

# INFORMATION TECHNOLOGY PRICELIST

**GS-35F-0178J**

Expires December 15, 2013

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**INTRATEK**  
COMPUTER, INC.

200 East Sandpointe Avenue, Suite 520  
Santa Ana, CA 92707  
Tel: (800) 892-8282  
Fax: (714) 892-0845  
[www.intrapc.com](http://www.intrapc.com)



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

**Special Item No. 132-12 EQUIPMENT MAINTENANCE**

- FSC/PSC Class J070 Maintenance and Repair Service, Repair Parts/Spare Parts
  - x   Maintenance
  - x   Repair Parts/Spare Parts
  - x   Repair Service
  - x   Third Party Maintenance

**Special Item No. 132-51 INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

- FPDS Code D301 IT Facility Operation and Maintenance
- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- 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 D313 Computer Aided Design/Manufacturing Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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.



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Contract Number: GS-35F-0178J

Period Covered by Contract: December 16, 1998 through December 15, 2013

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification # A197, dated September 21, 2011

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov/>



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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 Supply Schedules Program. 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 catalog/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 Supply 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 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 for domestic and overseas delivery

the Geographic Scope of Contract will be overseas delivery

the Geographic Scope of Contract will be domestic delivery only

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

NOT APPLICABLE

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

INTRATEK COMPUTER, INC.  
200 E. Sandpointe Ave., Suite 520  
Santa Ana, CA 92707  
Phone: (800) 892-8282 or (714) 892-0892  
Fax: (714) 892-0845

Contractor must accept the Government purchase card for payments equal to or less than the micro-



purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79, Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone numbers can be used by ordering agencies to obtain technical and/or ordering assistance:

(800) 892-8282 or (714) 892-0892

**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: Data Universal Numbering System (DUNS): 607086030
- Block 30: Type of Contractor - B. Other Small Business
- Block 31: Woman-Owned Small Business - NO
- Block 36: Contractor's Taxpayer Identification Number (TIN): 95-4208805

- 4a. CAGE Code: 0M0R0
- 4b. Contractor has registered with the Central Contractor Registration Database.

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

a. TIME OF DELIVERY: 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)
<u>132-12</u>	<u>3</u> Days
<u>132-51</u>	<u>3</u> Days

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 agency, 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.

**7. DISCOUNTS**

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: 1%-20, 2%-10, Net 30 days from receipt of invoice or date of acceptance, whichever is later.



b. Quantity:

TIME AND MATERIAL

Labor & Parts Depot:	0-50 Hours/Month	=	0%
	50-100 Hours/Month	=	10%
	100+ Hours/Month	=	20%

MAINTENANCE SERVICES RATES \*\*see page 14 for quantity discount rates\*\*

ADP SERVICES	1-19 Hours/Month	=	0%
	20-100 Hours/Month	=	10%
	100+ Hours/Month	=	20%

c. Dollar Volume: None

d. Government Educational Institutions are offered the same discounts as all other Government customers

e. Other: Discount for use of Govt. Commercial Credit Card: 2%

**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:**

Outside the Scope of this Contract

**10. SMALL REQUIREMENTS:**

The minimum dollar value of orders to be issued is \$100.00.

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

a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

- Special Item Number 132 3 – Leasing of Product
- Special Item Number 132 4 – Daily / Short Term Rental
- Special Item Number 132 8 – Purchase of New Equipment
- Special Item Number 132 9 – Purchase of Used or Refurbished Equipment
- Special Item Number 132 12 – Equipment Maintenance
- Special Item Number 132 32 – Term Software License
- Special Item Number 132 33 – Perpetual Software License
- Special Item Number 132 34 – Maintenance of Software as a Service
- Special Item Number 132 51 – Information Technology (IT) Professional Services
- Special Item Number 132 52 – Electronic Commerce (EC) Services
- Special Item Number 132 53 – Wireless Services

b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:

- Special Item Number 132 50 – Training Courses

c. The Maximum Order value for the following Special Item Numbers (SINs) is \$1,000,000:

- Special Item Number 132-60A-F – Access Certificates for Electronic Services (ACES) Program
- Special Item Number 132-61 – Public Key Infrastructure (PKI) Shared Service Providers (SSP)



Program

Special Item Number 132-62 – Products and Services for Agencies to Implement the Requirements of HSPD-12 FIP S-201 and Associated NIST Special Publications.

## **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 and 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 offices, 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 Supply 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 2003)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security



clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed cost item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges. **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 of 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/deliverable 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 availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed at time and a half of the labor rate).

## 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 52.212-4) (Mar 2009) DEVIATION (Feb 2007) AND 52.212-4 Alternate I (Mar 2009) DEVIATION - I (Feb 2007).

## 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.gsaadvantage.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 of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
  - (1) Time of delivery/installation quotations for individual orders;
  - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements, which result in orders under this schedule contract.
  - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.



## 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

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). See Page 38 for a sample BPA.

## 21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contract team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 522.238-74, 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. See Page 41 for Basic Guidelines for Using Contractor Team Arrangements.

## 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 received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

## 23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

[www.intrapc.com](http://www.intrapc.com)

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).



## 24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of a Federal Agency, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the Agency 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.

## 25. 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 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.

## 26. SOFTWARE INTEROPERABILITY

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. Any 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>.

## 27. ADVANCE PAYMENTS

A payment under this contract to provide service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324).



**TERMS AND CONDITIONS APPLICABLE TO 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)**

**1. SERVICE AREAS**

a. The maintenance and repair service rates listed herein are applicable to any Government location within a 100-mile radius of the contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be stated in paragraphs 8.d and 9.d of this Special Item Number 132-12.

b. When repair services cannot be performed at the Government installation site, the repair services will be performed at the contractor's plant(s) listed below:

Intratek Computer, Inc.  
5431 Industrial Drive  
Huntington, Beach, CA 92649

**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 that 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 Government 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 Government 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 fiscal 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 office's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering office 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 offices 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 office 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 of 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 132-12 (or outside the scope of this contract).

### **6. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.

b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.

c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

### **7. RESPONSIBILITIES OF THE CONTRACTOR**

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



(4) hours after notification.

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

**8. MAINTENANCE RATE PROVISIONS**

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

**b. REGULAR HOURS**

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

**c. AFTER HOURS**

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

**d. TRAVEL AND TRANSPORTATION**

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be in accordance with the Government Joint Travel Regulations (JTR) for services beyond a 100 mile radius.

**e. QUANTITY DISCOUNTS**

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

<u>Quantity Range</u>	<u>Discounts</u>
<u>50-99</u> Units	<u>5</u> %
<u>100</u> Units	<u>10</u> %
<u>200</u> Units	<u>15</u> %
<u>300</u> Units	<u>20</u> %

**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 an 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 Government 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 GOVERNMENT 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 GOVERNMENT LOCATION (Outside Established Service Areas)

- a. The repair service rates listed for subparagraph (2) above apply, except that a travel charge in accordance with Government Joint Travel Regulations (JTR) per mile 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 8:00am to 5:00pm, 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 Government requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the Government 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 - CONTRACTOR'S SHOP**

DESCRIPTION	MINIMUM CHARGE*	REGULAR HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS & HOLIDAYS PER HOUR
Lead Service/Repair Technician-Step II (LSRT II)	\$83.77	\$83.77	\$125.66	\$167.54
Lead Service/Repair Technician-Step I (LSRT I)	\$77.54	\$77.54	\$116.31	\$155.08
Senior Service/Repair Technician-Step II (SSRT II)	\$71.51	\$71.51	\$107.27	\$143.02
Senior Service/Repair Technician-Step I (SSRT I)	\$64.61	\$64.61	\$96.92	\$129.22
Service/Repair Technician-Step II (SRT II)	\$57.42	\$57.42	\$86.13	\$114.84
Service/Repair Technician-Step I (SRT I)	\$51.69	\$51.69	\$77.54	\$103.38
Junior Service/Repair Technician-Step II (JSRT II)	\$47.38	\$47.38	\$71.07	\$94.76
Junior Service/Repair Technician-Step I (JSRT I)	\$43.08	\$43.08	\$64.62	\$86.16

\* MINIMUM CHARGES INCLUDES 1 FULL HOUR ON THE JOB.

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

**LOCATION - GOVERNMENT LOCATION (WITHIN ESTABLISHED SERVICE AREAS)**

DESCRIPTION	MINIMUM CHARGE*	REGULAR HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS & HOLIDAYS PER HOUR
Lead Service/Repair Technician-Step II (LSRT II)	\$83.77	\$83.77	\$125.66	\$167.54
Lead Service/Repair Technician-Step I (LSRT I)	\$77.54	\$77.54	\$116.31	\$155.08
Senior Service/Repair Technician-Step II (SSRT II)	\$71.51	\$71.51	\$107.27	\$143.02
Senior Service/Repair Technician-Step I (SSRT I)	\$64.61	\$64.61	\$96.92	\$129.22
Service/Repair Technician-Step II (SRT II)	\$57.42	\$57.42	\$86.13	\$114.84
Service/Repair Technician-Step I (SRT I)	\$51.69	\$51.69	\$77.54	\$103.38
Junior Service/Repair Technician-Step II (JSRT II)	\$47.38	\$47.38	\$71.07	\$94.76
Junior Service/Repair Technician-Step I (JSRT I)	\$43.08	\$43.08	\$64.62	\$86.16



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

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

**LOCATION - GOVERNMENT LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)**

DESCRIPTION	MINIMUM CHARGE*	REGULAR HOURS PER HOUR**	AFTER HOURS PER HOUR**	SUNDAYS & HOLIDAYS PER HOUR
Lead Service/Repair Technician-Step II (LSRT II)	\$335.08	\$83.77	\$125.66	\$167.54
Lead Service/Repair Technician-Step I (LSRT I)	\$310.16	\$77.54	\$116.31	\$155.08
Senior Service/Repair Technician-Step II (SSRT II)	\$286.04	\$71.51	\$107.27	\$143.02
Senior Service/Repair Technician-Step I (SSRT I)	\$258.44	\$64.61	\$96.92	\$129.22
Service/Repair Technician-Step II (SRT II)	\$229.68	\$57.42	\$86.13	\$114.84
Service/Repair Technician-Step I (SRT I)	\$206.76	\$51.69	\$77.54	\$103.38
Junior Service/Repair Technician-Step II (JSRT II)	\$189.52	\$47.38	\$71.07	\$94.76
Junior Service/Repair Technician-Step I (JSRT I)	\$172.32	\$43.08	\$64.62	\$86.16

\* MINIMUM CHARGES INCLUDE 1 FULL HOUR 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 January 1, 2004 at a discount of 20% from such listed price.

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

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of 90 days.

b. REPAIR PARTS/SPARE PARTS

All parts furnished either as spares or repair parts will be guaranteed/warranted for a period as specified by the manufacturer.

**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.

**MAINTENANCE SUPPORT  
JOB SPECIFICATIONS AND DESCRIPTIONS**

**LEAD SERVICE/REPAIR TECHNICIAN**

**Experience:** **STEP I** – Six to seven (6-7) years experience in a professional service/repair environment.  
**STEP II** – Over eight (8+) years in a professional service/repair environment.

**Education:** High School diploma or GED. Holds multiple OEM certifications

**Functional Responsibility:** Demonstrates the ability to properly diagnose hardware problems. Capable of resolving complex hardware problems and returning the equipment to within manufacturer’s specifications in a minimal period of time. Has knowledge of a wide range of desktop and network equipment. Capable of scheduling other service/repair technicians. Handles problems too complex for others.

**SENIOR SERVICE/REPAIR TECHNICIAN**

**Experience:** **STEP I** – Four to five (4-5) years experience in a professional service/repair environment.  
**STEP II** – Five to six (5-6) years in a professional service/repair environment.

**Education:** High School diploma or GED. Holds one or more OEM certifications

**Functional Responsibility:** Demonstrates the ability to properly diagnose hardware problems. Capable of resolving complex hardware problems and returning the equipment to within manufacturer’s specifications in a minimal period of time. Has knowledge of a wide range of desktop and network equipment.

**SERVICE/REPAIR TECHNICIAN**

**Experience:** **STEP I** – Two to three (2-3) years experience in a professional service/repair environment.

**STEP II** – Three to four (3-4) years in a professional service/repair environment.

**Education:** High School diploma or GED. Holds at least one OEM certification

**Functional Responsibility:** Demonstrates the ability to properly diagnose hardware problems. Capable of resolving complex hardware problems and returning the equipment to within manufacturer’s specifications in a minimal period of time. Has knowledge of a wide range of desktop and network equipment.

**JUNIOR SERVICE/REPAIR TECHNICIAN**

**Experience:** **STEP I** – Up to one (1) year experience in a professional service/repair environment.  
**STEP II** – One to two (1-2) years in a professional service/repair environment.

**Education:** High School diploma or GED



**Functional Responsibility:** Demonstrates the ability to properly diagnose hardware problems with assistance from a journeyman. Capable of resolving hardware problems and returning the equipment to within manufacturer's specifications under close supervision. Has knowledge of several desktop and network equipment.



**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 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 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, 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 fund 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 Agency 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 –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 office 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 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 offices 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 or 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 office 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. 52.216-3 (Feb 2007) Time-and-Materials/Labor-Hour Proposals 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 agency 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.



## DESCRIPTION OF IT PROFESSIONAL SERVICES

### 001: SENIOR JOURNEYMAN NETWORK ENGINEER

**Minimum/General Experience:** Over twelve years (12+) of professional engineering experience.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Analyzes requirements and designs, installs, configures, implements and supports network infrastructure, Local and Wide Area Network operating systems and data exchange requirements. Exercises independent judgment and initiative in conceptualizing and designing requirements for large multi-node communications systems supporting information processing. Consults regularly with customers and non-technical sources on problems that are complex in nature and acts as task leader, as required, providing technical direction to lower level professional and technical personnel and advising superiors on issues of an advance nature.

### 002: JOURNEYMAN NETWORK ENGINEER

**Minimum/General Experience:** Ten to twelve (10-12) years of professional engineering experience

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Analyzes requirements and designs, installs, configures, implements and supports network infrastructure, Local and Wide Area Network operating systems and data exchange requirements. Exercises independent judgment and initiative in conceptualizing and designing requirements for large multi-node communications systems supporting information processing. Consults regularly with customers and non-technical sources on problems that are complex in nature and acts as task leader, as required, providing technical direction to lower level professional and technical personnel and advising superiors on issues of an advance nature.

### 003: SENIOR NETWORK ENGINEER

**Minimum/General Experience:** Eight (8) or more years of professional engineering experience.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** The Senior Network Engineer analyzes requirements and designs, installs, configures, implements, and supports network infrastructure, Local and Wide Area Network operating systems, and computer data exchange requirements. He or she exercises independent judgment and initiative in conceptualizing and designing requirements for large multi-node communications systems supporting information processing. The Senior Network Engineer consults regularly with customers and non-technical sources on problems that are complex in nature and acts as task leader, as required, providing technical direction to lower level professional and technical personnel and advising superiors on issues of an advance nature.



#### 004: NETWORK ENGINEER

**Minimum/General Experience:** Four to seven (4-7) years of professional engineering experience.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** The Network Engineer installs, configures, implements and supports network infrastructure, Local and Wide Area Network operating systems, and computer data exchange requirements. He or she reviews work product and installation progress for accuracy, adherence to network design and conformance to telecommunications standards and consults regularly with customers and non-technical sources, as necessary.

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#### 005: JUNIOR NETWORK ENGINEER

**Minimum/General Experience:** Zero to three (0-3) years of professional engineering experience.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Working as a member of a team, the Junior Network Engineer performs basic engineering assignments for segments of a project involving the design, development, modification, or installation of new or existing systems and subsystems.

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#### 006: ENTRY NETWORK ENGINEER

**Minimum/General Experience:** Entry-level position, zero to one (0-1) year of network experience within the industry.

**Education:** Associates Degree in an associated discipline.

**Educational/Experience Equivalency:** A High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** The Entry Network Engineer works under close supervision, as part of a team, in performing basic engineering assignments for segments of a project involving the installation and/or modification of existing systems and subsystems.

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#### 007: PRINCIPAL SOFTWARE ENGINEER

**Minimum/General Experience:** Eight to fifteen (8-15) years of experience performing highly complex software engineering activities using software engineering concepts and software techniques considered state-of-the-art.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Works independently of any direct supervision and may provide technical direction and guidance to lower-level professional software personnel involved in performing difficult and highly complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, coding, and documentation work



of systems to ensure compliance with software engineering standards. Investigates, interprets, and evaluates highly complex system software requirements, and recommends specific modifications and areas requiring further intensive study. Investigates, analyzes, and compares existing systems or subsystems software, and makes specific recommendations to increase their to increase their scope and performance to meet client's specific requirements and ensure achievement of assigned technical activities, as required.

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### **008: SENIOR SOFTWARE ENGINEER**

**Minimum/General Experience:** Four to nine (4-9) years of experience performing difficult and complex software engineering activities relative to the design and development of existing software and new or existing systems or subsystems software.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Works under limited supervision in performing difficult and complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, coding, and documentation work of systems. Evaluates subcontractor software activities, so as to ensure compliance with software engineering standards.

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### **009: ASSOCIATE SOFTWARE ENGINEER**

**Minimum/General Experience:** Zero to five (0-5) years of experience performing software engineering activities relative to the design and development of existing software and new or existing systems or subsystems software.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Works under close supervision performing software-engineering assignments relative to the modification and/or development of software systems. Assists more senior engineers in the formulation and development of systems or subsystems architecture, requirements, and design documents. Assists in performing software algorithm development, design, coding, and documentation work of systems. Assists in the evaluation of subcontractor software activities, so as to ensure compliance with software engineering standards.

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### **010: INFORMATION TECHNOLOGY EXPERT III**

**Minimum/General Experience:** Nine plus (9+) years experience and comprehensive knowledge related to network design, information engineering, database design, or high performance computing applied to financial administrative, or decision support systems.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Serves as a team leader or technical advisor to a project team designing and implementing a specialty application or solution of medium complexity.

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## 011: INFORMATION TECHNOLOGY EXPERT II

**Minimum/General Experience:** Seven to nine (7-9) years experience and extensive knowledge related to network design, information engineering, database design, or high performance computing applied to financial, administrative, or decision support systems.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Serves as a technical advisor to a project team designing and implementing a specialty application or solution of low to medium complexity.

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## 012: INFORMATION TECHNOLOGY EXPERT I

**Minimum/General Experience:** Five to seven (5-7) years of experience directly related to network design, information engineering, database design, or high performance computing applied to financial, administrative, or decision support systems.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Serves as a technical advisor to a project team designing and implementing a specialty application or solution.

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## 013: WEB DESIGNER

**Minimum/General Experience:** Five (5) years experience in technical writing, including three years designing, creating, editing, and maintaining web sites.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Develop the visual design and file structure of web sites. Utilize web development tools (e.g., Front Page, HTML, graphics programs, FTP, etc.) to create and edit content for flow, style and clarity. Oversee the creation and modification of graphics, ensuring that all sites comply with established design and technical standards. Maintain, update, and manage established web sites.

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## 014: WEB CONTENT DEVELOPER

**Minimum/General Experience:** Two (2) years experience creating, editing, and maintaining web site content.

**Education:** Bachelor's Degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Edit and create web site copy, graphics, audio clips and other multimedia content. Effective content development requires the use of Windows NT, UNIX, FTP and telnet, which will be used along with web site development and management software application tools.

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### 015: GRAPHICS SPECIALIST

**Minimum/General Experience:** Two (2) years experience developing graphics for technical publications in hardcopy and electronic formats. Knowledge of modern graphics, drawing, and image manipulation software applications.

**Education:** Associate's Degree in an associated discipline.

**Educational/Experience Equivalency:** High School Diploma with a combination of related certifications and work experience may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Uses graphics development software applications to design and create sophisticated graphics and technical illustrations. Translates graphics to required electronic formats for publishing in hardcopy and on-line mediums.

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### 016: LEAD JAVA DEVELOPER

**Minimum/General Experience:** Over five (5+) years experience with Java in a business application environment. Familiarity with languages such as HTML, C, C++, Perl, CGI and databases such as Access, Oracle, SQL.

**Education:** Bachelor's degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Description:** Leads a team in performing full system development life cycle activities. Interacts with users to develop specifications. Experienced with prototyping. Develops test plans and executes tests prior to implementation. Develops systems specifications, program specifications, user guides and implementation plans. Reviews and approves documents and programs developed by other team members. Performs difficult modifications to existing Java based systems. Instructs others in performance of system tuning activities.

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### 017: SENIOR JAVA DEVELOPER

**Minimum/General Experience:** Three to five (3-5) years experience with Java in a business application environment. Familiarity with languages such as HTML, C, C++, Perl, CGI and databases such as Access, Oracle, SQL.

**Education:** Bachelor's degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Description:** Performs full system development life cycle activities. Interacts with users to develop specifications. Experienced with prototyping. Develops test plans and executes tests prior to implementation. Develops systems specifications, program specifications, user guides and implementation plans. Performs difficult modifications to existing Java based systems. Performs system tuning activities.

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### 018: JAVA DEVELOPER

**Minimum/General Experience:** One to three (1-3) years experience with Java in a business application environment. Familiarity with languages such as HTML, C, C++, Perl, CGI and databases such as Access, Oracle, SQL.

**Education:** Bachelor's degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a



combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Description:** Performs full system development life cycle activities. Interacts with users to develop specifications. Experienced with prototyping. Develops test plans and executes tests prior to implementation. Develops systems specifications, program specifications, user guides and implementation plans. Performs modifications to existing Java based systems.

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### 019: JUNIOR JAVA DEVELOPER

**Minimum/General Experience:** Zero to one (0-1) year experience in a business application environment.

**Education:** Bachelor's degree in an associated discipline.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Description:** Assists team members throughout development life cycle activities. Develops system requirements and program specifications under direction of other team members. Designs and implements simple forms, menus and reports. Performs unit testing and assists with system and integration testing. Performs modifications to existing Java systems.

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### 020: HELP DESK/CALL CENTER MANAGER

**Minimum/General Experience:** Five or more (5+) years of Help Desk experience; a minimum of three (3) years supervisory experience.

**Education:** Bachelor's Degree in Computer Science or Business Administration.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Description:** Responsible for Help Desk/Call Center overall functionality. Analyzes operations and makes changes, as needed. Provides trend and statistical metrics in report format. Monitors software system for delegation, assignment and/or expedited completion of trouble tickets. Provides guidance and leadership to all team members, as well as organizes and coordinates responsibilities to achieve the most efficient use of resources. Estimates resource requirements in order to achieve compliance with SLA's. Participates in establishing Help Desk/Call Center goals and objectives; subsequently develops and executes comprehensive plan for achievement of goals and objectives. Participates in evaluating and recommending new products and/or software upgrades for advancement of services provided to customer.

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### 021: HELP DESK/CALL CENTER SHIFT SUPERVISOR

**Minimum/General Experience:** Three to five (3-5) years of Help Desk experience; a minimum of one (1) year of supervisory experience.

**Education:** Bachelor's Degree in Computer Science or Business Administration.

**Educational/Experience Equivalency:** An Associate's Degree or High School Diploma plus a combination of related professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Description:** Assists both local and remote users with expeditious problem resolution. Performs advanced troubleshooting, assigns responsibility for problem tickets, and conducts user follow-up through problem resolution. Documents processes and common problem resolutions in software



knowledgebase. Maintains work queue and monitors all open requests to ensure prompt resolution.

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## **022: SENIOR HELP DESK/CALL CENTER TECHNICIAN**

**Minimum/General Experience:** Five or more (5+) years of experience and/or vocational training in computer systems and applications.

**Education:** Associate's Degree in Computer Science.

**Educational/Experience Equivalency:** A High School Diploma with a combination of professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Description:** Answer, evaluate, and prioritize incoming telephone, voicemail, email, and facsimile requests for assistance from end-users experiencing problems. Collects and enters accurate data into the Call Center software. Provide advanced support of hardware, peripherals, and network access, as well as office productivity applications such as the Microsoft's suite of products, client-unique software applications, and email. Monitor voicemail, email, and related information sources for support inquiries. Provide problem resolution through research, isolation, and recognition for routine end-user problems. Escalate more complex problems to senior team members for resolution or dispatch of field technician/engineer for quick resolution.

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## **023: HELP DESK/CALL CENTER TECHNICIAN**

**Minimum/General Experience:** Two to five (2-5) years of experience and/or vocational training in computer systems and applications.

**Education:** Associates degree in Computer Science.

**Educational/Experience Equivalency:** A High School Diploma with a combination of professional certifications may be substituted for experience and/or education. Please see the table below depicting equivalency conversions.

**Functional Responsibility:** Answer, evaluate, and prioritize incoming telephone, voicemail, email, and facsimile requests for assistance from end-users experiencing problems. Collects and enters accurate data into the Call Center software. Provide support of hardware, peripherals, and network access, as well as office productivity applications such as the Microsoft's suite of products, client-unique software applications, and email. Monitor voicemail, email, and related information sources for support inquiries. Provide basic administration of computer accounts and passwords. Provide problem resolution through research, isolation, and recognition for routine end-user problems. Escalate more complex problems to senior team members for resolution or dispatch of field technician/engineer for quick resolution.

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## **024: JUNIOR HELP DESK/CALL CENTER TECHNICIAN**

**Minimum/General Experience:** Experience and/or vocational training in computer systems and applications.

**Education:** High School diploma mandatory minimum; Associates degree in Computer Science preferred.

**Educational/Experience Equivalency:** Experience resolving end-user information technology related problems may be substituted for education.

**Functional Description:** Answer, evaluate, and prioritize incoming telephone, voicemail, email, and facsimile requests for assistance from end-users experiencing problems. Collects and enters accurate data into the Call Center software. Provide basic support of hardware, peripherals, and network access, as well as office productivity applications such as the Microsoft's suite of products, client-unique software applications, and email. Monitor voicemail, email, and related information sources for support inquiries. Provide basic administration of computer accounts and passwords. Provide problem resolution through



research, isolation, and recognition for routine end-user problems. Escalate more complex problems to senior team members for resolution or dispatch of field technician/engineer for quick resolution.

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### **025: CALL CENTER AGENT – III**

**Minimum/General Experience:** Three or more (3+) years experience obtaining information via telephone and entering data into a computer. Previous Information Technology experience is required.

**Education:** High School diploma or GED.

**Functional Description:** Answers and properly distributes phone calls and/or records accurate information in accordance with proper procedures. Collects, organizes and authenticates accuracy of entered data and generates reports for management review. Operates keyboards and/or other data entry devices and display units to input various types of information into a computer. Supervises and monitors the quality of the data entry process, resolves data integrity issues and coordinates with other areas of IS.

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### **026: CALL CENTER AGENT – II**

**Minimum/General Experience:** One to two (1-2) years experience obtaining information via telephone and entering data into a computer. Previous Help Desk and Information Technology experience is preferred.

**Education:** High School diploma or GED.

**Functional Description:** Answers and properly distributes phone calls and/or records accurate information in accordance with proper procedures. Has the ability to collect, organize and authenticate accuracy of entered data and generate reports. Operates keyboards and/or other data entry devices and display units to input various types of information into a computer. Trains inexperienced operators and helps prioritize assignments.

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### **027: CALL CENTER AGENT – I**

**Minimum/General Experience:** Zero to one (0-1) years of experience obtaining information via telephone and entering pertinent data into a computer.

**Education:** High School diploma or GED.

**Functional Description:** Answers and properly distributes phone calls and/or records accurate information in accordance with proper procedures. Operates keyboards and/or other data entry devices and display units to input various types of information into a computer.

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### **028: IT SUPPORT TECHNICIAN – II**

**Minimum/General Experience:** Two to four (2-4) years of experience working in an IT environment.

**Education:** High School diploma or GED.

**Functional Description:** Supports IT projects and special programs. Performs hardware and software installations, as well as hardware moves and mass roll-outs. When required, performs basic troubleshooting of computers, related peripheral devices, and network connections. Oversees physical IT inventory audits, and verifies accurate recording of equipment description and functionality, along with physical location, in unique software.

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**029: IT SUPPORT TECHNICIAN – I**

**Minimum/General Experience:** Zero to one (0-1) years of experience working in an IT environment.

**Education:** High School diploma or GED.

**Functional Description:** Supports IT projects and special programs. Performs basic hardware and software installations, as well as hardware moves and mass roll-outs. Conducts physical IT inventory audits via personal tracking and locating of equipment, and accurate recording of equipment description and functionality, along with physical location, in unique software.

**EDUCATIONAL/EXPERIENCE EQUIVALENCY**



Degree/Certificate	Experience Equivalency (in Years)	Educational Equivalency (in Years)
<b>A+</b>	1	1
<b>Associate Webmaster Professional</b>	2	1
<b>Associates Degree</b>	3	n/a
<b>Bachelor's Degree</b>	5	n/a
<b>BCIP</b>	1	1
<b>CCDA</b>	2	1
<b>CCDP</b>	3	2
<b>CCENT</b>	1	1
<b>CCIP</b>	3	2
<b>CCNA</b>	2	1
<b>CCNP</b>	3	2
<b>CCSP</b>	5	3
<b>Certified Associate Webmaster</b>	1	1
<b>Certified Internet Webmaster</b>	1	1
<b>Certified Web Designer</b>	1	1
<b>CIW E-Commerce</b>	3	2
<b>ColdFusion MX Developer</b>	2	1
<b>CSQA</b>	2	1
<b>CSTE</b>	2	1
<b>CWNA</b>	3	1
<b>CWP Associate</b>	1	1
<b>DreamWeaver MX</b>	2	1
<b>Flash MX Designer or Developer</b>	2	1
<b>GIAC</b>	3	1
<b>Global Knowledge Webmaster</b>	2	1
<b>HTML Developer</b>	1	1
<b>i-Net+</b>	1	1
<b>Master CWP Specialist</b>	2	2
<b>MCA</b>	4	2
<b>MCAD</b>	4	2
<b>MCDBA</b>	5	3
<b>MCDST</b>	1	1
<b>MCITP</b>	5	3
<b>MCP</b>	1	1
<b>MCPD</b>	3	2
<b>MCSD</b>	2	1
<b>MCSA</b>	3	1
<b>MCSE</b>	2	1
<b>MCTS</b>	3	2
<b>MSCA</b>	3	1
<b>Network+</b>	1	1
<b>Novell CNE</b>	2	1
<b>SCJP</b>	2	2
<b>Security+</b>	1	1
<b>Server+</b>	1	1



**IT PROFESSIONAL SERVICES HOURLY RATES**

**1-19 HOURS PER MONTH**

No.	Labor Category	Minimum Charge	Regular Hours Per Hour	After Hours Per Hour	Sundays & Holiday Per Hour
001	Senior Journeyman Network Engineer (SJNE)	\$101.66	\$101.66	\$152.49	\$203.32
002	Journeyman Network Engineer (JNE)	\$88.90	\$88.90	\$133.35	\$177.80
003	Senior Network Engineer (SNE)	\$77.54	\$77.54	\$116.31	\$155.08
004	Network Engineer (NE)	\$64.61	\$64.61	\$96.92	\$129.22
005	Junior Network Engineer (JNE)	\$51.69	\$51.69	\$77.54	\$103.38
006	Entry Network Engineer (ENE)	\$43.08	\$43.08	\$64.62	\$86.16
007	Principal Software Engineer (PSE)	\$111.99	\$111.99	\$167.99	\$223.98
008	Senior Software Engineer (SSE)	\$84.43	\$84.43	\$126.65	\$168.86
009	Associate Software Engineer (ASE)	\$77.54	\$77.54	\$116.31	\$155.08
010	Information Technology Expert III (ITE-III)	\$163.69	\$163.69	\$245.54	\$327.38
011	Information Technology Expert II (ITE-II)	\$133.53	\$133.53	\$200.30	\$267.06
012	Information Technology Expert I (ITE-I)	\$107.69	\$107.69	\$161.54	\$215.38
013	Web Designer (WD)	\$90.46	\$90.46	\$135.69	\$180.92
014	Web Content Developer (WCD)	\$68.92	\$68.92	\$103.38	\$137.84
015	Graphics Specialist (GS)	\$51.69	\$51.69	\$77.54	\$103.38
016	Lead Java Developer (LJD)	\$120.61	\$120.61	\$180.92	\$241.22
017	Senior Java Developer (SJD)	\$94.77	\$94.77	\$142.16	\$189.54
018	Java Developer (JD)	\$77.54	\$77.54	\$116.31	\$155.08
019	Junior Java Developer (JJD)	\$64.61	\$64.61	\$96.92	\$129.22
020	Help Desk/Call Center Manager (HD/CCM)	\$86.23	\$86.23	\$129.34	\$172.45
021	Help Desk/Call Center Shift Supervisor (HD/CCSS)	\$70.73	\$70.73	\$106.09	\$141.45
022	Senior Help Desk/Call Center Technician (SHD/CCT)	\$59.99	\$59.99	\$89.98	\$119.98
023	Help Desk/Call Center Technician (HD/CCT)	\$56.25	\$56.25	\$84.38	\$84.38
024	Junior Help Desk/Call Center Technician (JHD/CCT)	\$46.23	\$46.23	\$69.34	\$92.45
025	Call Center Agent – III (CCA-III)	\$38.48	\$38.48	\$57.71	\$76.95
026	Call Center Agent – II (CCA-II)	\$34.65	\$34.65	\$51.98	\$69.30
027	Call Center Agent – I (CCA-I)	\$31.25	\$31.25	\$46.88	\$62.50
028	IT Support Technician – II (ITST-II)	\$34.65	\$34.65	\$51.98	\$69.30
029	IT Support Technician – I (ITST-I)	\$30.81	\$30.81	\$46.22	\$61.63

Note 1: Minimum charge includes one (1) hour labor.

Note 2: Rates do NOT include costs of Security Clearances (see Information for Ordering Offices, Paragraph 14 (a)) – quotes will be provided separately for positions requiring a Security Clearance.



**20-100 HOURS PER MONTH**

10% ADDITIONAL QUANTITY DISCOUNT

No.	Labor Category	Minimum Charge	Regular Hours Per Hour	After Hours Per Hour	Sundays & Holiday Per Hour
001	Senior Journeyman Network Engineer (SJNE)	\$91.49	\$91.49	\$137.24	\$182.98
002	Journeyman Network Engineer (JNE)	\$80.01	\$80.01	\$120.02	\$160.02
003	Senior Network Engineer (SNE)	\$69.79	\$69.79	\$104.69	\$139.58
004	Network Engineer (NE)	\$58.15	\$58.15	\$87.23	\$116.30
005	Junior Network Engineer (JNE)	\$46.52	\$46.52	\$69.78	\$93.04
006	Entry Network Engineer (ENE)	\$38.77	\$38.77	\$58.16	\$77.54
007	Principal Software Engineer (PSE)	\$100.79	\$100.79	\$151.19	\$201.58
008	Senior Software Engineer (SSE)	\$75.99	\$75.99	\$113.99	\$151.98
009	Associate Software Engineer (ASE)	\$69.79	\$69.79	\$104.69	\$139.58
010	Information Technology Expert III (ITE-III)	\$147.32	\$147.32	\$220.98	\$294.64
011	Information Technology Expert II (ITE-II)	\$120.18	\$120.18	\$180.27	\$240.36
012	Information Technology Expert I (ITE-I)	\$96.92	\$96.92	\$145.38	\$193.84
013	Web Designer (WD)	\$81.41	\$81.41	\$122.12	\$162.82
014	Web Content Developer (WCD)	\$62.03	\$62.03	\$93.05	\$124.06
015	Graphics Specialist (GS)	\$46.52	\$46.52	\$69.78	\$93.04
016	Lead Java Developer (LJD)	\$108.55	\$108.55	\$162.83	\$217.10
017	Senior Java Developer (SJD)	\$85.29	\$82.29	\$127.94	\$170.58
018	Java Developer (JD)	\$69.79	\$69.79	\$104.69	\$139.58
019	Junior Java Developer (JJD)	\$58.15	\$58.15	\$87.23	\$116.30
020	Help Desk/Call Center Manager (HD/CCM)	\$77.60	\$77.60	\$116.40	\$155.21
021	Help Desk/Call Center Shift Supervisor (HD/CCSS)	\$63.65	\$63.65	\$95.48	\$127.31
022	Senior Help Desk/Call Center Technician (SHD/CCT)	\$53.99	\$53.99	\$80.98	\$107.98
023	Help Desk/Call Center Technician (HD/CCT)	\$50.63	\$50.63	\$75.94	\$101.25
024	Junior Help Desk/Call Center Technician (JHD/CCT)	\$41.60	\$41.60	\$62.40	\$83.21
025	Call Center Agent – III (CCA-III)	\$34.63	\$34.63	\$51.94	\$69.26
026	Call Center Agent – II (CCA-II)	\$31.19	\$31.19	\$46.78	\$62.37
027	Call Center Agent – I (CCA-I)	\$28.13	\$28.13	\$42.19	\$56.25
028	IT Support Technician – II (ITST-II)	\$31.19	\$31.19	\$46.78	\$62.37
029	IT Support Technician – I (ITST-I)	\$27.73	\$27.73	\$41.60	\$55.46

Note 1: Minimum charge includes one (1) hour labor.

Note 2: Rates do NOT include costs of Security Clearances (see Information for Ordering Offices, Paragraph 14 (a)) - quotes will be provided separately for positions requiring a Security Clearance.

**100+ HOURS PER MONTH**

## 20% ADDITIONAL QUANTITY DISCOUNT

No.	Labor Category	Minimum Charge	Regular Hours Per Hour	After Hours Per Hour	Sundays & Holiday Per Hour
001	Senior Journeyman Network Engineer (SJNE)	\$81.33	\$81.33	\$122.00	\$162.66
002	Journeyman Network Engineer (JNE)	\$71.12	\$71.12	\$106.68	\$142.24
003	Senior Network Engineer (SNE)	\$62.03	\$62.03	\$93.05	\$124.06
004	Network Engineer (NE)	\$51.69	\$51.69	\$77.54	\$103.38
005	Junior Network Engineer (JNE)	\$41.35	\$41.35	\$62.03	\$82.70
006	Entry Network Engineer (ENE)	\$34.46	\$34.46	\$51.69	\$68.92
007	Principal Software Engineer (PSE)	\$89.60	\$89.60	\$134.40	\$179.20
008	Senior Software Engineer (SSE)	\$67.54	\$67.54	\$101.31	\$135.08
009	Associate Software Engineer (ASE)	\$62.03	\$62.03	\$93.05	\$124.06
010	Information Technology Expert III (ITE-III)	\$130.95	\$130.95	\$196.43	\$261.90
011	Information Technology Expert II (ITE-II)	\$106.82	\$106.82	\$160.23	\$213.64
012	Information Technology Expert I (ITE-I)	\$86.15	\$86.15	\$129.23	\$172.30
013	Web Designer (WD)	\$72.37	\$72.37	\$108.56	\$144.74
014	Web Content Developer (WCD)	\$55.14	\$55.14	\$82.71	\$110.28
015	Graphics Specialist (GS)	\$41.35	\$41.35	\$62.03	\$81.70
016	Lead Java Developer (LJD)	\$96.49	\$96.49	\$144.74	\$192.98
017	Senior Java Developer (SJD)	\$75.82	\$75.82	\$113.73	\$151.64
018	Java Developer (JD)	\$62.03	\$62.03	\$93.05	\$124.06
019	Junior Java Developer (JJD)	\$51.69	\$51.69	\$77.54	\$103.38
020	Help Desk/Call Center Manager (HD/CCM)	\$68.98	\$68.98	\$103.47	\$137.96
021	Help Desk/Call Center Shift Supervisor (HD/CCSS)	\$56.58	\$56.58	\$84.87	\$113.16
022	Senior Help Desk/Call Center Technician (SHD/CCT)	\$47.99	\$47.99	\$71.99	\$95.98
023	Help Desk/Call Center Technician (HD/CCT)	\$45.00	\$45.00	\$67.50	\$90.00
024	Junior Help Desk/Call Center Technician (JHD/CCT)	\$36.98	\$36.98	\$55.47	\$73.96
025	Call Center Agent – III (CCA-III)	\$30.78	\$30.78	\$46.17	\$61.56
026	Call Center Agent – II (CCA-II)	\$27.72	\$27.72	\$41.58	\$55.44
027	Call Center Agent – I (CCA-I)	\$25.00	\$25.00	\$37.50	\$50.00
028	IT Support Technician – II (ITST-II)	\$27.72	\$27.72	\$41.58	\$55.44
029	IT Support Technician – I (ITST-I)	\$24.65	\$24.65	\$36.98	\$49.30

Note 1: Minimum charge includes one (1) hour labor.

Note 2: Rates do NOT include costs of Security Clearances (see Information for Ordering Offices, Paragraph 14 (a)) - quotes will be provided separately for positions requiring a Security Clearance



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

PREAMBLE

INTRATEK COMPUTER, INC. provides commercial products and services to the Federal Government. 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 businesses to supply products and services to our company.

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact: ALLEN FAHAMI, Telephone: (800) 892-8282; Fax: (714) 892-0845; Email: [afahami@intrapc.com](mailto:afahami@intrapc.com).



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

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act, (Ordering Activity) and INTRATEK COMPUTER, INC. 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 GS-35F-0178J.

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 Government that works better and costs less.

Signatures:

\_\_\_\_\_  
ORDERING ACTIVITY                      DATE

\_\_\_\_\_  
CONTRACTOR                                      DATE



BPA NUMBER \_\_\_\_\_

(Customer Name)  
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number GS-35F-0178J, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Activity) :

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

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

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES/DATES
_____	_____
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT:
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of contractor;
- (b) Contract number;
- (c) BPA number;
- (d) Model number or National Stock Number (NSN);
- (e) Purchase order Number;
- (f) Date of purchase;
- (g) Quantity, unit price, and extension of each item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to



show the information); and  
(h) Date of shipment.

- (9) The requirements of a proper invoice are as specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.



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

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency requirement.

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 customer's needs, or
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.



<b>MONTHLY MAINTENANCE COSTS FOR FULL-SERVICE MAINTENANCE AND REPAIR</b>
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**MONTHLY MAINTENANCE COST (RETURN TO DEPOT)**

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
<b><u>ACER</u></b>					
132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$9.43	\$10.37	\$12.26
132-12		POWER 8600 SERIES	\$22.78	\$25.06	\$29.61
132-12		POWER 8400 SERIES	\$11.74	\$12.91	\$15.26
132-12		POWER 8000 SERIES	\$11.97	\$13.17	\$15.56
132-12		POWER 6100 SERIES	\$10.35	\$11.39	\$13.46
132-12		POWER 440 SERIES	\$8.84	\$9.72	\$11.49
132-12		POWER 4300 SERIES	\$7.77	\$8.55	\$10.10
132-12		POWER 2100 SERIES	\$9.05	\$9.95	\$11.76
132-12		POWER SN SERIES	\$9.39	\$10.33	\$12.20
132-12		POWER SE SERIES	\$8.37	\$9.21	\$10.88
132-12	LAPTOPS	486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12		486SX COLOR	\$10.93	\$12.03	\$14.21
132-12		486DX COLOR	\$11.75	\$12.92	\$15.27
132-12		TRAVELMATE 330 SERIES	\$18.25	\$20.08	\$23.73
132-12		TRAVELMATE 340 SERIES	\$15.41	\$16.95	\$20.03
132-12		TRAVELMATE 506 SERIES	\$9.82	\$10.80	\$12.77
132-12		TRAVELMATE 507 SERIES	\$10.50	\$11.55	\$13.65
132-12		TRAVELMATE 510 SERIES	\$13.18	\$14.49	\$17.13
132-12		TRAVELMATE 514 SERIES	\$13.55	\$14.90	\$17.61
132-12		TRAVELMATE 720 SERIES	\$16.26	\$17.88	\$21.13
132-12		TRAVELMATE 734 SERIES	\$20.32	\$22.35	\$26.42
132-12		TRAVELMATE 8400 SERIES	\$9.63	\$10.60	\$12.52
132-12	MONITORS	VGA 14"	\$1.63	\$1.79	\$2.11
132-12		MULTISYNC 14"	\$1.95	\$2.15	\$2.54
132-12		MULTISYNC 15"	\$2.36	\$2.59	\$3.06
132-12		MULTISYNC 17"	\$3.98	\$4.38	\$5.18
132-12		ACERVIEW 211C 21"	\$11.52	\$12.67	\$14.97



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		LCD F51e SERIES	\$13.15	\$14.47	\$17.10
132-12		CRT PRO SERIES 17"	\$4.31	\$4.74	\$5.60
132-12		CRT PRO SERIES 21"	\$4.71	\$5.19	\$6.13
132-12		CRT GRAPHIC SERIES 15"	\$3.39	\$3.73	\$4.40
132-12		CRT GRAPHIC SERIES 17"	\$4.40	\$4.84	\$5.72
132-12		CRT GRAPHIC SERIES 19"	\$4.85	\$5.34	\$6.31
132-12		CRT VALUE SERIES 14"	\$2.71	\$2.98	\$3.52
132-12		CRT VALUE SERIES 15"	\$3.05	\$3.35	\$3.96
132-12		CRT VALUE SERIES 17"	\$3.39	\$3.73	\$4.40
132-12		FLAT PANEL 18.1"	\$47.42	\$52.16	\$61.64
132-12		FLAT PANEL 15"	\$13.55	\$14.90	\$17.61
132-12	SCANNERS	310U	\$2.17	\$2.38	\$2.82
132-12		320P	\$2.17	\$2.38	\$2.82
132-12		620P PRISA	\$2.17	\$2.38	\$2.82
132-12		620PT PRISA	\$2.44	\$2.68	\$3.17
132-12		620S PRISA	\$2.17	\$2.38	\$2.82
132-12		620ST PRISA	\$2.44	\$2.68	\$3.17
132-12		620U PRISA	\$2.17	\$2.38	\$2.82
132-12		SCANPREMIO ST	\$10.84	\$11.92	\$14.09
<b><u>ALPS</u></b>					
132-12	PRINTERS	MD-5000	\$6.76	\$7.44	\$8.79
132-12		MD-5000 FOR ETHERNET	\$10.82	\$11.91	\$14.07
<b><u>ALR</u></b>					
132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12		PENTIUM II	\$13.79	\$15.17	\$17.93
132-12		PENTIUM III	\$15.82	\$17.40	\$20.57
132-12		CELERON	\$18.63	\$20.49	\$24.22
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$9.43	\$10.37	\$12.26
132-12	LAPTOPS/NOTEBOOKS/ PORTABLES	486SX	\$10.12	\$11.13	\$13.16



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		486DX	\$10.93	\$12.03	\$14.21
<b><u>APPLE - MACINTOSH</u></b>					
132-12	WORKSTATIONS	MAC COLOR CLASSIC	\$12.15	\$13.37	\$15.80
132-12		WORKGROUP SERVER 60	\$20.28	\$22.31	\$26.37
132-12		QUADRA 605	\$12.15	\$13.37	\$15.80
132-12		QUADRA 610	\$12.97	\$14.26	\$16.85
132-12		QUADRA 650	\$13.78	\$15.16	\$17.91
132-12		QUADRA 660	\$13.78	\$15.16	\$17.91
132-12		QUADRA 660AV	\$13.78	\$15.16	\$17.91
132-12		QUADRA 840AV	\$20.84	\$22.93	\$27.10
132-12		POWER MAC 6100/60	\$15.40	\$16.94	\$20.02
132-12		POWER MAC 7100/66	\$16.22	\$17.84	\$21.08
132-12	TOWERS	QUADRA 950	\$15.40	\$16.94	\$20.02
132-12		WORKGROUP SERVER 95	\$21.91	\$24.10	\$28.48
132-12		WORKGROUP SERVER 80	\$21.91	\$24.10	\$28.48
132-12		POWER MAC 8100/80	\$22.72	\$24.99	\$29.54
132-12		POWER MAC 8100/80AV	\$22.72	\$24.99	\$29.54
132-12	NOTEBOOKS	POWERBOOK 165	\$11.34	\$12.47	\$14.74
132-12		POWERBOOK 170	\$11.34	\$12.47	\$14.74
132-12		POWERBOOK 180	\$11.34	\$12.47	\$14.74
132-12		POWERBOOK 180C	\$12.15	\$13.37	\$15.80
132-12		POWERBOOK 145B	\$11.34	\$12.47	\$14.74
132-12		POWERBOOK 400MZ	\$16.93	\$18.62	\$22.01
132-12		POWERBOOK 500MHZ, 12GB	\$32.24	\$35.47	\$41.92
132-12		POWERBOOK 500MHZ, 18GB	\$38.68	\$42.55	\$50.28
132-12		POWERBOOK DUO 210	\$12.15	\$13.37	\$15.80
132-12		POWERBOOK DUO 250	\$12.15	\$13.37	\$15.80
132-12		POWERBOOK DUO 270C	\$12.15	\$13.37	\$15.80
132-12		IBOOK	\$15.47	\$17.02	\$20.12
132-12		IBOOK SPECIAL	\$17.41	\$19.15	\$22.63
132-12	MONITORS	AUDIOVISION 14"	\$4.84	\$5.32	\$6.29
132-12		COLOR IIE	\$2.40	\$2.64	\$3.12
132-12		14" COLOR	\$2.54	\$2.79	\$3.30
132-12		14" COLOR PLUS	\$2.53	\$2.79	\$3.29
132-12		15" COLOR	\$2.94	\$3.24	\$3.83



**MONTHLY MAINTENANCE COST (RETURN TO DEPOT)**

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		17" COLOR	\$3.76	\$4.13	\$4.88
132-12		19" COLOR	\$4.57	\$5.03	\$5.94
132-12		20" COLOR	\$7.04	\$7.74	\$9.15
132-12		21" COLOR	\$9.45	\$10.39	\$12.28
132-12		APPLE CINEMA DISPLAY	\$54.18	\$59.59	\$70.43
132-12		FLAT PANEL 15"	\$17.60	\$19.36	\$22.88
132-12		STUDIO DISPLAY 19.8"	\$20.31	\$22.34	\$26.40
132-12		STUDIO DISPLAY 16"	\$6.76	\$7.44	\$8.79
132-12	MACINTOSH	POWER MAC G4 400MHZ	\$15.47	\$17.02	\$20.12
132-12		POWER MAC G4 450 MHZ	\$24.18	\$26.60	\$31.44
132-12		POWER MAC G4 500MHZ	\$33.86	\$37.25	\$44.02
132-12		POWER MAC G4 ULTIMATE	\$72.56	\$79.81	\$94.32
132-12		IMAC	\$9.67	\$10.63	\$12.57
132-12		IMAC DV	\$12.57	\$13.83	\$16.34
132-12		IMAC DV SPECIAL	\$14.51	\$15.96	\$18.86
132-12	PRINTERS	IMAGEWRITER II DOTMATRIX	\$2.60	\$2.86	\$3.38
132-12		IMAGEWRITER LQ DOTMATRIX	\$2.60	\$2.86	\$3.38
132-12		LASERWRITER PRO 810	\$10.53	\$11.58	\$13.68
132-12		LASERWRITER PRO 630	\$10.53	\$11.58	\$13.68
132-12		LASERWRITER SELECT 300	\$10.53	\$11.58	\$13.68
132-12		LASERWRITER SELECT 360	\$10.53	\$11.58	\$13.68
132-12		LASERWRITER IISC	\$10.53	\$11.58	\$13.68
132-12		LASERWRITER IINT	\$10.53	\$11.58	\$13.68
132-12		LASERWRITER IINTX	\$10.53	\$11.58	\$13.68
132-12		LASERWRITER 12/660 PS	\$34.14	\$37.55	\$44.38
<b><u>AST RESEARCH/GRID</u></b>					
132-12	WORKSTATIONS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12		PENTIUM III	\$17.41	\$19.15	\$22.63
132-12		CELERON	\$11.61	\$12.77	\$15.10
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14



## MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		PENTIUM	\$9.04	\$9.95	\$11.76
132-12	NOTEBOOKS	486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12		486SX COLOR	\$0.00	\$0.00	\$0.00
132-12		486DX COLOR	\$11.75	\$12.92	\$15.27
132-12		PENTIUM II	\$24.18	\$26.60	\$31.44
132-12	PALMTOPS	486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12	MONITORS	ACTIVISION 14" VGA	\$1.95	\$2.15	\$2.54
132-12		ACTIVISION 15" VGA	\$2.36	\$2.59	\$3.06
132-12		ACTIVISION 17" VGA	\$3.98	\$4.38	\$5.18
132-12		SVGA-NI	\$2.40	\$2.64	\$3.12
132-12		19"	\$4.57	\$5.03	\$5.94
132-12		20"	\$7.04	\$7.74	\$9.15
132-12		21"	\$9.45	\$10.39	\$12.28
<b><u>AUSTIN</u></b>					
132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$9.43	\$10.37	\$12.26
132-12	LAPTOPS/NOTEBOOKS/ PORTABLES	486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
<b><u>BROTHER</u></b>					
132-12	PRINTERS	MP-21C	\$3.58	\$3.93	\$4.65
132-12		MP-21CDX	\$4.20	\$4.62	\$5.46
132-12		MFC-P2000	\$4.94	\$5.44	\$6.43
132-12		HL-630	\$5.34	\$5.87	\$6.94
132-12		HL-631	\$5.34	\$5.87	\$6.94
132-12		HL-645	\$5.77	\$6.35	\$7.50
132-12		HL-660	\$7.70	\$8.46	\$10.00



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		HL-720	\$4.10	\$4.52	\$5.34
132-12		HL-730DX	\$4.21	\$4.63	\$5.48
132-12		HL-730+	\$4.67	\$5.14	\$6.08
132-12		HL-760	\$5.08	\$5.59	\$6.60
132-12		HL-760+	\$4.84	\$5.32	\$6.29
132-12		HL-960	\$13.41	\$14.75	\$17.44
132-12		HL-1040	\$3.92	\$4.31	\$5.09
132-12		HL-1050	\$5.16	\$5.68	\$6.71
132-12		HL-1060	\$5.13	\$5.65	\$6.67
132-12		HL-1260	\$15.95	\$17.54	\$20.73
132-12		HL-1660	\$14.05	\$15.45	\$18.26
132-12		HL-1660e	\$10.32	\$11.36	\$13.42
132-12		HL-2060	\$12.19	\$13.41	\$15.85
132-12		HL-2400C	\$27.76	\$30.54	\$36.09
132-12		HL-2400CN	\$45.09	\$49.60	\$58.61
132-12		HS-5000	\$18.42	\$20.27	\$23.95

**CANON**

132-12	PRINTERS	BJC-1000	\$2.03	\$2.24	\$2.64
132-12		BJC-2000	\$2.37	\$2.61	\$3.08
132-12		BJC-3000	\$2.71	\$2.98	\$3.52
132-12		BJC-5100	\$2.71	\$2.98	\$3.52
132-12		BJC-6000	\$3.05	\$3.35	\$3.96
132-12		LR1	\$3.44	\$3.79	\$4.47
132-12		MULTIPASS C560	\$4.13	\$4.55	\$5.37
132-12		MULTIPASS C545	\$4.13	\$4.55	\$5.37
132-12		MULTIPASS C3500	\$3.44	\$3.79	\$4.47
132-12		MULTIPASS C5500	\$3.73	\$4.10	\$4.84
132-12		MULTIPASS L6000	\$5.49	\$6.04	\$7.13
132-12		BJC-50	\$4.81	\$5.29	\$6.25
132-12		BJC-80	\$4.13	\$4.55	\$5.37
132-12		BJC-85	\$4.13	\$4.55	\$5.37
132-12		LBP-460	\$4.74	\$5.22	\$6.16
132-12		LBP-1760	\$18.02	\$19.82	\$23.42
132-12		BJC-8200	\$5.49	\$6.04	\$7.13
132-12		BJC-8500	\$33.87	\$37.26	\$44.03
132-12	SCANNERS	FB 620P	\$2.03	\$2.24	\$2.64
132-12		FB 630P	\$2.17	\$2.38	\$2.82
132-12		FB 630U	\$2.30	\$2.53	\$2.99
132-12		FB 620U	\$2.44	\$2.68	\$3.17
132-12		FB 630UI	\$2.57	\$2.83	\$3.35



## MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		FB 1200S	\$4.74	\$5.22	\$6.16
<b><u>COMPAQ</u></b>					
132-12	WORKSTATIONS	486SX	\$7.28	\$8.00	\$9.46
132-12		486DX	\$8.09	\$8.90	\$10.51
132-12		PENTIUM	\$9.71	\$10.69	\$12.63
132-12		PENTIUM III	\$14.05	\$15.46	\$18.27
132-12		CELERON	\$10.50	\$11.55	\$13.65
132-12	TOWERS	486SX	\$7.80	\$8.58	\$10.14
132-12		486DX	\$8.62	\$9.48	\$11.20
132-12		PENTIUM	\$10.24	\$11.27	\$13.31
132-12		DP CL 566	\$11.38	\$12.52	\$14.79
132-12		ELITE 4/40	\$12.48	\$13.73	\$16.23
132-12		ELITE 4/75	\$12.48	\$13.73	\$16.23
132-12	NOTEBOOKS	486SX	\$10.93	\$12.03	\$14.21
132-12		486DX	\$11.75	\$12.92	\$15.27
132-12		486SX COLOR	\$11.34	\$12.47	\$14.74
132-12		486DX COLOR	\$12.15	\$13.37	\$15.80
132-12		PROSIGNIA 150	\$12.57	\$13.83	\$16.34
132-12		PROSIGNIA 170	\$25.55	\$28.10	\$33.21
132-12		ARMADA 1500	\$14.02	\$15.42	\$18.23
132-12		ARMADA 7000	\$27.09	\$29.79	\$35.21
132-12		ARMADA M300	\$17.41	\$19.15	\$22.63
132-12		ARMADA M700	\$28.05	\$30.86	\$36.47
132-12		ARMADA E700	\$34.83	\$38.31	\$45.28
132-12	SUBNOTEBOOKS	486/25	\$10.93	\$12.03	\$14.21
132-12		486/33C	\$11.75	\$12.92	\$15.27
132-12	MONITORS	15"	\$3.09	\$3.40	\$4.02
132-12		17"	\$4.63	\$5.10	\$6.02
132-12		19"	\$7.14	\$7.85	\$9.28
132-12		21"	\$9.51	\$10.46	\$12.36
132-12		VGA MONO	\$1.22	\$1.34	\$1.59
132-12		VGA COLOR 14"	\$2.36	\$2.59	\$3.06
132-12		SVGA COLOR	\$2.52	\$2.77	\$3.28
132-12		DESKPRO MONO	\$1.22	\$1.34	\$1.59
132-12		V500 15"	\$2.29	\$2.52	\$2.98
132-12		V700 17"	\$4.73	\$5.20	\$6.15
132-12		V1100 21"	\$11.77	\$12.95	\$15.30



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		S710	\$4.05	\$4.46	\$5.27
132-12		S910 19"	\$6.49	\$7.14	\$8.44
132-12		P700 FD TRINITRON 17"	\$6.22	\$6.84	\$8.08
132-21		P900 19"	\$8.79	\$9.67	\$11.43
132-12		FD TRINITRON 21"	\$14.89	\$16.38	\$19.36
132-12		TFT5000S 15" FLAT PANEL	\$16.11	\$17.72	\$20.94
132-12		TFT5000 FLAT PANEL	\$17.19	\$18.91	\$22.35
132-12		TFT5000R 2U RACKMOUNT TFT5000 TOUCHSCREEN	\$23.86	\$26.24	\$31.01
132-12		15"	\$24.37	\$26.81	\$31.68
132-12		TFT8000 FLAT PANEL	\$41.58	\$45.74	\$54.05
132-12	SERVERS	NEOSERVER 150	\$14.51	\$15.96	\$18.86
132-12		PROSIGNIA 720	\$17.23	\$18.96	\$22.40
132-12		PROSIGNIA 740	\$19.10	\$21.01	\$24.83
132-12		PROLIANT 800	\$19.65	\$21.62	\$25.55
132-12		PROLIANT 1600	\$26.37	\$29.01	\$34.28
132-12		PROLIANT 1850R	\$42.20	\$46.42	\$54.86
132-12		PROLIANT 3000	\$40.56	\$44.61	\$52.72
132-12		PROLIANT 5500	\$68.90	\$75.79	\$89.57
132-12		PROLIANT ML350	\$27.25	\$29.98	\$35.43
132-12		PROLIANT ML 370	\$38.90	\$42.79	\$50.57
132-12		PROLIANT ML530	\$57.60	\$63.36	\$74.88
132-12		PROLIANT DL380	\$53.19	\$58.51	\$69.15
132-12		TASKSMART C-SERIES	\$87.08	\$95.79	\$113.21
132-12	PRINTERS	A1000	\$4.73	\$5.20	\$6.15
132-12		OPTRA E310 LEXMARK	\$5.41	\$5.95	\$7.03
132-12		LN16 LASER	\$14.21	\$15.63	\$18.47
132-12		LN16 LASER (NETWORK)	\$17.60	\$19.36	\$22.88
132-12		LNC02 LASER	\$40.58	\$44.63	\$52.75
132-12		LN40 LASER	\$54.12	\$59.54	\$70.36
132-12		PAGEMARQ 4MB LASER	\$10.53	\$11.58	\$13.68
132-12		PAGEMARQ 20 LASER	\$13.78	\$15.16	\$17.91
<b><u>CTX</u></b>					
132-12	MONITORS	VALUE SERIES VL510	\$2.09	\$2.29	\$2.71
132-12		VALUE SERIES VL700S	\$3.58	\$3.94	\$4.66
132-12		VALUE SERIES VL710	\$4.50	\$4.95	\$5.85
132-12		VALUE SERIES VL710S	\$4.28	\$4.71	\$5.57
132-12		VALUE SERIES PL7A	\$3.83	\$4.22	\$4.98



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		EXECUTIVE SERIES EX710	\$5.12	\$5.63	\$6.66
132-12		EXECUTIVE SERIES EX1200	\$10.19	\$11.21	\$13.24
132-12		SHORT LENGTH VL700 SL	\$3.41	\$3.76	\$4.44
132-12		VL700 17"	\$4.32	\$4.75	\$5.62
132-12		VL710-2 17"	\$3.44	\$3.79	\$4.47
132-12		VL950	\$6.16	\$6.78	\$8.01
132-12		VL950S	\$6.41	\$7.05	\$8.33
132-12		VL950SL 19" COLOR	\$5.05	\$5.56	\$6.57
132-12		PR-700 17"	\$4.16	\$4.58	\$5.41
132-12		PR500	\$3.08	\$3.38	\$4.00
132-12		PR710 17"	\$4.46	\$4.90	\$5.79
132-12		PR711	\$4.62	\$5.08	\$6.01
132-12		EX960	\$6.37	\$7.00	\$8.28
132-12		EX1300	\$11.34	\$12.47	\$14.74
132-12		PV745	\$12.18	\$13.40	\$15.83
132-12		PANOVIEW 600	\$24.01	\$26.41	\$31.21
132-12	COMPUTER	V92A300 K6 300MMX	\$12.07	\$13.27	\$15.69
132-12	NOTEBOOK	FC3A300A AMD	\$12.22	\$13.44	\$15.89
132-12		V92A300	\$12.48	\$13.73	\$16.23
132-12		V92A366	\$13.18	\$14.50	\$17.13
132-12		EXBOOK P266MMX	\$14.31	\$15.74	\$18.61
132-12		7A266	\$15.22	\$16.74	\$19.79
132-12		CTX EXNOTE M303	\$16.49	\$18.14	\$21.44
<b><u>DELL</u></b>					
132-12	WORKSTATIONS	DIMENSION L SERIES	\$9.19	\$10.11	\$11.95
132-12		OPTIPLEX GX100	\$9.41	\$10.35	\$12.23
132-12		OPTIPLEX GX300	\$14.70	\$16.17	\$19.11
132-12		OPTIPLEX GX1	\$29.77	\$32.74	\$38.70
132-12		OPTIPLEX GX1P	\$17.60	\$19.36	\$22.88
132-12		OPTIPLEX GX110	\$35.51	\$39.07	\$46.17
132-12		DIMENSION XPS T	\$18.39	\$20.22	\$23.90
132-12		DIMENSION XPS B	\$21.29	\$23.42	\$27.68
132-12		220	\$22.72	\$24.99	\$29.54
132-12		420	\$28.06	\$30.87	\$36.48
132-12		PRECISION 210	\$32.37	\$35.61	\$42.08
132-12		PRECISION 220	\$40.55	\$44.60	\$52.71
132-12		PRECISION 410	\$37.04	\$40.75	\$48.16



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		PRECISION 420	\$31.00	\$34.11	\$40.31
132-12		PRECISION 610	\$74.09	\$81.50	\$96.31
132-12		PRECISION 620	\$44.70	\$49.17	\$58.11
132-12	ENTERPRISE SERVERS	POWEREDGE 6300	\$98.89	\$108.78	\$128.55
132-12		POWEREDGE 6300 W/LINUX	\$81.36	\$89.50	\$105.77
132-12		POWEREDGE 6350	\$60.31	\$66.34	\$78.40
132-12		POWEREDGE 6350 W/LINUX	\$72.20	\$79.42	\$93.86
132-12		POWEREDGE 8450	\$290.50	\$319.55	\$377.65
132-12		POWEREDGE 8450 W/LINUX	\$197.95	\$217.75	\$257.34
132-12	DEPT. SERVERS	POWEREDGE 4400 W/LINUX	\$80.99	\$89.08	\$105.28
132-12		POWEREDGE 4400	\$119.48	\$131.43	\$155.32
132-12	WORKGROUP SERVERS	POWEREDGE 1300 W/LINUX	\$15.37	\$16.90	\$19.98
132-12		POWEREDGE 1300	\$22.79	\$25.07	\$29.63
132-12		POWEREDGE 2400 W/LINUX	\$34.01	\$37.42	\$44.22
132-12		POWEREDGE 2450 W/LINUX	\$41.18	\$45.29	\$53.53
132-12		POWEREDGE 2450 W/LINUX	\$42.56	\$46.81	\$55.33
132-12		2450 RACK OPTIMIZED	\$81.32	\$89.46	\$105.72
132-12		POWEREDGE 2400	\$82.15	\$90.36	\$106.79
132-12	LAPTOP	LATITUDE 486	\$14.64	\$16.11	\$19.04
132-12		LATITUDE LS 400 MHZ	\$24.02	\$26.42	\$31.22
132-12		LATITUDE CPT 466 MHZ	\$24.38	\$26.81	\$31.69
132-12		LATITUDE CPX 650 MHZ	\$27.70	\$30.48	\$36.02
132-12		LATITUDE CS 400 MHZ	\$18.91	\$20.80	\$24.58
132-12		NOTESTAR NOTEBOOK	\$14.64	\$16.11	\$19.04
132-12		INSPIRON 3800	\$17.16	\$18.87	\$22.30
132-12		INSPIRON 7500	\$21.95	\$24.14	\$28.53
132-12		INSPIRON 5000	\$22.22	\$24.44	\$28.88



## MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
<b><u>DIGITAL EQPT. CORP</u></b>					
132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$9.43	\$10.37	\$12.26
132-12	NOTEBOOKS	486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12		486SX COLOR	\$10.93	\$12.03	\$14.21
132-12		486DX COLOR	\$11.75	\$12.92	\$15.27
132-12	PRINTERS DOTMATRIX	DECWRITER 95 P.24	\$2.60	\$2.86	\$3.38
132-12		LA310 MULTI 9 WIRE	\$2.60	\$2.86	\$3.38
132-12		136 COLUMN IMPACT	\$3.98	\$4.38	\$5.18
132-12		LA75S+ COMPANION	\$2.60	\$2.86	\$3.38
132-12		LA70 PERS	\$2.60	\$2.86	\$3.38
132-12		CITIZEN PN48/PRO	\$2.60	\$2.86	\$3.38
132-12		SERIAL 6001 PM TEXT			
132-12		GRAPHIC	\$20.28	\$22.31	\$26.37
132-12		LA600 MULTIPRINT	\$10.53	\$11.58	\$13.68
132-12		LA70 COMPANION	\$28.41	\$31.25	\$36.93
132-12		LA 100	\$2.60	\$2.86	\$3.38
132-12		LA 120	\$3.98	\$4.38	\$5.18
132-12		LA 210	\$3.98	\$4.38	\$5.18
132-12	LASER	PRINTSERVER 17	\$15.40	\$16.94	\$20.02
132-12		PRINTSERVER 20	\$20.28	\$22.31	\$26.37
132-12		PRINTSERVER 32	\$44.67	\$49.13	\$58.07
132-12		PRINTSERVER 17/600	\$16.22	\$17.84	\$21.08
132-12		DECLASER 2150 PLUS	\$15.40	\$16.94	\$20.02
132-12		DECLASER 3250	\$16.22	\$17.84	\$21.08
132-12		DECLASER 2100 PLUS	\$10.53	\$11.58	\$13.68
132-12		DECLASER 3200	\$12.15	\$13.37	\$15.80
132-12		DECLASER 5100	\$10.53	\$11.58	\$13.68
132-12		COLORWRITERN 1000	\$15.40	\$16.94	\$20.02
132-12		SIMPLEX 8PPM	\$10.53	\$11.58	\$13.68
132-12		1152 LASER 4PPM	\$7.28	\$8.00	\$9.46



## MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12	MONITORS	VGA MONO 14"	\$2.54	\$2.79	\$3.30
132-12		SVGA COLOR 14"	\$2.94	\$3.24	\$3.83
132-12		SGVA COLOR 15"	\$3.76	\$4.13	\$4.88
132-12		SVGA COLOR 17"	\$4.57	\$5.03	\$5.94
132-12		SVGA COLOR 19"	\$7.04	\$7.74	\$9.15
132-12		SVGA COLOR 21"	\$9.45	\$10.39	\$12.28
132-12		VT 220	\$2.94	\$3.24	\$3.83
132-12		VT 320	\$2.94	\$3.24	\$3.83
132-12		VT 330	\$2.94	\$3.24	\$3.83
132-12		VT 420	\$2.94	\$3.24	\$3.83
132-12		VT 520	\$3.76	\$4.13	\$4.88
<b><u>EIZO</u></b>					
132-12	CRT DISPLAYS	15" FX-B5	\$4.74	\$5.22	\$6.16
132-12		17" F520	\$6.23	\$6.86	\$8.10
132-12		17" T550	\$6.50	\$7.15	\$8.45
132-12		17" FX-C7	\$6.77	\$7.45	\$8.81
132-12		19" FX-D7	\$9.48	\$10.43	\$12.33
132-12		FLEXSCAN L360 15"	\$16.79	\$18.46	\$21.82
132-12		21" F930	\$17.33	\$19.06	\$22.53
132-12		21" T960	\$18.56	\$20.42	\$24.13
132-12		FLEXSCAN F980 21"	\$25.73	\$28.30	\$33.45
132-12		21" F980	\$25.74	\$28.31	\$33.46
132-12		L661 18.1"	\$43.34	\$47.67	\$56.34
132-12	LCD DISPLAYS	15" L360	\$16.80	\$18.48	\$21.84
132-12		18.1" L661	\$44.17	\$48.58	\$57.42
<b><u>EPSON</u></b>					
132-12	PRINTERS	BJ 200C	\$4.34	\$4.77	\$5.64
132-12		FX 86E	\$4.34	\$4.77	\$5.64
132-12		FX 286	\$2.68	\$2.94	\$3.48
132-12		FX 286E	\$2.68	\$2.94	\$3.48
132-12		FX 850	\$2.68	\$2.94	\$3.48
132-12		FX-980	\$4.74	\$5.22	\$6.16
132-12		FX 1070	\$2.71	\$2.98	\$3.52
132-12		FX-2180	\$6.30	\$6.93	\$8.19
132-12		FXB 1170	\$2.71	\$2.98	\$3.52
132-12		LQ 510	\$2.71	\$2.98	\$3.52
132-12		LQ 570	\$2.71	\$2.98	\$3.52



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		LQ 800	\$2.71	\$2.98	\$3.52
132-12		LQ 850	\$2.71	\$2.98	\$3.52
132-12		LQ 860	\$2.71	\$2.98	\$3.52
132-12		LQ 1000	\$2.71	\$2.98	\$3.52
132-12		LQ 1050	\$2.71	\$2.98	\$3.52
132-12		LQ 1070	\$2.71	\$2.98	\$3.52
132-12		LQ 1170	\$2.71	\$2.98	\$3.52
132-12		LQ-2070	\$5.42	\$5.96	\$7.04
132-12		LQ-2080	\$5.49	\$6.04	\$7.13
132-12		LQ-2170	\$7.45	\$8.20	\$9.69
132-12		LQ-2180	\$7.45	\$8.20	\$9.69
132-12		LQ 2500	\$16.26	\$17.88	\$21.13
132-12		LQ 2550	\$2.88	\$3.17	\$3.74
132-12		STYLUS COLOR 850NE	\$5.69	\$6.26	\$7.40
132-12		STYLUS COLOR 900G	\$4.74	\$5.22	\$6.16
132-12		STYLUS COLOR 900	\$4.74	\$5.22	\$6.16
132-12		STYLUS COLOR 1160	\$5.83	\$6.41	\$7.57
132-12		STYLUS COLOR 3000	\$17.95	\$19.75	\$23.34
132-12		STYLUS COLOR 1520	\$6.30	\$6.93	\$8.19
132-12		STYLUS COLOR 900N	\$6.91	\$7.60	\$8.98
132-12		STYLUS PRO 5000	\$40.78	\$44.86	\$53.01
132-12		STYLUS PHOTO 750	\$4.06	\$4.47	\$5.28
132-12		STYLUS PHOTO 870	\$4.06	\$4.47	\$5.28
132-12		STYLUS PHOTO 875DC	\$4.88	\$5.36	\$6.34
132-12		STYLUS PHOTO 1200	\$6.44	\$7.08	\$8.37
132-12		STYLUS PHOTO 1270	\$6.44	\$7.08	\$8.37
132-12		LS 810	\$2.88	\$3.17	\$3.74
132-12		LX 810	\$2.88	\$3.17	\$3.74
132-12		EPL-5700I	\$5.76	\$6.33	\$7.49
132-12		EPL-N1200	\$15.04	\$16.54	\$19.55
132-12		EPL-N2000	\$26.01	\$28.61	\$33.81
132-12		DFX-5000+	\$19.64	\$21.61	\$25.54
132-12		DFX 5000	\$24.79	\$27.27	\$32.23
132-12		DFX-8500	\$33.94	\$37.33	\$44.12
132-12	SCANNERS	PERFECTION 610	\$2.37	\$2.61	\$3.08
132-12		PERFECTION 636U	\$3.39	\$3.73	\$4.40
132-12		PERFECTION 1200U-USB	\$4.06	\$4.47	\$5.28
132-12		PERFECTION 1200S-SCSI	\$4.74	\$5.22	\$6.16
132-12		PERFECTION 1200U PHOTO	\$5.42	\$5.96	\$7.04
132-12		STYLUS 2000 COLOR	\$4.74	\$5.22	\$6.16
132-12		STYLUS 2500 COLOR	\$6.77	\$7.45	\$8.81



**MONTHLY MAINTENANCE COST (RETURN TO DEPOT)**

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		EXPRESSION 800	\$4.74	\$5.22	\$6.16
132-12		EXPRESSION 800 F/636U	\$7.45	\$8.20	\$9.69
132-12		EXPRESSION 800 EXECUTIVE	\$10.16	\$11.18	\$13.21
132-12		EXPRESSION 800 ARTIST	\$11.52	\$12.67	\$14.97
132-12		EXPRESSION 836XL	\$19.64	\$21.61	\$25.54
132-12		EXPRESSION 836XL COLOR	\$34.55	\$38.00	\$44.91
132-12		2500 PRO COLOR	\$8.13	\$8.94	\$10.57

**FUJITSU**

132-12	NOTEBOOKS	B SERIES	\$17.41	\$19.15	\$22.63
132-12		B-2131 WIN98	\$19.34	\$21.28	\$25.15
132-12		B-2131 WIN 2000	\$20.31	\$22.34	\$26.41
132-12		C-4235	\$14.51	\$15.96	\$18.86
132-12		C-5235	\$17.41	\$19.15	\$22.63
132-12		C-6177	\$19.34	\$21.28	\$25.15
132-12		C-6537	\$24.18	\$26.60	\$31.44
132-12		C-6557	\$30.96	\$34.05	\$40.24
132-12		E SERIES	\$19.34	\$21.28	\$25.15
132-12		E-6150 WIN98	\$19.34	\$21.28	\$25.15
132-12		E-6150 WIN2000	\$20.31	\$22.34	\$26.41
132-12		E-6520 WIN98	\$22.25	\$24.47	\$28.92
132-12		E-6520 WIN2000	\$23.21	\$25.54	\$30.18
132-12		E-6530 WIN98	\$25.15	\$27.67	\$32.70
132-12		E-6530 WIN2000	\$26.12	\$28.73	\$33.95
132-12		E-6550 WIN98	\$33.86	\$37.25	\$44.02
132-12		S SERIES	\$22.25	\$24.47	\$28.92
132-12		S-4510 64MB WIN98	\$22.25	\$24.47	\$28.92
132-12		S-4510 64MB WIN 2000	\$23.21	\$25.54	\$30.18
132-12		S-4510 128MB WIN98	\$26.12	\$28.73	\$33.95
132-12		L440	\$22.25	\$24.47	\$28.92
132-12		L440-B	\$24.18	\$26.60	\$31.44
132-12		L470	\$27.09	\$29.79	\$35.21

**GATEWAY**

132-12	WORKSTATIONS	466C	\$9.18	\$10.10	\$11.94
132-12		486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$10.39	\$11.43	\$13.51
132-12		550GP	\$11.60	\$12.76	\$15.08



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		600GP	\$12.38	\$13.61	\$16.09
132-12		650GP	\$14.02	\$15.42	\$18.23
132-12		700GP	\$15.47	\$17.02	\$20.12
132-12		800GP	\$19.34	\$21.28	\$25.15
132-12		850GP	\$24.18	\$26.60	\$31.44
132-12		I600GP	\$10.93	\$12.02	\$14.20
132-12		650SB	\$12.57	\$13.83	\$16.34
132-12		700SB	\$14.51	\$15.96	\$18.86
132-12		800SB	\$17.41	\$19.15	\$22.63
132-12		850SB	\$20.31	\$22.34	\$26.41
132-12		1000SB	\$26.12	\$28.73	\$33.95
132-12		466SE	\$22.25	\$24.47	\$28.92
132-12		466SE DELUXE	\$23.21	\$25.54	\$30.18
132-12		550XL	\$27.09	\$29.79	\$35.21
132-12		550XL DELUXE	\$28.05	\$30.86	\$36.47
132-12		E1400	\$12.57	\$13.83	\$16.34
132-12		E1400 433C DELUXE	\$11.12	\$12.23	\$14.45
132-12		E1400 500C DELUXE	\$19.34	\$21.28	\$25.15
132-12		E1400 600 DELUXE	\$13.54	\$14.89	\$17.60
132-12		E3200	\$12.57	\$13.83	\$16.34
132-12		E3200 550 DELUXE	\$15.47	\$17.02	\$20.12
132-12		E4200	\$27.09	\$29.79	\$35.21
132-12		E4200 550 DELUXE	\$20.31	\$22.34	\$26.41
132-12		E4400	\$33.86	\$37.25	\$44.02
132-12		E4400 773 DELUXE	\$29.02	\$31.92	\$37.73
132-12		E4400 800 DELUXE	\$30.96	\$34.05	\$40.24
132-12		E5200 600	\$21.28	\$23.41	\$27.66
132-12		E5200 700 DELUXE	\$30.96	\$34.05	\$40.24
132-12		E5200 800 DELUXE	\$39.67	\$43.63	\$51.57
132-12		E5250 550 DELUXE	\$39.67	\$43.63	\$51.57
132-12		E5400	\$50.31	\$55.34	\$65.40
132-12		E5400 733 DELUXE	\$44.50	\$48.95	\$57.86
132-12		E5400 800 DELUXE	\$47.41	\$52.15	\$61.63
132-12		GP7 550	\$12.57	\$13.83	\$16.34
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12		ASTRO	\$7.73	\$8.51	\$10.05
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$12.72	\$13.99	\$16.53



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
	LAPTOPS/NOTEBOOKS/ PORTABLES				
132-12		486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12		2550SE	\$15.95	\$17.54	\$20.73
132-12		2550SE DELUXE	\$17.20	\$18.92	\$22.35
132-12		2150LS	\$19.82	\$21.80	\$25.76
132-12		2150LS DELUXE	\$21.07	\$23.17	\$27.39
132-12		2550LS	\$22.72	\$24.99	\$29.54
132-12		2550LS DELUXE	\$23.97	\$26.37	\$31.16
132-12		2550XL	\$24.66	\$27.12	\$32.05
132-12		2550XL DELUXE	\$25.91	\$28.50	\$33.68
132-12		9300SE	\$26.59	\$29.25	\$34.57
132-12		9300SE DELUXE	\$27.84	\$30.62	\$36.19
132-12		9300LS	\$29.50	\$32.44	\$38.34
132-12		9300LS	\$29.50	\$32.44	\$38.34
132-12		9300LS DELUXE	\$30.74	\$33.82	\$39.97
132-12		9300XL	\$38.70	\$42.57	\$50.31
132-12	SERVERS	MICRO SERVER 100	\$12.57	\$13.83	\$16.34
132-12		MICRO SERVER 200	\$14.51	\$15.96	\$18.86
132-12		7210 SERVER	\$19.34	\$21.28	\$25.15
132-12		ALR7000	\$43.81	\$48.19	\$56.95
132-12		ALR8000	\$41.87	\$46.06	\$54.43
132-12		ALR8200R	\$34.78	\$38.26	\$45.21
132-12		ALR9000	\$65.74	\$72.32	\$85.47
132-12		ALR9250R	\$62.84	\$69.13	\$81.69
132-12		ALR9200R	\$67.68	\$74.45	\$87.98

**HEWLETT-PACKARD**

132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		ATHLON 800MHz	\$21.05	\$23.15	\$27.36
132-12		ATHLON 850MHz	\$27.09	\$29.79	\$35.21
132-12		BRIO BA200 CELERON 433MHz	\$4.83	\$5.31	\$6.28
132-12		BRIO BA200 CELERON 466MHz	\$6.28	\$6.91	\$8.16
132-12		BRIO BA400 CELERON 500MHz	\$9.67	\$10.63	\$12.57
132-12		BRIO BA400 CELERON 533MHz	\$8.41	\$9.25	\$10.93



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		BRIO BA400 CELERON 533MHz	\$8.41	\$9.25	\$10.93
132-12		KAYAK XU800	\$26.37	\$29.01	\$34.28
132-12		KAYAK XM600	\$28.89	\$31.77	\$37.55
132-12		KAYAK XU800	\$29.80	\$32.77	\$38.73
132-12		NETSERVER LC3-1	\$14.83	\$16.31	\$19.27
132-12		NETSERVER LC3-HOT SWAP CABLE	\$11.72	\$12.89	\$15.23
132-12		NETSERVER LC3-HS MOD 9TV	\$14.32	\$15.75	\$18.62
132-12		NETSERVER E60-1	\$18.67	\$20.53	\$24.27
132-12		NETSERVER E60-9	\$22.69	\$24.96	\$29.50
132-12		NETSERVER E60-9B	\$26.60	\$29.26	\$34.58
132-12		NETSERVER LC2000 1 PEDESTAL 533MHz	\$25.63	\$28.20	\$33.32
132-12		NETSERVER LC2000 1 PEDESTAL 600MHz	\$29.47	\$32.41	\$38.31
132-12		NETSERVER LC2000 1 PEDESTAL 667MHz	\$33.38	\$36.71	\$43.39
132-12		NETSERVER LH3-1	\$35.03	\$38.53	\$45.54
132-12		NETSERVER LC2000 27D PEDESTAL	\$44.51	\$48.97	\$57.87
132-12		NETSERVER LC2000 1 PEDESTAL 733MHz	\$36.67	\$40.33	\$47.67
132-12		NETSERVER LH3000 1 PEDESTAL 533MHz	\$34.01	\$37.42	\$44.22
132-12		NETSERVER LH3000 1 PEDESTAL 600MHz	\$37.54	\$41.29	\$48.80
132-12		NETSERVER LH3000 1 PEDESTAL 667MHz	\$41.12	\$45.23	\$53.45
132-12		NETSERVER LH3000 PEDESTAL 733MHz	\$44.70	\$49.17	\$58.11
132-12		PAVILION 6630	\$6.28	\$6.91	\$8.16
132-12		PAVILION 6640C	\$7.73	\$8.51	\$10.05
132-12		PAVILION 8650C	\$4.83	\$5.31	\$6.28
132-12		PAVILION 8660C	\$8.70	\$9.57	\$11.31
132-12		PAVILION 9680C	\$18.38	\$20.21	\$23.89
132-12		PAVILION 9694C	\$20.31	\$22.34	\$26.41
132-12		PAVILION 1G	\$29.99	\$32.99	\$38.99
132-12		VECTRA VEI8	\$12.76	\$14.04	\$16.59
132-12		VECTRA VLI8	\$15.67	\$17.23	\$20.37
132-12		VECTRA VL600	\$16.73	\$18.40	\$21.75
132-12		VISUALIZE P750C	\$44.96	\$49.45	\$58.45
132-12		VISUALIZE B2000 UNIX	\$48.34	\$53.17	\$62.84
132-12		VISUALIZE 700C	\$60.02	\$66.02	\$78.02



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		VISUALIZE P750C	\$65.18	\$71.70	\$84.74
132-12		PIII 700MHz	\$17.98	\$19.78	\$23.37
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
		PENTIUM	\$9.43	\$10.37	\$12.26
132-12	NOTEBOOKS	486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12		486DX COLOR	\$11.75	\$12.92	\$15.27
132-12		486SX COLOR	\$15.62	\$17.18	\$20.30
132-12		OMNIBOOK XE2 F1774NT	\$16.44	\$18.09	\$21.37
132-12		OMNIBOOK XE2 F1724WT	\$12.09	\$13.30	\$15.71
132-12		OMNIBOOK XE2 F1756WT	\$18.86	\$20.75	\$24.52
132-12		OMNIBOOK 900 P11400 F176OWT	\$19.34	\$21.28	\$25.15
132-12		OMNIBOOK 900 P11400 F1765NT	\$21.76	\$23.94	\$28.29
132-12		OMNIBOOK 900 P11400 F1769WT	\$24.18	\$26.60	\$31.44
132-12		OMNIBOOK 900 P11400 F1769NT	\$25.15	\$27.67	\$32.70
132-12		OMNIBOOK 900 P11400 F1769KT	\$25.15	\$27.67	\$32.70
132-12		OMNIBOOK 900 F1769KT	\$25.16	\$27.68	\$32.71
132-12		OMNIBOOK 900 F1770WT	\$26.60	\$29.26	\$34.58
132-12		OMNIBOOK 900 F1770NT	\$27.57	\$30.33	\$35.84
132-12		OMNIBOOK 900 F1770KT	\$27.57	\$30.33	\$35.84
132-12		OMNIBOOK 900 F1770KT	\$29.99	\$32.99	\$38.99
132-12		OMNIBOOK 900 F1979WT	\$30.96	\$34.05	\$40.24
132-12		OMNIBOOK 900 F1979KT	\$31.92	\$35.12	\$41.50
132-12		OMNIBOOK 900 F1979NT	\$31.92	\$35.12	\$41.50
132-12		OMNIBOOK 900 F1980WT	\$33.86	\$37.25	\$44.02
132-12		OMNIBOOK 900 F1980KT	\$34.83	\$38.31	\$45.28
132-12		OMNIBOOK 900 F1980NT	\$34.83	\$38.31	\$45.28
132-12		OMNIBOOK 4150 F1983WT	\$19.34	\$21.28	\$25.15
132-12		OMNIBOOK 4150 F1983NT	\$20.31	\$22.34	\$26.41
132-12		OMNIBOOK 4150 F1983KT	\$20.31	\$22.34	\$26.41
132-12		OMNIBOOK 4150 F2000WT	\$27.57	\$30.33	\$35.84
132-12		OMNIBOOK 4150 F2000NT	\$28.54	\$31.39	\$37.10
132-12		OMNIBOOK 4150 F2000KT	\$28.54	\$31.39	\$37.10
132-12		OMNIBOOK 4150 F1662WT	\$29.02	\$31.92	\$37.73
132-12		OMNIBOOK 4150 F1662KT	\$29.99	\$32.99	\$38.99
132-12		OMNIBOOK 4150 F1662NT	\$29.99	\$32.99	\$38.99



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		OMNIBOOK 4150 F1649WT	\$30.47	\$33.52	\$39.61
132-12		OMNIBOOK 4150 F1649KT	\$31.44	\$34.58	\$40.87
132-12		OMNIBOOK 4150 F1649NT	\$31.44	\$34.58	\$40.87
132-12		OMNIBOOK 4150 F1650WT	\$38.70	\$42.57	\$50.31
132-12		OMNIBOOK 4150 F1650KT	\$39.67	\$43.63	\$51.57
132-12		OMNIBOOK 4150 F1650NT	\$39.67	\$43.63	\$51.57
132-12	MONITORS	BRIO BA200 15"	\$10.55	\$11.61	\$13.72
132-12		BRIO BA200 17"	\$11.64	\$12.80	\$15.13
132-12		L1500 LCD #D5061A 15"	\$15.57	\$17.12	\$20.24
132-12		M50 15" MULTIMEDIA	\$3.37	\$3.71	\$4.39
132-12		M70 17" MULTIMEDIA	\$4.05	\$4.46	\$5.27
132-12		M90 19" MULTIMEDIA	\$6.76	\$7.44	\$8.79
132-12		P910 #D8910A 19"	\$8.49	\$9.34	\$11.04
132-12		PAVILION FX70 FLAT PANEL	\$16.24	\$17.87	\$21.12
132-12		VGA MONO 14"	\$2.54	\$2.79	\$3.30
132-12		SVGA COLOR 14"	\$2.94	\$3.24	\$3.83
132-12		SVGA COLOR 15"	\$3.76	\$4.13	\$4.88
132-12		ULTRA VGA COLOR 17"	\$4.57	\$5.03	\$5.94
132-12		ULTRA VGA COLOR 19"	\$7.04	\$7.74	\$9.15
132-12		ULTRA VGA COLOR 21"	\$9.45	\$10.39	\$12.28
132-12	PRINTERS	LJ I 2686A	\$7.23	\$7.96	\$9.40
132-12		LJ II 33440A	\$7.23	\$7.96	\$9.40
132-12		LJ IIP 33471A	\$6.46	\$7.11	\$8.40
132-12		LJ III 33449A	\$8.09	\$8.90	\$10.51
132-12		LJ 3D	\$15.69	\$17.26	\$20.39
132-12		LJ IIIP	\$6.46	\$7.11	\$8.40
132-12		LJ IIIsi	\$20.28	\$22.31	\$26.37
132-12		LJ IV C2001A	\$8.09	\$8.90	\$10.51
132-12		LJ IVL	\$5.65	\$6.21	\$7.34
132-12		LJ IVM J2341A	\$8.90	\$9.79	\$11.57
132-12		LJ IVP C2005A	\$6.46	\$7.11	\$8.40
132-12		LJ 4V	\$31.78	\$34.96	\$41.32
132-12		LJ 4MV	\$55.27	\$60.80	\$71.86
132-12		LJ 5L	\$8.86	\$9.75	\$11.52
132-12		LJ V	\$10.08	\$11.09	\$13.10
132-12		LJ 5N	\$11.62	\$12.79	\$15.11
132-12		LJ 5P	\$10.08	\$11.09	\$13.10
132-12		LJ 5si	\$55.27	\$60.80	\$71.86
132-12		LJ 6	\$10.08	\$11.09	\$13.10
132-12		LJ 6L	\$10.49	\$11.53	\$13.63



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		LJ 6MP	\$31.78	\$34.96	\$41.32
132-12		4000	\$14.16	\$15.58	\$18.41
132-12		4000TN	\$20.32	\$22.35	\$26.42
132-12		4500	\$32.84	\$36.12	\$42.69
132-12		4500N	\$38.20	\$42.02	\$49.67
132-12		4500DN	\$48.77	\$53.65	\$63.40
132-12		5000si	\$71.53	\$78.68	\$92.99
132-12		8000	\$32.77	\$36.05	\$42.61
132-12		8000N	\$39.02	\$42.92	\$50.72
132-12		5 COLOR	\$61.78	\$67.96	\$80.31
132-12		1600 COLOR	\$32.51	\$35.77	\$42.27
132-12		LASERWRITER II	\$7.68	\$8.45	\$9.99
132-12		LASERWRITER II+	\$7.68	\$8.45	\$9.99
132-12		PAINTWRITER C1662A	\$5.97	\$6.57	\$7.77
132-12		PAINTWRITER XL	\$5.97	\$6.57	\$7.77
132-12		DESKJET 1200	\$12.92	\$14.22	\$16.80
132-12		DESKJET 1200C	\$12.68	\$13.95	\$16.48
132-12		DESKJET 340	\$2.01	\$2.21	\$2.61
132-12		DESKJET 500	\$2.60	\$2.86	\$3.38
132-12		DESKJET 500C	\$2.60	\$2.86	\$3.38
132-12		DESKJET 550C	\$2.60	\$2.86	\$3.38
132-12		DESKJET 755CM	\$95.92	\$105.51	\$124.69
132-12		DESKJET 855CSE	\$12.68	\$13.95	\$16.48
132-12		DESKJET PLUS	\$2.60	\$2.86	\$3.38
132-12		DATA AUTO LOADER	\$63.40	\$69.74	\$82.42
132-12		DESKWRITER 2279A	\$4.39	\$4.83	\$5.71
132-12		THINKJET	\$2.60	\$2.86	\$3.38
132-12		PAINTJET COLOR	\$10.32	\$11.36	\$13.42
132-12		DESIGNJET COLORPRO GA	\$22.77	\$25.05	\$29.61
132-12		DESIGNJET COLORPRO			
132-12		CAD	\$16.54	\$18.20	\$21.50
132-12		DESIGNJET 430 24"	\$22.77	\$25.05	\$29.61
132-12		DESIGNJET 430 36"	\$34.18	\$37.60	\$44.43
132-12		DESIGNJET 450C 24"	\$27.34	\$30.07	\$35.54
132-12		DESIGNJET 450C 36"	\$39.88	\$43.87	\$51.85
132-12		DESIGNJET 488CA 24"	\$36.46	\$40.10	\$47.39
132-12		DESIGNJET 488CA 36"	\$47.88	\$52.67	\$62.24
132-12		DESIGNJET 750	\$138.19	\$152.00	\$179.64
132-12		DESIGNJET 2800CP 36"	\$162.45	\$178.70	\$211.19
132-12		DESIGNJET 3800CP 54"	\$220.49	\$242.54	\$286.63
132-12		PHOTOSMART P1000	\$5.41	\$5.95	\$7.03
132-12		PHOTOSMART P1100	\$6.76	\$7.44	\$8.79



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12	SCANNERS	SCANJET 3200C COLOR	\$2.03	\$2.24	\$2.64
132-12		SCANJET 3300CSE COLOR	\$2.44	\$2.68	\$3.17
132-12		SCANJET 4200CSE COLOR	\$3.12	\$3.43	\$4.05
132-12		SCANJET 5200CSE COLOR	\$4.06	\$4.47	\$5.28
132-12		SCANJET 6200CSE COLOR	\$4.74	\$5.22	\$6.16
132-12		SCANJET 5300CSE COLOR	\$4.74	\$5.22	\$6.16
132-12		SCANJET 6250CSE COLOR	\$6.10	\$6.71	\$7.93
132-12		SCANJET 6300CSE COLOR	\$6.10	\$6.71	\$7.93
132-12		SCANJET 6350CSE COLOR	\$7.45	\$8.20	\$9.69
132-12		SCANJET 6390C COLOR	\$12.87	\$14.16	\$16.73

**IBM**

132-12	WORKSTATIONS	XT	\$4.02	\$4.43	\$5.23
132-12		AT	\$4.84	\$5.32	\$6.29
132-12		PS2/8530	\$4.84	\$5.32	\$6.29
132-12		PS2/8535	\$4.84	\$5.32	\$6.29
132-12		PS2/8550	\$5.24	\$5.77	\$6.82
132-12		PS2/ 8555	\$5.24	\$5.77	\$6.82
132-12		PS2/ 8560	\$5.24	\$5.77	\$6.82
132-12		PS2/ 8570	\$6.06	\$6.66	\$7.87
132-12		PS2/ 8580	\$6.87	\$7.56	\$8.93
132-12		PS2/ 8590	\$7.68	\$8.45	\$9.99
132-12		PC300GL	\$12.47	\$13.72	\$16.22
132-12		PC300GL CELERON	\$8.80	\$9.68	\$11.44
132-12		PS1	\$6.06	\$6.66	\$7.87
132-12		VALUEPOINT 486SX	\$7.28	\$8.00	\$9.46
132-12		VALUEPOINT 486DX	\$8.09	\$8.90	\$10.51
132-12		V.NETWORK SERVER	\$10.12	\$11.13	\$13.16
132-12		425 CPU	\$12.11	\$13.32	\$15.75
132-12	MONITORS	8504	\$1.63	\$1.79	\$2.11
132-12		8506	\$3.76	\$4.13	\$4.88
132-12		8507	\$5.30	\$5.83	\$6.89
132-12		8512	\$1.95	\$2.15	\$2.54



## MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		8513	\$1.95	\$2.15	\$2.54
132-12		9515	\$5.30	\$5.83	\$6.89
132-12		8518	\$1.95	\$2.15	\$2.54
132-12		6317	\$3.76	\$4.13	\$4.88
132-12		5151001	\$1.63	\$1.79	\$2.11
132-12		5154001	\$1.95	\$2.15	\$2.54
132-12		14"	\$1.95	\$2.15	\$2.54
132-12		15"	\$2.94	\$3.24	\$3.83
132-12		17"	\$3.76	\$4.13	\$4.88
132-12		21"	\$9.45	\$10.39	\$12.28
132-12	PRINTERS	PROPRINTER II	\$2.60	\$2.86	\$3.38
132-12		PROPRINTER X24	\$3.01	\$3.31	\$3.91
132-12	CONTROLLERS	3174/01R	\$10.45	\$11.50	\$13.59
132-12		3174/11R	\$20.90	\$22.99	\$27.17
132-12		3174/51R	\$10.45	\$11.50	\$13.59
132-12		3174/61R	\$20.90	\$22.99	\$27.17
<b><u>IBM COMPATIBLE</u></b>					
<b><u>GENERIC</u></b>					
132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$9.43	\$10.37	\$12.26
LAPTOPS/NOTEBOOKS/ PORTABLES					
132-12		486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12	MONITORS	14"	\$1.95	\$2.15	\$2.54
132-12		15"	\$2.36	\$2.59	\$3.06
132-12		17"	\$3.98	\$4.38	\$5.18
132-12		20"	\$8.51	\$9.36	\$11.06
132-12		21"	\$9.45	\$10.39	\$12.28
132-12	PRINTERS	80 COL 9 PIN	\$2.60	\$2.86	\$3.38
132-12		80 COL 18 PIN	\$3.41	\$3.76	\$4.44
132-12		80 COL 24 PIN	\$4.23	\$4.65	\$5.49



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		136 COL 9 PIN	\$4.23	\$4.65	\$5.49
132-12		136 COL 18 PIN	\$5.04	\$5.54	\$6.55
132-12		136 COL 24 PIN	\$5.73	\$6.30	\$7.45
<b><u>KONICA</u></b>					
132-12	PRINTERS	3015 FORCE COLOR	\$13.61	\$14.97	\$17.69
<b><u>LEXMARK</u></b>					
132-12	PRINTERS DOTMATRIX	4226302 9 PIN 22K	\$6.46	\$7.11	\$8.40
132-12		5183010 4K53CPS LQ	\$2.19	\$2.41	\$2.85
132-12		2380 PLUS	\$2.60	\$2.86	\$3.38
132-12		2381 PLUS	\$2.60	\$2.86	\$3.38
132-12		2390 PLUS	\$2.60	\$2.86	\$3.38
132-12		2391 PLUS	\$6.76	\$7.44	\$8.79
132-12		2394 PLUS	\$2.60	\$2.86	\$3.38
132-12		4227 PLUS	\$19.63	\$21.59	\$25.52
132-12	LASER	OPTRA E310	\$5.41	\$5.95	\$7.03
132-12		OPTRA M410	\$9.47	\$10.42	\$12.31
132-12		OPTRA T610	\$13.53	\$14.89	\$17.59
132-12		OPTRA T612	\$15.57	\$17.12	\$20.24
132-12		OPTRA R+ 15A 1000	\$17.69	\$19.46	\$22.99
132-12		OPTRA T614	\$23.42	\$25.77	\$30.45
132-12		OPTRA SC1275	\$25.73	\$28.30	\$33.45
132-12		OPTRA T616	\$30.20	\$33.22	\$39.26
132-12		OPTRA W810	\$34.26	\$37.69	\$44.54
132-12		OPTRA W810N	\$36.57	\$40.22	\$47.53
132-12		OPTRA W810N SOLARIS READY	\$37.38	\$41.12	\$48.59
132-12		OPTRA W810DN	\$45.10	\$49.61	\$58.63
132-12		OPTRA COLOR 1200	\$71.79	\$78.97	\$93.33
132-12		OPTRAIMAGE W810S	\$146.30	\$160.93	\$190.19
132-12		4029020 1MB	\$7.28	\$8.00	\$9.46
132-12		4029020 1MB	\$7.28	\$8.00	\$9.46
132-12		4029030 1MB	\$7.28	\$8.00	\$9.46
132-12		403910R 2MB	\$7.68	\$8.45	\$9.99
132-12		403910D 2MB	\$7.68	\$8.45	\$9.99
132-12		4037 5E 512KB	\$7.68	\$8.45	\$9.99
132-12		40351 OW 2MB	\$7.68	\$8.45	\$9.99



**MONTHLY MAINTENANCE COST (RETURN TO DEPOT)**

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		4039 16L PLUS 4MB	\$10.12	\$11.13	\$13.16
132-12		4039 12L PLUS 4MB	\$9.31	\$10.24	\$12.10
132-12		4039 12R PLUS 2MB	\$8.49	\$9.34	\$11.04
132-12	INKJET	4072001 30K 6PPM	\$3.21	\$3.53	\$4.17
132-12		4079001 4MB 0.7PPM	\$9.31	\$10.24	\$12.10
132-12		4076001 21KB PPM	\$2.19	\$2.41	\$2.85

**MANNESMAN TALLY**

132-12	PRINTERS	2030	\$15.57	\$17.13	\$20.25
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**MICRON**

132-12	WORKSTATION	MILLENNIA MAX 500MHz	\$12.09	\$13.30	\$15.71
132-12		MILLENNIA MAX 533MHz	\$12.57	\$13.83	\$16.34
132-12		MILLENNIA MAX 600MHz	\$13.54	\$14.89	\$17.60
132-12		MILLENNIA MAX 700MHz	\$15.96	\$17.55	\$20.74
132-12		MILLENNIA MAX 667MHz	\$19.34	\$21.28	\$25.15
132-12		MILLENNIA MAX 733MHz	\$23.21	\$25.54	\$30.18
132-12		MILLENNIA MAX 800MHz	\$29.02	\$31.92	\$37.73
132-12	NOTEBOOKS	TRANSPORT ZX 500MHz 64MB	\$22.25	\$24.47	\$28.92
132-12		TRANSPORT ZX 500MHz 96MB	\$25.15	\$27.67	\$32.70
132-12		TRANSPORT ZX 600MHz 128MB	\$29.02	\$31.92	\$37.73
132-12		TRANSPORT ZX 600MHz 128MB	\$30.96	\$34.05	\$40.24

**MICROTEK**

132-12	SCANNER	SCANMAKER X6 EL DP	\$2.03	\$2.24	\$2.64
132-12		SCANMAKER V6UPL	\$2.03	\$2.24	\$2.64
132-12		SCANMAKER V6USL	\$2.44	\$2.68	\$3.17
132-12		IMAGEDECK	\$6.77	\$7.45	\$8.81
132-12		SCANMAKER 4 DP	\$8.13	\$8.94	\$10.57
132-12		SCANMAKER 5 DP	\$20.32	\$22.35	\$26.42
132-12		SCANMAKER 6400 XL DP	\$13.55	\$14.90	\$17.61
132-12		SCANMAKER 9600 XL DP	\$20.32	\$22.35	\$26.42



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
<b><u>MITSUBISHI</u></b>					
132-12	MONITORS	SVGA 14"	\$1.95	\$2.15	\$2.54
132-12		SVGA 26"	\$15.14	\$16.65	\$19.68
132-12		SVGA 37"	\$23.53	\$25.89	\$30.59
132-12		SCAN SVGA 15"	\$2.36	\$2.59	\$3.06
132-12		SCAN SVGA 20"	\$8.51	\$9.36	\$11.06
132-12		PRO VGA 16"	\$3.17	\$3.49	\$4.12
132-12		PRO SVGA 17"	\$3.98	\$4.38	\$5.18
132-12		PRO SVGA 21"	\$9.45	\$10.39	\$12.28
132-12		PRO SVGA 26"	\$15.14	\$16.65	\$19.68
132-12		DIAMOND PRO 710S	\$4.96	\$5.45	\$6.45
132-12		LCD52	\$13.70	\$15.07	\$17.81
<b><u>NEC TECHNOLOGIES</u></b>					
132-12	WORKSTATIONS	POWERMATE VT300 433C	\$7.05	\$7.76	\$9.17
132-12		POWERMATE VT300-466C	\$7.05	\$7.76	\$9.17
132-12		POWERMATE VT300-500C	\$7.44	\$8.19	\$9.67
132-12		POWERMATE VT300-400	\$8.02	\$8.82	\$10.43
132-12		POWERMATE VT300-450K	\$8.22	\$9.04	\$10.68
132-12		POWERMATE VT300-500K	\$8.70	\$9.57	\$11.31
132-12		POWERMATE VT300-550K	\$9.67	\$10.63	\$12.57
132-12		POWERMATE VT300-600K	\$10.63	\$11.70	\$13.83
132-12		POWERMATE ES 5250-450K	\$8.89	\$9.78	\$11.56
132-12		POWERMATE ES 5250-500K	\$9.67	\$10.63	\$12.57
132-12		POWERMATE ES 5250-550K	\$11.12	\$12.23	\$14.45
132-12		POWERMATE ES 5250-466C	\$8.12	\$8.93	\$10.55
132-12		POWERMATE ES 5250-500C	\$8.51	\$9.36	\$11.06
132-12		POWERMATE ES 5250-600K	\$12.09	\$13.30	\$15.71
132-12		POWERMATE 8100 450K	\$11.99	\$13.19	\$15.59
132-12		POWERMATE 8100 500K	\$12.67	\$13.93	\$16.47
132-12		POWERMATE 8100 550K	\$13.93	\$15.32	\$18.10
132-12		POWERMATE 8100 600K	\$14.41	\$15.85	\$18.73
132-12		486SX	\$7.28	\$8.00	\$9.46
132-12		486DX	\$8.09	\$8.90	\$10.51



## MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		PENTIUM	\$9.71	\$10.69	\$12.63
132-12	TOWERS	486SX	\$7.80	\$8.58	\$10.14
132-12		486DX	\$8.62	\$9.48	\$11.20
132-12		PENTIUM	\$10.24	\$11.27	\$13.31
132-12	NOTEBOOKS	486SX	\$10.93	\$12.03	\$14.21
132-12		486DX	\$11.75	\$12.92	\$15.27
132-12		486SX COLOR	\$11.34	\$12.47	\$14.74
132-12		486DX COLOR	\$12.15	\$13.37	\$15.80
132-12		VERSA VX	\$22.26	\$24.48	\$28.93
132-12		VERSA FX	\$24.19	\$26.61	\$31.45
132-12		VERSA VX + LAN	\$24.19	\$26.61	\$31.45
132-12		VERSA FX + LAN	\$25.16	\$27.68	\$32.71
132-12		VERSA FX 64MB RAM	\$26.13	\$28.74	\$33.97
132-12		VERSA FX 128 MB RAM	\$26.13	\$28.74	\$33.97
132-12		VERSA LXI 450MHZ 14.1"	\$29.03	\$31.93	\$37.74
132-12		VERSA LXI 500MHZ 14.1"	\$31.93	\$35.13	\$41.51
132-12		VERSA LXI 500MHZ 15"	\$33.87	\$37.26	\$44.03
132-12	MONITORS	ACCUSYNC 50	\$2.15	\$2.37	\$2.80
132-12		ACCUSYNC 50M	\$2.56	\$2.82	\$3.33
132-12		ACCUSYNC 70	\$3.24	\$3.56	\$4.21
132-12		ACCUSYNC 70M	\$3.73	\$4.10	\$4.84
132-12		ACCUSYNC 90	\$5.41	\$5.95	\$7.03
132-12		ACCUSYNC 90M	\$5.81	\$6.39	\$7.56
132-12		MULTISYNC 50 15"	\$2.43	\$2.67	\$3.15
132-12		MULTISYNC 70 17"	\$3.78	\$4.16	\$4.91
132-12		MULTISYNC 90 19"	\$6.08	\$6.69	\$7.91
132-12		MULTISYNC A500+ 15"	\$2.43	\$2.67	\$3.15
132-12		MULTISYNC A700+ 17"	\$3.64	\$4.01	\$4.74
132-12		MULTISYNC FE700 17"	\$4.05	\$4.46	\$5.27
132-12		MULTISYNC FE700M	\$4.59	\$5.05	\$5.97
132-12		MULTISYNC FE750 16"	\$5.13	\$5.65	\$6.67
132-12		MULTISYNC FE950 19"	\$6.76	\$7.44	\$8.79
132-12		MULTISYNC FE1250 22"	\$12.18	\$13.40	\$15.83
132-12		MULTISYNC E750 17"	\$6.08	\$6.69	\$7.91
132-12		MULTISYNC E900+ 19"	\$9.47	\$10.42	\$12.31
132-12		MULTISYNC E950 19"	\$7.84	\$8.63	\$10.20
132-12		MULTISYNC E1100+ 21"	\$12.18	\$13.40	\$15.83
132-12		MULTISYNC EVGA 15"	\$2.36	\$2.59	\$3.06
132-12		MULTISYNC EVGA 17"	\$3.98	\$4.38	\$5.18
132-12		MULTISYNC EVGA 21"	\$9.45	\$10.39	\$12.28



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		MULTISYNC FP950 19"	\$8.79	\$9.67	\$11.43
132-12		MULTISYNC FP1350 22"	\$13.53	\$14.89	\$17.59
132-12		MULTISYNC FP1370	\$17.60	\$19.36	\$22.88
132-12		MULTISYNC M700 17"	\$6.08	\$6.69	\$7.91
132-12		MULTISYNC P1250+ 21"	\$13.53	\$14.89	\$17.59
132-12		MULTISYNC DATA 27"	\$31.90	\$35.09	\$41.47
132-12		NCM 1950 19"	\$6.76	\$7.44	\$8.79
132-12		NCM 1550 15"	\$2.29	\$2.52	\$2.98
132-12		NCM 1720 17"	\$3.92	\$4.31	\$5.09
132-12		SVGA COLOR 14"	\$1.95	\$2.15	\$2.54
132-12	PRINTERS	P3300	\$2.60	\$2.86	\$3.38
132-12		P3200	\$2.60	\$2.86	\$3.38
132-12		P5300	\$2.60	\$2.86	\$3.38
132-12		P6200	\$2.60	\$2.86	\$3.38
132-12		P6300	\$3.41	\$3.76	\$4.44
132-12		P9300	\$4.23	\$4.65	\$5.49
132-12		SW1097 LASER	\$8.09	\$8.90	\$10.51
132-12		SUPERSCRIPT 610	\$5.45	\$5.99	\$7.08
132-12		SW640	\$5.28	\$5.81	\$6.87

OKIDATA

132-12	PRINTERS DOTMATRIX	OKIPAGE 6W	\$2.98	\$3.28	\$3.87
132-12		OKIPAGE 8W	\$3.71	\$4.08	\$4.83
132-12		OKIPAGE 10E	\$4.46	\$4.90	\$5.79
132-12		OKIPAGE 10EX	\$5.95	\$6.54	\$7.73
132-12		OKIPAGE 18	\$13.40	\$14.74	\$17.42
132-12		OKIPAGE 18N	\$17.87	\$19.66	\$23.23
132-12		OKIPAGE 24DX	\$19.36	\$21.30	\$25.17
132-12		OKIPAGE 24DX/N	\$25.32	\$27.85	\$32.92
132-12		OKIPAGE 12I	\$8.93	\$9.82	\$11.61
132-12		OKIPAGE 12I/N	\$11.92	\$13.11	\$15.50
132-12		ML184	\$2.60	\$2.86	\$3.38
132-12		ML 184 TURBO	\$3.70	\$4.07	\$4.81
132-12		ML 184 TURBO STANDARD	\$4.48	\$4.93	\$5.83
132-12		ML 192	\$2.60	\$2.86	\$3.38
132-12		ML320	\$2.60	\$2.86	\$3.38
132-12		ML 320 TURBO	\$4.96	\$5.45	\$6.45
132-12		ML 320 TURBO WITH CSF	\$8.13	\$8.94	\$10.57
132-12		ML 320 TURBO DEC ANSI	\$6.68	\$7.35	\$8.68



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		ML 321 TURBO	\$6.84	\$7.53	\$8.89
132-12		ML 321 TURBO DEC ANSI	\$8.63	\$9.49	\$11.22
132-12		ML 321 TURBO WITH CSF	\$9.93	\$10.92	\$12.91
132-12		ML380	\$2.60	\$2.86	\$3.38
132-12		ML 390 TURBO WITH CSF	\$8.32	\$9.15	\$10.81
132-12		ML 390 TURBO	\$5.41	\$5.95	\$7.03
132-12		ML 391	\$4.02	\$4.42	\$5.22
132-12		ML 391 TURBO	\$6.57	\$7.23	\$8.54
132-12		ML 391 TURBO WITH CSF	\$9.71	\$10.69	\$12.63
132-12		ML 395	\$15.38	\$16.91	\$19.99
132-12		ML 395C	\$17.87	\$19.66	\$23.23
132-12		ML 520	\$5.76	\$6.33	\$7.49
132-12		ML 521	\$4.00	\$4.40	\$5.20
132-12		ML 590	\$3.42	\$3.76	\$4.45
132-12		ML591	\$3.41	\$3.76	\$4.44
132-12		ML595	\$3.41	\$3.76	\$4.44
132-12		ML 591	\$4.44	\$4.88	\$5.77
132-12		OKIOFFICE 84	\$10.43	\$11.47	\$13.56
132-12		PACEMARK 3410	\$10.49	\$11.53	\$13.63
132-12		PACEMARK 4410	\$40.22	\$44.25	\$52.29
132-12		PACEMARK 4410 NETWORK	\$44.69	\$49.16	\$58.10
132-12		OKICOLOR 8	\$44.65	\$49.12	\$58.05
132-12		OKICOLOR 8N	\$51.43	\$56.57	\$66.86
132-12	LASER	OL800	\$7.23	\$7.96	\$9.40
132-12		OL810	\$8.09	\$8.90	\$10.51
132-12		OL830	\$8.90	\$9.79	\$11.57
132-12		OL850	\$10.53	\$11.58	\$13.68
132-12		OL400E	\$5.65	\$6.21	\$7.34
132-12		OL410E	\$5.65	\$6.21	\$7.34
132-12		DOC IT 3000	\$10.53	\$11.58	\$13.68
132-12		DOC IT 4000	\$11.34	\$12.47	\$14.74

**PANASONIC**

132-12	DOTMATRIX PRINTERS	KX-P3123	\$2.60	\$2.86	\$3.38
132-12		KX-P1695	\$2.60	\$2.86	\$3.38
132-12		KX-P2023	\$2.60	\$2.86	\$3.38
132-12		KX-P2123	\$2.60	\$2.86	\$3.38
132-12		KX-P2124	\$2.60	\$2.86	\$3.38
132-12		KX-P1624	\$2.60	\$2.86	\$3.38



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		KX-P1654	\$2.60	\$2.86	\$3.38
132-12		KX-P2624	\$2.60	\$2.86	\$3.38
132-12		KX-P3624	\$2.60	\$2.86	\$3.38
132-12		KX-P1150	\$2.60	\$2.86	\$3.38
132-12		KX-P2130	\$2.60	\$2.86	\$3.38
132-12		KX-P2135	\$2.60	\$2.86	\$3.38
132-12		KX-P3124	\$2.71	\$2.98	\$3.52
132-12		KX-P3626	\$7.04	\$7.75	\$9.16
132-12		KX-P3696	\$7.18	\$7.90	\$9.33
132-12		KX-P5400	\$6.06	\$6.66	\$7.87
132-12		KX-P4400	\$4.43	\$4.87	\$5.76
132-12		KX-P5400M1	\$6.06	\$6.66	\$7.87
132-12		KX-P4410	\$4.43	\$4.87	\$5.76
132-12		KX-P4430	\$5.24	\$5.77	\$6.82
132-12		KX-P4455	\$15.36	\$16.90	\$19.97
132-12		KX-P5410	\$7.68	\$8.45	\$9.99
132-12		KX-P4440	\$8.46	\$9.31	\$11.00
132-12		KX-P8420DX	\$47.35	\$52.08	\$61.55
132-12		KX-P8420LX	\$59.54	\$65.50	\$77.40
132-12		KX-P8420EX	\$67.67	\$74.44	\$87.97
132-12	MONITORS	E70I 17"	\$3.37	\$3.71	\$4.39
132-12		SL75 17"	\$5.13	\$5.65	\$6.67
132-12		PL70I 17"	\$7.44	\$8.18	\$9.67
132-12		SL90I	\$8.79	\$9.67	\$11.43
132-12		E110I 21"	\$13.53	\$14.89	\$17.59
132-12		S110I 21"	\$13.82	\$15.20	\$17.96
132-12		P110I 21"	\$14.21	\$15.63	\$18.47
132-12		LC50SG 15"	\$19.63	\$21.59	\$25.52
132-12	WHITE BOARDS	KX-B430	\$15.54	\$17.09	\$20.20
132-12		KX-B530	\$20.15	\$22.16	\$26.19
132-12		KX-B630	\$24.36	\$26.79	\$31.67
132-12		KX-B730	\$27.58	\$30.34	\$35.86
<b><u>QMS</u></b>					
132-12	PRINTERS	MAGICOLOR2	\$17.60	\$19.36	\$22.88
132-12		MAGICOLOR2 DUPLEX	\$29.79	\$32.77	\$38.73
132-12		MAGICOLOR 2+ CXE	\$29.79	\$32.77	\$38.73
132-12		MAGICOLOR 2+ GXE	\$37.92	\$41.71	\$49.30
132-12		MAGICOLOR2+ EXD	\$54.18	\$59.59	\$70.43
132-12		MAGICOLOR 6100N	\$58.24	\$64.07	\$75.71



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		MAGICOLOR 6100GN	\$71.79	\$78.97	\$93.33
132-12		MAGICOLOR 6100EN	\$81.27	\$89.40	\$105.65
132-12		MAGICOLOR 6100DP	\$108.37	\$119.20	\$140.88
132-12		QMS 2060	\$46.05	\$50.65	\$59.86
132-12		QMS 3260	\$56.89	\$62.58	\$73.95
132-12		QMS 4032	\$63.66	\$70.03	\$82.76
132-12		QMS MCX1 WITH TONER	\$333.27	\$366.60	\$433.25
132-12		QMS MCX1 WITHOUT TONER	\$268.24	\$295.07	\$348.72

**RADIUS**

132-12	MONITORS	PIVOT 14"	\$2.76	\$3.04	\$3.59
132-12		MULTISYNC COLOR 17"	\$4.80	\$5.28	\$6.23
132-12		MULTISYNC COLOR 20"	\$7.86	\$8.65	\$10.22
132-12		MULTISYNC COLOR 21"	\$10.26	\$11.28	\$13.34

**SAMSUNG**

132-12	PRINTERS	MJ-4500C MULTI-FUNCTION	\$3.74	\$4.11	\$4.86
132-12		QUICKLASER 6000	\$5.18	\$5.69	\$6.73
132-12		QUICKLASER 6050	\$4.21	\$4.63	\$5.48
132-12		QUICKLASER 6100	\$6.50	\$7.15	\$8.45
132-12		QUICKLASER 7050	\$10.31	\$11.34	\$13.40
132-12		QUICKLASER 7050N	\$11.87	\$13.05	\$15.43

132-12	MONITORS	SYNCMaster 570S TFT 15"	\$11.50	\$12.65	\$14.95
132-12		SYNCMaster 570P+	\$19.09	\$21.00	\$24.82
132-12		SYNCMaster 750S 17"	\$4.32	\$4.75	\$5.62
132-12		SYNCMaster 770 TFT	\$34.67	\$38.14	\$45.07
132-12		SYNCMaster 950P 19"	\$4.73	\$5.20	\$6.15
132-12		SYNCMaster 1100P PNP	\$13.87	\$15.26	\$18.03
132-12		SYNCMaster 1100P+	\$14.75	\$16.23	\$19.18
132-12		SYNCMaster 15"	\$14.75	\$16.23	\$19.18

**SONY**

132-12	NOTEBOOKS	VAIO PCG-F430	\$22.26	\$24.48	\$28.93
132-12		VAIO PCG-C1XS	\$22.26	\$24.48	\$28.93
132-12		VAIO PCG-F450	\$24.19	\$26.61	\$31.45
132-12		VAIO PCG-Z505HE	\$24.19	\$26.61	\$31.45
132-12		VAIO PCG-Z505HS	\$29.03	\$31.93	\$37.74



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		VAIO PCG-F480	\$31.93	\$35.13	\$41.51
132-12		VAIO PCG-XG18	\$33.87	\$37.26	\$44.03
132-12		VAIO PCG-F490	\$36.77	\$40.45	\$47.80
132-12		VAIO PCG-XG19	\$38.71	\$42.58	\$50.32
132-12		VAIO PCV-R539DS	\$22.74	\$25.01	\$29.56
132-12		VAIO PCV-L630 W/ETHERNET	\$26.61	\$29.27	\$34.59

132-12	MONITORS	MULTISCAN CPD-E100	\$2.71	\$2.98	\$3.52
132-12		MULTISCAN CPD-100ES/L	\$2.71	\$2.98	\$3.52
132-12		MULTISCAN CPD-G200	\$6.10	\$6.71	\$7.93
132-12		MULTISCAN CPD-420GS	\$7.45	\$8.20	\$9.69
132-12		MULTISCAN CPD-E400	\$8.13	\$8.94	\$10.57
132-12		MULTISCAN CPD-G400	\$8.81	\$9.69	\$11.45
132-12		MULTISCAN CPD-L133	\$12.19	\$13.41	\$15.85
132-12		MULTISCAN CPD-L150	\$13.55	\$14.90	\$17.61
132-12		MULTISCAN CPD-M151	\$13.55	\$14.90	\$17.61
132-12		MULTISCAN CPD-520GS	\$13.55	\$14.90	\$17.61
132-12		MULTISCAN CPD-E500	\$14.90	\$16.39	\$19.37
132-12		MULTISCAN CPD-G500	\$16.26	\$17.88	\$21.13
132-12		MULTISCAN SDM-N50	\$20.32	\$22.35	\$26.42
132-12		MULTISCAN GDM-F500R	\$25.74	\$28.31	\$33.46
132-12		MULTISCAN GDM-W900	\$31.16	\$34.28	\$40.51
132-12		MULTISCAN CPD-L181	\$40.64	\$44.71	\$52.84
132-12		MULTISCAN CPD-L181A	\$40.64	\$44.71	\$52.84
132-12		MULTISCAN CPD-E200/L	\$5.15	\$5.66	\$6.69
132-12		HMD-A200	\$5.42	\$5.96	\$7.04
132-12		HMD-V200/L	\$6.77	\$7.45	\$8.81
132-12		HMD-V200/P	\$6.77	\$7.45	\$8.81
132-12		HMD-A100	\$3.12	\$3.43	\$4.05
132-12		TRINITRON CPD-120VS	\$4.74	\$5.22	\$6.16

**SHARP**

132-12	NOTEBOOKS	ACTIUS PC-A280	\$22.26	\$24.48	\$28.93
132-12		ACTIUS PC-A280-128MB	\$25.16	\$27.68	\$32.71
132-12		ACTIUS PC-A290	\$24.19	\$26.61	\$31.45
132-12		ACTIUS PC-A290-128MB	\$27.10	\$29.80	\$35.22
132-12		ACTIUS PC-A800	\$24.19	\$26.61	\$31.45

**TEKTRONIX**



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12	PRINTERS	PHASER 200E COLOR	\$13.78	\$15.16	\$17.91
132-12		PHASER 480 COLOR	\$115.95	\$127.55	\$150.74
132-12		PHASER 740LN	\$23.64	\$26.00	\$30.73
132-12		PHASER 740N	\$30.41	\$33.46	\$39.54
132-12		PHASER 740P	\$42.68	\$46.94	\$55.48
132-12		PHASER 740DP	\$54.87	\$60.35	\$71.33
132-12		PHASER 740DX	\$65.57	\$72.13	\$85.24
132-12		PHASER Z780N	\$73.63	\$80.99	\$95.72
132-12		PHASER Z780GN	\$89.89	\$98.88	\$116.86
132-12		PHASER Z780P	\$102.22	\$112.44	\$132.88
132-12		PHASER Z850N	\$38.07	\$41.88	\$49.49
132-12		PHASER Z850DP	\$50.26	\$55.29	\$65.34
132-12		PHASER Z850DX	\$65.50	\$72.05	\$85.15
132-12		PHASER 2201 COLOR	\$26.78	\$29.46	\$34.82
132-12		PHASER III COLOR	\$38.16	\$41.98	\$49.61
132-12	LASER	350	\$29.26	\$32.19	\$38.04
132-12		560 COLOR	\$61.40	\$67.54	\$79.82
132-12		740	\$45.52	\$50.07	\$59.18
132-12	INKJET	PHASER II PXI COLOR	\$26.78	\$29.46	\$34.82
132-12		PHASER 3001 COLOR	\$35.50	\$39.05	\$46.15
<b><u>TOSHIBA</u></b>					
132-12	WORKSTATIONS	V3100 58CS0	\$9.10	\$10.01	\$11.83
132-12		V3100 18CLO	\$9.43	\$10.38	\$12.27
132-12		V2100 96CLO	\$9.66	\$10.62	\$12.55
132-12		EQUIUM 7100 6F440	\$10.21	\$11.23	\$13.27
132-12		EQUIUM 7100 6P440	\$11.04	\$12.15	\$14.35
132-12		EQUIUM 7100 HT440	\$12.38	\$13.61	\$16.09
132-12		EQUIUM 7100 KWL41	\$13.33	\$14.66	\$17.32
132-12		EQUIUM 7100 PYL41	\$16.02	\$17.63	\$20.83
132-12		PORTÉGÉ 3110CT WIN98	\$19.34	\$21.28	\$25.15
132-12		PORTÉGÉ 3110CT NT	\$20.31	\$22.34	\$26.41
132-12		SATELLITE PRO 4260DVD WIN98	\$22.25	\$24.47	\$28.92
132-12		SATELLITE PRO 4260DVD WIN2000	\$23.21	\$25.54	\$30.18
132-12		SATELLITE PRO 4280XDVD	\$25.15	\$27.67	\$32.70
132-12		SATELLITE PRO 4280XDVD NT	\$26.12	\$28.73	\$33.95



**MONTHLY MAINTENANCE COST (RETURN TO DEPOT)**

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		SATELLITE PRO 4280ZDVD WIN98	\$27.09	\$29.79	\$35.21
132-12		SATELLITE PRO 4280ZDVD WIN2000	\$28.05	\$30.86	\$36.47
132-12		PORTÉGÉ 7020CT WIN98	\$29.99	\$32.99	\$38.99
132-12		PORTÉGÉ 7020CT NT	\$30.96	\$34.05	\$40.24
132-12		PORTÉGÉ 7140CT WIN95	\$31.92	\$35.12	\$41.50
132-12		PORTÉGÉ 7140CT WIN98	\$31.92	\$35.12	\$41.50
132-12		PORTÉGÉ 7140CT NT	\$32.89	\$36.18	\$42.76
132-12		PORTÉGÉ 7200CT WIN95	\$35.79	\$39.37	\$46.53
132-12		PORTÉGÉ 7200CT WIN98	\$35.79	\$39.37	\$46.53
132-12		PORTÉGÉ 7200CT NT	\$36.76	\$40.44	\$47.79
132-12	MONITORS	TEKBRIGHT 50D	\$17.60	\$19.36	\$22.88
132-12		TEKBRIGHT 510V	\$2.43	\$2.67	\$3.15
132-12		TEKBRIGHT 710V	\$4.05	\$4.46	\$5.27
132-12		TEKBRIGHT 700P	\$6.23	\$6.86	\$8.10
132-12		AUTOSCAN DP782M	\$8.12	\$8.93	\$10.55
132-12	PORTABLE	486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12		PENTIUM	\$12.97	\$14.26	\$16.85
132-12	NOTEBOOKS	486SX	\$10.93	\$12.03	\$14.21
132-12		486DX	\$11.75	\$12.92	\$15.27
132-12		486SX COLOR	\$11.34	\$12.47	\$14.74
132-12		486DX COLOR	\$12.15	\$13.37	\$15.80
132-12		PENTIUM 133	\$16.94	\$18.64	\$22.03
132-12		SATELLITE 1555CDS	\$10.15	\$11.17	\$13.20
132-12		SATELLITE 1605CDS	\$11.60	\$12.76	\$15.08
132-12		SATELLITE 1625CDT	\$15.47	\$17.02	\$20.12
132-12		SATELLITE 2065CDS	\$10.63	\$11.70	\$13.83
132-12		SATELLITE 2105CDS	\$11.60	\$12.76	\$15.08
132-12		SATELLITE 2595CDT	\$16.44	\$18.09	\$21.37
132-12		SATELLITE 2595CDS	\$13.54	\$14.89	\$17.60
132-12		SATELLITE 2595 XDVD	\$19.34	\$21.28	\$25.15
132-12		SATELLITE 2615DVD	\$17.41	\$19.15	\$22.63
132-12		SATELLITE 2655XDVD	\$20.31	\$22.34	\$26.41
132-12		TECRA 8100 SERIES 00953	\$29.02	\$31.92	\$37.73
132-12		TECRA 8000 SERIES KB51	\$29.99	\$32.99	\$38.99
132-12		TECRA 8100 SERIES 11953	\$30.96	\$34.05	\$40.24
132-12		TECRA 8000 SERIES 4B51	\$31.92	\$35.12	\$41.50



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		TECRA 8000 SERIES PB72	\$38.70	\$42.57	\$50.31
132-12		TECRA 8100 SERIES 13CF3	\$40.63	\$44.70	\$52.82
132-12	SUBNOTEBOOKS	486SX	\$9.31	\$10.24	\$12.10
132-12		486DX	\$10.93	\$12.03	\$14.21

**UNISYS**

132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$9.43	\$10.37	\$12.26
	LAPTOPS/NOTEBOOKS/ PORTABLES				
132-12		486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12	PRINTERS	LASER AP 9210-PK1	\$13.49	\$14.84	\$17.54
132-12		LASER PRINTER 16PPM	\$16.18	\$17.79	\$21.03
132-12		LASER PRINTER AP 1357	\$13.41	\$14.75	\$17.44

**VIEWSONIC**

132-12	MONITORS	A50 15"	\$1.86	\$2.04	\$2.41
132-12		E40 14"	\$1.86	\$2.04	\$2.41
132-12		E651 15"	\$2.11	\$2.32	\$2.75
132-12		E655 15"	\$2.30	\$2.53	\$2.99
132-12		E771 17"	\$3.12	\$3.43	\$4.05
132-12		E773 17"	\$3.66	\$4.02	\$4.76
132-12		EF70 17"	\$3.79	\$4.17	\$4.93
132-12		G655 15"	\$2.57	\$2.83	\$3.35
132-12		G773 17"	\$3.77	\$4.14	\$4.90
132-12		G810 21"	\$10.84	\$11.92	\$14.09
132-12		GS771 17"	\$4.06	\$4.47	\$5.28
132-12		GS773 17"	\$4.44	\$4.89	\$5.78
132-12		GS790 19"	\$6.10	\$6.71	\$7.93
132-12		M50 15"	\$2.56	\$2.82	\$3.33
132-12		M70 17"	\$3.25	\$3.58	\$4.23
132-12		M70B 17"	\$4.06	\$4.47	\$5.28



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		Q41 14"	\$1.86	\$2.04	\$2.41
132-12		Q51 15"	\$2.14	\$2.35	\$2.78
132-12		Q55 15"	\$2.15	\$2.37	\$2.80
132-12		Q71 17"	\$2.95	\$3.25	\$3.84
132-12		Q75 17"	\$4.06	\$4.47	\$5.28
132-12		Q95 19"	\$5.27	\$5.80	\$6.85
132-12		Q115 21"	\$9.44	\$10.39	\$12.28
132-12		4E 14"	\$1.95	\$2.15	\$2.54
132-12		14E 14"	\$1.95	\$2.15	\$2.54
132-12		6E 14"	\$2.03	\$2.24	\$2.64
132-12		PS775 17"	\$4.46	\$4.90	\$5.79
132-12		PF775 17"	\$4.55	\$5.01	\$5.92
132-12		15E 15"	\$2.36	\$2.59	\$3.06
132-12		E790 19"	\$4.88	\$5.36	\$6.34
132-12		15EX 15"	\$2.53	\$2.78	\$3.28
132-12		E790B 19"	\$5.28	\$5.81	\$6.87
132-12		15PS 15"	\$2.76	\$3.04	\$3.59
132-12		PF790 19"	\$6.37	\$7.00	\$8.28
132-12		PS790 19"	\$7.04	\$7.75	\$9.16
132-12		17E 17"	\$3.98	\$4.38	\$5.18
132-12		17G 17"	\$3.98	\$4.38	\$5.18
132-12		PF795 19"	\$8.09	\$8.90	\$10.51
132-12		17PS 17"	\$4.39	\$4.83	\$5.71
132-12		P810 21"	\$10.84	\$11.92	\$14.09
132-12		P815 21"	\$12.33	\$13.56	\$16.03
132-12		PF815 22"	\$12.60	\$13.86	\$16.38
132-12		VE150 15" FLAT SCREEN	\$12.60	\$13.86	\$16.38
132-12		V115T 21"	\$13.28	\$14.60	\$17.26
132-12		PT813 21"	\$13.82	\$15.20	\$17.96
132-12		L700 15" FLAT SCREEN	\$13.82	\$15.20	\$17.96
		VP150 VIEW PANEL 15"			
132-12		FLAT SCREEN	\$13.94	\$15.33	\$18.12
132-12		20PS 20"	\$7.04	\$7.75	\$9.16
		VE150 BLACK 15" FLAT			
132-12		SCREEN	\$14.21	\$15.63	\$18.47
		VPD150 VIEWPANEL 15"			
132-12		FLAT SCREEN	\$14.48	\$15.93	\$18.83
132-12		VG150 15" FLAT SCREEN	\$14.50	\$15.95	\$18.84
		VPA 150 15" FLAT MONITOR			
132-12		21PS 21"	\$15.17	\$16.69	\$19.73
132-12		VP151 15" FLAT SCREEN	\$9.45	\$10.39	\$12.28
132-12		VP151 15" FLAT SCREEN	\$19.78	\$21.76	\$25.71
132-12		P817 21"	\$20.05	\$22.06	\$26.07



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12		PJL830 PORT PROJECTOR	\$39.83	\$43.81	\$51.78
132-12		VP181 18" FLAT SCREEN	\$40.51	\$44.56	\$52.66
<b><u>WANG</u></b>					
132-12	PCs	PC 280	\$4.84	\$5.32	\$6.29
132-12		PC 381	\$5.24	\$5.77	\$6.82
132-12		PC 382	\$5.24	\$5.77	\$6.82
132-12		PC 386	\$5.65	\$6.21	\$7.34
132-12		PC 4230	\$5.24	\$5.77	\$6.82
132-12		PC 4230A	\$5.24	\$5.77	\$6.82
132-12		PC 3/20	\$4.02	\$4.43	\$5.23
132-12		PC S3-2	\$5.24	\$5.77	\$6.82
132-12		PC XC2-2	\$5.24	\$5.77	\$6.82
132-12		PC XC3-2	\$5.24	\$5.77	\$6.82
132-12		PC XC4-2	\$5.24	\$5.77	\$6.82
132-12		PC 240-3	\$5.24	\$5.77	\$6.82
132-12		PC 250\16	\$5.24	\$5.77	\$6.82
132-12	MONITORS	1403	\$1.95	\$2.15	\$2.54
132-12		1410	\$1.95	\$2.15	\$2.54
132-12		260-M	\$1.63	\$1.79	\$2.11
132-12		1403	\$1.95	\$2.15	\$2.54
132-12		1413	\$2.36	\$2.59	\$3.06
132-12		1450	\$2.36	\$2.59	\$3.06
132-12	LAPTOPS/NOTEBOOKS/ PORTABLES	WINBOOK FX P-166	\$14.64	\$16.11	\$19.04
<b><u>WYSE</u></b>					
132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		WINTERM 3320SE 16MB	\$6.77	\$7.45	\$8.81
132-12		WINTERM 3320SE 32MB	\$7.26	\$7.98	\$9.43
132-12		WINTERM 3350SE	\$7.74	\$8.52	\$10.06
132-12		WINTERM 3360SE	\$8.23	\$9.05	\$10.69
132-12		WINTERM 8360SE	\$9.68	\$10.64	\$12.58
132-12		WINTERM 3720SE 16MB	\$9.68	\$10.64	\$12.58
132-12		WINTERM 3720SE 32MB	\$10.05	\$11.06	\$13.07
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		PENTIUM	\$8.90	\$9.79	\$11.57



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$9.43	\$10.37	\$12.26
LAPTOPS/NOTEBOOKS/ PORTABLES					
132-12		486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12	MONITORS	WY-550 14" MONO	\$1.63	\$1.79	\$2.11
132-12		WY-19M 19" MONO	\$4.39	\$4.83	\$5.71
132-12		WM-17M 17" MONO	\$3.58	\$3.93	\$4.65
132-12		WY-559 14" MONO VGA	\$1.63	\$1.79	\$2.11
132-12		WY-655 14" IBM PC VGA	\$1.95	\$2.15	\$2.54
132-12		WY-655ES 14" IBM PC VGA	\$1.95	\$2.15	\$2.54
132-12		WY-15c 15" COLOR	\$2.36	\$2.59	\$3.06
132-12		WY-50	\$1.95	\$2.15	\$2.54
132-12		WY-55	\$3.69	\$4.06	\$4.80
132-12		WY-60	\$4.37	\$4.81	\$5.68
132-12		WY-65	\$8.66	\$9.52	\$11.25
132-12		WY-75	\$1.95	\$2.15	\$2.54
132-12		WY-85	\$1.95	\$2.15	\$2.54
132-12		WY-99	\$2.36	\$2.59	\$3.06
132-12		WY-150	\$4.06	\$4.47	\$5.28
132-12		WY-160	\$9.96	\$10.95	\$12.94
132-12		WY-185	\$3.83	\$4.21	\$4.98
132-12		WY-285	\$2.36	\$2.59	\$3.06
132-12		WY-325	\$11.58	\$12.74	\$15.06
132-12		WY-350	\$2.36	\$2.59	\$3.06
132-12		WY-370	\$9.68	\$10.65	\$12.58
132-12		WY-520	\$7.59	\$8.35	\$9.86
132-12		15" VGA MULTISYNC	\$2.60	\$2.86	\$3.38
132-12		14" SVGA MULTISYNC	\$2.11	\$2.32	\$2.75
132-12		17" VGA/VESA/MAC	\$3.74	\$4.11	\$4.86
132-12		19" COLOR	\$4.55	\$5.01	\$5.92
<b><u>XEROX</u></b>					
132-12	PRINTERS	DOCUPRINT N2125	\$17.60	\$19.36	\$22.88
132-12		DOCUPRINT N2025	\$21.66	\$23.83	\$28.16
132-12		DOCUPRINT N2825	\$25.73	\$28.30	\$33.45
132-12		DOCUPRINT N3225	\$33.18	\$36.50	\$43.13
132-12		DOCUPRINT N4025	\$39.95	\$43.95	\$51.94



## MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
<b><u>ZENITH</u></b>					
132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12	NOTEBOOKS	486SX	\$10.53	\$11.58	\$13.68
132-12		486DX	\$10.93	\$12.03	\$14.21
132-12		486SX COLOR	\$10.93	\$12.03	\$14.21
132-12		486DX COLOR	\$11.75	\$12.92	\$15.27
132-12	MONITORS	14" VGA COLOR	\$1.95	\$2.15	\$2.54
132-12		15" SVGA COLOR	\$2.36	\$2.59	\$3.06
132-12		17" ENERGY	\$3.98	\$4.38	\$5.18
132-12		14" VGA ANALOG	\$1.71	\$1.88	\$2.22
<b><u>ZEOS</u></b>					
132-12	WORKSTATIONS	486SX	\$6.46	\$7.11	\$8.40
132-12		486DX	\$7.28	\$8.00	\$9.46
132-12		PENTIUM	\$8.90	\$9.79	\$11.57
132-12	TOWERS	486SX	\$6.99	\$7.69	\$9.09
132-12		486DX	\$7.80	\$8.58	\$10.14
132-12		PENTIUM	\$9.43	\$10.37	\$12.26
132-12	LAPTOPS/NOTEBOOKS/ PORTABLES	486SX	\$10.12	\$11.13	\$13.16
132-12		486DX	\$10.93	\$12.03	\$14.21
<b><u>MISCELLANEOUS</u></b>					
132-12	TEXAS INSTRUMENTS PRINTER	880	\$13.01	\$14.31	\$16.91
132-12	PRINTRONIX	MODEL 60 LPM	\$105.67	\$116.24	\$137.37
132-12	MICROTEK SCANMAKER	MODEL E6	\$14.55	\$16.01	\$18.92



MONTHLY MAINTENANCE COST (RETURN TO DEPOT)

SIN	BRAND NAME	MODEL	8AM-5PM, M-F 4-HR RESPONSE 72-HR TURN- AROUND	8AM-5PM, M-F 2-HR RESPONSE 24-HR TURN- AROUND	7-DAY, 24- HR 2-HR RESPONSE 24-HR TURN- AROUND
132-12	XEROX	4213	\$71.53	\$78.68	\$92.99