

Post-Delivery Support & Warranty Policies

About Prime Source Technologies (PST)

Prime Source Technologies, LLC (PST) puts the Innovative Thinking into IT. Established in 2001 and headquartered in Washington, DC, PST is a minority-owned, CMMI-appraised (Level 3 Development and Services) and ISO-certified (9001, 20000, 27001, and 42001) small business specializing in highly complex mission-critical enterprise-level projects.

PST offers IT program and project management, system and software solutions integration, software development, operations and maintenance (O&M) support, network engineering, cloud migration and mobile solutions to federal government agencies. Leveraging our strategic industry partnerships with Microsoft, Oracle, Esri, AWS and others, we deliver both innovation and value to our clients. Our experienced workforce and Top-Secret Facility Clearance ensure the ability to handle sensitive and classified projects with the utmost security.

Company Information:

- **Name of Company:** Prime Source Technologies, LLC
- **Address:** 1825 K ST NW, Suite 670, Washington, DC 20006
- **Cage Code:** 3AXYO
- **Unique Entity Identifier (UEI):** JJ7ESM1BWCK5
- **Business Size:** Small Business, Minority-Owned
- **SEWP VI Contract No (Cat B):** 80TECH26D1427
- **SEWP VI Contract No (Cat C):** 80TECH26D0336
- **NAICS Code:** 541512 (Computer Systems Design Services)
- **SEWP Program Manager:** Markus Darby | (703) 725-7006 | DarbyM@primesource.com

1. Installation Services

1.1 Availability

Prime Source Technologies (PST) offers professional installation services for all hardware and software solutions purchased under the SEWP VI contract. Installation services include site planning, physical setup, configuration, integration, and initial testing of delivered products.

1.2 Scope of Installation Services

PST provides the following installation services:

- **Site Assessment & Planning** — Pre-installation site surveys to verify power, connectivity, rack space, and environmental requirements.
- **Hardware Installation** — Physical deployment, rack mounting, cabling, and power-up of servers, storage, networking equipment, end-user devices, and audio-visual systems.
- **Software Installation & Configuration** — Operating system loading, application installation, license activation, and baseline configuration.
- **Integration Services** — Integration of new equipment into existing infrastructure, including network integration, directory services enrollment, and interoperability testing.

- **Acceptance Testing** — Post-installation verification to confirm proper operation per delivery order specifications.

1.3 Requesting Installation Services

Installation services may be included in a SEWP VI delivery order at the time of quote. To request installation, contact PST's SEWP sales team (see Section 6 below) during the quote process. Installation scope, schedule, and pricing will be detailed in the quote response.

1.4 Installation Locations

PST provides installation at Government facilities within the Continental United States (CONUS). Outside the Continental United States (OCOUS) installations are available by mutual agreement between the ordering agency and PST.

1.5 Installation Scheduling

- **Standard installations** are scheduled within the standard 30-calendar-day delivery window unless otherwise agreed upon during the quote process.
- **Expedited installations** may be mutually agreed upon between the ordering agency and PST.
- PST will notify the ordering Contracting Officer and the SEWP PMO within two (2) business days if any installation cannot be completed within the agreed-upon timeframe.

2. Warranty Information

2.1 Basic (Standard Commercial) Warranty

All hardware and software products delivered under the SEWP VI contract include the **standard commercial manufacturer's warranty** at no additional cost. Coverage terms vary by manufacturer and product type.

The basic warranty generally covers:

- **Defects in materials and workmanship** for the duration specified by the original equipment manufacturer (OEM).
- **Repair or replacement** of defective components at the manufacturer's discretion.
- **Access to manufacturer's standard technical support** during the warranty period, including patches, updates, and bug fixes for software products.

All items delivered under this contract are warranted to be **merchantable and fit for use** for the particular purpose described in the contract. Warranty terms vary by product line, and warranty specifics are provided at the quote level.

2.2 Extended Warranty

PST offers extended warranty coverage on hardware and software products beyond the standard commercial warranty period. Per SEWP VI contract terms:

- Extended warranties may be **purchased and begin at any time** during the standard commercial warranty period, up to and including the end of that period.
- Extended warranty packages may be **invoiced and paid at the start** of the warranty period.
- Coverage is based on the commercial warranty period and terms.

2.3 Monthly Maintenance Option

At the Government's discretion, the Government may order **monthly maintenance** at a Discounted Monthly Extended Warranty amount in lieu of purchasing a full extended warranty package. This option may be requested at any time during an active warranty period.

2.4 How to Request Extended Warranty or Monthly Maintenance

To add extended warranty or monthly maintenance to an existing or new order:

1. Contact PST's SEWP support team (see Section 6 below).
2. Provide the original SEWP delivery order number and product details.
3. PST will provide a quote for the extended warranty or monthly maintenance option through the SEWP quoting process.

2.5 Warranty Exclusions

Standard and extended warranties typically **do not** cover:

- Damage caused by misuse, unauthorized modification, or environmental factors (e.g., power surges, water damage).
- Consumable items (e.g., batteries, print cartridges) unless defective at delivery.
- Products that have reached manufacturer End of Life (EOL) or End of Support (EOS) status.

3. Technical Support

3.1 Product Technical Support

PST provides technical support for all hardware and software products delivered under the SEWP VI contract. Support is available **at no additional charge** for issues related to order fulfillment, initial configuration, and product operability at the time of delivery.

PST's SEWP customer support services include:

- **Configuration Analysis** — Assistance determining the suitability, correctness, and availability of PST's SEWP offerings to meet customer requirements.
- **Technical Specifications** — Commercially available technical specifications, either online or in hard-copy form, for any product on PST's SEWP VI contract.
- **Product Compatibility Guidance** — Support identifying interoperability between new products and existing Government infrastructure.

3.2 Hours of Operation

Support Type	Hours	Days
<i>General Technical Support</i>	<i>8:00 AM – 6:00 PM ET</i>	<i>Monday – Friday (excluding Federal holidays) contact Warranty Support (Section 6)</i>
<i>Critical Issue Escalation</i>	<i>After Normal Business Hours</i>	<i>24/7/365 – Escalate to the SEWP Program Management (Section 6)</i>

3.3 Response Times

Priority Level	Description	Target Response Time
<i>Critical</i>	<i>System down / order-stopping issue</i>	<i>2 business hours</i>
<i>High</i>	<i>Significant functionality impacted</i>	<i>4 business hours</i>
<i>Standard</i>	<i>General questions or minor issues</i>	<i>2 business days</i>

3.4 Manufacturer Escalation

For issues that exceed PST's in-house technical capabilities, PST will escalate directly to the OEM on the customer's behalf.

4. Software Support

4.1 Software Maintenance as a Product

Software maintenance under the SEWP VI contract is treated as a commercial product. It includes the following components at no additional charge beyond the purchase price:

- **Bug and defect fixes** via patches.
- **Updates and upgrades** in function and technology to maintain operability and usability.
- **Self-service support resources** included in the commercial purchase price, such as:
 - User blogs and discussion forums
 - Online help libraries
 - FAQs (Frequently Asked Questions)
 - Limited telephone, email, and web-based general technical support for self-diagnostics

4.2 Software Maintenance as a Service

Software maintenance that involves the **creation, design, implementation, or integration** of a software package is classified as a service and is billed monthly. This distinction applies to custom development, system integration, and implementation projects.

4.3 Licensing Support

PST assists customers with:

- **License activation and registration** at the time of delivery.
- **License renewal coordination** through the SEWP quoting process.
- **License compliance questions** — guidance on volume licensing, subscription models, and license transfer policies.

5. Other Post-Delivery Matters

5.1 Returns

Items returned **prior to the Government's acceptance** are not subject to restocking fees or other charges unless the return is due to a government-initiated change. To initiate a return:

1. Contact PST's support team (see Section 6 below) within [*PST team: specify timeframe, e.g., 10 business days*] of delivery.
2. Provide the SEWP delivery order number and description of the issue.
3. PST will coordinate with the ordering Contracting Officer and SEWP PMO to process the return.

5.2 Partial Shipments

Partial shipments are not accepted unless authorized on the delivery order or by the ordering Contracting Officer prior to delivery. If a partial shipment is unavoidable, PST will notify the customer and the SEWP PMO in advance.

5.3 Damaged or Defective Items

If items arrive damaged or defective:

1. Contact PST's support team immediately (see Section 6 below).
2. Do not refuse delivery — accept shipment and document the damage.
3. PST will coordinate a replacement or repair under the applicable warranty terms.

4. The Government may require replacement or correction of nonconforming items at no increase in contract price.

5.4 Delivery Delays

If any item cannot be delivered within the agreed-upon timeframe, PST will notify the ordering Contracting Officer and the SEWP PMO within **two (2) business days**. The ordering agency may choose to cancel the order or request due consideration for the delay.

6. Support Contacts

The following PST staff are available to assist with sales, installation, warranty, technical support, software support, and other post-delivery issues:

Role	Name	Phone	Email
SEWP Sales Lead	Bobbie Boykin	(202) 860-6835	BoykinB@primesource.com
SEWP Sales Representative	Tim Abdella	(202) 628-3339	AbdellaT@primesource.com]

Technical & Warranty Support

Role	Name	Phone	Email
SEWP Support Manager	Mostafa Tanim	(202) 628-3339	TanimM@primesource.com

Order Troubleshooting

Role	Name	Phone	Email
SEWP Operations Manager	Jason Castaneda	(202) 628-3339	CastanedaJ@primesource.com

SEWP Program Management

Role	Name	Phone	Email
Program Manager	Markus Darby	703-725-7006	DarbyM@primesource.com
Deputy Program Manager	Michael Walker	202-827-0735	WalkerM@primesource.com