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: GSAAdvantage.gov.

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Special Item Number 132-33 - Perpetual Software License- SUBJECT TO COOPERATIVE PURCHASSING
> FSC/PSC CLASS 7030 - ADP SOFTWARE
> Large Scale Computers
> Microcomputers

Special Item Number 132-51 – Information Technology Professional Services- SUBJECT TO COOPERATIVE PURCHASING
> FSC/PSC Class D308 IT AND TELECOM- PROGRAMMING
> Programming Services

Contract Number: GS-35F-0315X

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

Contract Period: April 6, 2011 through April 5, 2021

Current through Mods PO-0012 dated April 6, 2016 and PO-0011 dated July 6, 2016
CONTRACTOR:

Selectron Technologies, Inc.
12323 SW 66th Avenue Portland, OR 97223-8056
Phone: 503-443-1400   Fax: 503-443-2052

www.selectrontechnologies.com

Contract administration source: use address above

Contents

Selectron Technologies Revised Price List, Revision Date October 7, 2015,
based upon GSA Solicitation Refresh # 35.

CUSTOMER INFORMATION:

1a. Table of awarded special item number(s)

132 33   Perpetual Software License

132 51   Information Technology Professional Services -

For Product Pricing see price list starting on page 22

1b. Lowest Priced Items:

Part Number	Description	Net GSA Price
	SIN 132 33 Perpetual Software License	
CTI-SPL	CTI Screen Pop Single License	$498.74
	SIN 132 51 Information Technology Professional Services	
	Project Manager	$174.56
	Software Development Manager	$174.56
	Software Development Engineer	$174.56
	Installation & Training Specialist	$174.56
	Customer Support Engineer	$174.56

1c. Labor Category Descriptions

PROJECT MANAGER

Minimum/General Experience

Minimum five years' experience leading multiple technical projects in a software development environment, with successful on-time and on-budget completion. Strong organizational and detail tracking skills, as well as thorough familiarity with a broad array of project and program management tools and processes. Excellent written and spoken communication skills required, including strong negotiation skills.

Functional Responsibility

Manages projects and works with diversified teams of software engineers and technicians to deliver successful client solutions. Responsible for multiple ongoing internal and customer projects. Drives continual improvement of practices and tools. Fosters innovation in project management operations.

Minimum Education

Bachelor's degree (B.S.) or equivalent from four-year college or university.

SOFTWARE DEVELOPMENT MANAGER

Minimum/General Experience

Minimum seven years of related software development experience, with a minimum of four years of proven experience in establishing, supervising, and managing successful development team(s). Strong interpersonal, communication, organizational, mentoring, and leadership skills required.

Functional Responsibility

Manages all activities of the software development teams, leading a highly skilled technical group. Holds overall responsibility for development, maintenance, and implementation of software development processes and products. Directly supervises 10 to 20 employees, which includes interviewing, hiring, and training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees as necessary; and resolving problems.

Minimum Education

Bachelor's degree (B.S.) or equivalent from four-year college or university. Education in a technical field that includes exposure to software development methodologies and practices, as well as modern software languages and technologies.

SOFTWARE DEVELOPER ENGINEER

Minimum/General Experience

Minimum 2 years of related software development/engineering experience with a track record of delivering commercial quality software products and solutions. Demonstrable industry track record of delivering commercial quality software products and scenarios. Strong communication skills, including the ability to communicate effectively in person, in writing, and in small groups. Proficiency with and/or expert knowledge of the following programs: C#, ASP.NET, and IIS; Web technologies (HTTP, HTML, CSS, XML); SQL Server 2005/2008; Visual Studio 2008/2010; .NET 3.5/4.0; Web Services; Silverlight; Expression Blend; Windows Communication Foundation; Office 2007/2010.

Functional Responsibility

Works as a member of an experienced and highly productive engineering team that delivers software using an agile development process. Develops applications in support of Selectron Technologies' customers and business strategy.

Minimum Education

Bachelor's degree (B.S.) or equivalent from four-year college or university.

INSTALLATION & TRAINING SPECIALIST

Minimum/General Experience

Minimum two years' experience working with computers, including knowledge of basic computer hardware components, troubleshooting, and general computer configuration. Strong working knowledge of Microsoft Office Suite.

Functional Responsibility

Installs all Selectron Technologies-provided equipment, performing any configuration required and testing system installations. Ensures system configurations are performed according to established guidelines, and according to production schedules as defined by the Project Management team. Responsible for managing, maintaining, and reporting on proper inventory levels.

Minimum Education

Associate's degree (A.A.) or equivalent from two-year college or technical school; or two years related experience; or equivalent combination of education and experience. BS preferred. A+, MS, or similar network certification desired.

CUSTOMER SUPPORT ENGINEER

Minimum/General Experience

Three (3) or more years of experience providing customer software support for automated response systems. Experience supporting highly technical products and services. Excellent written and verbal skills.

Functional Responsibility

Maintains overall responsibility for all front-line phone, web, and e-mail support provided to customers, which includes tracking support issues, researching reported issues, and working with other team members to identify solutions.

Minimum Education

Bachelor's degree (BA/BS) or equivalent from four-year college or university, preferably in a technical field.

2. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.):   The Maximum Order for all SIN's: $500,000**.**

3. Minimum Order: $1,000.00

4. Geographic Coverage: The Geographic Scope of Contract will be domestic delivery only.

5. Point(s) of production (city, county, and State or foreign country).

> Selectron Technologies, Inc.
> Portland, OR 97223-8056

6. Discount from list prices or statement of net price: Prices shown are NET Prices; Basic Discounts have been deducted.

> Volume Discount: 2.5% Discount on orders exceeding $100,000.00

7. Quantity discounts. None.

8. Prompt payment terms. Net 30 Days

> "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are accepted or not accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin).

11a. Time of delivery.

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
SIN 132-33	90 Days
SIN 132-51	To Be Negotiated

11b. Expedited Delivery. Contact Selectron Customer Service for information on Expedited Delivery.

11c. Overnight and 2-day delivery. Contact Selectron Customer Service for information on Overnight or 2-Day Delivery.

11d. Urgent Requirements. Contact Selectron Customer Service for information on Urgent Requirements.

12. F.O.B. point(s). FOB Destination - 48 contiguous states and the District of Columbia.

13a. Ordering address(es).

> Selectron Technologies, Inc.
> 12323 SW 66th Avenue
> Portland, OR 97223-8056

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es).

> Selectron Technologies, Inc.
> 12323 SW 66th Avenue
> Portland, OR 97223-8056

15. Warranty provision.

Selectron Product Warranty

Every Selectron Technologies installation includes a twelve-month warranty which consists of PremierPro Support of all software and hardware that comprises the solution. Technical support beyond the first year is available through an annual Support and Maintenance Agreement.

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

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

16. Export packing charges: Not available.

17. Government purchase cards are accepted up to the micro-purchase level.

18. Terms and conditions of rental, maintenance, and repair: Not covered under this contract.

19. Terms and conditions of installation (if applicable).

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Repair parts are not available under this contract.

21. List of service and distribution points

>   Selectron Technologies, Inc.
>   12323 SW 66th Avenue
>   Portland, OR 97223-8056

22. List of participating dealers: None.

23. Preventive maintenance: Preventive maintenance is not covered under this contract

24a. Special attributes such as environmental attributes: Not applicable

24b. Section 508 compliance:

Selectron Technologies makes every effort to ensure that our interactive solutions are compliant with Section 508 requirements, and are easily accessible to agencies' citizens with disabilities. All of our interactive voice response (IVR) applications are available in a web deployment as interactive web response (IWR) solutions. This allows hearing impaired individuals ready access to all of the functionality and services offered by an IVR, including relevant information, payment processing capabilities, etc.

For those government agencies which require the provision of an effective means of telephone communication for hearing and speech-impaired individuals who utilize teletypewriter (TTY) devices, the first choice an agency may consider is to provide an alternative telephone number dedicated to TTY use. TTY users may directly access either a live operator using a TTY or a direct TTY IVR system. Selectron also offers several options with our IVR applications to assist with the handling of these calls:

Option 1: Upon answering an incoming call, the IVR will send a text message by quickly playing a series of tones that prompt anyone using a TTY device to identify himself. If a TTY device is in use, the caller will reply by pressing the specified touch-tone digit. The IVR will then send additional text to the TTY, asking them to hold while their call is transferred to a live representative equipped with a TTY device.

Option 2: TTY callers are identified using the same method described in Option 1, however, upon receipt of the user's response the call is transferred to a TTY modem connected to the IVR server. Once transferred, the caller will interact with the IVR via TTY. The IVR will translate voice prompts into TTY text that is in turn displayed on the caller's TTY device. When input is required, the caller will type text into their device

instead of using a numeric telephone keypad. If at any point a TTY caller needs assistance from a live representative, they may request to be transferred by typing a keyword ("operator", for example) and the call will be routed to a representative equipped with a TTY device.

25. Data Universal Number System (DUNS) number. 132281929

26. Selectron Technologies has registered with the SAM Database.

PERPETUAL SOFTWARE LICENSES (SIN 132 33)

1.   INSPECTION/ACCEPTANCE

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

2.   ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

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

Selectron Product Warranty

Every Selectron Technologies installation includes a twelve-month warranty which consists of PremierPro Support of all software and hardware that comprises the solution. Technical support beyond the first year is available through an annual Support and Maintenance Agreement.

PremierPro Support and Maintenance Plan

Selectron's PremierPro Support and Maintenance Plan includes full replacement of any failed hardware component, with overnight shipping as required; a toll-free support hotline and dial-in technical support for all software provided with the solution; as well as a quarterly system review and support for application database updates.

- 24-hour, 7-days-per-week, 365-days-per-year support for emergency calls
- Toll-free telephone support hotline
- Telephone support for installation and general use questions during normal business hours
- Online technical diagnostic support
- Software correction updates
- Relief goal of one business day
- Online Customer Support Center
- Development work as required to support standard updates to the Client's application database(s). To accommodate the scheduling of resources, it is required that the Client provide Selectron with two (2) weeks' notice prior to the planned system update
- Quarterly proactive system review that includes system diagnostics, history file creation, and Client notification of the review results
    - Assess the machine resources, including memory, processor, and disk-space utilization
    - Examine log files, including error logs, to identify any anomalous entries

- Apply current validated software updates to the operating system, device drives, and application database[*]
- Identify items that need further attention for follow-up by the Client and the Project Manager

- Implement "out-of-cycle" critical updates. These updates are to resolve failures that may cause hardware damage, system unavailability, data corruption, or severe data vulnerability[*]

Customer Support Center

A Customer Support Engineer (CSE) is available to handle all support calls during Selectron's normal business hours **6:00 a.m. – 5:00 PM Pacific Time.** Emergency calls will be promptly resolved by the CSE or escalated to a Software Developer. Selectron guarantees that all non-emergency support calls will be responded to within one business day. Most emergency and non-emergency calls are handled within one to two hours of receipt.

During non-business hours, Selectron's answering service dispatches calls based on issue priority. Emergency calls are dispatched to on-call support staff and are responded to within four (4) hours. Non-emergency calls are also directed to support personnel and responses are based on the Jurisdiction's requirements. The answering service is operational 24 hours per day/seven days per week and employs staff who are trained in responding to routine and emergency support issues.

In addition, Selectron maintains an Online Customer Support Center that is available to all Selectron Clients. This resource provides answers to frequently asked questions, "how to" guides, and an index of common error messages as well as other technical documentation, including product white papers.

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

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

4.   TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **503-443-1400** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from   **6:00 AM** to **5:00 PM Pacific time** .

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5.   SOFTWARE MAINTENANCE

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

> **X**   1. Software Maintenance as a Product (SIN 132-33)
>   Software maintenance as a product includes the publishing of bug/defect
>   fixes via patches and updates/upgrades in function and technology to
>   maintain the operability and usability of the software product. It may also
>   include other no charge support that are included in the purchase price of the
>   product in the commercial marketplace. No charge support includes items
>   such as user blogs, discussion forums, on-line help libraries and FAQs
>   (Frequently Asked Questions), hosted chat rooms, and limited telephone,
>   email and/or web-based general technical support for user's self-diagnostics.
>
>   Software maintenance as a product does <u>NOT</u> include the creation, design,
>   implementation, integration, etc. of a software package. These examples
>   are considered software maintenance as a service.
>
>   Software Maintenance as a product is billed at the time of purchase.
>
>   2.   Software Maintenance as a Service (SIN 132-34)
>
>   Software maintenance as a service creates, designs, implements, and/or
>   integrates customized changes to software that solve one or more problems
>   and is not included with the price of the software. Software maintenance as a
>   service includes person-to-person communications regardless of the medium
>   used to communicate: telephone support, online technical support,
>   customized support, and/or technical expertise which are charged
>   commercially. Software maintenance as a service is billed arrears in
>   accordance with 31 U.S.C. 3324.
>
>   Software maintenance as a service is billed in arrears in accordance with 31
>   U.S.C. 3324.

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

6.   PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 132-34)

SIN's 132-32 - Term Software Licenses and 132-34 Software Maintenance as a Service are not offered by Selectron Technologies.

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

7.   CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

Selectron Technologies, Inc. does not offer Term software licenses.

a.   The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (l0) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b.   Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c.   The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d.   The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to   % of all term license payments during the period that the software was under a term license within the ordering activity.

8.   TERM LICENSE CESSATION
    Selectron Technologies, Inc. does not offer Term software licenses

a.   After a software product has been on a continuous term license for a period of
    months, a fully paid-up, non-exclusive, perpetual license for the software product shall
automatically accrue to the ordering activity. The period of continuous term license for
automatic accrual of a fully paid-up perpetual license does not have to be achieved during a
particular fiscal year; it is a written Contractor commitment which continues to be available for
software that is initially ordered under this contract, until a fully paid-up perpetual license
accrues to the ordering activity. However, should the term license of the software be
discontinued before the specified period of the continuous term license has been satisfied, the
perpetual license accrual shall be forfeited.

b.   The Contractor agrees to provide updates and maintenance service for the software
after a perpetual license has accrued, at the prices and terms of Special Item Number I32-34,
if the licensee elects to order such services. Title to the software shall remain with the
Contractor.

9.   UTILIZATION LIMITATIONS - (SIN 132-33)

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

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

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

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

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

does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

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

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

10.   SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Selectron Technologies, Inc. does not offer Term software licenses.

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.

11.   DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

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

Selectron's solutions utilize industry standard open architecture components. Our solutions and their underlying components are thoroughly tested for compatibility with vmWare virtual server for the ESXi 5.1 (and above) virtual host environment. If virtualization is not an option for our customers, our solutions can also be installed on a dedicated physical server. We have provided the minimum specification requirements below.

Selectron uses industry standard programming languages and practices in the design and development of our interactive solutions. Our solutions are all built on Microsoft .NET, which provides great flexibility when integrating with any database for any

application or department. The application software is written in the C# programming language. C# is an object-oriented programming language used with XML-based web services on the .NET platform and is designed for improving productivity in the development of web-based applications. C# boasts type-safety, garbage collection, simplified type declarations, and versioning and scalability support, in addition to other features that help expedite development.

CLIENT-PROVIDED HARDWARE REQUIREMENTS

If an agency chooses to provide its own hardware, we have specifically tested against the HP ProLiant DL380 Gen9 - Xeon E5-2620V3 2.4 GHz - 16 GB. For other server models, the following are the minimum configuration requirements:
- Quad-Core Intel processor with processor fan
- Network Interface Card
- 16 GB memory
- RAID 5 hard drive configuration (to support 250 GB disk space)
- Video Controller
- Standard DVD ROM
- Keyboard/monitor/mouse or KVM switch
- Windows 2012 R2 64 bit Server operating system
- Microsoft SQL Server 2012 64 bit

12.   RIGHT-TO-COPY PRICING

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

Selectron Technologies, Inc. does not offer right-to-copy licenses.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SIN 132-51)

*****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1.   SCOPE

a.   The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b.   The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

a.   Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b.   The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c.   Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3.   ORDER

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

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

4.   PERFORMANCE OF SERVICES

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

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

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

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

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

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

(1)   Cancel the stop-work order; or

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

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

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

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

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

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

6.   INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a.   Definitions.

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

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

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

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

11. INVOICES

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

the preceding month.

12. PAYMENTS

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a.　　The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job

titles (labor categories) for those individuals who will perform the service should be provided.

b.   Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

PROJECT MANAGER

Minimum/General Experience

Minimum five years' experience leading multiple technical projects in a software development environment, with successful on-time and on-budget completion. Strong organizational and detail tracking skills, as well as thorough familiarity with a broad array of project and program management tools and processes. Excellent written and spoken communication skills required, including strong negotiation skills.

Functional Responsibility

Manages projects and works with diversified teams of software engineers and technicians to deliver successful client solutions. Responsible for multiple ongoing internal and customer projects. Drives continual improvement of practices and tools. Fosters innovation in project management operations.

Minimum Education

Bachelor's degree (B.S.) or equivalent from four-year college or university.

SOFTWARE DEVELOPMENT MANAGER

Minimum/General Experience

Minimum seven years of related software development experience, with a minimum of four years of proven experience in establishing, supervising, and managing successful development team(s). Strong interpersonal, communication, organizational, mentoring, and leadership skills required.

Functional Responsibility

Manages all activities of the software development teams, leading a highly skilled technical group. Holds overall responsibility for development, maintenance, and implementation of software development processes and products. Directly supervises 10 to 20 employees, which includes interviewing, hiring, and training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees as necessary; and resolving problems.

Minimum Education

Bachelor's degree (B.S.) or equivalent from four-year college or university. Education in

a technical field that includes exposure to software development methodologies and practices, as well as modern software languages and technologies.

SOFTWARE DEVELOPER ENGINEER

Minimum/General Experience

Minimum 2 years of related software development/engineering experience with a track record of delivering commercial quality software products and solutions. Demonstrable industry track record of delivering commercial quality software products and scenarios. Strong communication skills, including the ability to communicate effectively in person, in writing, and in small groups. Proficiency with and/or expert knowledge of the following programs: C#, ASP.NET, and IIS; Web technologies (HTTP, HTML, CSS, XML); SQL Server 2005/2008; Visual Studio 2008/2010; .NET 3.5/4.0; Web Services; Silverlight; Expression Blend; Windows Communication Foundation; Office 2007/2010.

Functional Responsibility

Works as a member of an experienced and highly productive engineering team that delivers software using an agile development process. Develops applications in support of Selectron Technologies' customers and business strategy.

Minimum Education

Bachelor's degree (B.S.) or equivalent from four-year college or university.

INSTALLATION & TRAINING SPECIALIST

Minimum/General Experience

Minimum two years' experience working with computers, including knowledge of basic computer hardware components, troubleshooting, and general computer configuration. Strong working knowledge of Microsoft Office Suite.

Functional Responsibility

Installs all Selectron Technologies-provided equipment, performing any configuration required and testing system installations. Ensures system configurations are performed according to established guidelines, and according to production schedules as defined by the Project Management team. Responsible for managing, maintaining, and reporting on proper inventory levels.

Minimum Education

Associate's degree (A.A.) or equivalent from two-year college or technical school; or two years related experience; or equivalent combination of education and experience. BS preferred. A+, MS, or similar network certification desired.

CUSTOMER SUPPORT ENGINEER

Minimum/General Experience

Three (3) or more years of experience providing customer software support for automated response systems. Experience supporting highly technical products and services. Excellent written and verbal skills.

Functional Responsibility

Maintains overall responsibility for all front-line phone, web, and e-mail support provided to customers, which includes tracking support issues, researching reported issues, and working with other team members to identify solutions.

Minimum Education

Bachelor's degree (BA/BS) or equivalent from four-year college or university, preferably in a technical field.

PRODUCT PRICING

Selectron Technologies, Inc.
12323 SW 66th Avenue
Portland, OR 97223-8568
Phone: 503-443-1400   Fax: 503-443-2052

www.selectrontechnologies.com

Part Number	Description	NET GSA Price
	SIN 132-33	
VU-BCPS	VoiceUtility Base Application (4-ports with Customer Provided Server)	$32,817.13
VU-BSTD	VoiceUtility Base Application (4-ports with Standard Server)	$32,817.13
VU-BADV	VoiceUtility Base Application (4-ports with Advanced Server)	$35,809.57
VP-BCPS	VoicePermits Base Application (4-ports with Customer Provided Server)	$32,817.13
VP-BSTD	VoicePermits Base Application (4-ports with Standard Server)	$32,817.13
VP-BADV	VoicePermits Base Application (4-ports with Advanced Server)	$35,809.57
VC-CI-CPS	VoiceCourt Citation Base Application (4-ports with Customer Provided Server)	$32,817.13
VC-CI-STD	VoiceCourt Citation Base Application (4-ports with Standard Server)	$32,817.13
VC-CI-ADV	VoiceCourt Citation Base Application (4-ports with Advanced Server)	$35,809.57
VC-JU-CPS	VoiceCourt Jury Base Application (4-ports with Customer Provided Server)	$32,817.13
VC-JU-STD	VoiceCourt Jury Base Application (4-ports with Standard Server)	$32,817.13
VC-JU-ADV	VoiceCourt Jury Base Application (4-ports with Advanced Server)	$35,809.57
VC-FM-CPS	VoiceCourt Family Base Application (4-ports with Customer Provided Server)	$32,817.13
VC-FM-STD	VoiceCourt Family Base Application (4-ports with Standard Server)	$32,817.13
VC-FM-ADV	VoiceCourt Family Base Application (4-ports with Advanced Server)	$35,809.57
VT-BCPS	VoiceTax Base Application (4-ports with Customer Provided Server)	$32,817.13
VT-BSTD	VoiceTax Base Application (4-ports with Standard	$32,817.13

	Server)	
VT-BADV	VoiceTax Base Application (4-ports with Advanced Server)	$35,809.57
VH-BCPS	VoiceHouse Base Application (4-ports with Customer Provided Server)	$32,817.13
VH-BSTD	VoiceHouse Base Application (4-ports with Standard Server)	$32,817.13
VH-BADV	VoiceHouse Base Application (4-ports with Advanced Server)	$35,809.57
VL-BCPS	VoiceLottery Base Application (4-ports with Customer Provided Server)	$32,817.13
VL-BSTD	VoiceLottery Base Application (4-ports with Standard Server)	$32,817.13
VL-BADV	VoiceLottery Base Application (4-ports with Advanced Server)	$35,809.57
VE-BCPS	VoiceEngine Base Application (4-ports with Customer Provided Server)	$32,817.13
VE-BSTD	VoiceEngine Base Application (4-ports with Standard Server)	$32,817.13
VE-BADV	VoiceEngine Base Application (4-ports with Advanced Server)	$35,809.57
IVR-AN-4	Additional Production/Test VoicePorts - Analog (4-ports)	$7,979.85
IVR-T1-4	Additional Production/Test VoicePorts - Digital (4-ports)	$7,979.85
IVR-IP-4	Additional Production VoicePorts - VoIP (4-ports)	$7,979.85
IVR-MG-4	Additional Production VoicePorts - Media Gateway (4-ports)	$8,977.33
IVR-UN-4	Additional Unlicensed Port Capacity (4-ports)	$997.48
CTI-ENG	CTI Screen Pop Engine	$19,949.62
CTI-SPL	CTI Screen Pop Single License	$498.74
CTI-SPL-10	CTI Screen Pop 10-pack license	$4,488.66
CTI-SPL-25	CTI Screen Pop 25-pack license	$9,974.81
CTI-SPL-100	CTI Screen Pop 100-pack license	$34,911.84
CTI-DDE	Computer Telephony Desktop Delivery Engine	$9,974.81
CTI-DDL	DesktopDelivery Single License	$498.74
CTI-DDL-10	DesktopDelivery 10-pack license	$4,488.66
CTI-DDL-25	DesktopDelivery 25-pack license	$9,974.81
CTI-DDL-100	DesktopDelivery 100-pack license	$34,911.84
ODS-ENG	Outbound Delivery Services Engine	$8,478.59
VP-ENG	VoicePay Engine - Includes Selectron Payment Gateway	$9,476.07
VP-NGW	VoicePay Non-Selectron Payment Gateway Integration	$2,493.70
VP-CCM	VoicePay Credit Card Module	$5,486.15
VP-ECM	VoicePay e-Check Module	$5,486.15
VP-EXT	VoicePay Payment Extensions	$3,491.18
CS-ENG	CommunitySelect Engine	$7,481.11
WE-Base	WebEngine Base Application	$24,937.03
SR-MOD-ENG	Selectron Speech Recognition Module - English (4-	$10,473.55

	ports)	
SR-MOD-SPN	Selectron Speech Recognition Module - Spanish (4-ports)	$10,473.55
SR-MOD-LNG	Selectron Speech Recognition Module - Alternate Language (4-ports)	$14,962.22
TTS-MOD-ENG	Selectron Text to Speech Module - English (4-ports)	$5,486.15
TTS-MOD-SPN	Selectron Text to Speech Module - Spanish (4-ports)	$5,486.15
TTS-MOD-LNG	Selectron Text to Speech Module - Alternate Language (4-ports)	$7,979.85
SM-DEL-2	SmartDelivery (2 fax ports)	$5,984.89
SM-DEL-4	SmartDelivery (4 fax ports)	$8,977.33
PP-SM	PremierPro Support & Maintenance	16.96%

SIN 132-51
IT Professional Engineering Services

	Description	NET GSA Price
	Project Manager	**$174.56**
	Software Development Manager	**$174.56**
	Software Development Engineer	**$174.56**
	Installation & Training Specialist	**$174.56**
	Customer Support Engineer	**$174.56**
PS-WSSLS	**Standard Labor rate - w/active support**	**$174.56**
PS-WSAHS	**After hours labor rate - w/active support**	**$261.84**
PS-WOSLS	**Standard Labor rate - w/o active support**	**$349.12**
PS-WOAHS	**After hours labor rate - w/o active support**	**$523.68**