CONSUMER PRODUCT SAFETY COMMISSION
DIV OF PROCUREMENT SERVICES
4330 EAST WEST HWY
ROOM 523
BETHESDA MD 20814

TELEDATA COMMUNICATIONS INC
19211 CHELHALL WAY
STE A
GAITHERSBURG MD 20879-4787

Contracting Officer's Representative (COR):
Shawn Battle
Email: sbattle@cpsc.gov
Tel: (301)504-6952

Contractor shall provide installation, configuration of new software and technical training for the staff in accordance with GS-35F-0594R and the attached terms and conditions.

(Use Reverse and/or Attach Additional Sheets as Necessary)

25. ACCOUNTING AND APPROPRIATION DATA
0100A16DSR-2016-9994500000-EXIT002400-311FG0

26. TOTAL AWARD AMOUNT (For Govt. Use Only)
$57,214.00

31c. DATE SIGNED
8/4/2016

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV. 2/2012)
Prescribed by Q3A - FAR (40 CFR) 02.212
<table>
<thead>
<tr>
<th>Item No</th>
<th>S/N</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>P/N: SHO-30125</td>
<td>ECC Web&lt;br&gt;ECC Web License - Version 7 or later - Requires Inbound Voice License</td>
</tr>
<tr>
<td>0002</td>
<td>P/N: SHO-30133</td>
<td>ECC Version 9 Base 10 Package&lt;br&gt;ECC Version 9 Base 10 Package - Includes 10 Agent (inbound voice/callbacks), 30 IVR Port, 1 Supervisor, and 2 group/agent feed licenses</td>
</tr>
<tr>
<td>0003</td>
<td>P/N: SHO-30122</td>
<td>ECC Inbound Voice License&lt;br&gt;ECC Inbound Voice License - Version 7 or later - Add-on 1 agent and 1 IVR Port license.</td>
</tr>
<tr>
<td>0004</td>
<td>P/N: SHO-30127</td>
<td>ECC Supervisor&lt;br&gt;ECC Supervisor License - Version 7 or later</td>
</tr>
<tr>
<td>0005</td>
<td>P/N: SHO-30124</td>
<td>ECC Email&lt;br&gt;ECC Email License - Version 7 or later - Requires Continued ...</td>
</tr>
</tbody>
</table>

**Notes:**
- Quantity in Column 21 has been received, inspected, and accepted, and conforms to the contract, except as noted.
- Signature of Authorized Government Representative: [Signature]
- Date: [Date]
- Printed Name and Title of Authorized Government Representative: [Name]

**Ship Information:**
- Ship Number: [Ship Number]
- Voucher Number: [Voucher Number]
- Amount Verified Correct For: [Amount]
- Payment: [Payment]
- Check Number: [Check Number]

**Account Information:**
- Account Number: [Account Number]
- Voucher Number: [Voucher Number]
- Paid By: [Paid By]

**Other Information:**
- Received by: [Received by]
- Received at: [Received at]
- Date of Rec'd: [Date of Rec'd]
- Total Containers: [Total Containers]
<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0006</td>
<td></td>
<td>EA</td>
<td>26,725.00</td>
<td>26,725.00</td>
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<tr>
<td>P/N: Reglbr</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Inbound Voice License</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact Center Implementation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Remote Discovery, Project Management and Onsite Programming)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0007</td>
<td></td>
<td>LO</td>
<td>5,510.00</td>
<td>5,510.00</td>
</tr>
<tr>
<td>P/N: Reglbr</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training: Agents 20 @ $99.00/ Supervisors 10 @ $195.00/ Admins 2 @ $790.00 = $5,510.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The total amount of award: $57,214.00. The obligation for this award is shown in box 26.
LCIA CONTRACTOR'S NOTE

Deliveries and/or shipments shall not be left at the Loading Dock. All deliveries shall be considered “inside deliveries” to the appropriate room at the Consumer Product Safety Commission (CPSC) and in accordance with the instructions below. When scheduling deliveries the purchase order number shall always be referenced and all packages shall clearly display the Purchase Order Number on the outside of the cartons and/or packages, to include the packing slip.

ATTENTION GOVERNMENT VENDOR

A. DELIVERY INSTRUCTIONS:

1. DELIVERY INSTRUCTIONS FOR LARGE OR HEAVY ITEMS:

   If the shipment or item being delivered requires use of a loading dock, advance notification is required. The contractor shall contact the Shipping and Receiving Coordinator at 301-892-0586 or Constantia Demas (301) 504-7544 forty-eight (48) hours in advance of the date the items are to arrive to schedule use of the loading dock.

LOADING DOCK HOURS OF OPERATION:

9:00 am to 11:00 am or 1:30 pm to 4:00 pm
Monday through Friday (except holidays)

Please notify contact person if there is a change in the delivery date. For changes, delays, or assistance please contact CPSC as follows:

Facilities Management Support Services (301) 504-7091 and

The COR – Tamatha Brigham (301) 504-7501

Upon arrival, the driver should contact the CPSC Guard, 301-504-7721, at the loading dock to obtain assistance in using freight elevators and to gain access to CPSC security areas.

2. DELIVERY INSTRUCTION FOR SMALL ITEMS

When delivering or shipping small items, the contractor and/or carrier service shall report to the 4th floor lobby, North Tower, 4330 East West Highway, to sign in with the CPSC guard. Upon completion of signing in, the contractor shall deliver all shipments to the Mail Room, Room 410. After delivery, delivery personnel shall promptly depart the building.
MAIL ROOM HOURS OF OPERATION:

Monday through Friday (except holidays) – 7:30 am to 5:00 pm

B. BILLING INSTRUCTIONS

Pursuant to the Prompt Payment Act (P.L. 97-177) and the Prompt Payment Act Amendments of 1988 (P.L. 100-496) all Federal agencies are required to pay their bills on time, pay interest penalties when payments are made late, and to take discounts only when payments are made within the discount period. To assure compliance with the Act, vouchers and/or invoices shall be submitted on any acceptable invoice form which meets the criteria listed below. Examples of government vouchers that may be used are the Public Vouchers for Purchase and Services Other Than Personal, SF 1034, and Continuation Sheet, SF 1035. At a minimum, each invoice shall include:

1. The name and address of the business concern (and separate remittance address, if applicable).

2. Do NOT include Taxpayer Identification Number (TIN) on invoices sent via e-mail.

3. Invoice date.

4. Invoice number.

5. The contract or purchase order number (see block 2 of OF347 and block 4 of SF1449 on page 1 of this order), or other authorization for delivery of goods or services.

6. Description, price and quantity of goods or services actually delivered or rendered.

7. Shipping cost terms (if applicable).

8. Payment terms.

9. Other substantiating documentation or information as specified in the contract or purchase order.

10. Name, title, phone number and mailing address of responsible official to be notified in the event of a deficient invoice.

ORIGINAL VOUCHERS/INVOICES SHALL BE SENT TO:

U.S. Mail
Enterprise Service Center, c/o CPSC, Accounts Payable Branch, AMZ-160
PO Box 25710
Oklahoma City, Ok. 73125
FEDEX
Enterprise Service Center, c/o CPSC, Accounts Payable Branch, AMZ-160
6500 S. MacArthur Blvd.
Oklahoma City, Ok. 73169

OR

Via email to:

9-AMC-AMZ-CPSC-Accounts-Payable@faa.gov

Invoices not submitted in accordance with the above stated minimum requirements will not be processed for payment. Deficient invoices will be returned to the vendor within seven days or sooner. Standard forms 1034 and 1035 will be furnished by CPSC upon request of the contractor.

Inquiries regarding payment should be directed to the Enterprise Service Center (ESC), Office of Financial Operations, Federal Aviation Administration (FAA) in Oklahoma City, 405-954-1693.

C. PAYMENT

Payment will be made as close as possible to, but not later than, the 30th day after receipt of a proper invoice as defined in “Billing Instructions,” except as follows:

When a time discount is taken, payment will be made as close as possible to, but not later than, the discount date. Discounts will be taken whenever economically justified. Otherwise, late payments will include interest penalty payments. Inquiries regarding payment should be directed to Caleb Pierce at 405-954-1693 or at the U.S. Mail and Fedex addresses listed above:

Complaints related to the late payment of an invoice should be directed to Ricky Woods at the same the same address (above) or 405-954-5351.

Customer Service inquiries may be directed to Adriane Clark at AClark@cpsc.gov.

D. INSPECTION & ACCEPTANCE PERIOD

Unless otherwise stated in the Statement of Work or Description, the Commission will ordinarily inspect all materials/services within seven (7) working days after the date of receipt. The CPSC representative responsible for inspecting the materials/services will transmit disapproval, if appropriate, to the contractor and the contract specialist listed below. If other inspection information is provided in the Statement of Work or Description, it is controlling.
E. ALL OTHER INFORMATION RELATING TO THE PURCHASE ORDER

Contact: Renita Smith at (301) 504-7045

F. PROCESSING INSTRUCTIONS FOR REQUESTING OFFICES

The Purchase Order/Receiving Report (Optional Form 347 or Standard Form 1449) must be completed at the time the ordered goods or services are received. Upon receipt of the goods or services ordered, each item should be inspected, accepted (partial or final) or rejected. The Purchase Order/Receiving Report must be appropriately completed, signed and dated by the authorized receiving official. In addition, the acceptance block shall be completed (Blocks 32 a, b & c on the SF 1449 and column G and page 2 of the OF 347). The receiving report shall be retained by the requesting office for confirmation when certifying invoices.

G. PROPERTY/EQUIPMENT PURCHASES

In the case of Purchase Orders/Receiving Reports involving the purchase and receipt of property/equipment, a copy of the Purchase Order/Receiving Report must also be immediately forwarded directly to the Property Management Officer (Constantia Demas) in the Facilities Management Support Services Branch (Room 425). The transmittal of Purchase Orders/Receiving Reports to the property management officer is critical to the integrity and operation of CPSC's Property Management System. Receiving officials should also forward copies to their local property officer/property custodian consistent with local office procedures.

LC 6 Contractor Use of CPSC Information Technology (IT) Resources

a. As identified under sections of the statement of work pertaining to Government furnished materials and equipment, the contractor is to be furnished certain CPSC IT resources. Access will be granted to Contractor employees from time to time during contract performance and will be limited to those Contractor employees specified in advance. In addition, the use of CPSC IT facilities, equipment or other resources by Contractor personnel shall be limited to performance of the work described in the contract.

b. Prior to utilizing any CPSC IT resources, the Contractor shall contact the Director of the Information Technology Division and provide an estimate (written if requested) of the amount of resources to be required and shall request that a time be scheduled for use of the resources. In the event of any scheduling conflict between CPSC contract work and in-house CPSC work, the CPSC in-house work shall take precedence unless otherwise specified by the Director of the Information Technology Division.