

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The Internet address for GSA Advantage! is: <http://www.gsaadvantage.gov>

**WORLDWIDE FEDERAL SUPPLY SCHEDULE CONTRACT
SCHEDULE TITLE: GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE, AND SERVICES
FSC GROUP: 70**

CONTRACT NUMBER:
47QTCA18D007R

PERIOD COVERED BY CONTRACT:
February 28, 2018 – February 27, 2023

**Total Resource Management, Inc.
510 King Street, Suite 200
Alexandria, VA 22314
(P) 703-548-4285
(F) 703-548-3641
www.trmnet.com**

Contractor's Administration Source:

**Point of Contract: Lori Wilkins
Point of Contact Phone: 703-548-4285
Point of Contact Email: lori.wilkins@trmnet.com**

General Services Administration
Management Services Center Acquisition Division
Modification #, dated
Business Size: **Small**
DUNS: **877145391**

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

GSA AWARDED TERMS AND CONDITIONS TOTAL RESOURCE MANAGEMENT, INC.

1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

SIN 132-50: Training Courses
SIN 132-51: Information Technology Professional Services

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**
See Pricelist attached.

1c. **HOURLY RATES (Services Only):** Refer to Pricelist

2. **MAXIMUM ORDER*:**

SIN 132-50: \$25,000
SIN 132-51: \$500,000

*If the "best value" selection places your order over this Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement; (2) offer the lowest price available under this contract; or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404

3. **MINIMUM ORDER:** \$100

4. **GEOGRAPHIC COVERAGE:** Domestic and Overseas Delivery. Overseas delivery is limited to Europe only.

5. **POINT(S) OF PRODUCTION:** 510 King Street, Suite 200 Alexandria, VA 22314

6. **DISCOUNT FROM LIST PRICES:** Net GSA pricing is listed in the attached pricing table

7. **QUANTITY DISCOUNT(S):** None

8. **PROMPT PAYMENT TERMS:** 0%, Net 30 Days

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

9b. Government purchase cards **are not accepted** above the micro-purchase threshold

10. **FOREIGN ITEMS:** None

11a. **TIME OF DELIVERY:** As negotiated between Contractor and Ordering Activity

11b. **EXPEDITED DELIVERY:** As negotiated between Contractor and Ordering Activity

11c. **OVERNIGHT AND 2-DAY DELIVERY:** As negotiated between Contractor and Ordering Activity

11d. **URGENT REQUIREMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery

12. **FOB POINT:** Destination

- 13a. **ORDERING ADDRESS:**
Total Resource Management, Inc.
510 King Street, Suite 200
Alexandria, VA 22314
P: 703-548-4285
F: 703-548-3641
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
14. **PAYMENT ADDRESS:**
Total Resource Management, Inc.
Attention: Accounts Receivable
510 King Street, Suite 200
Alexandria, VA 22314
15. **WARRANTY PROVISION:** N/A
16. **EXPORT PACKING CHARGES:** N/A
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**
Accepted at and below the micro-purchase threshold
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for EIT:** As applicable
25. **DUNS NUMBER:** 877145391
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Active in SAM. CAGE Code 1KYS9

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.

b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

- (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
- (2) The length of the course;
- (3) Mandatory and desirable prerequisites for student enrollment;
- (4) The minimum and maximum number of students per class;
- (5) The locations where the course is offered;
- (6) Class schedules; and
- (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. “NO CHARGE” TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

Not Applicable

**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 establishing 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, individual purchase orders, 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 funds 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 ordering activity 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 – FEB 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 activity 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 ordering 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 activities 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 of 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 activity 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. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal 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 activity 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.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

Labor Category Descriptions

Commercial Job Title: **Senior Business Consultant**

Minimum/General Experience: Ten (10) years technical experience in an IT related field, such as infrastructure, engineering systems and/or asset management. Requires expertise in information architectures involving one or more enterprise client/server software systems.

Functional Responsibility: Manages the process of analyzing business and technology requirements and coordinates resources to design an IT architecture and/or build data models and working prototypes. Conducts feasibility studies to determine new or changed IT procedures or applications. Defines functional requirements and participates in system testing and implementation. Additional duties include reviewing systems for effectiveness of internal controls and integrity of data by analyzing processing flows, integration of external system interfaces, and internal subsystem modules; and recommending improvements in control techniques to comply with system reporting and disclosure standards.

Minimum Education: Bachelor's degree in engineering, mathematics, physical science, or computer science. Master's degree in engineering, mathematics, physical science, or computer science may count for three (3) years of experience. Fifteen (15) years' experience in IT system deployment or business analysis may be substituted for formal education.

Commercial Job Title: **Project Manager**

Minimum/General Experience: Ten (10) years technical experience in the area of systems integration, software engineering or project management. Requires extensive originality, ingenuity, independent judgment, and a sizable degree of self-direction and decision-making.

Functional Responsibility: Independently performs studies, evaluations, and recommendations and solutions to highly complex and important engineering or technical objectives. Works on complex application problems involving all phases of systems analysis to provide resolutions; provides technical and administrative direction for personnel performing IT related software development tasks, including review of work products for correctness, adherence to the design concept, and to user standards.

Minimum Education: Bachelor's degree in engineering, mathematics, physical science, or computer science. Master's degree in engineering, mathematics, physical science, or computer science may count for three (3) years of experience. Fifteen (15) years' experience in IT system development or deployment may be substituted for formal education.

Commercial Job Title: **Database Administrator**

Minimum/General Experience: Three (3) years IT experience in database management, database support, data warehousing, and data analysis systems. Additional experience includes direct hands-on experience with Oracle, Microsoft SQL Server, Sybase, Ingress, DB2 and/or Informix, as well as experience with a variety of report writing tools and database design tools. Applies advanced principles, theories, and concepts to highly complex and important tasks. Requires extensive originality, ingenuity, independent judgment, and a considerable degree of independence.

Functional Responsibility: Responsible for day-to-day maintenance and operations of mission critical 24/7 production systems(s), including database configuration, database tuning, testing, upgrade and system back/recover. Performs hardware and software analyses, design studies, performance analyses, and conducts feasibility studies to determine new or changed procedures or applications. Makes subsequent recommendation for system improvement and contributes to development of new principles and concepts. Acts as advisor to customers on advanced technical issues.

Minimum Education: Bachelor's degree in engineering, physical science, or computer science, or other IT related discipline. Two (2) years IT experience plus certification as MCDBA, Oracle DBO, Oracle DBA or OCP may be substituted for a degree.

Commercial Job Title: **Senior Software Consultant**

Minimum/General Experience: Ten (10) years' experience in technical research and applications. Should have applied advanced principles, theories, and concepts to highly complex and important tasks. Requires extensive originality, ingenuity, independent judgment, and a considerable degree of independence.

Functional Responsibility: Responsible for directing complex system implementations in the area of enterprise asset and facilities data management projects. Performs hardware and software analysis, design studies, performance analysis, and conducts feasibility studies to determine new or changed procedures or applications. Makes subsequent recommendation for system improvement and contributes to development of new principles and concepts. Acts as advisor to customers on advanced technical research and applications.

Minimum Education: Bachelor's degree in engineering, physical science, computer science, or other IT related discipline. Master's degree in engineering, physical science, computer science, or other IT related discipline may count for three (3) years of experience. A Ph.D. in engineering, physical science, computer science, or other IT related discipline may count for six (6) years of experience. Fifteen (15) years' experience in system development and/or design may be substituted for formal education.

Commercial Job Title: **Consultant**

Minimum/General Experience: Six (6) years IT experience in development and implementation of integrated computer systems.

Functional Responsibility: Responsible for managing, scheduling, and processing to meet customer's commitments. Applies intensive and diversified knowledge of hardware and software engineering principles and practices in system integration and project management. Carries out complex or novel assignments requiring development of new or improved techniques and procedures. Works with state-of-the-art equipment and systems and makes recommendations on major IT policies and/or procedures.

Minimum Education: Bachelor's degree in engineering, physical science, computer science, or other IT related discipline. Master's degree in engineering, physical science, computer science, or other IT related discipline may count for three (3) years of experience. Eight (8) years' experience deploying and/or designing client server IT systems may be substituted for formal education.

Commercial Job Title: **Senior Engineer**

Minimum/General Experience: Six (6) years' experience in hardware and software engineering, to include network operating systems, database systems, and software applications.

Functional Responsibility: Responsible for requirements analyses, systems design and development, software engineering, systems engineering, and integration. Applies intensive and diversified knowledge of application software engineering principles and practices in system integration, system troubleshooting and network support. Works with state-of-the-art equipment and systems.

Minimum Education: Bachelor's degree in engineering, mathematics, computer science, or other IT related discipline. Master's degree in engineering, mathematics, computer science, or other IT related discipline may count for three (3) years of experience. Ten (10) years' experience with NCE, NCA, A+, or MCSE certification may be substituted for formal education.

Commercial Job Title: **Engineer**

Minimum/General Experience: Three (3) years' experience in hardware and software engineering, including network operating systems, database systems, and software applications.

Functional Responsibility: Analyzes and remedies performance degradation issues relating to enterprise client-server systems. Performs engineering tasks for design, analysis, planning, and direction of network data communications installation. Applies intensive and diversified knowledge of hardware and software engineering principles and practices in system integration, system troubleshooting, and development of system migration plans. Works with state-of-the-art equipment and systems.

Minimum Education: Either a Bachelor's degree in engineering, computer science, OR certification as NCE, NCA, MCSE, or A+.

Commercial Job Title: **Senior Implementation Specialist**

Minimum/General Experience: Four (4) years' experience in software applications. Requires extensive originality, ingenuity, independent judgment, and a considerable degree of independence.

Functional Responsibility: Applies intensive and diversified knowledge of enterprise software applications practices in business process analysis, systems implementation, data conversion, and systems problem resolution. Performs analyses and studies, testing, and acceptance phases, prepares reports and gives presentations to upper management, and helps formulate IT management policies. Works with state-of-the-art equipment and systems.

Minimum Education: Either a Bachelor's degree OR NCE, NCA, MCSE or A+ certification. Six (6) years' experience with software application may be substituted for formal education.

Commercial Job Title: **Senior Maximo Consultant**

Minimum / General Experience: Requires four (4) years of working experience in software development, technical support, solutions deployment, or consulting of Computerized Maintenance Management Systems (CMMS), Enterprise Asset Management Solutions (EAM), or Enterprise Resource Planning Systems (ERP). Must have strong communication, presentation, organization, planning, and interpersonal skills necessary to work as a team member and as a liaison with customers. Proficient personal computer (PC) skills required. Must possess understanding of supply-chain management, procurement activities, maintenance, crafts, or industry specific business process. Must have general knowledge of Oracle or SQLServer database platforms and working knowledge of PC's, handheld devices, Microsoft Project, Excel, Word, Access, e-mail, and other software applications as required. Must be familiar with various client-server software, legacy systems, Internet technology, enterprise applications, and integration techniques and technology.

Functional Responsibility: May serve as a project lead, task lead, or customer liaison. Provides expert advice on product implementation, integration, enhancement, or other projects as applicable. Analyzes customer business requirements and application objectives, develops configuration design, functional, and technical specifications to meet customer needs. Leads or participates in periodic status checks with customers and team to assess progress against plan. Works with appropriate personnel to estimate time frames, quantity, and skill set of resources required to successfully implement projects, and ensures that appropriate resources are assigned to the tasks defined. Serves as lead or assistant for workshop facilitator, system deployment, and system upgrades. Evaluates existing MAXIMO and other enterprise installations and recommends improvements.

Minimum Education: Bachelor's Degree in Business, Marketing, Engineering, Computer Science, or related field. Application or project management certification or seven (7) years relevant experience may be substituted for formal education.

Commercial Job Title: **Maximo Consultant**

Minimum/General Experience: Requires 18 months of working experience in development, tech support, or consulting for Computerized Maintenance Management Systems (CMMS), Enterprise Asset Management Solutions (EAM), or Enterprise Resource Planning (ERP) Systems. Must have strong communication, presentation, organization, planning, and interpersonal skills necessary to work as a team member and as a liaison with customers. Proficient personal computer (PC) skills required. Must have general knowledge of PC's, handheld devices, Microsoft Project, Excel, Word, Access, e-mail, and other software applications as required. General knowledge of data transfer tools and database platforms required.

Functional Responsibility: Analyzes, or assists in analyzing, customer business requirements and application objectives, develops or assists in developing designs to meet customer needs. Works with appropriate services manager or client services representative to estimate time frames, quantity, and skill set of resources required to successfully implement projects. Develops or assists in the development of project planning, incorporating all relevant variables. May conduct weekly status meetings with customers to determine progress against plan. Lead tasks and/or technical teams in the deployment of customer driven solutions.

Minimum Education: Bachelor's Degree in business, marketing, engineering, computer science or related field. Application or project management certification or four (4) years relevant experience may be substituted for formal education.

Awarded Pricelist

Professional Services

<u>Labor Category</u>	<u>GSA Rate</u>
Sr. Business Consultant	\$231.61
Project Manager	\$150.74
Database Administrator	\$135.71
Senior Software Consultant	\$130.42
Consultant	\$126.32
Senior Engineer	\$103.35
Engineer	\$81.19
Senior Implementation Specialist	\$83.02
Senior Maximo Consultant	\$167.31
Maximo Consultant	\$156.85

Training

<u>Product Number</u>	<u>Product Description</u>	<u>GSA Price</u>
TRM-0090	RulesManager SE Training Course - 5 days at TRM office (1 thru 8 students @ \$4,000 ea; addnl students @ \$3,000 ea)	\$3,909.32
TRM-0091	RulesManager SE Training Course - 5 days at client site (one instructor; limit 8 students; one addnl instructor @ \$10,000 per block of addnl 1 thru 8 students; instructor travel extra)	\$14,659.95