

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE J	PAGE OF PAGES 1 4
2. AMENDMENT/MODIFICATION NO. P00016	3. EFFECTIVE DATE See Block 16C.	4. REQUISITION/PURCHASE REQ. NO. N/A	5. PROJECT NO. (If applicable) RFID	
6. ISSUED BY US Army CECOM Acquisition Center- Washington ATTN: AMSEL-AC-WA-C (G. Whitfield (703) 325-3346) 2461 Eisenhower Avenue Alexandria, Virginia 22331-0700 (e-mail: gwhitf@hoffman-issaa2.army.mil)		7. ADMINISTERED BY (If other than Item 6) DCAMO San Francisco 1265 Borregas Avenue Sunnyvale, California 94089	CODE S0507A	
8. NAME AND ADDRESS OF CONTRACTOR SAVI Technology 450 National Avenue Mountain View, California 94043-2238			(✓) 9A. AMENDMENT OF SOLICITATION NO.	
			9B. DATED (SEE ITEM 11)	
			X 10A. MODIFICATION OF CONTRACT/ORDER NO. DAAB07-97-D-V007	
CODE 0J463 FACILITY CODE			10B. DATED (SEE ITEM 13) 8 August 1997	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 3 and 15, and returning ___ copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

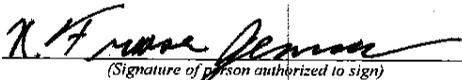
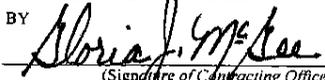
(✓) A.	THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
B.	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
X C.	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Part C-1(c), Changes.
D.	OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ___ is not, X is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Pages 2 through 4.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) R. Fraser Jennings, RFID Program Mgr		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) GLORIA J. McGEE, Contracting Officer (703) 325-2927 e-mail: gmcgee@hoffman-issaa2.army.mil	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 10/13/99	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 14 Oct 1999

a. The purpose of this modification is to increase the limit on software development services and add five addition labor categories and SLINs for performance of Technical Engineering Services at the Government and Contractor’s site.

b. The following SLINs are added to Part B-1:

	Technical Engineering Services	QTY	UNIT	2038XX	3038XX	4038XX	5038XX
X038				OY 2	OY 3	OY4	OY 5
	Performance at Government Site						
X038AN	Program Manager	1	HR	\$120	\$120	\$125	\$130
X038AP	Senior Systems Engineer	1	HR	\$100	\$100	\$104	\$108
X038AQ	Senior Software Systems Engineer	1	HR	\$113	\$113	\$118	\$123
X038AR	Senior Field Engineer	1	HR	\$92	\$92	\$96	\$100
X038AS	Technical Writer	1	HR	\$76	\$76	\$79	\$82
	Performance at Contractor Site						
X038BA	Project Manager	1	HR	\$110	\$110	\$114	\$119
X038BB	Senior Information Systems Engineer	1	HR	\$119	\$119	\$124	\$129
X038BC	Senior Programmer	1	HR	\$105	\$105	\$109	\$113
X038BD	Systems Analyst	1	HR	\$97	\$97	\$101	\$105
X038BE	Software Systems Designer	1	HR	\$99	\$99	\$103	\$107
X038BF	Programmer/Analyst	1	HR	\$91	\$91	\$95	\$99
X038BG	Junior Programmer	1	HR	\$72	\$72	\$75	\$78
X038BH	Systems Engineer	1	HR	\$80	\$80	\$83	\$86
X038BJ	Data Comm/Network Specialist	1	HR	\$63	\$63	\$66	\$69
X038BK	RF Technical Radio Specialist	1	HR	\$72	\$72	\$75	\$78
X038BN	Program Manager	1	HR	\$126	\$126	\$131	\$136
X038BP	Senior Systems Engineer	1	HR	\$105	\$105	\$109	\$113
X038BQ	Senior Software Systems Engineer	1	HR	\$119	\$119	\$124	\$129
X038BR	Senior Field Engineer	1	HR	\$97	\$97	\$101	\$105
X038BS	Technical Writer	1	HR	\$80	\$80	\$83	\$86

c. Part D-1, Paragraph 11, General, is changed to read:

The Contractor shall provide ~~on-site~~ Technical Engineering Services on-site at various Government sites and at the Contractor’s site as specified on the Task Order. . . .

d. Part D-1, Paragraph 11.2, Software Development Services is changed to read:

. . . RFID Software Development Services shall be limited to ~~10,000~~ 20,000 lines of code per application. Services include new software development, which may include translation of existing Government code that has been determined necessary to ensure operation of the system.

e. The following paragraph is added to Part D-1:

11.4 CONTRACT SUPPORT PERSONNEL.

All personnel performing on this contract under the following labor categories shall meet the minimum qualifications described in this paragraph.

11.4.1 Program Manager.

The Program Manager shall serve as primary manager of large projects and shall be responsible for management, performance, and completion of major projects. The Program Manager shall be responsible for formulating and enforcing work standards, assigning schedules, and reviewing work. The Program Manager shall be the customer's primary point of contact. The Program Manager shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of ten years experience in a field pertinent to this Contract.

11.4.2 Senior Systems Engineer.

The Senior Systems Engineer shall be responsible for the total system development and integration effort. The Senior Systems Engineer shall provide technical direction for personnel performing technical engineering services including site survey, component integration, installation and de-installation, and systems integration. The Senior Systems Engineering shall provide guidance to the Systems Engineer. The Senior Systems Engineer shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of three years experience in a field pertinent to this Contract.

11.4.3 Senior Software Systems Engineer.

The Senior Software Systems Engineer shall provide complex programming support. The Senior Software Systems Engineer shall be responsible for designing, developing, and troubleshooting complex applications. The Senior Software Systems Engineer shall perform modeling simulation and analysis in designing operating systems utilities. The Senior Software Systems Engineer shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of five years experience in a field pertinent to this Contract.

11.4.4 Senior Field Engineer.

The Senior Field Engineer shall be responsible for providing on-site technical services to include site survey, installation and de-installation of equipment, troubleshooting, and following established testing procedures to ensure equipment is properly working. The Senior Field Engineer shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of seven years experience in a field pertinent to this Contract.

11.4.5 Technical Writer.

The Technical Writer shall be responsible for development and revision of end user technical documentation (printed manuals and online) for software, hardware, and systems. The Technical Writer shall proofread and mark up draft document products, convert, review, and test online documents for correct operation, content and usability. The Technical Writer shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of four years experience in a field pertinent to this Contract.

f. The following contract replacement pages are attached for incorporation into the contract: Part B-1: Pages 21, 21a, 28, 31, 34, and 35; and Part D-1: Pages 34, 36, 36a, and 36b. Changes are indicated by a bar (|) in the right margin.

g. As a result of this modification the total amount obligated under the contract remains unchanged.

CLIN	DESCRIPTION	OEM	Model No.	QTY	Unit	Unit Price
2037	HELP DESK SERVICES			1	LT	NSP
2038	TECHNICAL ENGINEERING SERVICES					
	PERFORMANCE AT GOVERNMENT SITE					
2038AA	Project Manager			1	HR	\$ 96
2038AB	Senior Information Systems Engineer			1	HR	\$ 107
2038AC	Senior Programmer			1	HR	\$ 77
2038AD	Systems Analyst			1	HR	\$ 87
2038AE	Software Systems Designer			1	HR	\$ 97
2038AF	Programmer/Analyst			1	HR	\$ 63
2038AG	Junior Programmer			1	HR	\$ 45
2038AH	Systems Engineer			1	HR	\$ 71
2038AJ	Data Comm/Network Specialist			1	HR	\$ 58
2038AK	RF Technical Radio Specialist			1	HR	\$ 61
2038AL	Installation Plan			1	EA	NSP
2038AN	Program Manager			1	HR	\$ 120
2038AP	Senior Systems Engineer			1	HR	\$ 100
2038AQ	Senior Software Systems Engineer			1	HR	\$ 113
2038AR	Senior Field Engineer			1	HR	\$ 92
2038AS	Technical Writer			1	HR	\$ 76
	PERFORMANCE AT CONTRACTOR SITE					
2038BA	Project Manager			1	HR	\$ 110
2038BB	Senior Information Systems Engineer			1	HR	\$ 119
2038BC	Senior Programmer			1	HR	\$ 105
2038BD	Systems Analyst			1	HR	\$ 97
2038BE	Software Systems Designer			1	HR	\$ 99
2038BF	Programmer/Analyst			1	HR	\$ 91
2038BG	Junior Programmer			1	HR	\$ 72
2038BH	Systems Engineer			1	HR	\$ 80
2038BJ	Data Comm/Network Specialist			1	HR	\$ 63
2038BK	RF Technical Radio Specialist			1	HR	\$ 72
2038BL	Installation Plan			1	EA	NSP
2038BN	Program Manager			1	HR	\$ 126
2038BP	Senior Systems Engineer			1	HR	\$ 105
2038BQ	Senior Software Systems Engineer			1	HR	\$ 119
2038BR	Senior Field Engineer			1	HR	\$ 97
2038BS	Technical Writer			1	HR	\$ 80
2039	TRAINING					
2039AA	Configuration Overview Training	TI/Savi		1	EA	\$ 2,008
2039AB	Multimedia Training Package Master	TI/Savi		1	EA	\$ 98,000
2039AC	Multimedia Training Package	TI/Savi		1	EA	\$ 48
2039AD	RFID Training Video Master	TI/Savi		1	EA	\$ 75,000
2039AE	RFID Training Video	TI/Savi		1	EA	\$ 39
2039AF	Executive Briefing Video Master	TI/Savi		1	EA	\$ 13,000
2039AG	Executive Briefing Video	TI/Savi		1	EA	\$ 52

CLIN	DESCRIPTION	OEM	Model No.	QTY	Unit	Unit Price
2039AH	Multimedia Training Package Master (includes Retriever Training)	Savi		1	EA	\$ 2,700
2039AJ	RFID Training Video Master (includes Retriever Training)	Savi		1	EA	\$ 2,000
2039AK	Executive Briefing Video Master (includes Retriever Training)	Savi		1	EA	\$ 800
2039AL	Multimedia Training Package Master (includes GateReader 410R Training)	Savi		1	EA	\$ 2,500
2039AM	RFID Training Video Master (includes GateReader 410R Training)	Savi		1	EA	\$ 5,000
2039AN	Executive Briefing Video Master (includes GateReader 410R Training)	Savi		1	EA	\$ 1,500
2039AP	Multimedia Training Package Master (includes SaviReader)	Savi		1	EA	\$ 800
2039AQ	RFID Training Video Master (includes SaviReader)	Savi		1	EA	\$ 1,000
2039AR	Executive Briefing Video Master (includes SaviReader)	Savi		1	EA	\$ 400
2040	TRAVEL					
2040AA	Travel IAW Part C-1-1			1	LT	TDB
2040AB	Per Diem IAW Part C-1-1			1	LT	TBD
2041	INCIDENTAL MATERIALS			1	LT	TBD

CLIN	DESCRIPTION	OEM	Model No.	QTY	Unit	Unit Price
3038AN	Program Manager			1	HR	\$ 120
3038AP	Senior Systems Engineer			1	HR	\$ 100
3038AQ	Senior Software Systems Engineer			1	HR	\$ 113
3038AR	Senior Field Engineer			1	HR	\$ 92
3038AS	Technical Writer			1	HR	\$ 76
	PERFORMANCE AT CONTRACTOR SITE					
3038BA	Project Manager			1	HR	\$ 110
3038BB	Senior Information Systems Engineer			1	HR	\$ 119
3038BC	Senior Programmer			1	HR	\$ 105
3038BD	Systems Analyst			1	HR	\$ 97
3038BE	Software Systems Designer			1	HR	\$ 99
3038BF	Programmer/Analyst			1	HR	\$ 91
3038BG	Junior Programmer			1	HR	\$ 72
3038BH	Systems Engineer			1	HR	\$ 80
3038BJ	Data Comm/Network Specialist			1	HR	\$ 63
3038BK	RF Technical Radio Specialist			1	HR	\$ 72
3038BL	Installation Plan			1	EA	NSP
3038BN	Program Manager			1	HR	\$ 126
3038BP	Senior Systems Engineer			1	HR	\$ 105
3038BQ	Senior Software Systems Engineer			1	HR	\$ 119
3038BR	Senior Field Engineer			1	HR	\$ 97
3038BS	Technical Writer			1	HR	\$ 80
	TRAINING					
3039AA	Configuration Overview Training	TI/Savi		1	EA	\$ 2,108
3039AB	Multimedia Training Package Master	TI/Savi		1	EA	\$ 98,000
3039AC	Multimedia Training Package	TI/Savi		1	EA	\$ 48
3039AD	RFID Training Video Master	TI/Savi		1	EA	\$ 75,000
3039AE	RFID Training Video	TI/Savi		1	EA	\$ 39
3039AF	Executive Briefing Video Master	TI/Savi		1	EA	\$ 13,000
3039AG	Executive Briefing Video	TI/Savi		1	EA	\$ 52
3039AH	Multimedia Training Package Master (includes Retriever Training)	Savi		1	EA	\$ 2,700
3039AJ	RFID Training Video Master (includes Retriever Training)	Savi		1	EA	\$ 2,000
3039AK	Executive Briefing Video Master (includes Retriever Training)	Savi		1	EA	\$ 800
3039AL	Multimedia Training Package Master (includes GateReader 410R Training)	Savi		1	EA	\$ 2,500
3039AM	RFID Training Video Master (includes GateReader 410R Training)	Savi		1	EA	\$ 5,000
3039AN	Executive Briefing Video Master (includes GateReader 410R Training)	Savi		1	EA	\$ 1,500
3039AP	Multimedia Training Package Master (includes SaviReader)	Savi		1	EA	\$ 800
3039AQ	RFID Training Video Master (includes SaviReader)	Savi		1	EA	\$ 1,000
3039AR	Executive Briefing Video Master (includes SaviReader)	Savi		1	EA	\$ 400
	TRAVEL					
3040AA	Travel IAW Part C-1-1			1	LT	TDB
3040AB	Per Diem IAW Part C-1-1			1	LT	TBD
3041	INCIDENTAL MATERIALS			1	LT	TBD

CLIN	DESCRIPTION	OEM	Model No.	QTY	Unit	Unit Price
4038AG	Junior Programmer			1	HR	\$ 46
4038AH	Systems Engineer			1	HR	\$ 74
4038AJ	Data Comm/Network Specialist			1	HR	\$ 59
4038AK	RF Technical Radio Specialist			1	HR	\$ 62
4038AL	Installation Plan			1	EA	NSP
4038AN	Program Manager			1	HR	\$ 125
4038AP	Senior Systems Engineer			1	HR	\$ 104
4038AQ	Senior Software Systems Engineer			1	HR	\$ 118
4038AR	Senior Field Engineer			1	HR	\$ 96
4038AS	Technical Writer			1	HR	\$ 79
	PERFORMANCE AT CONTRACTOR SITE					
4038BA	Project Manager			1	HR	\$ 114
4038BB	Senior Information Systems Engineer			1	HR	\$ 124
4038BC	Senior Programmer			1	HR	\$ 109
4038BD	Systems Analyst			1	HR	\$ 101
4038BE	Software Systems Designer			1	HR	\$ 103
4038BF	Programmer/Analyst			1	HR	\$ 95
4038BG	Junior Programmer			1	HR	\$ 75
4038BH	Systems Engineer			1	HR	\$ 83
4038BJ	Data Comm/Network Specialist			1	HR	\$ 66
4038BK	RF Technical Radio Specialist			1	HR	\$ 75
4038BL	Installation Plan			1	EA	NSP
4038BN	Program Manager			1	HR	\$ 131
4038BP	Senior Systems Engineer			1	HR	\$ 109
4038BQ	Senior Software Systems Engineer			1	HR	\$ 124
4038BR	Senior Field Engineer			1	HR	\$ 101
4038BS	Technical Writer			1	HR	\$ 83
4039	TRAINING					
4039AA	Configuration Overview Training		Ti/Savi	1	EA	\$ 2,214
4039AB	Multimedia Training Package		Ti/Savi	1	EA	\$ 48
4039AC	RFID Training Video Master		Ti/Savi	1	EA	\$ 75,000
4039AD	RFID Training Video		Ti/Savi	1	EA	\$ 39
4039AE	Executive Briefing Video Master		Ti/Savi	1	EA	\$ 13,000
4039AF	Executive Briefing Video		Ti/Savi	1	EA	\$ 52
4039AH	Multimedia Training Package Master (includes Retriever Training)	Savi		1	EA	\$ 2,700
4039AJ	RFID Training Video Master (includes Retriever Training)	Savi		1	EA	\$ 2,000
4039AK	Executive Briefing Video Master (includes Retriever Training)	Savi		1	EA	\$ 800
4039AL	Multimedia Training Package Master (includes GateReader 410R Training)	Savi		1	EA	\$ 2,500
4039AM	RFID Training Video Master (includes GateReader 410R Training)	Savi		1	EA	\$ 5,000
4039AN	Executive Briefing Video Master (includes GateReader 410R Training)	Savi		1	EA	\$ 1,500
4039AP	Multimedia Training Package Master (includes SaviReader)	Savi		1	EA	\$ 800
4039AQ	RFID Training Video Master (includes SaviReader)	Savi		1	EA	\$ 1,000
4039AR	Executive Briefing Video Master (includes SaviReader)	Savi		1	EA	\$ 400
4040	TRAVEL					
4040AA	Travel IAW Part C-1-1			1	LT	TBD
4040AB	Per Diem IAW Part C-1-1			1	LT	TBD
4041	INCIDENTAL MATERIALS			1	LT	TBD

CLIN	DESCRIPTION	OEM	Model No.	QTY	Unit	Unit Price
5038AG	Junior Programmer			1	HR	\$ 47
5038AH	Systems Engineer			1	HR	\$ 76
5038AJ	Data Comm/Network Specialist			1	HR	\$ 59
5038AK	RF Technical Radio Specialist			1	HR	\$ 62
5038AL	Installation Plan			1	EA	NSP
5038AN	Program Manager			1	HR	\$ 130
5038AP	Senior Systems Engineer			1	HR	\$ 108
5038AQ	Senior Software Systems Engineer			1	HR	\$ 123
5038AR	Senior Field Engineer			1	HR	\$ 100
5038AS	Technical Writer			1	HR	\$ 82
	PERFORMANCE AT CONTRACTOR SITE					
5038BA	Project Manager			1	HR	\$ 119
5038BB	Senior Information Systems Engineer			1	HR	\$ 129
5038BC	Senior Programmer			1	HR	\$ 113
5038BD	Systems Analyst			1	HR	\$ 105
5038BE	Software Systems Designer			1	HR	\$ 107
5038BF	Programmer/Analyst			1	HR	\$ 99
5038BG	Junior Programmer			1	HR	\$ 78
5038BH	Systems Engineer			1	HR	\$ 86
5038BJ	Data Comm/Network Specialist			1	HR	\$ 69
5038BK	RF Technical Radio Specialist			1	HR	\$ 78
5038BL	Installation Plan			1	EA	NSP
5038BN	Program Manager			1	HR	\$ 136
5038BP	Senior Systems Engineer			1	HR	\$ 113
5038BQ	Senior Software Systems Engineer			1	HR	\$ 129
5038BR	Senior Field Engineer			1	HR	\$ 105
5038BS	Technical Writer			1	HR	\$ 86
5039	TRAINING					
5039AA	Configuration Overview Training		TI/Savi	1	EA	\$ 2,325
5039AB	Multimedia Training Package		TI/Savi	1	EA	\$ 48
5039AC	RFID Training Video Master		TI/Savi	1	EA	\$ 75,000
5039AD	RFID Training Video		TI/Savi	1	EA	\$ 39
5039AE	Executive Briefing Video Master		TI/Savi	1	EA	\$ 13,000
5039AF	Executive Briefing Video		TI/Savi	1	EA	\$ 52
5039AH	Multimedia Training Package Master	Savi		1	EA	\$ 2,700
	(includes Retriever Training)					
5039AJ	RFID Training Video Master	Savi		1	EA	\$ 2,000
	(includes Retriever Training)					
5039AK	Executive Briefing Video Master	Savi		1	EA	\$ 800
	(includes Retriever Training)					
5039AL	Multimedia Training Package Master	Savi		1	EA	\$ 2,500
	(includes GateReader 410R Training)					
5039AM	RFID Training Video Master	Savi		1	EA	\$ 5,000
	(includes GateReader 410R Training)					
5039AN	Executive Briefing Video Master	Savi		1	EA	\$ 1,500
	(includes GateReader 410R Training)					
5039AP	Multimedia Training Package Master	Savi		1	EA	\$ 800
	(includes SaviReader)					
5039AQ	RFID Training Video Master	Savi		1	EA	\$ 1,000
	(includes SaviReader)					
5039AR	Executive Briefing Video Master	Savi		1	EA	\$ 400
	(includes SaviReader)					

CLIN	DESCRIPTION	OEM	Model No.	QTY	Unit	Unit Price
5040	TRAVEL					
5040AA	Travel IAW Part C-1-1			1	LT	TBD
5040AB	Per Diem IAW Part C-1-1			1	LT	TBD
5041	INCIDENTAL MATERIALS			1	LT	TBD
	MAINTENANCE SUPPORT(MAIL-IN/CARRY-IN)					
5042	Savi Retriever w/Industrial Enclosure					
	CONUS/OCONUS					
5042AA	Monthly Maintenance			1	MO	\$ 63
5042AB	Per Incident			1	EA	\$ 2,700
5043	Savi Retriever w/NEMA Enclosure					
	CONUS/OCONUS					
5043AA	Monthly Maintenance			1	MO	\$ 63
5043AB	Per Incident			1	EA	\$ 1,570
5044	SaviReader 410R, w/RS-485					
	CONUS/OCONUS					
5044AA	Monthly Maintenance			1	MO	\$ 24
5044AB	Per Incident			1	EA	\$ 480
5045	Savi RF Modem Relay					
	CONUS/OCONUS					
5045AA	Monthly Maintenance			1	MO	\$ 38
5045AB	Per Incident			1	EA	\$ 765
5046	Savi GateReader 410R (SR-410GR-021)					
	CONUS/OCONUS					
5046AA	Monthly Maintenance			1	MO	\$ 45
5046AB	Per Incident			1	EA	\$ 807
5047	Savi GateReader 410R (SR-410GR-041)					
	CONUS/OCONUS					
5047AA	Monthly Maintenance			1	MO	\$ 45
5047AB	Per Incident			1	EA	\$ 995
5048	Savi GateReader Sensor (SRA-GR-101 & 102)					
	CONUS/OCONUS					
5048AA	Monthly Maintenance			1	MO	\$ 9
5048AB	Per Incident			1	EA	\$ 160
5049	Savi GateReader Antennas					
	CONUS/OCONUS					
5049AA	Monthly Maintenance			1	MO	\$ 7
5049AB	Per Incident			1	EA	\$ 180
5050	SaviReader 410R					
	CONUS/OCONUS			1	MO	\$ 24
5050AA	Monthly Maintenance			1	EA	\$ 480
5050AB	Per Incident					
5051	Portable Display/Keyboard Kit for SaviRetriever			1	MO	\$ 100
	CONUS/OCONUS					
	Monthly Maintenance					

h. Roll-up summary of individual component failure totals in previous months in the calendar year for trend analysis.

10. HELP DESK.

The Contractor shall provide a Help Desk toll-free telephone service for Government RFID users seeking information regarding Warranty and Maintenance services in both CONUS and OCONUS locations. This service shall include, as a minimum, dissemination of the necessary Contractor addresses and a tracking number for Government return of components for Warranty and Maintenance service. The Help Desk shall be available during the official hours of operation of the geographical area being served by the telephone service. Contractor personnel staffing the Help Desk shall possess sufficient expertise to recommend troubleshooting procedures and possible corrective actions for RFID hardware and software problems, and shall understand and speak fluent English.

11. TECHNICAL ENGINEERING SERVICES.

11.1 GENERAL.

The Contractor shall provide ~~on-site~~ Technical Engineering Services on site at various Government sites and at the Contractor's site as specified on the Task Order. Technical Engineering Services shall include those services required for RFID component integration; site analysis and survey; installation, de-installation, and relocation; problem-solving, including software development; communications; and interfaces with other Government systems; hardware and systems engineering services; systems integration; and, assistance in obtaining host-nation certification and approval for communications equipment, if required. Any cables or adapters not listed in this Contract, or other items and materials required for installation of Contractor-provided components, may be ordered through this Contract in accordance with the provision titled "Incidental Materials" in Part C-1-1.

11.1.1 Response Time.

The Contractor shall provide Technical Engineering Services within the time specified in the Task Order for specific technical services. The on-site locations and objectives of the Technical Engineering Services to be provided shall be stated in the Task Order. Technical Engineering Services shall be ordered by Task Order only.

11.1.2 Contractor Personnel Travel.

Prices for Contractor personnel travel and per diem shall be in accordance with the provision titled "Travel Expenses" in Part C-1-1.

11.2 SOFTWARE DEVELOPMENT SERVICES.

Software development services shall be limited to development incidental to the RFID related mission that utilizes equipment purchased under this contract. RFID Software Development Services shall be limited to ~~40,000~~ 20,000 lines of code per application. Services include new software development, which may include translation of existing

operational line-of-sight requirements between various components, lighting requirements, site construction requirements, power requirements, cabling requirements, cooling requirements, shipping requirements, and all special requirements that do not fall under normal operating conditions.

11.4 CONTRACT SUPPORT PERSONNEL.

All personnel performing on this contract under the following labor categories shall meet the minimum qualifications described in this paragraph.

11.4.1 Program Manager.

The Program Manager shall serve as primary manager of large projects and shall be responsible for management, performance, and completion of major projects. The Program Manager shall be responsible for formulating and enforcing work standards, assigning schedules, and reviewing work. The Program Manger shall be the customer's primary point of contact. The Program Manager shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of ten years experience in a field pertinent to this Contract.

11.4.2 Senior Systems Engineer.

The Senior Systems Engineer shall be responsible for the total system development and integration effort. The Senior Systems Engineer shall provide technical direction for personnel performing technical engineering services including site survey, component integration, installation and de-installation, and systems integration. The Senior Systems Engineering shall provide guidance to the Systems Engineer. The Senior Systems Engineer shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of three years experience in a field pertinent to this Contract.

11.4.3 Senior Software Systems Engineer.

The Senior Software Systems Engineer shall provide complex programming support. The Senior Software Systems Engineer shall be responsible for designing, developing, and troubleshooting complex applications. The Senior Software Systems Engineer shall perform modeling simulation and analysis in designing operating systems utilities. The Senior Software Systems Engineer shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of five years experience in a field pertinent to this Contract.

11.4.4 Senior Field Engineer.

The Senior Field Engineer shall be responsible for providing on-site technical services to include site survey, installation and de-installation of equipment, troubleshooting, and following established testing procedures to ensure equipment is properly working. The Senior Field Engineer shall possess at least a Bachelor's degree from an accredited

college or university, or shall have a minimum of seven years experience in a field pertinent to this Contract.

11.4.5 Technical Writer.

The Technical Writer shall be responsible for development and revision of end user technical documentation (printed manuals and online) for software, hardware, and systems. The Technical Writer shall proofread and mark up draft document products, convert, review, and test online documents for correct operation, content and usability. The Technical Writer shall possess at least a Bachelor's degree from an accredited college or university, or shall have a minimum of four years experience in a field pertinent to this

12. DOCUMENTATION REQUIREMENTS.

12.1 GOVERNMENT RIGHTS.

The Government shall have full and unrestricted rights to use and reproduce for its own use all documentation provided under this Contract if the reproduction is in accordance with copyright laws and regulations.

12.2 USER MANUALS.

User Manuals shall be provided with each piece of hardware and software upon delivery. User Manuals shall also be provided as Separately Orderable Items.

13. TRAINING.

13.1 TRAINING COURSES.

The Contractor shall provide the same type courses of instruction as those offered to customers in the private sector. Training course classes shall consist of a maximum of fifteen Government students, and shall instruct the students on how to operate, maintain, repair, and develop unique application software programs for hardware purchased under this Contract. Training shall provide each student adequate information to perform his or her function in the areas of developing and installing hardware and systems software, addressing initial problem diagnostics, performance measurements, system architecture, diagnostic software, and basic component operations.

13.1.1 Target Audiences and Areas.

Target audiences utilizing the training will include technically skilled specialists responsible for supporting and implementing the use of RFID components and end users responsible for operating the Contractor-provided hardware and software. The RFID Configuration Training shall encompass an overview of instruction in the following areas:

a. RFID Configuration Overview (hardware, software, communications). Hardware characteristics and principles of operation, RFID Configuration hierarchy and software components (including the Operating System communication software interfaces), data structures, queues, and internal tables of the Operating System.

b. Hardware and Software Architecture. Communications processing (including protocols), software designs, interfaces, and assembly (Operating System development) language.