to conceptualizing, developing and implementing professional services and achieving services sales and customer satisfaction targets. Specific responsibilities include development and documentation of professional services; specification and development of training and education services; development and implementation of project management services; aligning corporate business plans with organizational objectives; providing technical specialist knowledge in translating new functional technical specifications into sales and marketing guidelines and presentation formats; and hiring and directing the day to day activities of professional services staff.	Bachelor's
Trainer	4 years	The Trainer is responsible for planning, developing and implementing training activities for customers (end users of the product), technicians (technical support of the product) and employees for the use and technical support of HigherGround products. The Trainer identifies training needs, designs programs and support materials, and trains and evaluates the effectiveness of training programs. The Trainer develops and implements effective training policies, procedures, and programs.	Bachelor's

Substitutions

HigherGround, Inc. reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.

- a. In any case where an Associates Degree is specified, 2 years of experience may be substituted.
 - b. In any case where a Bachelors Degree is specified, 4 years of experience or an Associates Degree and 2 years of experience may be substituted.
 - c. In any case where a Master's Degree is specified, 6 years of experience, a Bachelors Degree and 2 years of experience, or an Associates Degree and 4 years of experience may be substituted.
2. Maximum order.
SIN 33411, 511210, 54151, 611420, 811212: \$500,000:
SIN 611420: \$250,000
**Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.*
 3. Minimum order.
The minimum dollar of orders to be issued is \$100

4. Geographic coverage (delivery area).
The Geographic Scope of this Contract is domestic delivery only.
5. Point(s) of production (city, county, and State or foreign country).
HigherGround, Inc.
21201 Victory Boulevard, Suite 105
Canoga Park, Los Angeles County, CA 91303
6. Discount from list prices or statement of net price.
Prices shown are NET Prices; Basic Discounts have been deducted and IFF included.
7. Quantity discounts.
See GSA Pricelist below
8. Prompt payment terms.
None
9. Foreign items.
None
- 10a. Time of delivery.
Higher Ground shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.
- 10b. Expedited Delivery.
Contact Higher Ground for expedited delivery
- 10c. Overnight and 2-day delivery.
Contact Higher Ground for expedited delivery
- 10d. Urgent Requirements.
Contact Higher Ground for expedited delivery
11. F.O.B. point(s).
Destination
- 12a. Ordering address.
21201 Victory Blvd.
Suite 105,
Canoga Park CA 91303
Phone: 818-456-1600
Fax: 818-456-1515
- 12b. Ordering procedures:
Each engagement is fulfilled in accordance with the GSA Schedule Terms and Conditions.
For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
13. Payment address.
21201 Victory Blvd.
Suite 105,
Canoga Park CA 91303
Phone: 818-456-1600
Fax: 818-456-1515

14. Warranty provision.
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.
15. Export packing charges, if applicable.
Not Applicable
16. Terms and conditions of rental, maintenance, and repair (if applicable).
The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.
17. Terms and conditions of installation (if applicable).
Equipment is self-installable.
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).
The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.
- 18b. Terms and conditions for any other services (if applicable).
Not Applicable
19. List of service and distribution points (if applicable).
Services delivered nationally from the office in Canoga Park, California.
20. List of participating dealers (if applicable).
**Replay Systems, Inc.
6555 NW9th Avenue Suite 105
Replay Systems POC: Scott Hurley
Replay Systems POC Phone Number: 954-267-9199
Replay Systems POC Email: scott.hurley@replaysystems.com**
21. Preventive maintenance (if applicable).
Not Applicable
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
Not Applicable
- 22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found.
Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): <http://www.higherground.com>.
23. Data Universal Number System (DUNS) number.
077251056
24. Notification regarding registration in System of Award (SAM) database.
**HigherGround, Inc. has an Active Registration in the SAM database.
CAGE Code: 4JT79**

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

1. MATERIAL AND WORKMANSHIP

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

2. ORDER

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

For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

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

4. INSTALLATION AND TECHNICAL SERVICES

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

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 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, de-installation, and reinstallation services under SIN 33411 or SIN 33411REF.

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

5. INSPECTION/ACCEPTANCE

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

6. WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows:
HigherGround, Inc.
21201 Victory Boulevard
Suite 105
Canoga Park, CA 91303

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, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 811212)

1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a 50 mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

HigherGround, Inc.
21201 Victory Boulevard
Suite 105
Canoga Park, CA 91303

2. MAINTENANCE ORDER

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 811212). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
- e. Cross-year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

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

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

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

4. LOSS OR DAMAGE

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

5. SCOPE

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. Equipment placed under maintenance service shall be in good operating condition.
 - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
 - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
 - (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 811212 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
- b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.
- c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

7. RESPONSIBILITIES OF THE CONTRACTOR

- a. For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.
- b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service

personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

8. MAINTENANCE RATE PROVISIONS

- a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.
- b. **REGULAR HOURS**
The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.
- c. **AFTER HOURS**
Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.
- d. **TRAVEL AND TRANSPORTATION**
If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level.
- e. **QUANTITY DISCOUNTS**
None

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. **MULTIPLE MACHINES.** When repairs are ordered by a ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.
- c. **TRAVEL OR TRANSPORTATION**
 - (1) **AT THE CONTRACTOR'S SHOP**
 - (a) When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.
 - (b) The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.
 - (2) **AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)**
When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed.
 - (3) **AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)**

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

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

d. LABOR RATES

(1) REGULAR HOURS

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

(2) AFTER HOURS

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

(3) SUNDAYS AND HOLIDAYS

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

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated January 1, 2013.

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

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period stated in the manufacturer's commercial pricelist

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period the period stated in the manufacturer's commercial pricelist.

12. INVOICES AND PAYMENTS

a. Maintenance Service

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

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

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

TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 54151)

1. INSPECTION/ACCEPTANCE

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

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor's EULA has been approved by GSA and has been incorporated as part of this GSA schedule contract.

3. 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.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 818-251-5277 or 877-998-7999 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 6AM PST to 6 PM PST.

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined:
 1. Software Maintenance as a Product (SIN 511210)

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

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

Software Maintenance as a product is billed at the time of purchase.
 2. Software Maintenance as a Service (SIN 54151)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

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

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

6. PERIODS OF MAINTENANCE AS A SERVICE (SIN 54151)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar day's written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for maintenance, the period of maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number I32-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. **UTILIZATION LIMITATIONS - (SIN 511210 AND SIN 54151)**

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
 - (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
 - (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. **SOFTWARE CONVERSIONS - (SIN 511210)**

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 (511210), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

11. **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.

12. RIGHT-TO-COPY PRICING

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

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF INFORMATION
TECHNOLOGY TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 611420)**

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

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 or online 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, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.
- b. 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: N/A
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

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.

HigherGround, Inc. is not providing training with equipment and/or software provided under this contract, free of charge.

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

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:



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:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:
DESTINATION

DELIVERY SCHEDULES / DATES

_____	_____
_____	_____
_____	_____

(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:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(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 an ordering activity requirements.

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

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

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

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

Here is a general outline on how it works:

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

Training Course Descriptions

	SKU	Components	Length	Prerequisites
<p>Introduction to Calibre Voice Recorder</p> <p>The course provides trainees with the skills and understanding needed to utilize the HigherGround applications to productively manage the recordings and data captured by the system. Search for and playback recordings, monitor calls in real-time, generate reports on telecommunications data and schedule reports to run or print automatically.</p>	EDUC-0001	<p>Instant Retrieval</p> <p>Real-Time Voice Monitor</p> <p>Report Commander</p>	2 hours	None
<p>Calibre Administration</p> <p>This session gives system administrators the knowledge to configure, manage and maintain the HigherGround system. Add and delete users, configure recording groups, define recording triggers and manage archives.</p>	EDUC-0002	<p>System Environment</p> <p>Utilities</p> <p>Control Tower</p> <p>Configuration</p>	3 hours	None
<p>Calibre Evaluation</p> <p>The course provides trainees with the skills needed to utilize HigherGround's Calibre Evaluation application to productively monitor, evaluate, and improve agent performance. Design and utilize grading forms in Agent Evaluator that are reflective of their business environment. Recording workstation screen activities with Screen Capture is an additional tool to support quality assurance programs in improving agent efficiency.</p>	EDUC-0003	<p>Agent Evaluator</p> <p>Screen Capture</p>	2 hours	None
<p>Calibre Analytics</p> <p>The session teaches the trainees to utilize HigherGround's Calibre Analytics Suite to enhance the true understanding of the enterprise's telecommunications systems. The Analytics modules are integrated within the Calibre Voice Recorder, providing managers with a comprehensive tool with which to enhance the value of the information that can be gathered from the enterprise's telephone interactions with its customers or clients.</p>	EDUC-0004	<p>Report Commander</p> <p>Pro</p> <p>Data Integrations</p> <p>Usage and Cost</p> <p>Accounting</p> <p>Options</p>	2 hours	None

All training courses are provided remotely. Minimum of one student and maximum of 12 students per session

**HIGHERGROUND INC.'S
AUTHORIZED GSA PRICELIST**

SIN	MFR	MFR Part #	Product/Service Description	GSA Price	Warranty Period	COO
33411	HigherGround, Inc.	ADAP-RTS1	RTS Adapter Box Supports Up To 24 Digital Ports	\$384.18	3 years	US
33411	HigherGround, Inc.	ANGX-E008	AudioCodes 8 Port Digital PCIe Card	\$2,248.87	3 years	US
33411	HigherGround, Inc.	ANGX-E016	AudioCodes 16 Port Digital PCIe Card	\$3,560.71	3 years	US
33411	HigherGround, Inc.	ANGX-E024	AudioCodes 24 Port Digital PCIe Card	\$4,844.43	3 years	US
33411	HigherGround, Inc.	CONTACT-16	16-Port Contact Closure Interface	\$937.03	3 years	US
33411	HigherGround, Inc.	CONTACT-KIT	Contact Closure Interface Board	\$101.20	3 years	US
33411	HigherGround, Inc.	EHUB-016G-RM	16-Port Ethernet Switch - Rack Mountable	\$304.53	3 years	US
33411	HigherGround, Inc.	HD-SATA-1TB	1 TB SATA	\$210.83	3 years	US
33411	HigherGround, Inc.	HD-SATA-2TB	2 TB SATA	\$304.53	3 years	US
33411	HigherGround, Inc.	HD-SATA-4TB	4 TB SATA	\$445.09	3 years	US
33411	HigherGround, Inc.	HD-SSD-480	480 GB Solid-State Drive	\$515.37	3 years	US
33411	HigherGround, Inc.	MATC-E008	AudioCodes 8- Port Analog Interface Card PCIe w/ RJ-21x (Amphenol) connector	\$1,546.10	3 years	US
33411	HigherGround, Inc.	MATC-E024	AudioCodes 24- Port Analog Interface Card - PCIe	\$3,888.66	3 years	US
33411	HigherGround, Inc.	MKMC-0008-RM	8-Port KVM Switch - Rack Mountable	\$463.83	3 years	US
33411	HigherGround, Inc.	MKMC-CABL	6' KVM Cable	\$15.93	3 years	US
33411	HigherGround, Inc.	MKMS-PACK	Hardware Accessories (Keyboard, Monitor, Mouse & Speakers)	\$393.55	3 years	US
33411	HigherGround, Inc.	NICE-E1000	Network Card 1000bT Ethernet PCI-E Single Port	\$70.28	3 years	US
33411	HigherGround, Inc.	NICE-E1002	Network Card 1000bT Ethernet PCI-E Dual Port	\$169.04	3 years	US
33411	HigherGround, Inc.	SPLT-RJ45	RJ45 Splitter for Passive T1 Tap	\$8.43	3 years	US
33411	HigherGround, Inc.	SSD-CRG-001	2.5" Hot-Swap HDD Cage	\$93.70	3 years	US
33411	HigherGround, Inc.	HD-IOD2M-0365	Fusion-io ioDrive2 SLC - 365 GB. Requires purchase of F00-GLD-365G-CS-3YR (associated maintenance plan).	\$6,971.49	SCW	US
33411	HigherGround, Inc.	HD-IOD2M-0785	Fusion-io ioDrive2 SLC - 785 GB Requires purchase of F00-GLD-785G-CS-3YR (associated maintenance plan).	\$11,656.62	SCW	US
33411	HigherGround, Inc.	HD-IOD2M-1200	Fusion-io ioDrive2 SLC - 1.2 TB Requires purchase of F00-GLD-1T20-CS-3YR (associated maintenance plan).	\$16,280.86	SCW	US
33411	HigherGround, Inc.	HD-IOD2M-3000	Fusion-io ioDrive2 SLC - 3 TB Requires purchase of F00-GLD-3T00-CS-3YR (associated maintenance plan).	\$26,822.42	SCW	US
33411	HigherGround, Inc.	HD-IOD2S-0400	Fusion-io ioDrive2 SLC - 400 GB Requires purchase of F00-GLD-400G-DS-3YR (associated maintenance plan).	\$11,656.62	SCW	US
33411	HigherGround, Inc.	HD-IOD2S-0600	Fusion-io ioDrive2 SLC - 600 GB Requires purchase of F00-GLD-600G-DS-3YR (associated maintenance plan).	\$16,280.86	SCW	US
811212	HigherGround, Inc.	F00-GLD-365G-CS-3YR	Fusion-io ioDrive Gold Maintenance 365GB	\$1,541.41	3 Years	US
811212	HigherGround, Inc.	F00-GLD-785G-CS-3YR	Fusion-io ioDrive Gold Maintenance 785GB	\$2,525.29	3 Years	US
811212	HigherGround, Inc.	F00-GLD-1T20-CS-3YR	Fusion-io ioDrive Gold Maintenance 1.2TB	\$3,509.17	3 Years	US
811212	HigherGround, Inc.	F00-GLD-3T00-CS-3YR	Fusion-io ioDrive Gold Maintenance 3.0TB	\$5,804.89	3 Years	US
811212	HigherGround, Inc.	F00-GLD-400G-DS-3YR	Fusion-io ioDrive Gold Maintenance 400GB	\$2,525.29	3 Years	US
811212	HigherGround, Inc.	F00-GLD-600G-DS-3YR	Fusion-io ioDrive Gold Maintenance 600GB	\$3,509.17	3 Years	US
811212	HigherGround, Inc.	MTB0	Business Day Hardware Maintenance	13% of GSA price w/IFF for hardware	1 year	N/A
811212	HigherGround, Inc.	MT70	24 x 7 Hardware Maintenance	19% of GSA price w/IFF for hardware	1 year	N/A
511210	HigherGround, Inc.	APIR-CONN	TCP/IP Remote API Connector	\$569.52	1 year	US
511210	HigherGround, Inc.	ASDK-TEST	HigherGround SDK	\$952.39	1 year	US
511210	HigherGround, Inc.	CISC-CUCM	Cisco UCM License Fee	\$143.58	1 year	US
511210	HigherGround, Inc.	CLBR-API	API Connector with Meta Data Integration	\$2,871.54	1 year	US
511210	HigherGround, Inc.	CLBR-QA	Calibre Quality Analytics Agent License	\$143.58	1 year	US
511210	HigherGround, Inc.	CLBR-SCAP	Calibre Screen Capture Workstation License	\$191.44	1 year	US
511210	HigherGround, Inc.	CLBR-SMDR	Calibre SMDR Integration for Recorded Stations	\$2,392.95	1 year	US
511210	HigherGround, Inc.	CLBR-SWCR	Calibre Core Software	\$7,178.84	1 year	US
511210	HigherGround, Inc.	CLBR-SWRL	Calibre Channel Recording License	\$282.37	1 year	US
511210	HigherGround, Inc.	DS-CHAT-0001	Chat session Collection and Processing	\$2,354.66	1 year	US
511210	HigherGround, Inc.	DS-PHOTO-0001	MMS Collection and Processing	\$2,388.16	1 year	US
511210	HigherGround, Inc.	DSRB-0001	Development Support - Remote Business Day for Customers on MA (2 hour minimum)	\$282.37	1 year	US
511210	HigherGround, Inc.	DSRB-X001	Development Support - Remote Business Day for Customers not on MA (4 hour minimum)	\$373.30	1 year	US
511210	HigherGround, Inc.	DSRO-0001	Development Support - Remote Off-Hours for Customers on MA (2 hour minimum)	\$425.94	1 year	US
511210	HigherGround, Inc.	DSRO-X001	Development Support - Remote Off-Hours Day for Customers not on MA (4 hour minimum)	\$569.52	1 year	US

SIN	MFR	MFR Part #	Product/Service Description	GSA Price	Warranty Period	COO
511210	HigherGround, Inc.	DS-TEXT-0001	SMS Collection and Processing	\$2,388.16	1 year	US
511210	HigherGround, Inc.	DS-VIDEO-0001	Video Stream Collection and Processing	\$3,924.43	1 year	US
511210	HigherGround, Inc.	EFJP25-CORE	EF Johnson Core Integration Module	\$19,143.58	1 year	US
511210	HigherGround, Inc.	EFJP25-SWRL	EF Johnson per Talk Group License	\$717.88	1 year	US
511210	HigherGround, Inc.	EFJP25-SWRL-10	EF Johnson 10-Pack Talk Group License	\$5,743.07	1 year	US
511210	HigherGround, Inc.	FSAR-0001	ACD Free Seating - Auto Record	\$2,388.16	1 year	US
511210	HigherGround, Inc.	GENS-AGNT	Genesys Feeder Agent License	\$47.86	1 year	US
511210	HigherGround, Inc.	GENS-FEED	Genesys Feeder w/ Free Seating Base License	\$5,743.07	1 year	US
511210	HigherGround, Inc.	GENS-META	Genesys In-Call Meta Data	\$3,828.72	1 year	US
511210	HigherGround, Inc.	META-ATCH	Meta Data Attachments	\$2,388.16	1 year	US
511210	HigherGround, Inc.	MITL-R001	Mitel Per Channel License	\$54.56	1 year	US
511210	HigherGround, Inc.	NG911-CORE	NG Capture911 Core Software	\$2,345.09	1 year	US
511210	HigherGround, Inc.	NG911-SWRL	NG Capture911 Channel license.	\$311.08	1 year	US
511210	HigherGround, Inc.	NGSC-SEAT	Screen Capture Workstation License	\$143.58	1 year	US
511210	HigherGround, Inc.	REPL-0032	Replicate 32 Ports To Remote Server	\$732.24	1 year	US
511210	HigherGround, Inc.	REPL-0064	Replicate 64 Ports To Remote Server	\$1,124.69	1 year	US
511210	HigherGround, Inc.	REPL-0128	Replicate 128 Ports To Remote Server	\$1,550.63	1 year	US
511210	HigherGround, Inc.	REPL-0256	Replicate 256 Ports To Remote Server	\$1,818.64	1 year	US
511210	HigherGround, Inc.	REPL-0512	Replicate 512 Ports To Remote Server	\$2,392.95	1 year	US
511210	HigherGround, Inc.	REPL-1024	Replicate 1024 Ports To Remote Server	\$3,062.97	1 year	US
511210	HigherGround, Inc.	REPL-2048	Replicate 2048 Ports To Remote Server	\$4,211.59	1 year	US
511210	HigherGround, Inc.	SOGD-MIS	SolaCom Guardian MIS Base Software	\$2,392.95	1 year	US
511210	HigherGround, Inc.	SOGD-POS	SolaCom Guardian per Position	\$143.58	1 year	US
511210	HigherGround, Inc.	SOGD-TZOS	SolaCom Guardian Additional TimeZone Offset	\$1,531.49	1 year	US
511210	HigherGround, Inc.	SWCR-RC00	Remote Audio Collection Core with no channel licenses. Replication to master system. No Search, Retrieval or Playback.	\$1,005.04	1 year	US
511210	HigherGround, Inc.	SWCR-RC02	Remote Audio Collection Core with 2 channel licenses. Replication to master system. No Search, Retrieval or Playback.	\$1,292.19	1 year	US
511210	HigherGround, Inc.	SWCR-RC04	Remote Audio Collection Core with 4 channel licenses. Replication to master system. No Search, Retrieval or Playback.	\$2,440.81	1 year	US
511210	HigherGround, Inc.	TRAD-MP25	Motorola P25 Integration via API	\$80,209.28	1 year	US
511210	HigherGround, Inc.	TRAD-MSZI	Trunked Radio Integration For Motorola Smartnet/ Smartzone	\$4,307.30	1 year	US
511210	HigherGround, Inc.	TRAD-SITE	Unlimited Talk Groups and Radio IDs (per Site)	\$9,571.79	1 year	US
511210	HigherGround, Inc.	TRAD-ZONE	Motorola Smartzone Integration- Per Zone	\$1,435.77	1 year	US
511210	HigherGround, Inc.	VOIP-G723	VoIP Codec License for g.723.1	\$7.66	1 year	US
511210	HigherGround, Inc.	VOIP-G729	VoIP Codec License for g.729a	\$7.66	1 year	US
54151	HigherGround, Inc.	POST-0001	Post Warranty Repair Handling (Plus Shipping And Service Charges By Manufacturer)	\$373.30	1 year	US
54151	HigherGround, Inc.	PSOS-0001	On Site Professional Services, Training, and Project Management - Full Day Rate (8 hours)	\$2,292.44	1 year	US
54151	HigherGround, Inc.	PSRH-0001	One Hour - Remote Professional Services, Training, and Project Management	\$244.08	1 year	US
54151	HigherGround, Inc.	TSOB-0001	One Hour of Technical Support - On-Site Business Day for customers not on MA (4 hour min, travel time billable)	\$186.65	1 year	US
54151	HigherGround, Inc.	TSOB-0008	Full Day Installation Support - On Site Business Day (8 hours)	\$1,531.49	1 year	US
54151	HigherGround, Inc.	TSOB-X001	One Hour of Technical Support - On-Site Business Day for customers on MA (4 hour min, travel time billable)	\$378.09	1 year	US
54151	HigherGround, Inc.	TSOO-0001	One Hour of Technical Support - On-Site Off Hours for customers on MA (4 hour min, travel time billable)	\$373.30	1 year	US
54151	HigherGround, Inc.	TSOO-0008	Full Day of Installation Support - On-Site Off-Hours	\$2,297.23	1 year	US
54151	HigherGround, Inc.	TSOO-X001	One Hour of Technical Support - On-Site Off Hours for customers on MA (4 hour min, travel time billable)	\$555.16	1 year	US
54151	HigherGround, Inc.	TSRB-0001	One Hour of Technical Support - Remote Business Day for customers on MA (2 hour minimum)	\$90.93	1 year	US
54151	HigherGround, Inc.	TSRB-0004	Half-Day of Installation Support - Remote Business Day	\$574.31	1 year	US
54151	HigherGround, Inc.	TSRB-0008	Full Day of Installation Support - Remote Business Day	\$1,148.61	1 year	US
54151	HigherGround, Inc.	TSRB-X001	One Hour of Technical Support - Remote Business Day for customers not on MA (4 hour minimum)	\$186.65	1 year	US
54151	HigherGround, Inc.	TSRO-0001	One Hour of Technical Support - Remote Off Hours for customers on MA (4 hour minimum)	\$181.86	1 year	US
54151	HigherGround, Inc.	TSRO-0004	Half-Day of Installation Support - Remote Off-Hours	\$861.46	1 year	US
54151	HigherGround, Inc.	TSRO-0008	Full Day of Installation Support - Remote Off-Hours	\$1,722.92	1 year	US

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54151	HigherGround, Inc.	TSRO-X001	One Hour of Technical Support - Remote Off Hours for customers not on MA (4 hour minimum)	\$373.30	1 year	US
54151	HigherGround, Inc.	MT07	24 x 7 Software Maintenance * Pricing as a percentage of Software GSA Price	23% of GSA Price w/IFF	1 year	US
54151	HigherGround, Inc.	MT0B	Business Day Software Maintenance *Pricing as a percentage of Software GSA Price	19% of GSA Price w/IFF	1 year	US
611420	HigherGround, Inc.	EDUC-0001	Introduction To Calibre Voice Recorder	\$749.62	N/A	N/A
611420	HigherGround, Inc.	EDUC-0002	Calibre Administration	\$749.62	N/A	N/A
611420	HigherGround, Inc.	EDUC-0003	Calibre Evaluation	\$749.62	N/A	N/A
611420	HigherGround, Inc.	EDUC-0004	Calibre Analytics	\$749.62	N/A	N/A
33411	HigherGround, Inc.	CBL-8087	4xInternal SAS Cable SFF-8087	\$39.17	1 Year	US
33411	HigherGround, Inc.	CBL-8643	4xInternal SAS Cable SFF-8643	\$23.42	1 Year	US
33411	HigherGround, Inc.	ECAB-0007	7' CAT 6 Patch Cable	\$7.03	1 Year	US
33411	HigherGround, Inc.	FIBR-1PCI	Single Fibre Channel PCI Card	\$1,962.96	1 Year	US
33411	HigherGround, Inc.	HD-SATA-6TB	6 TB SATA	\$655.88	1 Year	US
33411	HigherGround, Inc.	HD-SATA-8TB	8 TB SATA	\$843.28	1 Year	US
33411	HigherGround, Inc.	HD-SSD-800	800 GB Solid-State Drive	\$796.43	1 Year	US
33411	HigherGround, Inc.	HD-SSD-960	960 GB Solid-State Drive	\$1,124.37	1 Year	US
33411	HigherGround, Inc.	HD-SSD-I4TA	Drive Converter Tray for SSD	\$23.42	1 Year	US
33411	HigherGround, Inc.	HLPB-0001	Logger Patch - Hookswitch w/Tone	\$295.15	1 Year	US
33411	HigherGround, Inc.	HLPN-0001	Logger Patch - Hookswitch	\$225.81	1 Year	US
33411	HigherGround, Inc.	NICE-E1004	Quad Network Card 1000bT Ethernet PCI-E	\$525.64	1 Year	US
33411	HigherGround, Inc.	P048-RPWR	Upgrade PSAP chassis to redundant hot-swap power supplies	\$562.19	1 Year	US
33411	HigherGround, Inc.	RC-SAS-9240	LSI 9240 PCI-Express 8 Port Controller	\$576.24	1 Year	US
33411	HigherGround, Inc.	T1E1-2430-T-E	Single Span PCIe Terminate T1/E1 Tap	\$4,845.10	3 Year	US
33411	HigherGround, Inc.	T1E1-4860-P-E	Dual Span PCIe Passive T1/E1 Tap	\$5,996.64	3 Year	US
33411	HigherGround, Inc.	T1E1-4860-T-E	Dual Span PCIe Terminate T1/E1 Tap	\$5,996.64	3 Year	US
33411	HigherGround, Inc.	VLPB-0001	Logger Patch- Vox w/Tone	\$126.49	1 Year	US
33411	HigherGround, Inc.	VLPN-0001	Logger Patch- Vox	\$89.01	1 Year	US
511210	HigherGround, Inc.	AQUA-PQA	Integration to Priority Dispatch Aqua Pro QA	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	CAD-SOSW	Integration to Southern Software CAD	\$3,823.71	1 Year	US
511210	HigherGround, Inc.	CAD-SPIL	Integration to Spillman CAD	\$3,823.71	1 Year	US
511210	HigherGround, Inc.	CLBR-ANDROID-SWRL	Calibre Cellular Recording App - Android	\$282.35	1 Year	US
511210	HigherGround, Inc.	CLBR-ASTR	Aastra Virtual Station Controller (Requires TERMINATE T1 Card)	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	CLBR-CDMS	Cisco Dual Media Stream Recording Integration	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	CLBR-DMCC	Avaya DMCC Recorder Integration	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	CLBR-IPICS	Cisco IPICS Interface - Calibre	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	CLBR-MSRC	Mitel SRC VoIP Recorder Integration	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	CLBR-RDCT	Calibre Audio Redaction	\$952.34	1 Year	US
511210	HigherGround, Inc.	CLBR-SACD	Calibre Stand-Alone CD	\$473.78	1 Year	US
511210	HigherGround, Inc.	CLBR-SPIQ-025	1000 Hours Speech Analytics for 25 Calibre users	\$1,004.98	1 Year	US
511210	HigherGround, Inc.	CLBR-SPIQ-050	1000 Hours Speech Analytics for 50 Calibre users	\$861.41	1 Year	US
511210	HigherGround, Inc.	CLBR-SPIQ-100	1000 Hours Speech Analytics for 100 Calibre users	\$765.70	1 Year	US
511210	HigherGround, Inc.	CLBR-TELT	Teltronics Virtual Station Controller (Requires Passive Tap T1 Card)	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	CLBR-ZMAX	Zetron MAX Voice Logger Gateway (VLG) Integration	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	DRL1-0001	Voice Recorder- Distributed, Up To 1 Seats	\$918.84	1 Year	US
511210	HigherGround, Inc.	INTR-META	Intrado Console Meta Data Integration	\$2,388.03	1 Year	US
511210	HigherGround, Inc.	LYNC-BASE	Lync Base Package	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	LYNC-RCL	Lync Recording Channel License	\$406.78	1 Year	US
511210	HigherGround, Inc.	LYNC-SWRL	Lync Channel Recording License	\$473.78	1 Year	US
511210	HigherGround, Inc.	LYNC-UIL	Lync User Integration License	\$68.91	1 Year	US
511210	HigherGround, Inc.	META-AVTEC	Avtec VoIP Interface with Metadata	\$2,388.03	1 Year	US
511210	HigherGround, Inc.	MSEX-INT	Microsoft Exchange (2007 SP1 or 2010) Email Integration	\$4,780.84	1 Year	US
511210	HigherGround, Inc.	MTRBO-SWCR	MotoTRBO Core Software	\$7,178.44	1 Year	US
511210	HigherGround, Inc.	MTRBO-TGRL	MotoTRBO Talkgroup Recording License	\$239.28	1 Year	US
511210	HigherGround, Inc.	NG911-ADVA	Advanced Dashboard Analytics for Capture911	\$2,201.39	1 Year	US
511210	HigherGround, Inc.	NG911-ANDROID-SWRL	NG Capture911 Cellular Recording App - Android	\$311.07	1 Year	US
511210	HigherGround, Inc.	NG911-ASTR	Aastra Virtual Station Controller (Requires TERMINATE T1 Card)	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	NG911-CDMS	Cisco Dual Media Stream Recording Integration	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	NG911-DMCC	Avaya DMCC Recorder Integration	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	NG911-IPICS	Cisco IPICS Interface - Capture 911	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	NG911-MSRC	Mitel SRC VoIP Recorder Integration	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	NG911-SOLA	Solacom VoIP Recording Interface	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	NG911-SPIQ-025	1000 Hours Speech Analytics for 25 Capture911 users	\$957.13	1 Year	US
511210	HigherGround, Inc.	NG911-SPIQ-050	1000 Hours Speech Analytics for 50 Capture911 users	\$765.70	1 Year	US

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511210	HigherGround, Inc.	NG911-SPIQ-100	1000 Hours Speech Analytics for 100 Capture911 users	\$669.99	1 Year	US
511210	HigherGround, Inc.	NG911-TELT	Teltronics Virtual Station Controller (Requires Passive Tap T1 Card)	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	NG911-ZMAX	Zetron MAX Voice Logger Gateway (VLG) Integration	\$2,866.59	1 Year	US
511210	HigherGround, Inc.	P25-CASS	Cassidian P25 Radio Interface Core:	\$47,856.25	1 Year	US
511210	HigherGround, Inc.	P25-SWRL	P25 Talk Group Recording License - First 250 Talk Groups, each	\$325.42	1 Year	US
511210	HigherGround, Inc.	P25-VOIPTG	P25 DVSI Recording License	\$14.36	1 Year	US
511210	HigherGround, Inc.	TCSMD-META	TCS/microDATA Integration	\$3,823.71	1 Year	US
33411	HigherGround, Inc.	C024-RAD-V8	Remote Acquisition Device - 1U Windows 10 Device	\$1,499.24	1 Year	US
54151	HigherGround, Inc.	CAL-UPGD	Labor to upgrade/update - Calibre (for customers not on direct maintenance with HG)	\$765.74	1 Year	US
54151	HigherGround, Inc.	CAP-UPGD	Labor to upgrade/update - Capture911 (for customers not on direct maintenance with HG)	\$765.74	1 Year	US
511210	HigherGround, Inc.	HG12-MINI	Mini HG-12 Recording software with 12 selectable channels	\$4,785.89	1 Year	US
511210	HigherGround, Inc.	RAD4-SWRL	4 Pack Remote Acquisition Channel Licenses	\$1,244.33	1 Year	US
54151	HigherGround, Inc.	RED-UPGD	Labor to upgrade/update - Primary and Redundant System (for customers not on direct maintenance with HG)	\$1,148.61	1 Year	US
33411	HigherGround, Inc.	ANGX-D008	8 Port Digital Daughter Card	\$1,311.84	1 Year	US
511210	HigherGround, Inc.	APIR-CONN-P	TCP/IP Remote API Connector (Parallel System)	\$170.86	1 Year	US
511210	HigherGround, Inc.	BARIX-INSTR	Barix Instreamer recording	\$665.24	1 Year	US
33411	HigherGround, Inc.	C004-007K-R0-V5	Solid-State Collector Device with Windows 10 and 40GB storage	\$1,236.88	1 Year	US
33411	HigherGround, Inc.	C048-000K-R5-V8	HG2U - Dual 2.4 GHz 6-Core E5-2620 processor, 64GB RAM, W2016, no Drives	\$7,491.54	1 Year	US
33411	HigherGround, Inc.	C048-155K-R1-V8	HG2U - 3.5 GHz Quad-Core E5-1620 processor, 32GB RAM, 1 TB RAID1, W2016	\$5,341.06	1 Year	US
33411	HigherGround, Inc.	C120-000K-R5-V8	HG4U - Dual 2.4 GHz 6-Core E5-2620 processor, 64GB RAM, W2016, no Drives	\$7,491.54	1 Year	US
33411	HigherGround, Inc.	C120-155K-R1-V8	HG4U - 3.5 GHz Quad-Core E5-1620 processor, 32GB RAM, 1 TB RAID1, W2016	\$5,341.06	1 Year	US
511210	HigherGround, Inc.	CAD-TRIT	Integration to Tritech (Tiburón) CAD	\$3,823.93	1 Year	US
511210	HigherGround, Inc.	CLBR-API-P	API Connector with Meta Data Integration (Parallel System)	\$1,914.36	1 Year	US
511210	HigherGround, Inc.	CLBR-CSPN	Cisco VoIP Spanning Interface - Calibre	\$0.00	1 Year	US
511210	HigherGround, Inc.	CLBR-QA-P	Calibre Quality Analytics Agent License (Parallel System)	\$95.72	1 Year	US
511210	HigherGround, Inc.	CLBR-RDCT-P	Calibre Audio Redaction (Parallel System)	\$665.24	1 Year	US
511210	HigherGround, Inc.	CLBR-SACD-P	Calibre Stand-Alone CD (Parallel System)	\$335.01	1 Year	US
511210	HigherGround, Inc.	CLBR-SCAP-P	Calibre Screen Capture Workstation License (Parallel System)	\$124.43	1 Year	US
511210	HigherGround, Inc.	CLBR-SIP	SIP Interface Surcharge - Calibre	\$2,388.16	1 Year	US
511210	HigherGround, Inc.	CLBR-SMDR-P	Calibre SMDR Integration for Recorded Stations (Parallel System)	\$1,244.33	1 Year	US
511210	HigherGround, Inc.	CLBR-SWCR-P	Calibre Core Software (Parallel System)	\$2,392.95	1 Year	US
511210	HigherGround, Inc.	CLBR-SWRL-CON	Calibre Concurrent Channel Recording License	\$478.59	1 Year	US
511210	HigherGround, Inc.	CLBR-SWRL-P	Calibre Channel Recording License (Parallel System)	\$186.65	1 Year	US
511210	HigherGround, Inc.	CLBR-VOIP	VoIP Interface Surcharge - Calibre	\$0.00	1 Year	US
33411	HigherGround, Inc.	CPU-HSP-001	FN4052 - 2U Passive Heatsink for Socket 1366	\$37.11	1 Year	US
33411	HigherGround, Inc.	ECAB-0003	3' CAT 6 Patch Cable	\$4.69	1 Year	US
511210	HigherGround, Inc.	FSAR-0001-P	ACD Free Seating - Auto Record (Parallel System)	\$716.45	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-API	Reconfigure Calibre API	\$957.18	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-QA	Reinstall Calibre Quality Analytics Agent License	\$9.57	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-RDCT	Reinstall Calibre Redaction	\$9.57	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-SACD	Reinstall Calibre Stand-Alone CD License	\$9.57	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-SCAP	Reinstall Calibre Screen Capture Workstation License	\$9.57	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-SMDR	Reinstall Calibre SMDR Integration	\$957.18	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-SWCR	Refresh Calibre Core	\$1,531.49	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-SWRL	Labor to upgrade to Calibre Channel License	\$47.86	1 Year	US
54151	HigherGround, Inc.	HWRP-CLBR-SWRL-CON	Reinstall Calibre Concurrent Channel Recording License	\$47.86	1 Year	US
54151	HigherGround, Inc.	HWRP-MTRBO-SWCR	Reinstall MotoTRBO Core Software	\$1,531.49	1 Year	US
54151	HigherGround, Inc.	HWRP-MTRBO-TGRL	Reinstall MotoTRBO Talkgroup Recording License	\$47.86	1 Year	US
54151	HigherGround, Inc.	HWRP-NG911-CORE	Labor to reinstall NG Capture911 Core software w/ ANI/ALI.	\$1,531.49	1 Year	US
54151	HigherGround, Inc.	HWRP-NG911-SWRL	Labor to reinstall NG Capture911 Channel license.	\$47.86	1 Year	US

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54151	HigherGround, Inc.	HWRP-NG911-SWRL-48	Labor to reinstall NG Capture911 Channel license (Block of 48)	\$1,531.49	1 Year	US
54151	HigherGround, Inc.	HWRP-P25-SWRL	Reinstall TG License	\$47.86	1 Year	US
54151	HigherGround, Inc.	HWRP-SPLT-VPHT	Reinstall Split Voice Path (Caller/Agent Separation)	\$133.05	1 Year	US
54151	HigherGround, Inc.	HWRP-VSCL-0001	Reinstall Generic Virtual Channel Controller	\$358.94	1 Year	US
54151	HigherGround, Inc.	HWRP-VSCL-ASTR	Reinstall Aastra Virtual Station Controller (Requires TERMINATE T1 Card)	\$358.94	1 Year	US
54151	HigherGround, Inc.	HWRP-VSCL-CDMS	Reinstall Cisco Built-In Bridge	\$358.94	1 Year	US
54151	HigherGround, Inc.	HWRP-VSCL-DMCC	Reinstall Avaya DMCC Integration	\$358.94	1 Year	US
54151	HigherGround, Inc.	HWRP-VSCL-MSRC	Reinstall Mitel SRC VoIP Recorder Integration	\$358.94	1 Year	US
54151	HigherGround, Inc.	HWRP-VSCL-TELT	Reinstall Teltronics Virtual Station Controller (Requires Passive Tap T1 Card)	\$358.94	1 Year	US
54151	HigherGround, Inc.	HWRP-VSCL-ZCOM	Reinstall Zeacom Virtual Station Controller - Zeacom (Requires Passive Tap T1 Card)	\$358.94	1 Year	US
33411	HigherGround, Inc.	KYBD-0001	Wired Keyboard	\$42.17	1 Year	US
33411	HigherGround, Inc.	MATC-0024	24- Port Analog Interface Card	\$3,513.85	1 Year	US
33411	HigherGround, Inc.	MEM-16GB-PC3-10600	Memory 16GB DDR3 PC3 10600	\$370.13	1 Year	US
33411	HigherGround, Inc.	MEM-2GB-PC3-10600	Memory 2GB DDR3 PC3 10600	\$51.54	1 Year	US
33411	HigherGround, Inc.	MEM-8GB-PC3-10600	Memory 8GB DDR3 PC3 10600	\$163.98	1 Year	US
511210	HigherGround, Inc.	META-ATCH-INCL	Meta Data Attachments Included with Virtual Controller	\$0.00	1 Year	US
511210	HigherGround, Inc.	META-ATCH-P	Meta Data Attachments (Parallel System)	\$716.45	1 Year	US
511210	HigherGround, Inc.	META-AVTEC-P	Avtec VoIP Interface with Metadata (Parallel System)	\$1,671.71	1 Year	US
511210	HigherGround, Inc.	META-VESTA	Vesta Metadata Integration	\$2,388.16	1 Year	US
511210	HigherGround, Inc.	META-VESTA-P	Vesta Metadata Integration (Parallel)	\$1,671.71	1 Year	US
33411	HigherGround, Inc.	MONF-0001	1U Flat Panel Monitor w/ KMM Switch	\$2,056.78	1 Year	US
33411	HigherGround, Inc.	MONL-0015	LCD Monitor	\$276.42	1 Year	US
33411	HigherGround, Inc.	MOUS-0001	Wired Mouse	\$32.80	1 Year	US
511210	HigherGround, Inc.	NG911-CORE-P	NG Capture911 Core Software (Parallel System)	\$703.53	1 Year	US
511210	HigherGround, Inc.	NG911-CSPN	Cisco VoIP Spanning Interface - Capture 911	\$0.00	1 Year	US
511210	HigherGround, Inc.	NG911-SIP	SIP Interface Surcharge - Capture 911	\$2,388.16	1 Year	US
511210	HigherGround, Inc.	NG911-SWRL-P	NG Capture911 Channel license. (Parallel System)	\$117.73	1 Year	US
511210	HigherGround, Inc.	NG911-VOIP	VoIP Interface Surcharge - Capture 911	\$0.00	1 Year	US
511210	HigherGround, Inc.	NG911-ZMAX-P	Zetron MAX Voice Logger Gateway (VLG) Integration - Parallel	\$1,813.85	1 Year	US
33411	HigherGround, Inc.	P048-155K-R1-V8	4U PSAP Chassis, 3.3GHz Intel Pentium G4400 Sklake, 16GB RAM, Windows 2016 Server, 1TB RAID 1	\$2,623.68	1 Year	US
33411	HigherGround, Inc.	PCMD-0064-T	Dual Span PCM 32	\$4,493.05	1 Year	US
33411	HigherGround, Inc.	PCMS-0032-T	Single Span PCM 32	\$3,148.41	1 Year	US
33411	HigherGround, Inc.	PCNET0200	PCI X single port Fiber Channel HBA	\$2,206.14	1 Year	US
33411	HigherGround, Inc.	RC-SAS-9341	LSI 9341 PCI-Express 8 Port Controller	\$576.27	1 Year	US
511210	HigherGround, Inc.	REPL-0032-P	Replicate 32 Ports To Remote Server (Parallel System)	\$220.08	1 Year	US
511210	HigherGround, Inc.	REPL-0064-P	Replicate 64 Ports To Remote Server (Parallel System)	\$338.50	1 Year	US
511210	HigherGround, Inc.	REPL-0128-P	Replicate 128 Ports To Remote Server (Parallel System)	\$465.57	1 Year	US
511210	HigherGround, Inc.	REPL-0256-P	Replicate 256 Ports To Remote Server (Parallel System)	\$550.45	1 Year	US
511210	HigherGround, Inc.	REPL-0512-P	Replicate 512 Ports To Remote Server (Parallel System)	\$719.70	1 Year	US
511210	HigherGround, Inc.	REPL-1024-P	Replicate 1024 Ports To Remote Server (Parallel System)	\$931.64	1 Year	US
511210	HigherGround, Inc.	REPL-2048-P	Replicate 2048 Ports To Remote Server (Parallel System)	\$1,270.15	1 Year	US
511210	HigherGround, Inc.	REPL-INCL	Replication included with core	\$0.00	1 Year	US
511210	HigherGround, Inc.	RING-0001	Ring Counter	\$665.24	1 Year	US
511210	HigherGround, Inc.	RING-0001-P	Ring Counter (Parallel System)	\$199.57	1 Year	US
54151	HigherGround, Inc.	SADR-0001	Flat Rate For Scheduled Data Recovery From External Drive	\$1,531.49	1 Year	US
33411	HigherGround, Inc.	SARM-0002	2-Port Analog-USB Recording Tap	\$140.55	1 Year	US
33411	HigherGround, Inc.	SARM-0004	4-Port Analog-USB Recording Tap	\$178.04	1 Year	US
511210	HigherGround, Inc.	SOLS-MIS	SolaCom ESRP	\$2,392.95	1 Year	US
33411	HigherGround, Inc.	SPKR-0001	Speakers	\$42.17	1 Year	US
511210	HigherGround, Inc.	SPLT-VPHT	Split Voice Path (Caller/Agent Separation)	\$665.24	1 Year	US
511210	HigherGround, Inc.	TELEX-CORE	Telex Radio Integration	\$3,632.49	1 Year	US
511210	HigherGround, Inc.	TELEX-SWRL	Telex Radio Channel	\$311.08	1 Year	US
511210	HigherGround, Inc.	TRAD-MP25-2	Motorola P25 w/ 2 AIS	\$97,632.24	1 Year	US
511210	HigherGround, Inc.	TRAD-MP25-3	Motorola P25 w/ 3 AIS	\$114,861.46	1 Year	US
511210	HigherGround, Inc.	TRAD-MP25-4	Motorola P25 w/ 4 AIS	\$132,090.68	1 Year	US
511210	HigherGround, Inc.	TRAD-MP25-5	Motorola P25 w/ 5 AIS	\$149,319.90	1 Year	US
54151	HigherGround, Inc.	TRAD-MP25U	Motorola P25 AIS Version upgrade w/ 1 AIS	\$11,486.15	1 Year	US
54151	HigherGround, Inc.	TRAD-MP25U-2	Motorola P25 AIS Version upgrade w/ 2 AIS	\$15,314.86	1 Year	US

SIN	MFR	MFR Part #	Product/Service Description	GSA Price	Warranty Period	COO
54151	HigherGround, Inc.	TRAD-MP25U-3	Motorola P25 AIS Version upgrade w/ 3 AIS	\$19,143.58	1 Year	US
54151	HigherGround, Inc.	TRAD-MP25U-4	Motorola P25 AIS Version upgrade w/ 4 AIS	\$22,972.29	1 Year	US
54151	HigherGround, Inc.	TRAD-MP25U-5	Motorola P25 AIS Version upgrade w/ 5 AIS	\$26,801.01	1 Year	US
511210	HigherGround, Inc.	TRAD-MSZI-P	Trunked Radio Integration with Genesis for Motorola Smartnet/ Smartzone (Parallel System)	\$1,292.19	1 Year	US
511210	HigherGround, Inc.	TRAD-SITE-P	Unlimited Radio IDs (Parallel System)	\$2,871.54	1 Year	US
511210	HigherGround, Inc.	TRAD-SWCR	Motorola P25 NOT INCLUDING API	\$11,964.74	1 Year	US
511210	HigherGround, Inc.	TRAD-ZONE-P	Motorola Smartzone Integration- Per Zone (Parallel System)	\$430.73	1 Year	US
511210	HigherGround, Inc.	VCHN-0001	Virtual Channel License	\$43.07	1 Year	US
511210	HigherGround, Inc.	VCHN-0001-P	Virtual Channel License (Parallel System)	\$12.92	1 Year	US
511210	HigherGround, Inc.	VSCL-0001	Generic Virtual Channel Controller	\$11,964.74	1 Year	US
511210	HigherGround, Inc.	VSCL-0001-P	Generic Virtual Channel Controller (Parallel System)	\$3,589.42	1 Year	US
54151	HigherGround, Inc.	VTEL-0050	VIRTUATel Surveys for up to 50 Agents at a Single Site	\$11,964.74	1 Year	US
54151	HigherGround, Inc.	VTEL-0150	VIRTUATel Surveys for up to 150 Agents at a Single Site	\$22,589.42	1 Year	US
54151	HigherGround, Inc.	VTEL-0500	VIRTUATel Surveys for up to 500 Agents at a Single Site	\$60,302.27	1 Year	US
54151	HigherGround, Inc.	VTEL-2000	VIRTUATel Surveys for up to 2,000 Agents at a Single Site	\$140,226.70	1 Year	US
54151	HigherGround, Inc.	VTEL-5000	VIRTUATel Surveys for up to 5,000 Agents at a Single Site	\$210,292.19	1 Year	US
54151	HigherGround, Inc.	VTEL-OBSM	VIRTUATel Outbound Survey Module	\$3,158.69	1 Year	US
511210	Higherground, Inc.	L911-BASE	Live911 Annual Base Software License includes 5 concurrent licenses	\$5,743.07	1 Year	US
511210	Higherground, Inc.	L911-CLIC	Live911 Annual Concurrent User License	\$861.46	1 Year	US
54151	Higherground, Inc.	L911-RINS	Live911 Remote Install	\$751.39	1 Year	US
54151	Higherground, Inc.	L911-RTRN	Live911 Remote Basic Training	\$569.52	1 Year	US

*Note (Applicable to SIN's 33411, 811212, and 611420):

- Customers with purchase orders ranging from 1-50,000 receive a 7% discount off of the commercial list price.
- Customers with purchase orders ranging from 50,001-75,000 receive a 10% discount off of the commercial list price.
- Customers with purchase orders of 75,001 + receive a 12% discount off of the commercial list price.