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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 for GSA Advantage! is: GSAAvantage.gov.

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES

SIN 132-12 - Maintenance of Equipment, Repair Services and/or Repair/Spare Parts

Authorized Federal Supply Schedule Price List

CONTRACT:	GS-35F-0825M
CONTRACT PERIOD:	Sept 26 2002 - Sep 25, 2022
CONTRACTOR:	TECHNOLOGY RESOURCE CENTER OF AMERICA, LLC. 2600 VIRGINIA CIRCLE DENTON, TX 76209-1505
TELEPHONE & FAX	(940)891-6627
WEBSITE:	http://www.trca.com
BUSINESS SIZE:	VOSB, SB
CONTACT:	Mr. John Hunnicutt john.hunnicutt@trca.com

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For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov>.



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ABOUT US

Founded in 1991, TRCA is one of the largest service, warehouse logistics, cabling, carrier, and technology integrators in the United States. Solid financially and in operation, TRCA has the service manpower and authorizations to provide a single cable drop up to implementing complex technology topologies. “TRCA’s success is dependent on its people and the service they provide to our clients. As leaders, we foster a culture around the relentless pursuit of perfection and serving others. Without a doubt, service truly is our life”. *Mike Harding – Founder – CFO*

Technology Resource Center of America owns and operates from a 90,000sf technology center located in the D/FW Metroplex. Designed to support our clients daily requirements; it features electronics laboratories, data centers, redundant power system & network, NOC’s, technology kitting & warehousing, asset management, and a 24/7 National Support Center handling over 8,000 service transactions monthly.

“The very heart and foundation of all technology is communication. How we communicate at every level is by default the main driver of all business. We are subject matter experts in the world of telephony, security, cabling and computer networks. We cut through the confusion and speak directly to your needs with an agnostic, best fit approach. TRCA has been in business longer than 75% of the service, hardware and carrier providers in the marketplace today. We know the inside track and we understand the rules of engagement. We bring this knowledge and experience to bear for our clients. TRCA simplifies and brings clarity to the ever shifting world of technological change. When the technology that you use fades into the background, we are accomplishing our mission. We are allowing you to focus on your business, and not the tools that surround it.”
David Harding – CEO



- The TRCA laboratories are staffed with experienced electronic technicians specializing in the repair and refurbishment of technology equipment. This department also specializes in the stocking, imaging and shipment of complete “store technology kits” to facilitate large roll outs and/or upgrades. On average TRCA purchases over 10,000 legacy pieces each month from companies that upgrade. Our teams repair and remanufacture these pieces to like new condition and provide them with superior warranties and highly discounted pricing.



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CUSTOMER INFORMATION

1a. Awarded Special Item Numbers (SINs):

- 132 12,

1b. Lowest-priced model number and lowest unit price for that model for each awarded:

- MANT WOST 24 7: \$0.18

1c. Labor Category Descriptions and Hourly Rates:

LABOR		
Labor Category	Part No.	GSA Rates Per Hour/Port
Technician Services		
Telephone-Data Technician	LAB TDS TT	\$103.50
Telephony-Data Trainer	LAB TDS TRN	\$103.50
Wiring/Cable Technician - Voice, Data and Video	LAB TDS WRN	\$103.50
Telephone System Maintenance		
PBX Maintenance (Nortel, Avaya, NEC, All Manufacturers)		
Standard Coverage 8-5 M-F		
0-50 Equipped Ports (Monthly Rate/Port)	MANT TDS 50	\$2.93
51-100 Equipped Ports (Monthly Rate/Port)	MANT TDS 100	\$2.48
101-150 Equipped Ports (Monthly Rate/Port)	MANT TDS 150	\$2.25
151-250 Equipped Ports (Monthly Rate/Port)	MANT TDS 250	\$2.03
251-500 Equipped Ports (Monthly Rate/Port)	MANT TDS 500	\$1.80
Over 500 Equipped Ports (Monthly Rate/Port)	MANT TDS OVR	\$1.67
Full Coverage 24x7x365 (Add to Monthly Port Rate)	MANT TDS ADD	\$0.32
Switch only (Deduct from Monthly Port Rate)	MANT TDS DED	\$0.50
PBX Monitoring, All Manufacturers		
Standard 8 - 5 M - F	MONT 8 5	\$0.32



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Full 24x7x365	MONT 24 7	\$0.40
PBX Voice Mail Maintenance		
2 Ports (Monthly Rate)	VM MANT 2	\$39.59
4 Ports (Monthly Rate)	VM MANT 4	\$47.34
6 Ports (Monthly Rate)	VM MANT 6	\$66.29
8 Ports (Monthly Rate)	VM MANT 8	\$81.80
12 Ports (Monthly Rate)	VM MANT 12	\$139.73
16 Ports (Monthly Rate)	VM MANT 16	\$185.87
24 Ports (Monthly Rate)	VM MANT 24	\$278.13
36 Ports (Monthly Rate)	VM MANT 36	\$416.52
Key System Maintenance (Norstar, Merlin, Partner ACS, Panasonic, All Manufacturers)		
Standard Coverage 8-5 M-F		
1-16 Ports - Per Site	KEY 16 P	\$67.50
17 - 32 Ports (Monthly Rate/Port)	KEY 32 P	\$5.18
33 - 64 Ports (Monthly Rate/Port)	KEY 64 P	\$3.15
65 - 88 Ports (Monthly Rate/Port)	KEY 88 P	\$2.66
89 - 100 Ports (Monthly Rate/Port)	KEY 100 P	\$2.43
101 - 192 Ports (Monthly Rate/Port)	KEY 192 P	\$2.25
193 - 248 Ports (Monthly Rate/Port)	KEY 248 P	\$2.03
Full Coverage - 24x7x365		
1-16 Ports - Per Site	KEY FULL 16 P	\$85.50
17 - 32 Ports (Monthly Rate/Port)	KEY FULL 32 P	\$5.63
33 - 64 Ports (Monthly Rate/Port)	KEY FULL 64 P	\$3.50
65 - 88 Ports (Monthly Rate/Port)	KEY FULL 88 P	\$2.93
89 - 100 Ports (Monthly Rate/Port)	KEY FULL 100 P	\$2.70
101 - 192 Ports (Monthly Rate/Port)	KEY FULL 192 P	\$2.48
193 - 248 Ports (Monthly Rate/Port)	KEY FULL 248 P	\$2.25
Key System Voice Mail Maintenance, All Manufacturers		
Add to per port monthly rate	KEY VM ADD	\$9.00
BCM		
Standard Coverage 8-5 M-F		
BCM 50 (Switch only - Per Site)	BCM 50 STAND	\$157.50
BCM 400 (Switch only - Per Site)	BCM 400 STAND	\$202.50
Sets (Minimum Per Month - Per Site)	BCM SETS	\$90.00
Additional Sets - Per Month	BCM SETS ADD	\$1.76
Full Coverage - 24x7x365		
BCM 50 (Switch only - Per Site)	BCM 50 FULL	\$180.00
BCM 400 (Switch only - Per Site)	BCM 400 FULL	\$225.00



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Sets (Minimum Per Month - Per Site)	BCM SETS FULL	\$135.00
Additional Sets - Per Month	BCM SETS FULL ADD	\$1.85
On-Site Maintenance Labor Category		
Telephone Technician (Per Month)	MANT OST	\$10,183.17
Certified Telephone Technician (Per Month)	MANT CT OS	\$14,080.42
ON-SITE Maintenance Vehicle (Per Month)	MANT OSV	\$14,729.96
PBX MAINTENANCE (WITH ON-SITE TECH) Standard Coverage 8-5 M-F		
<i>Number of Ports (1)</i>		
0-50 Equipped Ports (Monthly Rate/Port)	MANT WOST 50	\$2.25
51-100 Equipped Ports (Monthly Rate/Port)	MANT WOST 100	\$1.98
101-150 Equipped Ports (Monthly Rate/Port)	MANT WOST 150	\$1.80
151-250 Equipped Ports (Monthly Rate/Port)	MANT WOST 250	\$1.62
251-500 Equipped Ports (Monthly Rate/Port)	MANT WOST 500	\$1.35
Over 500 Equipped Ports (Monthly Rate/Port)	MANT WOST OVR	\$1.17
Full Coverage 24x7x365 (Add to Monthly Port Rate)	MANT WOST 24 7 ADD	\$0.18
Switch only (Deduct from Monthly Port Rate)	MANT WOST SWO DED	\$0.41
Inside Wiring		
100 ft drop (Cat 5)	ISW 100	\$135.00
<i>All LEVELS - Support includes:</i>		
<i>Test Equipment and Tools</i>		
<i>On-Site maintenance and repairs (less hardware)</i>		
<i>On-Site Moves, Adds & Changes (less hardware)</i>		
<i>On-Site Help Desk Support</i>		
<i>On-Site remedial & new employee training</i>		



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2.. Maximum Order:

- Special Item Number 132-12 - The maximum dollar value per order for all Purchase Of Equipment will be \$500,000

3. Minimum Order: Not Applicable

4. Geographic Coverage (Delivery Area): Domestic

5. Point of production: Same as company address

6. Discount from list prices: Federal Government price is list price minus 10% discount.

7. Quantity Discounts: None

8. Prompt Payment Terms: None

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

9b. Government purchase cards are accepted above the micro-purchase threshold: Yes

10. Foreign Items: None

11a. Time of Delivery: As agreed in each task/delivery order

11b. Expedited Delivery: Contact Contractor

11c. Overnight and 2-day Delivery: Contact Contractor

11d. Urgent Requirements: Contact Contractor

12. F.O.B. Point(s): Destination

13a. Ordering Address: Contractor Address

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address(es): Contractor Address

15. Warranty provision. Standard 1 Year Warranty

16. Export packing charges, if applicable. N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Credit Cards accepted up to \$25k



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18. Terms and conditions of rental, maintenance, and repair (if applicable) N/A
19. Terms and conditions of installation (if applicable). N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A
- 20a. Terms and conditions for any other services (if applicable) N/A
21. List of service and distribution points (if applicable). Contractor Address
22. List of participating dealers (if applicable). N/A
23. Preventive maintenance (if applicable). N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor website or other location.) The EIT standards can be found at www.Section508.gov/. N/A
25. Data Universal Number System (DUNS) number. 830850264
26. Notification regarding registration in Central Contractor Registration (CCR) database.
 - SAM registration is valid through 05/30/2018



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

(36) SERVICE AREAS

- The maintenance and repair service rates listed herein are applicable to any ordering activity locations within a _____ (**insert miles) mile radius of the Contractor’s service points. If any additional charge is to apply because of the greater distance from the Contractor’s service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
- 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:

(37) MAINTENANCE ORDER

- 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.
- 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.
- 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



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furnished at least ten (10) calendar days prior to the original discontinuance date.

- 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.
- 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.
- 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.

(38) REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

- 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.
- 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.

(39) 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.

(40) SCOPE

- 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.
- Equipment placed under maintenance service shall be in good operating condition.
 - 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.



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- 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.
- 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).

(41) RESPONSIBILITIES OF THE ORDERING ACTIVITY

- 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.
- Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.
- If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

(42) 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.
- If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

MAINTENANCE RATE PROVISIONS

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

b. REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

c. AFTER HOURS

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter



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hour.

d. TRAVEL AND TRANSPORTATION

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level.

e. QUANTITY DISCOUNTS

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

Quantity Range Discounts

_____	Units	_____	%
_____	Units	_____	%
_____	Units	_____	%

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**
 - i 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.
 - ii The ordering activity should not return defective equipment to the Contractor for



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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)

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



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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 AND	REGULAR	AFTERSUNDAYS	MINIMUM	HOURS	HOURS	HOLIDAYS
LOCATION	CHARGE*		PER HOUR**	PER HOUR**	PER HOUR**	PER HOUR
CONTRACTOR'S SHOP	_____	_____	_____	_____	_____	_____
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	_____	_____	_____	_____	_____	_____
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	_____	_____	_____	_____	_____	_____

*MINIMUM CHARGES INCLUDE _____ 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 dated _____, at a discount of _____% 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 _____

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period _____

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 _____



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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.