

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

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>

**3e Technologies International, Inc.
9715 Key West Avenue, Suite 500
Rockville, MD 20850
301-670-6779 Fax 301-670-6989
www.Ultra-3eTI.com**

Contract Number: GS-35F-0380X

**Period Covered by Contract: May 12, 2011 – May 11, 2021 (Option Year 1)
Modification 37 dated 8/3116**

General Services Administration
Federal Acquisition Service

CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers (SINs):

Special Item Numbers	FSC/PCS Class Descriptions
132-8, 132-8STLOC, 132-8RC - PURCHASE OF NEW EQUIPMENT	FSC Class 5805 - TELEPHONE AND TELEGRAPH EQUIPMENT Audio and Video Teleconferencing Equipment - Installation (FPDS Code N070) for Equipment Offered - Deinstallation (FPDS N070 and N058) - Reinstallation (FPDS N070 and N058)
132-12, 132-12STLOC, 132-12RC - EQUIPMENT MAINTENANCE	FSC Class J070- Maintenance/Repair/ Rebuild of Equipment/ Software/Supplies/Support Equipment -Maintenance -Repair Parts/Spare Parts - Repair Service
132-51, 132-51STLOC, 132-51RC - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES	FSC/PSC Class - D307-Automated Information Systems Services

1b. Lowest Priced Model Number and Price For Each SIN:

SIN 132-8, 132-8STLOC, 132-8RC: CC-NUSC-CCC \$107.20

SIN 132-12, 132-12STLOC, 132-12RC: CC-HIG \$181.35

SIN 132-51, 132-51STLOC, 132-51RC: Field Technician \$95.21

2. Maximum Order: \$500,000 per SIN
3. Minimum Order: \$100
4. Geographic Coverage: 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories
5. Point of Production: US
6. Discount from List Price: Prices are Net; Discounts have been Deducted
7. Quantity Discounts: None Offered
- 7a. Volume Discounts: None Offered
8. Prompt Payment Discount: None Offered
- 8a. Payment Terms: Net 30 days
9. Government Purchase Cards will be accepted for payment less than, equal to and above the micro purchase threshold however no additional discounts will apply.
10. Foreign Items: Not Applicable
- 11a. Time of Delivery:
SINs 132-8, 132-8STLOC, 132-8RC - 30 Days
SINs 132-12, 132-12STLOC, 132-12RC – As Negotiated
SINs 132-51, 132-51STLOC, 132051RC - As Negotiated
- 11b. Expedited Delivery: As Negotiated for all SINs
- 11c. Overnight and 2-Day Delivery: As Negotiated for all SINs
- 11d. Urgent Requirements: Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. FOB Point: Destination
- 13a. Ordering Address: 9713 Key West Ave. #500 Rockville, MD 20850
- 13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
14. Payment Address: 9713 Key West Ave. #500 Rockville, MD 20850
15. Warranty/Guarantee Provision: 30 Days or 1 Year (varies by products/services)
16. **Export Packing Charges:** Not Applicable
16. **List of Participating Dealers:** Not Applicable
17. **Environmental Attributes:** Not Applicable
19. **Section 508 Compliance:** Not Applicable
20. **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.
21. **Data Universal Numbering System (DUNS) Number:** 61-176-2626
- 21a. **Taxpayer Identification Number (TIN):** 52-1680389
- 21b. **Business Size:** Large Business Concern
- 21c. **CAGE Code:** 0P7L8
- 21d. **System for Award Management (SAM) :** 3e Technologies International, Inc. is currently registered within the System for Award Management (SAM) database.
22. **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.

23. 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.

24. 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 activities, shall be responded to promptly by the Contractor.

25. 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.

26. FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

Telecommunication products 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 Acquisition 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.

**27. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370)
(NOV 2003)**

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (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.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor

rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

28. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

29. 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:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

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

30. 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. ODCs (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 8.402(f).

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.

31. 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.

32. 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

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.

33. 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).

34. 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.

35. 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 or 132-9.

36. 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.

37. 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.

38. 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>.

39. 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 PURCHASE OF
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
NEW EQUIPMENT(SPECIAL ITEM NUMBERS 132-8, 132-8STLOC, and
132-8RC)**

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 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 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 or SIN 132-9.

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 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. The Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.

3E TECHNOLOGIES INTERNATIONAL, INC. warrants to PURCHASER that the Products to be delivered hereunder will be free of defects in material and workmanship under normal use and service for a period of one (1) year following the date of installation by PURCHASER. If, during the warranty period the software becomes defective by reason of material or workmanship, and PURCHASER immediately notifies 3E TECHNOLOGIES INTERNATIONAL, INC. of such defect, 3E TECHNOLOGIES INTERNATIONAL, INC. shall, at its option, supply a replacement upgrade, or, at 3E TECHNOLOGIES INTERNATIONAL, INC.'s discretion perform necessary repair at the equipment's location. 3E TECHNOLOGIES INTERNATIONAL, INC. shall be released from all obligations under its warranty in the event the software has been subjected to misuse, neglect, accident or improper installation, or if repairs or modifications were made by persons other than 3E TECHNOLOGIES INTERNATIONAL, INC.'s own authorized service personnel, unless such repairs by others were made with the written consent of 3E TECHNOLOGIES INTERNATIONAL, INC.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THERE ARE NO WARRANTIES, WHICH EXTEND BEYOND THE FACE HEREOF, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND IN NO EVENT SHALL 3E TECHNOLOGIES INTERNATIONAL, INC. BE LIABLE FOR CONSEQUENTIAL DAMAGES.

3E TECHNOLOGIES INTERNATIONAL, INC. shall not be liable to any person for any special or indirect damages, including, but not limited to, lost profits, from any cause whatsoever arising from or in any way connected with the manufacture, sale, handling, repair, maintenance or use of the Products, and in no event shall 3E TECHNOLOGIES INTERNATIONAL, INC.'s liability exceed the purchase price of the Products.

PURCHASER shall be responsible to its customers for any and all warranties, which it makes relating to Products and ensuring that replacements and other adjustments required in connection with the said warranties are satisfactory.

3E TECHNOLOGIES INTERNATIONAL, INC. shall not be liable for any loss of use, interruption of business or indirect, special, incidental or

consequential damages of any kind. In spite of the above, 3E TECHNOLOGIES INTERNATIONAL, INC. shall do its best to provide end users with Software updates during the warranty period under this Agreement.

- 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: 9715 Key West Avenue, Suite 500 Rockville, MD 20850.

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 NUMBERS 132-12, 132-12STLOC and 132-12RC)

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 stated in paragraphs 8.d and 9.c of this Special Item Number 132-12.

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:

9715 Key West Avenue, Suite 500, Rockville, MD 20850

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 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 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 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.
- 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.

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.

REPAIR SERVICE RATES

LOCATION	MINIMUM CHARGE*	REGULAR REGULAR PER HOUR**	AFTER AFTER PER HOUR**	SUNDAYS AND HOLIDAYS PER HOUR
CONTRACTOR'S SHOP	\$197.73	\$527.28	\$131.82	\$197.73
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	\$527.28	\$131.82	\$197.73	\$197.73
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	\$527.28***	\$131.82***	\$197.73***	\$197.73***

*MINIMUM CHARGES INCLUDE FOUR FULL HOURS ON THE JOB.

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

***PLUS TRAVEL AND PER DIEM EXPENSES.

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, at a discount equal to that offered to the Government under this Schedule for similar products.

11. GUARANTEE/WARRANTY—REPAIR SERVICE

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of 30 days from completion.

b. REPAIR PARTS/SPARE PARTS – Guarantee/Warranty will be equal to that offered by the manufacturer of the parts repaired.

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.

ADDITIONAL SERVICES:

1. 3e Technologies International, Inc. Installation Services

3e Technologies International, Inc. installation services offer the full scope of support, ranging from basic system placement to turnkey installation. All installation plans are per unit, and provide installation services and post-installation training on the system and incidental peripherals. The unit(s) will be installed and tested to ensure that they operate to manufacturer specifications. Under the turnkey, Platinum *Plus* level installation (see “a” below) full assistance

with the carrier service is provided. In situations where the overall client solution includes multiple systems, multiple installation services would be provided along with integration services in order to create an end-to-end solution for the client.

An uplift fee of 50% is applied to non-standard installations where site access or working conditions require specially cleared or qualified individuals to accommodate tactical operations, security or other special requirements (*open market item*).

Platinum Plus Level Installation

Overview: Designed to provide turnkey support for installation of a product. 3e Technologies International, Inc. will assist with ordering carrier services, project manage, uncrate, assemble, put in place, connect to network, test, and provide up to four hours of Project Manager time on telecommunications products/systems. This service provides a Project Manager to complete the above task or up to three (3) days of labor, portal-to-portal, whichever is less, as well as one-day project management. Travel and expenses are not included (*open market item*).

3e Technologies International, Inc. will assemble, to manufacturers' specifications, all components supplied in a neat and professional manner, inspecting all for correctness and damage.

3e Technologies International, Inc. will put in place the telecommunications equipment in the location designated by the Customer. 3e Technologies International, Inc. will make minor recommendations as to placement location based on room environment, cable length, location of power and telecommunications interface.

3e Technologies International, Inc. will connect the telecommunications equipment to the telecommunications interface or interface device within the telecommunications room using Customer-furnished cables.

3e Technologies International, Inc. will test the telecommunications equipment, including all functions, with the systems in loopback. After a full test of the equipment in loopback, 3e Technologies International, Inc. will test the telecommunications equipment in a point-to-point through the network, or in network loopback as directed by the Customer. If no network is present, or if 3e Technologies International, Inc. determines that there are problems with the

network or in-house wiring, 3e Technologies International, Inc. will contact the Customer for direction.

If directed by the Customer, 3e Technologies International, Inc. will inspect in-house wiring and/or contact the designated carrier(s) by placing a trouble call and working with the carrier to correct the problem. 3e Technologies International, Inc. will provide up to two hours of assistance to the government after placing the system in loopback in order to address network or in-house wire problems, if the maximum installation labor hours for the telecommunication product/system have not already been expended. If network and/or in-house wiring problems cannot be resolved, the system will be considered accepted in loopback.

After telecommunications equipment is accepted, 3e Technologies International, Inc. will provide up to 4 hours of hands-on training. This will include operation of system functions and instructions on how to put the system in loopback to allow a test of the system while isolated from the network. Orientation will take place with or without the network, and will be conducted the same day as the installation.

On-site hours associated with resolving customer network responsibilities or customer-imposed delays are not included.

Platinum Level Installation

Overview: Designed for the installation of complex products. 3e Technologies International, Inc. will uncrate, assemble, put in place, connect to network, test, and provide up to four hours orientation training on a telecommunications product. This service provides a Field Engineer to complete the above task or up to three (3) days of labor, portal-to-portal, whichever is less. Travel and other direct expenses are not included (*open market item*).

3e Technologies International, Inc. will assemble, to manufacturers' specifications, all components supplied in a neat and professional manner, inspecting all for correctness and damage.

3e Technologies International, Inc. will put in place the telecommunications equipment in the location designated by the Customer. 3e Technologies International, Inc. will make minor recommendations as to placement location based on room environment, cable length, location of power and telecommunications interface.

3e Technologies International, Inc. will connect the telecommunications equipment to the telecommunications interface or interface device within telecommunication room using Customer-furnished cables.

3e Technologies International, Inc. will test the telecommunications equipment, including all functions, with the systems in loopback. After a full test of the equipment in loopback, 3e Technologies International, Inc. will test the telecommunications equipment in a point-to-point through the network, or in network loopback as directed by the Customer. If no network is present, or if 3e Technologies International, Inc. determines that there are problems with the network or in-house wiring, 3e Technologies International, Inc. will consider the system accepted in loopback.

After telecommunications equipment is accepted, 3e Technologies International, Inc. will provide up to 4 hours of hands-on orientation training. This will include operation of system functions and instructions on how to put the system in loopback to allow testing of the system while isolated from the network. Orientation will take place with or without the network, and will be conducted the same day as the installation.

On-site hours associated with resolving customer network responsibilities or customer-imposed delays are not included.

Gold Level Installation

Overview: Designed to install a standard product. 3e Technologies International, Inc. will uncrate, assemble, put in place, connect to network, test, and provide up to four hours orientation training on telecommunications products/systems. This service provides a Field Engineer to complete the above task or up to two (2) days of labor, portal-to-portal, whichever is less. Travel and other direct expenses are not included (*open market item*).

3e Technologies International, Inc. will assemble to manufacturers' specifications all components supplied in a neat and professional manner, inspecting all for correctness and damage.

3e Technologies International, Inc. will put in place the telecommunications equipment in the location designated by the Customer. 3e Technologies International, Inc. will make minor recommendations as to placement location

based on room environment, cable length, location of power and telecommunications interface. 3e Technologies International, Inc. will connect the telecommunications equipment to the telecommunications interface or interface device within telecommunication room using Customer-furnished cables.

3e Technologies International, Inc. will test the telecommunications equipment, including all functions, with the systems in loopback. After a full test of the equipment in loopback, 3e Technologies International, Inc. will test the telecommunications equipment in a point-to-point through the network, or in network loopback as directed by the Customer. If no network is present, or if 3e Technologies International, Inc. determines that there are problems with the network or in-house wiring, 3e Technologies International, Inc. will consider the system accepted in loopback.

After telecommunications equipment is accepted, 3e Technologies International, Inc. will provide up to 4 hours of hands-on orientation training. This will include operation of system functions and instructions on how to put the system in loopback to allow a test of the system while isolated from the network. Orientation will take place with or without the network, and will be conducted the same day as the installation.

On-site hours associated with resolving customer network responsibilities or customer-imposed delays are not included.

Silver Level Installation

Overview: Designed for the installation of a simple product. For the telecommunications product, 3e Technologies International, Inc. will uncrate, assemble, put in place, connect to network, test, and provide up to two hours orientation training on the device. This service provides a Field Engineer to complete the above task or up to one (1) day of labor, portal-to-portal, whichever is less. Travel and other direct expenses are not included (*open market item*).

3e Technologies International, Inc. will assemble, to manufacturers' specifications, all components supplied in a neat and professional manner, inspecting all for correctness and damage.

3e Technologies International, Inc. will put in place the telecommunications equipment in the location designated by the Customer. 3e Technologies International, Inc. will make minor recommendations as to placement location

based on room environment, cable length, location of power and telecommunications interface.

3e Technologies International, Inc. will connect the telecommunications equipment to the telecommunications interface or interface device within telecommunication room, using Customer-furnished cables.

3e Technologies International, Inc. will test the telecommunications equipment, including all functions with the systems in loopback. After a full test of the equipment in loopback, 3e Technologies International, Inc. will test the telecommunications equipment in a point-to-point through the network, or in network loopback as directed by the Customer. If a network is not present, or if 3e Technologies International, Inc. determines that there are problems with the network or in-house wiring, 3e Technologies International, Inc. will consider the system accepted in loopback.

After telecommunications equipment is accepted, 3e Technologies International, Inc. will provide up to 2 hours of hands-on orientation training. This will include operation of system functions and instructions on how to put the system in loopback to allow a test of the system while isolated from the network. Orientation will take place with or without the network and will be conducted the same day as the installation.

On-site hours associated with resolving customer network responsibilities or customer-imposed delays are not included.

2. De-installation Service:

De-installation is the disconnection of telecommunication equipment, cable and wiring. The service includes labor, tools and incidental parts or materials necessary to remove an existing system. De-installation does not include packaging for shipment or movement of the system outside of the building in which it was installed.

3. 3e Technologies International, Inc. Integration Services

Integration Services provide the engineering and technical expertise to interconnect and option systems in order to create an end-to-end operational environment. Integration services ensure that all components work with each

other, as well as with the network. Integration services focus on delivering the functional capabilities that clients require. These services may be applied either on new complex installations, or to enable a new component to be integrated into an existing system. These integration efforts are undertaken both on and off site.

- a. Platinum Plus Integration: Up to sixteen hours of engineering support, as well as up to four hours of program management support, to interconnect system elements so as to allow end-to-end communications/operation between systems.
- b. Platinum Integration: Up to sixteen hours of field/system engineering support to interconnect system elements so as to support end-to-end communications/operation between systems.
- c. Gold Integration: Up to eight hours of engineering support to interconnect system elements so as to support end-to-end communications/operation between systems.
- d. Silver Integration: Up to four hours of engineering support to interconnect system elements so as to support end-to-end communications/operation between systems.
- e. Bronze Integration: Up to two hours of engineering support to interconnect system elements so as to support end-to-end communications/operation between systems.

4. 3e Technologies International, Inc. Premium Installation Services

Value bundles offering professional support services from cradle to grave by providing both installation and post-installation maintenance. Premium Installation Services are available in a variety of service mixes in order to meet the precise needs of clients. Premium Installation Services will be billed and payable in full upon completion and acceptance of installation.

- a. Platinum Plus Premium Two Installation: Service value bundle combining Platinum Plus installation with Platinum maintenance subscription plan at a 9% discount.

- b. Platinum Plus Premium One Installation: Service value bundle combining Platinum Plus installation with Platinum Plus maintenance subscription plan at a 10% discount.
- c. Platinum Premium Two Installation: Service value bundle combining Platinum installation with Platinum maintenance subscription plan at a 7% discount.
- d. Platinum Premium One Installation: Service value bundle combining Platinum installation with Platinum Plus maintenance subscription plan at an 8% discount.
- e. Gold Premium Two Installation: Service value bundle combining Gold installation with Platinum maintenance subscription plan at a 5% discount.
- f. Gold Premium One Installation: Service value bundle combining Gold installation with Platinum Plus maintenance subscription plan at a 6% discount.

5. 3e Technologies International, Inc. Site Review Services

Professional services to design, assess and/or validate system equipment performance in the client's functional environment.

- a. Site Design Profile: A full system review profile conducted by a field/system engineer as well as a fully documented system redesign to accomplish the stated requirements of the customer. The site design profile will document both existing system and recommended system elements, functionality, connectivity and environmental room subsystems. The site design profile is designed to support re-engineering, replacement and customization of complex systems by a Senior Field/System engineer and provide the appropriate engineer drawings to document the recommended system.
- b. Site Review Profile: On-site inspection and analysis of the system to document system elements, functionality, connections and operation by a field/system engineer. A system review profile provides a technical baseline to support recommendations for and integration of new system

elements, system upgrades, and total replacement of the existing system or to identify and correct environmental factors degrading system performance. The site review profile findings will be documented with a system drawing showing major elements, cables, connections as well as recommendation and findings regarding system performance.

c. **Site Acceptance Review:** On-site inspection of system(s) prior to placement under a Maintenance Subscription Plan to confirm the equipment is operational in accordance with manufacturer's published specifications by a field technician or field/system engineer. Acceptance review will include physical inspection of systems for damage, integrity and serial number; testing of system in loopback and placement of a call through the network or in network loopback. If it is determined that the system is in need of repair, these repairs must be completed before the system can be accepted under a maintenance subscription plan. If completed by 3e Technologies International, Inc. , repairs will be on a time and material basis. Acceptance Review (Testing and Acceptance) is also completed to demonstrate operational capability and contract compliance. The focus in these cases is to demonstrate that the system performs and is equipped as specified and proposed.

6. 3e Technologies International, Inc. Maintenance Subscription Services

3e Technologies International, Inc.'s comprehensive and Customer-oriented Maintenance Subscription Services were developed to provide each Customer with the option to contract for one of five different levels of support service. Maintenance Services can be provided to non-subscription service clients on a time and material basis as resources permit. Maintenance Subscription Plans, designed to meet a variety of client support needs, are offered at an annual subscription fee and provide response assurances to clients. Plans include:

a. Platinum *Plus* Maintenance Subscription Plan

3e Technologies International, Inc.'s Highest Level of Maintenance Service is designed for Customers with time sensitive operations, who desire next-day parts and labor on-site, including 3e Technologies International, Inc.'s handling of network troubles with the Customer's carrier.

3e Technologies International, Inc.'s Network Trouble Call Escalation Service, which enhances end-to-end system reliability, is standard with this

level of maintenance. This service provides remote network trouble call initiation, tracking and escalation until the network problem is resolved.

24 hours per day, seven days per week (24 x 7) technical assistance available via a TOLL-FREE TELEPHONE HOTLINE. A maximum 30-minute phone response time during business hours (8:00AM-8:00PM ET, Monday-Friday, except holidays) is provided. A maximum 60 minute phone response time after business hours (8:01PM-7:59AM ET, Monday-Friday, including weekends and holidays) is provided.

Remote diagnostic services are available with Customer-furnished modem and analog phone line. A maintenance provision of 50% applies to systems that are not remotely accessible (*open market item*).

If the problem is network-related, a remote trouble call report will be initiated with your carrier(s), monitored and escalated until the problem is resolved.

If the problem is not network related and cannot be resolved over the phone, replacement exchange parts and qualified technical support are dispatched within one business day, provided the initiating telephone call is received and the diagnosis is made by 3 p.m. on the day the call is made. If not, a technician will be dispatched no later than two business days. Defective parts are repaired or replaced on-site by our technician. The system is fully tested in equipment self-loopback and/or point-to-point, if network is available.

If a technician is dispatched and the problem is determined to be operator error or network-related, or if “no problem is found,” an invoice for time and materials will be sent.

This program is based on the return of defective parts to 3e Technologies International, Inc. within 10 working days. Parts not returned within 10 working days will be invoiced.

b. Platinum Maintenance Subscription Plan

Designed for Customers desiring next-day parts and labor on-site.

Technical assistance provided on a 12 hours per day, five days per week (12 x 5) basis via TOLL-FREE TELEPHONE HOTLINE. A maximum 30

minute phone response time during business hours (8:00AM-8:00PM ET, Monday-Friday, except holidays) is provided. Skilled technical operators will guide the caller through system tests to troubleshoot and isolate equipment problems.

Maintenance Services cover contracted product(s) installed (unless Optional Network Escalation Services are purchased). The extent of coverage is limited to the installed system, up to the digital communications input/output of the equipment (includes network equipment, if covered).

Remote diagnostic services are available with Customer-furnished modem and analog phone line. A maintenance provision of 50% applies to systems that are not remotely accessible (*open market item*).

Installed systems will be tested and repaired with the equipment in self-loopback.

If the problem cannot be resolved over the phone, replacement exchange parts and qualified technical support are dispatched within one business day, provided the initiating telephone call is received and the diagnosis is made by 3 p.m. on the day the call is made. If not, a technician will be dispatched no later than two business days. Defective parts are repaired or replaced on-site by our technician. The system is fully tested in equipment self-loopback.

If a technician is dispatched and the problem is determined to be operator error or network-related, or if “no problem is found,” an invoice for time and materials will be sent.

This program is based on the return of defective parts to 3e Technologies International, Inc. within 10 working days. Parts not returned within 10 working days will be invoiced.

c. Gold Maintenance Subscription Plan

Designed for Customers with their own technical staff on-site.

Technical assistance provided on a 12 hours per day, five days per week (12 x 5) basis via TOLL-FREE TELEPHONE HOTLINE. A maximum 30-minute phone response time during business hours (8:00AM-8:00PM ET, Monday-Friday, except holidays) is provided. Skilled technical operators

will guide the caller through system tests to troubleshoot and isolate equipment problems.

Maintenance Services cover contracted product(s) installed (unless Optional Network Escalation Services are purchased). The extent of coverage is limited to the installed system, up to the digital communications input/output of the equipment (includes network equipment, if covered).

Remote diagnostic services are available with Customer-furnished modem and analog phone line. A maintenance provision of 50% applies to systems that are not remotely accessible (*open market item*).

Installed products will be tested and repaired with the equipment in self-loopback.

If the problem cannot be resolved over the phone, replacement exchange parts are dispatched within two business days, provided the initiating telephone call is received and the diagnosis is made by 3 p.m. on the day the call is made. If not, a technician will be dispatched no later than three business days. 3e Technologies International, Inc. will work with the Customer's technical staff to resolve all maintenance issues, unless the Customer wishes to contract for time and materials on-site service to effect repairs. 3e Technologies International, Inc. can provide an on-site Field Engineer at normal commercial/Government rates, plus any expenses and per diem.

This program is based on the return of defective parts to 3e Technologies International, Inc. within 10 working days. Parts not returned within 10 working days will be invoiced.

d. Silver Maintenance Subscription Plan

Designed for Customers desiring to purchase spare or repair parts as needed.

Technical assistance provided on a 12 hours per day, five days per week (12 x 5) basis via TOLL-FREE TELEPHONE HOTLINE. A maximum 30-minute phone response time during business hours (8:00AM-8:00PM ET, Monday-Friday, except holidays) is provided. Skilled technical operators will guide the caller through system tests to troubleshoot and isolate equipment problems.

Maintenance Services cover contracted product(s) installed (unless Optional Network Escalation Services are purchased). The extent of coverage is limited to the installed product, up to the digital communications input/output of the equipment (includes network equipment, if covered).

Remote diagnostic services are available with Customer-furnished modem and analog phone line. A maintenance provision of 50% applies to systems that are not remotely accessible (*open market item*).

Installed products will be tested and repaired with the equipment in self-loopback. If the problem cannot be resolved over the phone, qualified technical support will be dispatched within two business days, provided the initiating telephone call is received and the diagnosis is made by 3 p.m. on the day the call is made. If not, a technician will be dispatched no later than three business days

Defective parts are replaced with Customer-furnished spares on-site by our technician. If proper Customer-furnished spares are not available, spares can be purchased from 3e Technologies International, Inc. The system is fully tested in equipment self-loopback or with network, if available. On-site delays caused by the Customer's failure to order parts will be billed at time and materials rates.

If a technician is dispatched and the problem is determined to be operator error or network-related, or if "no problem is found," an invoice for time and materials will be sent.

e. Hotline Maintenance Subscription Plan

3e Technologies International, Inc.'s most economical maintenance program is designed for Customers who have their own technical staff and desire to purchase repair parts as required.

Technical assistance provided on a 12 hours per day, five days per week (12 x 5) basis via TOLL-FREE TELEPHONE HOTLINE.

Maximum 30-minute phone response during business hours (8:00AM-8:00PM ET, Monday-Friday except holidays) provided. Skilled technical

operators will guide the caller through system tests to troubleshoot and isolate equipment problems.

Maintenance Services cover contracted product(s) installed (unless Optional Network Escalation Services are purchased). The extent of coverage is limited to the installed system, up to the digital communications input/output of the equipment (includes network equipment, if covered).

Remote diagnostic services are available with Customer-furnished modem and analog phone line. A maintenance provision of 50% applies to systems that are not remotely accessible (*open market item*).

Parts and labor are available on a time and materials basis, and are dispatched within three business days.

f. Scheduled Preventative Maintenance

Scheduled checkup calls are also available to fix problems before they occur. Each system is powered up and tested for all system functions with the codec in line loopback. Self-diagnostics (if available) will be run with the results noted. The system will be cleaned and set to factory specifications, including the adjustment of cameras, monitors and audio systems. Operators will be surveyed for problems/questions. Test results will be documented. Repairs will be made as necessary. Repair parts will be invoiced unless covered under a remedial maintenance program.

Installation

After 3e Technologies International, Inc.'s acceptance of a valid purchase order, all installations shall be scheduled with 3e Technologies International, Inc. eight (8) calendar days in advance. Customer may cancel a pre-scheduled installation by providing 3e Technologies International, Inc. with notice at least two (2) business days notice before the installation date. Customer agrees to pay actual associated cancellation charges, if any, including documented non-recoverable expenses (i.e., actual labor expended, airline cancellation fees, etc.), regardless of when notice of cancellation is provided. Customer shall provide 3e Technologies International, Inc. unlimited and unfettered access to the installation sites for pre-scheduled installs. If 3e Technologies International, Inc.'s

technicians are prohibited from accessing the installation sites and/or from performing their work, for any reason whatsoever, the Customer agrees to pay 3e Technologies International, Inc. time and material charges of \$145 per hour plus actual associated documented expenses for any resulting delays. Once access is gained, if 3e Technologies International, Inc. is still unable to complete installation, through acceptance, due to a Customer or site-related issue, Customer agrees to pay 3e Technologies International, Inc. \$145 per hour plus actual associated documented expenses for any resulting delays. Such circumstances include, but are not limited to, the Customer stating that circuits are installed, but when installer arrives, no circuits are present.

Maintenance Subscriptions

3e Technologies International, Inc.'s maintenance subscription offers are contingent on Customer's agreement to abide by these terms and conditions. Maintenance subscription service for equipment begins on the date the equipment is installed (or the date the purchase order is accepted by 3e Technologies International, Inc. for previously installed equipment), or two (2) months after delivery of the equipment, whichever occurs first. Maintenance does not apply to situations arising from: (1) acts of God or of the public enemy, (2) acts of the Government in either its sovereign or contractual capacity, (3) fires, (4) floods, (5) epidemics, (6) quarantine restrictions, (7) strikes, (8) freight embargoes, and (9) unusually severe weather. If Customer or a third party tampers with, alters, reconfigures, attempts to fix or otherwise opens equipment that is covered under the maintenance plan with 3e Technologies International, Inc., the maintenance coverage shall be immediately void with respect to that equipment and will not be renewed until the equipment is re-certified by 3e Technologies International, Inc., at additional cost to Customer, to be in good working condition.

If equipment to be contracted for is not currently covered by a manufacturer's warranty or an authorized maintenance program, a site visit will be required to validate the operational capabilities of the equipment. Customer agrees to pay for this site visit. Any equipment deficiencies determined by the site survey will be addressed accordingly on a time and materials basis.

If a call is placed to 3e Technologies International, Inc. by Customer and a 3e Technologies International, Inc. technician is dispatched and the problem is determined to be operator error or network related* (i.e., not equipment related), or if no problem is found, Customer will pay time and material charges of \$145 per hour plus associated expenses. Likewise, if the technician is required to wait on site due to network problems*, due to problems required to be addressed by the communications carrier or for Customer or site-related problems resulting in downtime, which problems must be addressed before he can proceed with maintenance, the Customer agrees to pay for time and material charges for the waiting time.

Maintenance subscription plans that include on site technical labor (Silver, Platinum and Platinum Plus) are only accepted if the cumulative annual value of the plan is equal to or greater than \$1000. Clients may combine separate system contracts at the same work site to reach minimum.

* Network-related problems are covered if Platinum Plus maintenance is purchased.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION
TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBERS 132-51, 132-
51STLOC, and 132-51RC)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Numbers 132-51, 132-51STLOC and 132-51RC -Information Technology Professional Services apply exclusively to IT Professional 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 activity.

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

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

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and

conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

(1) Cancel the stop-work order; or

- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule

contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

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

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

3e Technologies International, Inc.
Labor Category Title Descriptions

Senior COMSEC Engineer

Minimum/General Experience: Five (5) years of technical field experience in complex and advanced TYPE 1 communications security appliances, methodologies, key management, and custodial responsibilities using NSA certified devices. Must possess competencies for the design and implementation of NSA compliant security policies for protecting classified data for transmission and receipt by authorized personnel. Detailed knowledge of current policy and doctrine for TYPE 1 encryption requirements is required in addition to technical skills in the programming and operation of available approved devices.

Functional Responsibilities: Executes NSA policies and guidance for the design, installation, and usage of TYPE 1 cryptographic equipment for protecting US classified data. Deploying COMSEC appliances will require network design and configuration expertise in ISDN, TDM, IP, and other networking transmission methods and topologies. Network diagnostics and COMSEC troubleshooting will be required. Review of existing and updated COMSEC implementations will be necessary to insure compliance with policies for each implantation.

Minimum Education: Bachelor's Degree in Computer Science or related field, or an additional 8 years of related experience. 1435 Certification is required. Cisco certifications are highly desirable for personnel engaged in supporting TYPE 1 encryption of IP networks.

Senior Video Engineer

Minimum/General Experience: Five (5) years of technical field experience in complex and advanced video, audio visual engineering, videoconferencing, LAN/WAN and network equipment installations and integration to include command and control centers. Possesses expert knowledge in video engineering and design principals including but not limited to audio and video amplification, switching, control, video display and integration with codecs. Also possesses expert knowledge in video streaming, video walls, distribution, and control.

Requires competence and knowledge in system and network design techniques sufficient to design and implement complex conference rooms and video distribution systems for LAN, CAN and WAN environments. Must demonstrate capability to conduct and prepare site survey reports, advanced knowledge of video and AV hardware and software applications, wiring and control. Experienced with video processors, codecs, displays, amplifiers, speakers, microphones, inverse multiplexers, switches, etc. Must have hands-on experience installing and troubleshooting ISDN BRI/PRI, SW 56K, E-1/T-1/FT-1 services. Knowledge of data, video, and cable standards, including RS-232, V.35, RS-449, RS-366, EIA 568A/B, T120, H320, etc. Experienced using local area network services including Novell and Windows NT. Experience implementing TCP/IP. Experience with designing and implementing Crestron and AMX control systems. Must have experience with large and complicated technical projects.

Functional Responsibilities: Executes complex and advanced installations of video networks, video walls, videoconferencing conference rooms with complex video and AV system display, sound and control with no assistance. Provides technical telephone support to customers or field engineers, as required. Conducts site surveys, prepares designs and site survey reports. Responsible for oversight of associate field engineers on-site, as well as final technical performance.

Minimum Education: Bachelor's Degree in Computer Science or related field, or an additional 8 years of related experience.

Senior AV Engineer

Minimum/General Experience: Five (5) years of technical field experience in complex and advanced audio visual engineering, videoconferencing, LAN/WAN and network equipment installations and integration to include command and control centers. Possesses expert knowledge in AV engineering and design principals including but not limited to audio and video amplification, switching, control, video display and integration with codecs. Requires competence and knowledge in system and network design techniques sufficient to design and implement complex conference rooms. Must demonstrate capability to conduct and prepare site survey reports, advanced knowledge of AV hardware and software applications, wiring and control. Experienced with codecs, displays, amplifiers, speakers, microphones, inverse multiplexers, switches, etc. Must have hands-on experience installing and troubleshooting ISDN BRI/PRI, SW 56K, E-

1/T-1/FT-1 services. Knowledge of data, video, and cable standards, including RS-232, V.35, RS-449, RS-366, EIA 568A/B, T120, H320, etc. Experienced using local area network services including Novell and Windows NT. Experience implementing TCP/IP. Experience with designing and implementing Crestron and AMX control systems. Must have experience with large and complicated technical projects.

Functional Responsibilities: Executes complex and advanced installations of videoconferencing conference rooms with complex AV system display, sound and control with no assistance. Provides technical telephone support to customers or field engineers, as required. Conducts site surveys, prepares designs and site survey reports. Responsible for oversight of associate field engineers on-site, as well as final technical performance.

Minimum Education: Bachelor's Degree in Computer Science or related field, or an additional 8 years of related experience.

Program Manager

Minimum/General Experience: Five (5) years of project management experience with complex technical projects. Three (3) years of network, information systems, or telecommunication technical experience.

Functional Responsibilities: Plans, directs and coordinates the efforts involving resources necessary to accomplish Program objectives. Initiates, supports and participates overall program management. Analyzes current situation and develops plans, strategy, and implementation of efforts to achieve program goals. Determines requirements and translates these requirements into operational plans. Determines, monitors, and reviews costs, operational budgets, and schedules and staffing requirements for project team. Analyzes effects of project upon various operating and support areas, such as information processing/data centers, assembly and manufacturing, to determine the most practical and cost effective method to obtain the required resources. Provides guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower adjustments, fund allocations, and

work requirements. Provides guidance in strategic systems planning to project team.

Minimum Education: Bachelor's Degree in Engineering or Science, or an additional 8 years of related technical experience.

Project Manager

Minimum/General Experience: Two (2) years of project management experience with complex technical projects. Three (3) years of network, information systems, or telecommunication technical experience.

Functional Responsibilities: Plans, directs and coordinates the efforts involving resources necessary to accomplish project objectives. Analyzes current situation and develops plans and strategy to achieve project goals. Determines requirements and translates these requirements into operational plans. Determines, monitors, and reviews costs, operational budgets, and schedules and staffing requirements for project team. Analyzes effects of project upon various operating and support areas, such as information processing/data centers, assembly and manufacturing, to determine the most practical and cost effective method to obtain the required resources. Provides guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower adjustments, fund allocations, and work requirements. Provides guidance in strategic systems planning to project team.

Minimum Education: Bachelor's Degree in Engineering or Science, or an additional 8 years of related technical experience.

Senior Systems Engineer

Minimum/General Experience: Five (5) years of technical field experience in complex and advanced videoconferencing, LAN/WAN and network equipment installations and integration. Possesses expert knowledge in telephony architecture, including but not limited to ATM and Ethernet applications, and the principles for the installation and troubleshooting of

videoconferencing equipment. Requires competence and knowledge in system and network design techniques. Must demonstrate capability to conduct and prepare site survey reports, must have advanced knowledge of PC-based software, such as DOS, Windows applications, and communications packages. Must demonstrate ability to install multiple vendor systems with various network interfaces. Experienced with inverse multiplexers and switches. Must have hands-on experience installing and troubleshooting ISDN BRI/PRI, SW 56K, E-1/T-1/FT-1 services. Knowledge of data, video, and cable standards, including RS-232, V.35, RS-449, RS-366, EIA 568A/B, T120, H320, etc. Experienced using local area network services including Novell and Windows NT. Experience implementing TCP/IP. Must have experience with large and complicated technical projects.

Functional Responsibilities: Executes complex and advanced installations of videoconferencing equipment and system networks with no assistance. Provides technical telephone support to customers or field engineers, as required. Conducts site surveys, prepares designs and site survey reports. Responsible for oversight of associate field engineers on-site, as well as final technical performance.

Minimum Education: Bachelor's Degree in Computer Science or related field, or an additional 8 years of related experience.

Field/Systems Engineer

Minimum/General Experience: Three (3) years of technical field experience with videoconferencing installations and network integration. Requires competence and knowledge of telephony architecture, the principles of videoconferencing, the installation and troubleshooting of videoconferencing and related equipment, and knowledge of cabling architecture for network connectivity. Must demonstrate ability to install multiple vendor systems with various network interfaces. Also requires efficiency with PC-based software, such as DOS, Windows applications, and communications packages.

Functional Responsibilities: Independently performs installation and integration of videoconferencing equipment and networks. Troubleshoots, identifies, and resolves technical problems. Proven knowledge of all the types of telecommunications products is required. Provides technical telephone support to customers and field engineers.

Minimum Education: Associate's Degree in Computer Science or related Field, or an additional 4 years of related field experience.

Field Technician

Minimum/General Experience: One (1) year of technical field experience with videoconferencing installations and network integration. Requires competence and knowledge of telephony architecture, the principles of videoconferencing, the installation and troubleshooting of videoconferencing and related equipment, and knowledge of cabling architecture for network connectivity. Must demonstrate ability to install multiple vendor systems with various network interfaces. Also requires efficiency with PC-based software, such as DOS, Windows applications, and communications packages.

Functional Responsibilities: Assists or with direction performs installation and integration of videoconferencing equipment and networks. Troubleshoots, identifies, and resolves technical problems. Training on all the types of telecommunications products is required. Provides technical telephone support to customers and field engineers.

Minimum Education: High School diploma, Technical training in Computer Science or related Field, or one additional year of related field experience.

Sr. Program Manager

Minimum/General Experience: Ten (10) years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required.

Functional Responsibilities: Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations

Minimum Education: Bachelor's Degree in Computer Science or related Field.

Sr. Project Manager

Minimum/General Experience: Seven (7) years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected.

Functional Responsibilities: Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project

Minimum Education: Bachelor's Degree in Computer Science or related Field.

Systems Engineer

Minimum/General Experience: Six (6) years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected.

Functional Responsibilities: Responsible for the planning and engineering of an organization's systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems.

Minimum Education: Bachelor's Degree in Computer Science or related Field.

Project Engineer

Minimum/General Experience: Seven (7) years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected.

Functional Responsibilities: Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Reviews industry policies and procedures to ensure data accuracy, security, and regulatory compliance. Reviews reports of production, malfunction, and maintenance to determine or address problems. Provides technical support for the engineering process

Minimum Education: Bachelor's Degree in Computer Science or related Field

Network Engineer III

Minimum/General Experience: Eight (8) years directly related equivalent experience in designing, implementing, and administering infrastructures for business solutions on Microsoft 2003 Windows Server and other Windows server platforms. Minimum of two (2) years of experience in designing, installing, configuring and troubleshooting network systems with a good understanding of TCP/IP protocols and network routing/subnetting.

Functional Responsibilities: CCNA or CCNP certification or equivalent experience supporting Cisco and/or Juniper managed switches, routers, and/or firewalls. Excellent written and communication skills, and able to work well in a team environment. Must be a U.S. citizen and be able to hold a DoD clearance (meet minimum of IT2 level requirements). Experience with virtualization (VMware, Virtual Box, KVM, etc.) a plus. Knowledge of applicable DoD networking and security directives/instructions desired

Minimum Education: Bachelor's Degree in Information Technology or Information Systems Management or Related Field.

Network Engineer II

Minimum/General Experience: Four (4) years directly related equivalent experience in designing, implementing, and administering infrastructures for business solutions on Microsoft 2003 Windows Server and other Windows server platforms. Minimum of two (2) years of experience in designing, installing, configuring and troubleshooting network systems with a good understanding of TCP/IP protocols and network routing/subnetting.

Functional Responsibilities: CCNA or CCNP certification or equivalent experience supporting Cisco and/or Juniper managed switches, routers, and/or firewalls. Excellent written and communication skills, and able to work well in a team environment. Must be a U.S. citizen and be able to hold a DoD clearance (meet minimum of IT2 level requirements). Experience with virtualization (VMware, Virtual Box, KVM, etc.) a plus. Knowledge of applicable DoD networking and security directives/instructions desired

Minimum Education: Bachelor's Degree in Information Technology or Information Systems Management or Related Field.

Network Engineer I

Minimum/General Experience: Two (2) years directly related experience implementing and administering infrastructures for business solutions. Minimum of one (1) year of experience in implementing and administering infrastructures for business solutions on designing, installing, configuring and troubleshooting network systems with a good understanding of TCP/IP protocols and network routing/subnetting.

Functional Responsibilities: CCNA or CCNP certification or equivalent experience supporting Cisco and/or Juniper managed switches, routers, and/or firewalls. Excellent written and communication skills, and able to work well in a team environment. Must be a U.S. citizen and be able to hold a DoD clearance (meet minimum of IT2 level requirements). Experience with virtualization (VMware, Virtual Box, KVM, etc.) a plus. Knowledge of applicable DoD networking and security directives/instructions desired

Minimum Education: Bachelor's Degree in Information Technology or Information Systems Management or Related Field.

Budget Analyst

Minimum/General Experience: Four (4) years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

Functional Responsibilities: Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Also responsible for reviewing operating budgets periodically in order to analyze trends affecting budget needs.

Minimum Education: Bachelor's Degree in Computer Science or Related Field.

Labor Category Title Pricing

Part Number	Labor Category Title	Min Ex	Min Ed	GSA Price
CC-ENG-C	Sr. COMSEC Engineer	5	Bachelor	\$228.50
CC-ENG-V	Sr. Video Engineer	5	Bachelor	\$190.42
CC-ENG-A	Sr. AV Engineer	5	Bachelor	\$190.42
CC-PMG	Program Manager	5	Bachelor	\$138.05
CC-JM	Project Manager	2	Bachelor	\$114.25
CC-SSE	Sr. Systems Engineer	5	Bachelor	\$163.76
CC-SE	Field System Engineer	3	AS	\$114.25
CC-FT	Field Technician	1	HS	\$95.21
SPM	Sr. Program Manager	10	Bachelors	\$209.20
SPROJ	Sr. Project Manager	7	Bachelors	\$159.71
SE	Systems Engineer	6	Bachelors	\$175.48
PE	Project Engineer	7	Bachelors	\$148.99
NE-III	Network Engineer III	8	Bachelors	\$213.54
NE-II	Network Engineer II	4	Bachelors	\$143.42
NE-I	Network Engineer I	2	Bachelors	\$117.61
BA	Budget Analyst	4	Bachelors	\$63.91

Products and Equipment Maintenance/Repair Services Pricing

SIN	MFR PART NO	PRODUCT NAME	GSA PRICE	WARRANTY	COO
132-8	CC-ISEC-2030	ISEC IP Systems	\$ 17,466.83	1 Year	US
132-8	CC-ISEC-2030-MR	ISEC IP Systems	\$ 16,541.54	1 Year	US
132-8	CC-ISEC-2330	ISEC Desktop Products	\$ 16,628.59	1 Year	US
132-8	CC-2800T	Preconfigured Room Systems	\$ 108,756.47	1 Year	US
132-8	CC-2900T	Preconfigured Room Systems	\$ 172,312.34	1 Year	US
132-8	CC-ISEC-2100P-IP	HDX 8002 Cart Based Systems	\$ 25,553.25	1 Year	US
132-8	CC-ISEC-2130P	ISEC IP Systems (HDX 8)	\$ 38,378.24	1 Year	US
132-8	CC-ISEC-2150P-GFE	ISEC ISDN and IP Systems	\$ 53,958.29	1 Year	US
132-8	CC-DI 366	ISEC Components and Cable Kits	\$ 2,063.36	1 Year	US
132-8	CC-Sign	ISEC Components and Cable Kits	\$ 644.80	1 Year	US
132-8	CC-KIV-7KIT	ISEC Components and Cable Kits	\$ 806.00	1 Year	US
132-8	CC-MISC-CCC	ISEC Components and Cable Kits	\$ 403.02	1 Year	US
132-8	CC-3030-TR	Encryption Racks	\$ 2,256.80	1 Year	US
132-8	CC-VIMUX-T1R	Network Access Devices	\$ 19,150.56	1 Year	US
132-8	CC-VID-SYN	Network Access Devices	\$ 2,697.68	1 Year	US
132-8	CC-VID-BOND	Network Access Devices	\$ 2,009.36	1 Year	US
132-8	CC-T1 CSU	Network Access Devices	\$ 515.84	1 Year	US
132-8	3e-523N	WiMesh End Point	\$ 1,692.70	90 days	US
132-8	3e-525N	WiMesh Access Point	\$ 3,249.37	90 days	US
132-8	3e-525N MP	WiMesh Access Point with Mobile Power	\$ 3,702.77	90 days	US
132-8	3e-636H	UltraCrypt	\$ 2,267.00	90 days	US
132-8	3e-636L3	EtherGuard	\$ 1,511.34	90 days	US
132-8	3e-636L2	DarkNode	\$ 1,511.34	90 days	US
132-8	3e-733	VirtualFence Appliance	\$ 33,778.34	90 days	US
132-8	3e-636A	EtherWatch	\$ 1,133.50	90 days	US
132-12	CC-SI	Silver Installation	\$ 1,314.79	n/a	US
132-12	CC-GI	Gold Installation	\$ 2,221.54	n/a	US
132-12	CC-PI	Platinum Installation	\$ 3,400.31	n/a	US
132-12	CC-PPI	Platinum Plus Installation	\$ 4,533.75	n/a	US
132-12	CC-DI	De-install	\$ 1,360.13	n/a	US
132-12	CC-TCI	Telephone Consultation Installation (Maximum 4 Hrs)	\$ 589.39	n/a	US
132-12	CC-BIG	Bronze Integration	\$ 362.70	n/a	US
132-12	CC-SIG	Silver Integration	\$ 634.73	n/a	US
132-12	CC-GIG	Gold Integration	\$ 1,224.11	n/a	US
132-12	CC-PIG	Platinum Integration	\$ 2,493.56	n/a	US
132-12	CC-PPIG	Platinum Plus Integration	\$ 3,173.63	n/a	US
132-12	CC-HIG	Additional Integration Hours	\$ 181.35	n/a	US
132-12	CC-SCR-ISP	Small Conference Room Implementation Support	\$ 14,508.00	n/a	US

		Pack			
132-12	CC-MCR-ISP	Medium Conference Room Implementation Support Pack	\$ 18,135.00	n/a	US
132-12	CC-LCR-ISP	Large Conference Room Implementation Support Pack	\$ 22,668.75	n/a	US
132-51	CC-SA	Site Acceptance Review	\$ 1,314.79	n/a	US
132-51	CC-SR	Site Review Profile	\$ 2,221.54	n/a	US
132-51	CC-SD	Site Design Profile	\$ 3,663.27	n/a	US
132-51	CC-TH	Telephone Technical Consultation (Maximum 4 Hrs)	\$ 553.12	n/a	US
132-51	CC-VDP	VTC Dialing Plan	\$ 661.93	n/a	US
132-51	CC-CRP	Call Routing Plan	\$ 1,296.65	n/a	US
132-51	CC-CMP	Configuration Management Plan	\$ 5,522.11	n/a	US
132-51	CC-ISDN	ISDN Provisioning Management	\$ 553.12	n/a	US
132-12	CC-ETICK	E-Ticket	\$ 453.38	n/a	US
132-12	CC-ISEC-SUSP	Annual ISEC-IPDC Update Subscription Plan	\$ 748.07	n/a	US
132-12	CC-AA	Application Assurance	1%	n/a	US
132-12	CC-HM0	Hotline Maintenance Subscription Services	15%	n/a	US
132-12	CC-HM1	Hotline Maintenance Subscription Services	12%	n/a	US
132-12	CC-HM2	Hotline Maintenance Subscription Services	10%	n/a	US
132-12	CC-HM3	Hotline Maintenance Subscription Services	7%	n/a	US
132-12	CC-HM4	Hotline Maintenance Subscription Services	5%	n/a	US
132-12	CC-HM5	Hotline Maintenance Subscription Services	3%	n/a	US
132-12	CC-SM0	Silver Maintenance Subscription Services	19%	n/a	US
132-12	CC-SM1	Silver Maintenance Subscription Services	16%	n/a	US
132-12	CC-SM2	Silver Maintenance Subscription Services	15%	n/a	US
132-12	CC-SM3	Silver Maintenance Subscription Services	12%	n/a	US
132-12	CC-SM4	Silver Maintenance Subscription Services	9%	n/a	US
132-12	CC-SM5	Silver Maintenance Subscription Services	6%	n/a	US
132-12	CC-GM0	Gold Maintenance Subscription Services	20%	n/a	US
132-12	CC-GM1	Gold Maintenance Subscription Services	17%	n/a	US
132-12	CC-GM2	Gold Maintenance Subscription Services	15%	n/a	US
132-12	CC-GM3	Gold Maintenance Subscription Services	13%	n/a	US
132-12	CC-GM4	Gold Maintenance Subscription Services	10%	n/a	US
132-12	CC-GM5	Gold Maintenance Subscription Services	7%	n/a	US
132-12	CC-PM0	Platinum Maintenance Subscription Services	23%	n/a	US
132-12	CC-PM1	Platinum Maintenance Subscription Services	20%	n/a	US
132-12	CC-PM2	Platinum Maintenance Subscription Services	18%	n/a	US
132-12	CC-PM3	Platinum Maintenance Subscription Services	15%	n/a	US
132-12	CC-PM4	Platinum Maintenance Subscription Services	13%	n/a	US
132-12	CC-PM5	Platinum Maintenance Subscription Services	10%	n/a	US
132-12	CC-PPM0	Platinum Plus Maintenance Subscription Services	24%	n/a	US
132-12	CC-PPM1	Platinum Plus Maintenance Subscription	22%	n/a	US

		Services			
132-12	CC-PPM2	Platinum Plus Maintenance Subscription Services	20%	n/a	US
132-12	CC-PPM3	Platinum Plus Maintenance Subscription Services	17%	n/a	US
132-12	CC-PPM4	Platinum Plus Maintenance Subscription Services	15%	n/a	US
132-12	CC-PPM5	Platinum Plus Maintenance Subscription Services	12%	n/a	US
132-12	CC-DM0	Depot Maintenance Subscription Services	21%	n/a	US
132-12	CC-DM1	Depot Maintenance Subscription Services	18%	n/a	US
132-12	CC-DM2	Depot Maintenance Subscription Services	16%	n/a	US
132-12	CC-DM3	Depot Maintenance Subscription Services	14%	n/a	US
132-12	CC-DM4	Depot Maintenance Subscription Services	11%	n/a	US
132-12	CC-DM5	Depot Maintenance Subscription Services	8%	n/a	US
132-12	CC-GEW0	Gold Expanded Warranty	15%	n/a	US
132-12	CC-GEW1	Gold Expanded Warranty	13%	n/a	US
132-12	CC-GEW2	Gold Expanded Warranty	12%	n/a	US
132-12	CC-GEW3	Gold Expanded Warranty	10%	n/a	US
132-12	CC-GEW4	Gold Expanded Warranty	7%	n/a	US
132-12	CC-GEW5	Gold Expanded Warranty	5%	n/a	US
132-12	CC-PEW0	Platinum Expanded Warranty	17%	n/a	US
132-12	CC-PEW1	Platinum Expanded Warranty	15%	n/a	US
132-12	CC-PEW2	Platinum Expanded Warranty	14%	n/a	US
132-12	CC-PEW3	Platinum Expanded Warranty	12%	n/a	US
132-12	CC-PEW4	Platinum Expanded Warranty	10%	n/a	US
132-12	CC-PEW5	Platinum Expanded Warranty	7%	n/a	US
132-12	CC-PPEW0	Platinum Plus Expanded Warranty	18%	n/a	US
132-12	CC-PPEW1	Platinum Plus Expanded Warranty	16%	n/a	US
132-12	CC-PPEW2	Platinum Plus Expanded Warranty	15%	n/a	US
132-12	CC-PPEWM3	Platinum Plus Expanded Warranty	13%	n/a	US
132-12	CC-PPEW4	Platinum Plus Expanded Warranty	11%	n/a	US
132-12	CC-PPEW5	Platinum Plus Expanded Warranty	9%	n/a	US
132-12	CC-DEW0	Depot Expanded Warranty	16%	n/a	US
132-12	CC-DEW1	Depot Expanded Warranty	14%	n/a	US
132-12	CC-DEW2	Depot Expanded Warranty	12%	n/a	US
132-12	CC-DEW3	Depot Expanded Warranty	10%	n/a	US
132-12	CC-DEW4	Depot Expanded Warranty	8%	n/a	US
132-12	CC-DEW5	Depot Expanded Warranty	6%	n/a	US
132-12	CC-DEW4	Depot Expanded Warranty	8%	n/a	US
132-12	CC-DEW5	Depot Expanded Warranty	6%	n/a	US
132-8	3e-523N	WiMesh End Point	\$ 1,692.70	90 days	US
132-8	3e-525N	WiMesh Access Point	\$ 3,249.37	90 days	US

132-8	3e-525N MP	WiMesh Access Point with Mobile Power	\$ 3,702.77	90 days	US
132-8	3e-636H	UltraCrypt	\$ 2,267.00	90 days	US
132-8	3e-636L3	EtherGuard	\$ 1,511.34	90 days	US
132-8	3e-636L2	DarkNode	\$ 1,511.34	90 days	US
132-8	3e-733	VirtualFence Appliance	\$ 33,778.34	90 days	US
132-8	3e-636A	EtherWatch	\$ 1,133.50	90 days	US