

# Westcon Group North America, Inc.

## GENERAL SERVICES ADMINISTRATION

### FEDERAL SUPPLY SERVICE

#### AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAvantage.gov.

#### INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-8 Purchase of Equipment  
Special Item No. 132-12 Maintenance, Repair Service and Repair Parts/Spare Parts  
Special Item No. 132-32 Term Software Licenses  
Special Item No. 132-33 Perpetual Software Licenses  
Special Item No. 132-34 Maintenance of Software  
Special Item No. 132-50 Training Courses  
Special Item No. 132-51 Information Technology Professional Services  
Special Item No. 132-52 Electronic Commerce and Subscription Services

#### SIN 132-8 PURCHASE OF EQUIPMENT

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

Network Equipment  
Other Communications Equipment  
Other Input/Output and Storage Devices, Not Elsewhere Classified

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

Communications Equipment Cables

##### FSC Class 5805 - TELEPHONE AND TELEGRAPH EQUIPMENT

Telephone Equipment  
Audio and Video Teleconferencing Equipment

##### FSC CLASS 5810 - COMMUNICATIONS SECURITY EQUIPMENT AND COMPONENTS

Communications Security Equipment

##### FSC CLASS 5895 - MISCELLANEOUS COMMUNICATION EQUIPMENT

Miscellaneous Communications Equipment

- Installation (FPDS Code N070) for Equipment Offered
- Reinstallation (FPDS N070)

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

**SIN 132-12 - MAINTENANCE OF EQUIPMENT, REPAIR SERVICE, AND REPAIR PARTS/SPARE PARTS (FPDS Code J070 - Maintenance and Repair Service)(Repair Parts/Spare Parts - See FSC Class for basic equipment)**

- Maintenance
- Repair Service
- Repair Parts/Spare Parts
- Third Party Maintenance

**SIN 132-32 - TERM SOFTWARE LICENSES**

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Microcomputers

Operating System Software

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

**SIN 132-33 - PERPETUAL SOFTWARE LICENSES**

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

Operating System Software

Application Software

Communications Software

Microcomputers

Operating System Software

Application Software

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

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

**SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)**

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

- FPDS Code D301 IT Facility Operation and Maintenance
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D316 IT Network Management Services

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

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

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

### **SIN 132-52 - ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES**

FPDS Code D304 Value Added Network Services (VANs)

FPDS Code D399 Other Data Transmission Services, Not Elsewhere Classified - Except "Voice" and Pager Services

# Westcon Group North America, Inc.

CONTRACT NUMBER: GS-35F-0563U

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

PERIOD COVERED BY CONTRACT: September 5, 2008 to September 4, 2018

WESTCON GROUP NORTH AMERICA, INC.  
TWO RIDGEVIEW, SUITE 200  
14840 CONFERENCE CENTER DRIVE  
CHANTILLY, VA 20151  
703-345-5100  
1-800-955-9590  
Fax: 703-345-5574  
<http://gsa.westcon.com>

LARGE BUSINESS

Supplement No. 1078 effective 08/15/17

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**INFORMATION FOR ORDERING ACTIVITIES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

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

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

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

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

- 1. GEOGRAPHIC SCOPE OF CONTRACT:** Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

- 2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

Ordering Address:  
WESTCON GROUP NORTH AMERICA, INC.  
Two Ridgeview, Suite 200  
14840 Conference Center Drive  
Chantilly, VA 20151  
Phone: (703) 345-5159  
Fax: (703) 345-5574

**Contractor's Service Area:** Continental United States

**Contractor's Payment Address:**

WESTCON GROUP NORTH AMERICA, INC.  
P.O. Box 512573  
Philadelphia, PA 19175-2573

HSBC Bank USA, 140 Broadway, New York, NY  
ABA: 021001088  
For WESTCON GROUP NORTH AMERICA, INC  
Account number: 001-818147

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance.

(703) 345-5159

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

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

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

**4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification under Federal Schedule  
Block 16: Contractor Establishment Code (CEC): 15223786D  
Data Universal Numbering System: (DUNS): 60-631-4842  
Block 30: Type of Contractor: C. Large business  
Block 31: Woman-Owned Small Business: No  
Block 36: Contractor's Taxpayer Identification Number (TIN): 13-3911669

**4a. CAGE Code:** 4DM53

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

**5. FOB:** Destination; 48 Contiguous States and District of Columbia

**6. DELIVERY SCHEDULE**

a. TIME OF DELIVERY for Cisco Systems products:

The contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below.

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-8	60 Days
132-33	60 Days



TIME OF DELIVERY for all other products:

The contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below.

<b>SPECIAL ITEM NUMBER</b>	<b>DELIVERY TIME (Days ARO)</b>
132-8	10-30 Days*
132-32	10-30 Days*
132-33	10-30 Days*
132-52	30 Days

\*Note: 10 Days ARO for In-Stock Items; 30 Days ARO for non-stock items

OVERNIGHT AND 2-DAY DELIVERY TIMES. Schedule customers may require overnight or 2-day delivery. When overnight or 2-day delivery is required, the Government will be responsible for payment of the actual freight charge.

b. **URGENT REQUIREMENTS:**

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

c. The Contractor will not make delivery to APO or FPO addresses.

**7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.**

- a. Prompt Payment: None
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
- e. Discount for use of Government Commercial Purchase Card: None
- f. Other: None

**8. TRADE AGREEMENTS ACT OF 1979, as amended:** All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:** Export packing is available at extra cost outside the scope of this contract.

**10. SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is \$50.

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-8 – Purchase of Equipment

Special Item Number 132-12 – Maintenance of Equipment, Repair Service, and Repair Parts/Spare Parts  
Special Item Number 132-32 – Term Software Licenses  
Special Item Number 132-33 – Perpetual Software Licenses  
Special Item Number 132-34 – Maintenance of Software  
Special Item Number 132-51 – Information Technology Professional Services  
Special Item Number 132-52 – Electronic Commerce (EC) Services

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

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

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

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

## **13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

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

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

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal 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.

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

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

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

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

**16. GSA ADVANTAGE!;**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

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.fss.gsa.gov/>.

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

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. 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.

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

a. For the purpose this contract, commitments warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;

- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
  - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

**19. OVERSEAS ACTIVITIES**

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

NONE. See Paragraph 1, Geographic Scope of Contract.

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

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

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

**21. CONTRACTOR TEAM ARRANGEMENTS**

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

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act.

The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

**23. 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.

**24. 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.

**25. 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>.

**26. 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).

## 27. RETURN POLICY

### **Westcon Group North America (WGNA) Return Policy**

All items to be returned to Westcon Group North America (WGNA) require a Return Authorization (RMA) Number. Before being issued an RMA Number, your request for return of product will be reviewed against this policy and any applicable manufacturer regulations for product returns. Any questions regarding WGNA or manufacturer return policies should be directed to the WGNA Government Programs Department at (703) 345-5100.

### **Westcon Group General Returns Policy**

Requests to WGNA for return of product must be made within 30 days of the date of invoice. End of life and remanufactured products cannot be returned. Configured products must be assessed prior to return. (vendor rules apply)

#### **Defective Product:**

In order for Customer Service to issue an RMA for DOA/defective product, it must be covered by the manufacturer's warranty and WGNA must be able to return the product for credit to the manufacturer under their policies. Please note that several manufacturers require that you provide WGNA with a case number or returns number issued by them prior to WGNA processing the return. Please include manufacturer case numbers for applicable products with WGNA RMA requests.

Some manufacturers require that DOA/defective product be returned directly to them. Please contact these manufacturers directly for RMA approval and return procedures.

Requests for return of DOA/Defective product past 30 days from the date of WGNA invoice must be submitted to the manufacturer for warranty replacement.

#### **Manufacturer Return Policies for General Returns and Defective Product:**

To view return policies for WGNA manufacturers, including defective products, go to:

[http://www.westcongroup.com/media/pdf/us\\_return\\_policy.pdf](http://www.westcongroup.com/media/pdf/us_return_policy.pdf)

#### **New and Unopened Stocked Product:**

Product must be in resellable condition, in original packaging with an outer seal that has not been opened or retaped and must still be a stocked item. Requests received in this condition within 30 days of the date of invoice will be accepted and will not be charged a restocking fee. Drop ship orders for items Westcon does not stock are not returnable unless prior approval / RMA from Manufacturer is provided. New and unopened product return requests received more than 30 days after invoice are considered to be out of policy return requests. These type requests will be considered on a case-by-case basis.

#### **Open, Non-Defective Product:**

Product with opened outer packaging, but with closed inside seals are eligible for return within 30 days of invoice. Product with marked, improperly labeled (not from the manufacturer or Westcon) or damaged outer packaging, opened inside seal, or product damage including but not limited to scratches, wear and indentations is not returnable. Returnable open box product is subject to a restocking fee of up to 25% of the purchase price. Some or all of the restocking fee may be waived at the discretion of WGNA. Product that cannot be repackaged and restocked will be returned to the customer.

#### **Incorrect or Missing Product:**

Please notify WGNA of any claims shortages or other discrepancies within 5 days of delivery.

#### **Requesting an RMA Number**

To place an RMA request, please contact the WGNA Government Programs Department at (703) 345-5100 or (800) 955-9590 ext. 5159, who will collect the below required information and coordinate the request with our Customer Service Department.

**Required Information:**

In order for Customer Service to process your request as quickly as possible, you will need the following information when making your request:

- Contact information
- Invoice number and invoice date
- WGNA part number
- Serial numbers
- Reason for return

A WGNA Customer Service Representative may contact you for additional information regarding your return. (Please be aware of the condition of the product you are trying to return) You will be notified with the RMA Number for your return if accepted or with the reason for denial of the request.

Please note that an RMA Number does not guarantee final disposition. All returns must be received by WGNA within 45 days from the date the RMA Number is issued and are subject to inspection to verify expected condition.

**RMA Shipping Guidelines**

**Shipping Charges:**

Returns must be shipped freight pre-paid. WGNA shares the costs associated with a return for replacement, the customer pays for return shipping and WGNA pays the shipping on the replacement. Unless the return is the result of an error made by WGNA, the customer remains liable for freight charges on the original shipment.

**Returns Shipping Address:**

Please send all returns approved with a WGNA RMA Number to the following Returns Address regardless of original shipment origin:

Westcon Group North America, Inc.  
595 Perry Road  
Plainfield, IN 46168  
ATTN: RMA# \_\_\_\_\_

**Please ensure the RMA number is clearly referenced on the shipping label.**

Product must be sent back in original unmarked packaging including all manuals, cables, software, internal packaging and accessories. Do not write addresses or RMA#s on the manufacturers' packaging. Product must be over-packed in larger boxes for shipping.

WGNA is not responsible for any shipping damages incurred in transit to or from the customer.

Product received by WGNA that is not in the appropriate condition (including writing on original manufacturer's packaging) will be assessed the 25% restocking fee or returned to the sender without credit.

**Application of Credit:**

Credit for returned merchandise will be applied to the customer's account (less any applicable restocking charges) only after confirmation of receipt and inspection.



**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE  
COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT  
(SPECIAL ITEM NUMBER 132-8)**

**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, with the exception of Alaska, Hawaii, Puerto Rico, and U.S. Territories.

**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.

- 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. Unless specified otherwise in this contract, the Manufacturer's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Manufacturer 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:

WESTCON GROUP NORTH AMERICA, INC.  
Two Ridgeview, Suite 200  
14840 Conference Center Drive  
Chantilly, VA 20151  
(703) 345-5100

**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. RESPONSIBILITES OF THE CONTRACTOR**

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

**9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT**

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

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND  
REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE  
COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (AFTER EXPIRATION OF  
GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT  
COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT  
(SPECIAL ITEM NUMBER 132-12)**

**1. SERVICE AREAS**

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within the continental United States. 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.d 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:

WESTCON GROUP NORTH AMERICA, INC.  
Two Ridgeview, Suite 200  
14840 Conference Center Drive  
Chantilly, VA 20151  
(703) 345-5100

**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.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

**8. MAINTENANCE RATE PROVISIONS**

- a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

- b. **REGULAR HOURS**

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed 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 \$90.00 per hour. Periods of less than one hour will be prorated to the nearest quarter hour.

- d. **TRAVEL AND TRANSPORTATION**

- (1) If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be: in accordance with the Government JTR, for repairmen will apply to the round-trip distance between the geographic limits of the applicable service area and the ordering activity location

- (2) Such additional charge, if any, will apply to each remedial maintenance request, and will be limited to one round trip for each service call.

- e. **QUANTITY DISCOUNTS**

Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by a ordering activity are indicated below:

NONE

## 9. REPAIR SERVICE RATE PROVISIONS

- a. **CHARGES.** Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.
- b. **MULTIPLE MACHINES.** When repairs are ordered by a ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.
- c. **TRAVEL OR TRANSPORTATION**
  1. **AT THE CONTRACTOR'S SHOP**
    - a. When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.
    - b. The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.
  2. **AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)**

When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed.
  3. **AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)**
    - a. The repair service rates listed for subparagraph (2) above apply, except that a travel charge, in accordance with the Government JTR, for repairmen will apply to the round-trip distance between the geographic limits of the applicable service area and the ordering activity location. Such charge will apply as an additional charge, but it will be limited to one round trip for each request that is made by the ordering activity for repair service, regardless of whether repairs are performed at the ordering activity location or at the Contractor's shop.
    - 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 HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS AND HOLIDAYS PER HOUR
CONTRACTOR'S SHOP	<u>        \$60        </u>	<u>        \$60        </u>	<u>        \$90        </u>	<u>        \$120        </u>
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	<u>                        </u>	<u>                        </u>	<u>                        </u>	<u>                        </u>
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	<u>                        </u>	<u>                        </u>	<u>                        </u>	<u>                        </u>

\*MINIMUM CHARGES INCLUDE 1 FULL HOURS ON THE JOB.

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

**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 in effect at the time of repair at a discount of 0% from such listed prices.

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

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of one year.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repair parts will be guaranteed/warranted for a period of one year.

**12. INVOICES AND PAYMENTS**

a. Maintenance Service

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

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

b. Repair Service and Repair Parts/Spare Parts

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



**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

**1. INSPECTION/ACCEPTANCE**

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

**2. GUARANTEE/WARRANTY**

- a. Unless specified otherwise in this contract, the Manufacturer's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Manufacturer 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 or Manufacturer will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

**3. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 1-877-937-5550 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9 am to 6 pm, EST Monday to Friday.

**4. SOFTWARE MAINTENANCE**

- a. Software maintenance service shall include the following:

Cisco Systems  
Radware  
SecureLogix

- (1) Cisco's Technical Support Staff offers a wide range of services, including maintenance releases and technical assistance.
- (2) The following services are offered FREE of charge during the warranty period:  
Updated Maintenance releases  
24X7 Technical Assistance Center via:  
e-mail tac@cisco.com  
fax 408-526-8787  
voice 1-800-553-2447

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

**5. PERIODS OF TERM LICENSES (132-32) AND MAINTENANCE (132-34)**

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

**6. UTILIZATION LIMITATIONS – (132-32, 132-33, AND 132-34)**

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

permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

- (3) Except as is provided in paragraph 6.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

## **7. SOFTWARE CONVERSIONS – (132-32 AND 132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

## **8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

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

Information for the following Manufacturer's software products can be found at the following internet addresses:

<b>Manufacturer</b>	<b>Product Line</b>	<b>Internet Address</b>
Avizia	Software	<a href="http://www.avizia.com/">http://www.avizia.com/</a>
Cisco Systems	Software	<a href="http://www.cisco.com">http://www.cisco.com</a>
Radware	Software	<a href="http://www.radware.com/Products/default.aspx">http://www.radware.com/Products/default.aspx</a>
SecureLogix	Software	<a href="http://www.securelogix.com/products/index.htm">http://www.securelogix.com/products/index.htm</a>

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL  
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE  
(SPECIAL ITEM NUMBER 132-50)**

**1. SCOPE**

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

**2. ORDER**

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

**3. TIME OF DELIVERY**

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

**4. CANCELLATION AND RESCHEDULING**

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

**5. FOLLOW-UP SUPPORT**

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

**6. PRICE FOR TRAINING**

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

**7. INVOICES AND PAYMENT**

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

**8. FORMAT AND CONTENT OF TRAINING**

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

**9. “NO CHARGE” TRAINING**

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

None

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**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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**

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

**3. 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 – 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 (JAN 1986) (Deviation – 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 (Deviation – May 2003) 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 Services.

## **9. INDEPENDENT CONTRACTOR**

All IT 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 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 SERVICES AND PRICING

Vendor	P/N	Title	Description	GSA Price
Radware	900142		Replacement of Radware products for customers who cannot wait 30 days for repair.	\$285.64
Radware	900145		Specialized technical support option that allows you to retain the hard disk drive (HDD) of a failed device eligible for Return Material Authorization (RMA) by Radware Support.	\$680.10
Radware	999102		Fee to reprocess a certification exam following a failed score on a previous attempt. Note, the first attempt of each certification exam is included with paid training.	\$453.40
Radware	999108		Training lab reservation fee. Maximum of 8 participants per 5day cycle.	\$1,360.20
Radware	999114		Provides for one day of onsite support to execute prearranged services, including design consultation and system integration (weekends, holidays, and after work hours).	\$3,309.82
Radware	999115		Per hour rate for onsite support to execute prearranged services, including design consultation and system integration (weekends, holidays, and after work hours).	\$453.40
Radware	999205		Provides for one day of onsite support to execute prearranged services, including design consultation and system integration.	\$2,738.54
Radware	999206		Per hour rate for onsite support to execute prearranged services, including design consultation and system integration.	\$317.38
Radware	999247		One time setup and configuration of network elements to activate DefensePipe per data center protected	\$2,720.40

Radware	999265		Onetime fee for allocation of a slot in DefensePipe switch board for the purpose of direct DC connection used for returning clean traffic. Includes the slot only. Line and Connection to the customer DC are to be provisioned by the customer.	\$2,720.40
Radware	999276		Additional 24 hours cloud attack mitigation Onetime fee for additional 24 consecutive hours of DefensePipe mitigation.	\$14,508.82
Radware	999277		A onetime fee per each additional 10Gbps of attack traffic above the attack capacity plan.	\$13,602.02
Radware	999278		Onetime setup and configuration of network elements to activate standby DefensePipe per data center protected. Includes up to 10 divertible networks and One GRE tunnel.	\$6,347.61
Radware	999279		Onetime fee for Additional Configuration change per site. Configuration change may include additional GRE tunnel, additional or changes of network details for 1 network, changes of management network or other reasonable configuration changes.	\$453.40
Radware	999319		Economy DefensePipe. Onetime fee for additional 24 hours of cloud mitigation in a single month.	\$6,347.61
Radware	999403		Deployment of a pair of Alteon ADCs at the customer site, including network topology and consultation, configuration, testing and tuning. Up to 5 applications. Standard hours, maximum 2 days, VIRT mode only (Alteon VA, 4k, 5k series).	\$5,440.81
Radware	999404		Deployment of a pair of Alteon ADCs, including network topology and consultation, configuration, testing and tuning. Up to 5 applications, Maximum 2 days, VIRT mode only (Alteon VA, 4k, 5k series).	\$3,173.80

Radware	999405		Deployment of a pair of Alteon ADCs 6k series at the customer site, including network topology and consultation, configuration, testing and tuning. Up to 5 applications. Standard hours, VIRT mode only. Maximum 3 days.	\$7,254.41
Radware	999406		Deployment of a pair of Alteon ADCs, 6k series, including network topology and consultation, configuration, testing and tuning. Up to 5 applications, maximum 3 days, VIRT mode only. Alteon 6k series.	\$4,534.01
Radware	999407		Deployment of a pair of Alteon 5 series ADCs in Virtualization (ADCVX) mode at the customer site, including network topology and consultation, configuration, testing and tuning. Up to 5 applications VIRT only, standard hours, maximum 3 days.	\$7,254.41
Radware	999408		Deployment of a pair of Alteon 5 series ADCs in Virtualization (ADCVX) mode remotely, including network topology and consultation, configuration, testing and tuning. Up to 5 applications VIRT only, standard hours, maximum 3 days.	\$4,987.41
Radware	999409		Deployment of a pair of Alteon 6 series ADCs in Virtualization (ADCVX) mode at the customer site, including network topology and consultation, configuration, testing and tuning. Up to 5 applications VIRT only, standard hours, maximum 4 days.	\$9,068.01
Radware	999410		Deployment of a pair of Alteon 6 series ADCs in Virtualization (ADCVX) mode remotely, including network topology and consultation, configuration, testing and tuning. Up to 5 applications VIRT only, standard hours, maximum 4 days.	\$6,347.61
Radware	999411		Enablement of GSLB across multiple pairs of ADCs, including network topology and consultation, configuration, testing and tuning. Standard hours. Maximum 2 days. If it is onsite, all work is done from the primary site.	\$5,440.81
Radware	999412		Enablement of GSLB across multiple pairs of ADCs, including network topology and consultation, configuration, testing and tuning, Standard hours. Maximum 1 day. If onsite, all work is done from the primary site.	\$2,720.40

Radware	999413		Addon package (on top Installation of FastView for Alteon NG), deployment of FastView+ for Alteon NG. Including configuration, testing and tuning. Standard hours, maximum 2 days. For one web application.	\$4,534.01
Radware	999415		Installation of FastView and APM for Alteon NG. Including network topology, configuration, testing and tuning. Standard hours, maximum 1 day. For one web application.	\$2,720.40
Radware	999416		Deployment of a pair of LinkProofs (redundancy mode) at the customer site, including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 2 days.	\$4,534.01
Radware	999417		Remote installation of a pair of LinkProofs (redundancy mode), including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 2 days.	\$3,173.80
Radware	999418		Deployment of DefensePro in basic configuration at the customer site, including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 4 days (threephase deployment consists of: Phase I onsite installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) Standard hours	\$9,068.01
Radware	999419		Remote deployment of DefensePro in basic configuration including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 4 days (threephase deployment consists of: Phase I remote installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) Standard hours	\$6,347.61

Radware	999420		Deployment of pair of DefensePros in redundant mode at the customer site, including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 5 days (threephase deployment consists of: Phase I onsite installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) Standard hours	\$10,881.61
Radware	999421		Remote deployment of pair of DefensePros in redundant mode, including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 5 days (threephase deployment consists of: Phase I remote installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) Standard hours.	\$7,254.41
Radware	999422		Deployment of a second DefensePro in cluster mode (Active/Backup) or LAG (Active/Active) at the customer site, including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 2 days. Add on top of single DefensePro basic installation	\$3,627.20
Radware	999423		Deployment of DefensePro with Alteon as part of the SSL Mitigation solution at the customer site, including network topology and consultation, configuration, testing and tuning. Standard hours, maximum 6 days (threephase deployment consists of: Phase I onsite installation; Phase II remote session in order to move inline; Phase III remote session for fine tuning) No Redundancy	\$12,241.81
Radware	999424		Deployment of a AppWall Cluster + Node (Physical or Virtual) at a single customer data center, including network topology and consultation, configuration, testing and tuning. Up to 2 applications are configured to secure the applications against "Known Types of Attacks" (such as SQL injections, XSS) Negative Security Model. Standard hours, maximum 2 days. Only phase I installation is performed onsite.	\$5,440.81

Radware	999425		Deployment of AppWall Cluster + Node (Physical or Virtual) at a single customer data center, including network topology and consultation, configuration, testing and tuning. Up to 2 applications are configured to secure the applications against "Known Types of Attacks" (such as SQL injections, XSS) Negative Security Model. Standard hours, maximum 2 days, performed remotely	\$4,534.01
Radware	999426		Addon package (on top of the Basic Package) for configuring 5 additional applications, including network topology and consultation, configuration, testing and tuning. Up to 5 applications are configured to secure the applications against "Known Types of Attacks" (such as SQL injections, XSS) Negative Security Model. Standard hours, maximum 3 days. On top of "AppWall Deployment Process, Basic Package". Performed remotely	\$5,440.81
Radware	999427		Addon Package (on top of the Basic Package) for configuring enhanced Security Policy for the 2 applications (same applications referred in the Basic Package) including network topology and consideration, configuration, testing and tuning. Up to 2 applications are configured to secure the application(s) against "Advanced Attacks" (e.g. Application pages and parameters profiling, cookies protection, XML and web services configuration) Negative + Positive Security Model. Standard hours, max 3 days	\$5,440.81
Radware	999428		Addon package (on top of the Basic Package) for Deploying AppWall Basic Package in a second data center. Standard hours, maximum 1 day. On top of "AppWall Deployment Process, Basic Package". Performed remotely	\$2,720.40
Radware	999429		Addon package (on top of the Basic Package) for deploying more than a single Cluster + Node (2 10 Nodes). Up to 2 applications are configured to secure the applications against "Known Types of Attacks" (such as SQL injections, XSS) Negative Security Model. Standard hours, maximum 1 day. On top of "AppWall Deployment Process, basic Package". Performed remotely	\$1,813.60

Radware	999430		Consultive project management to serve as the main point of contact and provide resource allocation, documentation, project planning, and risk assessment. Attends client meetings and provides project status.	\$9,068.01
Radware	999448		One day remote support to execute prearranged services, including design consultation and system integration	\$2,267.00
Radware	999450		A predefined discounted package that offers 64 hours of consulting, installation and workshops without having to define required scope of work upfront.	\$18,136.02
Radware	999451		A predefined discounted package that offers 168 hours of consulting, installation and workshops without having to define required scope of work upfront.	\$45,340.05
Radware	999452		A predefined discounted package that offers up to 360 hours of consulting, installation and workshops without having to define required scope of work upfront.	\$90,680.10
Radware	19210406		FastView Cloud One time Setup fee, enabling FastView as a service	\$4,534.01
SecureLogix	SVC-ASSTD-OP-100		Assisted Operate – 100 Hours. 100 Hours of Assisted Operation of an Installed ETM® System valid for 1 year after purchase. Unused hours expire after 1 year. One (1) year service contract which includes: • Block of 100 hours to provide extended direct assistance to customers, • Custom reports, rule-sets, policy design, moves-adds and changes etc., • Goes further than tech support in that SecureLogix employees actually perform the tasks for the customer, • Some tasks require remote access/control.	\$15,314.86
SecureLogix	SVC-ASSTD-OP-25		Assisted Operate – 25 Hours. 25 Hours of Assisted Operation of an Installed ETM® System valid for 1 year after purchase. Unused hours expire after 1 year. One (1) year service contract which includes: • Block of 25 hours to provide extended direct assistance to customers, • Custom reports, rule-sets, policy design, moves-adds and changes etc., • Goes further than tech support in that SecureLogix employees actually perform the tasks for the customer, • Some tasks require remote access/control.	\$3,828.72



SecureLogix	SVC-ASSTD-OP-50		Assisted Operate – 50 Hours. 50 Hours of Assisted Operation of an Installed ETM® System valid for 1 year after purchase. Unused hours expire after 1 year. One (1) year service contract which includes: • Block of 50 hours to provide extended direct assistance to customers, • Custom reports, rule-sets, policy design, moves-adds and changes etc., • Goes further than tech support in that SecureLogix employees actually perform the tasks for the customer, • Some tasks require remote access/control.	\$7,657.43
SecureLogix	SVC-IMPLEMENTATION		SecureLogix Field Engineer per hour. Implementation services hourly rate. • Implementation services – hourly rate, • T&E not included	\$167.51
SecureLogix	SVC-PM-LABOR		SecureLogix Project Management Labor per hour. Project Management services hourly rate. • Use if necessary to itemize PM labor, • T&E not included	\$167.51
SecureLogix	SVC-PROFESSIONAL		ETM® System Engineer per hour. System Engineer services hourly rate. • Professional services – hourly rate, • T&E not included	\$239.29
SecureLogix	SVC-QUICK-ST- ETM		ETM® System Onsite Quick Start Services for new deployments. A single two-day onsite quick- start service for new ETM® System deployments, to accelerate value realization. • A single, two-day onsite service to accelerate value realization shortly after ETM® System deployment with initial policy, alert and report development, • Includes travel costs	\$7,652.64
SecureLogix	SVC-QUICK-ST- ETM-RM		ETM® System Remote Quick Start Services for new deployments. A single two-day remote quick- start service for new ETM® System deployments, to accelerate value realization. • A single, two-day remote service to accelerate value realization shortly after ETM® System deployment with initial policy, alert and report development	\$2,680.10
SecureLogix	SVC-UPGD-8540-DAY		ETM® 8540 Card Upgrade-Onsite Additional Day. Additional day of onsite labor for an additional 1-12 ETM® 8540 controller upgrades in one location. • (Used in conjunction with SKU SVC-8540-UPG-ONSITE where card count exceeds 12 cards.), • Includes additional per diem	\$1,435.77

SecureLogix	SVC-UPGD-8540-ONSITE		ETM® Card Upgrade-Onsite. 1 day onsite labor in support of upgrading an installed ETM® System with 1-12 ETM-8540 controllers in one location. • 1 day onsite labor in support of upgrading an installed system with 1-12 ETM® 8540 controllers in one location, • Includes travel costs	\$5,738.29
SecureLogix	SVC-UPGD-8540-RM		ETM® 8540 Card Upgrade – Remote Per Card. Remote upgrade of an installed ETM® System to ETM® 8540 controllers, price per card. • Remote labor to upgrade an installed ETM® System with ETM® 8540 controllers, • Per card basis, • SVC-UPGD-8540-SET required for 1 or more grouped SVC-8540-UPGD-RM operations	\$382.87
SecureLogix	SVC-UPGD-8540-SET		ETM® 8540 Card Upgrade Setup Fee. One-time setup fee for 1 or more grouped SVC-8540-UPGD-RM operations. • Includes planning and coordination, pre-staging, shipping.	\$478.59
SecureLogix	SVC-UPGD-CARD-RM		ETM® Card Upgrade-Remote. Remote ETM® Upgrade Services (ETM appliances) per card. • Remote upgrade of ETM® System appliances, • Per card basis, • Applies to both on-site and remote upgrades (beyond first 25 controller cards or 1000-series appliances)	\$47.86
SecureLogix	SVC-UPGD-ETM-ON		ETM® System Upgrade - Onsite. 2 day on-site upgrade of ETM® System server and client applications and up to of 25 controller cards or 1000-series appliances. • 2 day on-site upgrade of ETM® System server and client applications, • Includes upgrade of 25 controller cards or 1000-series appliances, • Includes travel costs	\$7,174.06
SecureLogix	SVC-UPGD-ETM-RM		ETM® System Upgrade - Remote. Remote upgrade of ETM® System server and client applications and up to of 25 controller cards or 1000-series appliances. • Remote upgrade of ETM® System server and client applications, • Includes remote support to upgrade client systems, • Includes upgrade of 25 controller cards or 1000-series appliances, • Assumes remote access with appropriate permissions to customer network	\$2,866.75

SecureLogix	SVC-UPGD-ORACLE-ON		ETM® System & Oracle Upgrade - Onsite. 2 day on-site upgrade of ETM® System server and client applications, Oracle database, and up to of 25 controller cards or 1000-series appliances. • 2 day on-site upgrade of ETM® System server and client applications, • On-site upgrade of Oracle database, • Includes upgrade of 25 controller cards or 1000-series appliances, • Includes travel costs	\$8,609.82
SecureLogix	SVC-UPGD-ORACLE-RM		ETM® System & Oracle Upgrade - Remote. Remote upgrade of ETM® System server and client applications, Oracle databaase, and up to of 25 controller cards or 1000-series appliances. • Remote upgrade of ETM® System server applications, • Remote upgrade of Oracle database, • Includes remote support to upgrade client systems, • Includes upgrade of 25 controller cards or 1000-series appliances, • Assumes remote access with appropriate permissions to customer network, • Remote upgrade of ETM® System server applications, • Remote upgrade of Oracle database, • Includes remote support to upgrade client systems, • Includes upgrade of 25 controller cards or 1000-series appliances, • Assumes remote access with appropriate permissions to customer network	\$3,823.93
Sonus	SRV-100-2-RLAB		REMOTE LAB CONNECTIVITY FOR TRAINING DELIVERY (PER DAY)	\$1,196.47
Sonus	SRV-SME10-SUB		TEN (10) DAYS SUBJECT MATTER EXPERT SUPPORT SUBSCRIPTION	\$23,929.47
Sonus	SRV-SME20-SUB		TWENTY (20) DAYS SUBJECT MATTER EXPERT SUPPORT SUBSCRIPTION	\$44,030.23
Sonus	SRV-SME30-SUB		THIRTY (30) DAYS SUBJECT MATTER EXPERT SUPPORT SUBSCRIPTION	\$63,173.80

**TERMS AND CONDITIONS APPLICABLE TO ELECTRONIC COMMERCE AND  
SUBSCRIPTION SERVICES (SPECIAL ITEM NUMBER 132-52)**

**1. SCOPE**

The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

**2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE**

The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

**3. INFORMATION ASSURANCE**

- a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems") (FIPS 200, "Minimum Security Requirements for Federal Information and Information Systems") prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

**4. DELIVERY SCHEDULE.**

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers, paragraph 6. Delivery Schedule.

**5. INTEROPERABILITY.**

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

## **6. ORDER**

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

## **7. PERFORMANCE OF ELECTRONIC SERVICES**

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

## **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.

## **9. RIGHTS IN DATA**

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

## **10. Acceptance Testing**

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

## **11. Warranty**

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer's commercial warranty for the item listed below:

### **SecureLogix Commercial Warranty is as follows:**

With respect to Services, SecureLogix's exclusive warranty is that, the Services shall be performed in a workmanlike fashion. In the event SecureLogix breaches this warranty, Customer's exclusive remedy shall be, at SecureLogix's option and expense, (i) to have SecureLogix correct such Services within ninety (90) days of the performance of the Services or (ii) SecureLogix shall refund the price paid for the applicable portion of the Services.

The warranty shall commence upon the later of the following:

- a. Activation of the user's service
- b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

**12. Management and Operations Pricing**

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

**13. Training**

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

MFR P/N	Product Description	GSA Price
ETM-TRNG-ADMIN per student	ETM® System Administration Training (Administrator & Operator) at SecureLogix facility	\$2,388.16
ETM-TRNG-ADMIN-RM per student	ETM® System Administration Training (Administrator & Operator) at customer location	\$2,388.16
ETM-TRNG-CBT-CD	ETM® System Computer-based Training CD-ROM	\$791.99

**14. Monthly Reports**

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

**15. ELECTRONIC COMMERCE SERVICE PLAN**

(a) Describe the electronic service plan and eligibility requirements.

See attached price list for SecureLogix service plan offerings and prices.

(b) Describe charges, if any, for additional usage guidelines.

See attached price list for SecureLogix service plan offerings and prices.

(c) Describe corporate volume discounts and eligibility requirements, if any.

None

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

**PREAMBLE**

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

**COMMITMENT**

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact the Government Contracts Department, Phone number: (703) 345-5229, Fax: (703) 345-5574.

**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and Westcon Group North America, Inc. (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

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

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

Signatures

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date



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

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

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

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

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

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

Here is a general outline on how it works:

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

**AUTHORIZED DEALERS**

The list of Authorized Dealers, including ordering and payment addresses can be found at: <http://gsa.westcon.com/content/authorized-dealers>

## APPENDIX I

### MANUFACTURER END USER LICENSE AGREEMENTS (EULA)

CISCO END USER LICENSE AGREEMENT:

[http://www2.comstor.com/visitor/gov/EULA/Cisco End User License Agreement\\_GSA Approved\\_Feb 12 2015.rtf](http://www2.comstor.com/visitor/gov/EULA/Cisco%20End%20User%20License%20Agreement_GSA%20Approved_Feb%2012%202015.rtf)

CISCO WEBEX TERMS AND CONDITIONS:

[http://www2.comstor.com/visitor/gov/EULA/Cisco WebEx Terms and Conditions\\_GSA Approved\\_Feb 12 2015\\_0001.doc](http://www2.comstor.com/visitor/gov/EULA/Cisco%20WebEx%20Terms%20and%20Conditions_GSA%20Approved_Feb%2012%202015_0001.doc)

CISCO FIREPOWER END USER LICENSE AGREEMENT:

[http://www2.comstor.com/visitor/gov/EULA/FirePOWER EULA all terms accepted by GSA.rtf](http://www2.comstor.com/visitor/gov/EULA/FirePOWER%20EULA%20all%20terms%20accepted%20by%20GSA.rtf)

CISCO FIREAMP END USER LICENSE AGREEMENT:

[http://www2.comstor.com/visitor/gov/EULA/FireAMP EULA all terms accepted by GSA.doc](http://www2.comstor.com/visitor/gov/EULA/FireAMP%20EULA%20all%20terms%20accepted%20by%20GSA.doc)

CISCO SUPPLEMENTAL END USER LICENSE AGREEMENTS:

[http://www2.comstor.com/visitor/gov/EULA/Cisco Supplemental EULAs\\_GSA Approved\\_Feb 12 2015.rtf](http://www2.comstor.com/visitor/gov/EULA/Cisco%20Supplemental%20EULAs_GSA%20Approved_Feb%2012%202015.rtf)

SECURELOGIX END USER LICENSE AGREEMENT:

[http://www2.comstor.com/visitor/gov/EULA/SecureLogix - GSA - Master Products Services Agr - PDF - 11 13 15.docx](http://www2.comstor.com/visitor/gov/EULA/SecureLogix%20-%20GSA%20-%20Master%20Products%20Services%20Agr%20-%20PDF%20-%2011%2013%2015.docx)