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

Special Item No. 132-33 Perpetual Software Licenses
Special Item No. 132-34 Maintenance of Software
Special Item No. 132-50 Training Courses
Special Item No. 132-51 Information Technology Professional Services

Note:  Contractor has been awarded all Special Item Numbers under the Cooperative Purchasing Program.

# CCG Systems, Inc. (DBA FASTER Asset Solutions)

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Virginia Beach, VA 23452
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Internet Address: www.fasterasset.com

Contract Number: GS-35F-0251U

Period Covered by Contract: February 14, 2018 – February 13, 2023

Price List Current through Modification PO-0021, February 12, 2018

General Services Administration
Federal Acquisition Service

Products and ordering information in this Authorized FAS 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.gsa.gov/fas

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## SIN 132-33 - PERPETUAL SOFTWARE LICENSES

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

## SIN 132-34 - MAINTENANCE OF SOFTWARE

## SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)

## SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
FPDS Code D308   Programming Services
FPDS Code D311   Data Conversion Services

**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 <u>not</u> 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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1a. Table of awarded Special Item Number (SIN):

| Contract # | SIN | Description |
|---|---|---|
| GS-35F-0251U | 132-33 | Perpetual Software License |
| GS-35F-0251U | 132-34 | Maintenance of Software as a Service |
| GS-35F-0251U | 132-50 | Training Courses |
| GS-35F-0251U | 132-51 | Information Technology Professional Services |

1b. Lowest priced model: See Attached Pricelist

1c. Professional Services Descriptions: Refer to below awarded GSA Schedule Contract Labor Categories and Pricelist.

2. Maximum Order:
   a) The Maximum Order value for the following Special Item Numbers (SINs) is $500,000
      Special Item Number 132-33 – Perpetual Software Licenses and Maintenance as a Product
      Special Item Number 132-34 – Maintenance of Software as a Service, Repair Service and Repair Parts/Spare Parts
      Special Item Number 132-51 – Information Technology (IT) Professional Services
   b) The Maximum Order value for the following Special Item Number (SIN) is $25,000
      Special Item Number 132-50 – Training Courses

3. Minimum Order: $100.00

4. Geographic coverage: 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

5. Point of production: United States

6. Discount from list prices: Prices shown are NET prices; Basic Discounts have been deducted

7. Quantity Discounts: None

8. Prompt payment terms: SINs 132-33, 132-34 and 132-50 – 3%, 3 Days – Net 30 Days
   SIN 132-51 - None

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

9b. Government purchase cards are accepted at or above the micro-purchase threshold.

10. Foreign items: Not applicable

11a. Time of delivery: SIN 132-33, 132-34 and 132-50 - 30 Days ARO
   SIN 132-51 - As agreed between contractor and ordering activity

11b. Expedited delivery: SIN 132-33, 132-34 and 132-50 - 30 Days ARO
   SIN 132-51 - As agreed between contractor and ordering activity

12. F.O.B. points: Destination

13a. Ordering Address: Same as company address

13b. Ordering procedures: Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services.

14. Payment address: Same as company address.

15. Warranty provision: See Attached Pricelist

16. Export packing charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance: Not Applicable

18. Terms and conditions of rental, maintenance and repair: See Attached Pricelist

19. Terms and conditions of installation: See Attached Pricelist

20. Terms and conditions or repair parts: Not Applicable

20a. Terms and conditions for any other services: Not Applicable

21. List of service and distribution points: Not Applicable

22. List of participating dealers: Not Applicable

23. Preventative maintenance: See Attached Pricelist

24a. Special attributes such as environmental attributes: Not Applicable

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data universal Number System (DUNS) number: 123826091

26. Notification regarding registration in SAM.gov (formerly Central Contractor Registration) database. CCG SYSTEMS, INC. (DBA FASTER Asset Solutions) has an active registration in the SAM database.

1. **INSPECTION/ACCEPTANCE**
   The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. **GUARANTEE/WARRANTY**
   a.      Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

   During the term of this contract CCG Systems warrants that services provided herein will be performed in a professional manner and consistent with industry standards. For any breach of the above warranty, CCG Systems shall at its option (i) re-perform the non-conforming or defective services at its cost and expense, (ii) provide substitute services, or (iii) issue a complete refund to the Ordering Activity for the non-conforming or defective services for which the Ordering Activity has paid.

   EXCEPT FOR THE LIMITED WARRANTIES PROVIDED ABOVE, TO THE EXTENT ALLOWED BY LAW, CCG SYSTEMS, INC. HEREBY DISCLAIMS ALL WARRANTIES, BOTH EXPRESS AND IMPLIED, INCLUDING IMPLIED WARRANTIES RESPECTING MERCHANTABILITY, TITLE, AND FITNESS FOR A PARTICULAR PURPOSE.

   b.      The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

   c.      Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

3. **TECHNICAL SERVICES**
   Standard technical support hours for phone 800-753-2783 and remote diagnostic support are 7:30am to 6:30pm Eastern Standard/Daylight time with 24-hour support available during non-operational hours via mobile support phones 757-582-2610 or 757-582-2606. CCG Systems will make every reasonable effort to respond to Requests for Service within three hours of receipt.

4. **SOFTWARE MAINTENANCE**
   a.      Software maintenance as it is defined:

   <u>X</u>      1.  Software Maintenance as a Product  (SIN 132-33)

   Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

   Software maintenance as a product does <u>NOT</u> include the creation, design, implementation, integration, etc. of a software package.

   Software Maintenance as a product is billed at the time of purchase.

5.	**PERIODS OF MAINTENANCE (132-34)**

a.	The Contractor shall honor orders for periods for the duration of the contract period or a lessor period of time.

b.	Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c.	Annual Funding.  When annually appropriated funds are cited on an order for maintenance, the period of the maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first.  Renewal of maintenance orders citing the new appropriation shall be required, if maintenance is to be continued during any remainder of the contract period.

d.	Cross-Year Funding Within Contract Period.  Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e.	Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time.  Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

6.	**UTILIZATION LIMITATIONS - (132-33, AND 132-34)**

a.	Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b.	When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1)	Title to and ownership of the software and documentation shall remain with the Contractor or Original Equipment Manufacturer, unless otherwise specified.

(2)	Software licenses are by site and by ordering activity.  An ordering activity is defined as a cabinet level or independent ordering activity.  The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site.  This would allow other agencies access to one ordering activity's database.  For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data.  The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connectionwith the user ordering activity's permitted use of the computer programs and documentation.  For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3)	Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor.  Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions.  This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4)	The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be

unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5)     "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions,  and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

## 7.     DESCRIPTIONS AND EQUIPMENT COMPATIBILITY
The Contractor shall include, in the schedule pricelist, a complete description of each software product.  Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

## 8.     RIGHT TO COPY PRICING
Not offered.

**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 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.

## 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.

NONE

## 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/EC 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**
   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 in accordance with this clause.

   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/EC 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**
The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract.  The Inspection–Time-and-Materials and Labor-Hour (JAN
1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour 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 (Deviation – May 2003) 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/IAM Professional Services.

**9.     INDEPENDENT CONTRACTOR**
All IT/EC 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/IAM 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation
   – May 2003)) applies to labor-hour orders placed under this contract.

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/EC SERVICES AND PRICING**
   Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist

# .CCG SYSTEMS, INC. (DBA FASTER ASSET SOLUTIONS)'S
# INFORMATION TECHNOLOGY
# LABOR CATEGORY DESCRIPTIONS

## 1. PROJECT MANAGER (INCLUDES CUSTOMIZATIONS) – RATE: $187.50 HOURLY

*Minimum/General Experience*

Five (5) years experience in software project management including the implementation of large complex projects. Possesses a high level of CCG Systems, Inc. – FASTER software products and services knowledge and has the skills to implement FASTER solutions in a variety of computing environments including servers using a mixture of operating systems. Project Managers must demonstrate effective communication, interpersonal, organizational and planning skills. Handles multiple tasks and are successful completing priorities in an efficient manner. Has a record of delivering quality work and satisfying contract requirements.

*Functional Responsibility*

Serves as the primary on-site contact with the customer on a variety of tasks to ensure successful implementation of the project plan including: analysis of customer work flow and standard operating procedures; program modifications, data interface programs, data conversion coding requirements; and variance verification. Coordinates with Support Services Department to deliver training activities associated with the implementation. Prepares project plans, implementation schedules, customer status reports, trip reports, expense reports and travel schedules. Troubleshoots all aspects of the project plan and communicates regularly with Support Services on the status of implementation.

*Minimum Education*

Bachelor's Degree in a business/ technical area or software design. Significant technical training and technical project management experience in area pertinent to the implementation may be substituted for the degree requirement.

## 2. SUPPORT SERVICES TECHNICIAN – RATE: $125.00 HOURLY

*Minimum/General Experience*

A minimum of two (2) years of current experience in Local Area Networking/Database and Operating Systems installation, configuration, maintenance, and troubleshooting. This includes all operating systems within which FASTER operates as well as detailed knowledge regarding configuration and troubleshooting of application services. General knowledge of customer operations and organization are required. Work experience and technical knowledge required in the following areas: Microsoft NT and Novell Local Area Networking software, DOS, Windows 95/98/2000, NT Workstation, NT Server and XP, Transfer Protocols, HP, Compaq, Dell, IBM, ASP Servers and backup procedures. Experienced in UNX, Oracle, MS-SQL and Informix database management systems.

*Functional Responsibility*

Troubleshooting and configuring the systems (including scheduled software upgrades) according to the customers' SOP and the FASTER installation configuration plan. The troubleshooting (upon customer call in/ written service request) and installation process includes setting up the customer hardware, installing, creating and optimizing the required databases and setting up the client workstations. Trains the customers' Facility and Systems Administrator to install, configure and troubleshoot the required software from the server to the client PC. Skills are utilized in FASTER System applications as all issue troubleshooting and iLinc sessions are performed. Technicians are to resolve all issues regarding all local area networks, workstations and all other hardware and software either over the phone or through yearly site visits. Installs FASTER on multiple operating systems and servers, and tests installation procedures as required for all new software and service pack releases by CCG Systems, Inc.

*Minimum Education*

BA required. Current technical experience can substitute for degree when appropriate.

# DESCRIPTIVE INFORMATION RELATING TO THE FASTER FLEET MANAGEMENT SOFTWARE

## FASTER Fleet Management System

FASTER is a three-tiered Windows-based application comprised of a client interface, application server module and data storage. The client features a standardized graphical user interface (GUI), operates on a Windows® 2000 or XP Professional based PC and communicates through a local gateway connection to the application server module.

The FASTER application server module resides on a Windows® 2000/2003 server and is partitioned into a named pipe service providing a heritage interface to the COM+ objects, which provide business rules and logic. This module controls the input/output processes to the Relational Database Management System (RDMS) via an OLEDB connection.

A Windows® domain controller or member server with maintained user accounts provides the Microsoft authentication required for client access to the both the FASTER Server and client applications. The simplest configuration locates the users and server objects in the same domain. FASTER is also successfully deployed in Novell® based networks running the TCP/IP protocol where Microsoft® authentication is gained by linking the Novell® and Microsoft® user accounts. This avoids multiple user logins for each account to access all authorized network resources and reduces the network security and support teams' administrative tasks. Server computers must be configured with static IP addressing, while the workstations may use DHCP for IP assignment.

Switched Ethernet is the optimal LAN topology providing a minimum of 10 mbps throughput to the desktop. Fiber connections are preferred to supply high speed connections to the user LAN(s) across the MAN/WAN. Wireless, Microwave and other transmission methods are also used in successful WAN/MAN installations. Capability and consistency of high speed transmission over the local area network (LAN) and wide area network (WAN) from the server to the client has significant ramifications on the FASTER application's response times. Bandwidth requirements must be properly scaled to anticipated user load to ensure acceptable performance.

FASTER has three major components:

**The Client**

**The Server**

**The Database**

The three components have been designed to support a well-defined relationship while maintaining their individual purposes. The base modules are written in C++ and take full advantage of the concepts of object programming and multitasking.

**The *FASTER* Client Module:** This module is a collection of applets that form the users' interface to the system. The applets are consistent in design and form. The windows allow almost unlimited access to information without the necessity of switching from screen to screen. The end-user has been considered in every phase of

the development process.  Ease of use and economy of motion allows the system to display extreme functionality without the complexity that is found in systems with so many screens and menus that the user gets lost from point to point.

**The *FASTER* Server Module:**  The server component for *FASTER* is comprised of two parts: the Pipe Service (IPS to the client) and the Com+ Manager (business logic).  Together, these parts control the OLEDB reads and writes to the database.

**The *FASTER* Database Module:**  The database definition currently is loaded on Microsoft 2000/2005 SQL and Oracle 9i/10GR2.

# FASTER End User Features

*General:*

- Use codes stored in data tables that can be accessed, viewed, printed and modified by users with appropriate levels of permission.
- Utilize ATA/VMRS repair codes and APWA or NAFA equipment class codes
- Provide definable security to control data access at each online screen and database table by user account.
- Operate under Windows 2000/2003 server operating system.
- Designed in a 3-tier client/server architecture
- Support multiple deployments. Describe deployment options and provide a detailed list of additional software and hardware necessary to support each option.
- Support either a Microsoft SQL or Oracle 9i R2 relational database management system. Please list databases supported.
- Capable of interfacing with other applications such as automated fuel vending and general accounting systems. The requirements for import/export functions are outlined in a separate section.
- Operate in a 32-bit environment with a Windows 2000/XP professional operating system.
- Tailored for use by a public fleet.
- Use real-time processing where all files affected by a transaction are updated at the time of the actual transaction without the need for batch processing.
- An off-the-shelf package with user definable configuration allowing flexibility to match site specific processes.
- Provide a graphics program as part of the standard software package.
- Employ a standard graphical user interface (GUI) based on industry standard screen design techniques and principles.
- Have a documented track record of providing at least one major system enhancement release every 2 years.
- Include executable run time reports providing quick and easy access to comprehensive fleet and system data.
- Include updated documentation and necessary scripts for any database structure changes.
- Support an industry standard report writing/data retrieval tool. Please provide recommended third party product.
- Work order based and capable of printing detailed copies of all work.
- Provide easy navigation within the application using standard windows functionality that allows multiple applets to display simultaneously.
- Provide drop down lists for all codes displaying both the code and description.
- Provide "real time" work in progress screens that display work order statuses, assigned tasks, location of work and assigned labor.
- Provide date fields selectable from a dropdown calendar
- Includes a "Help" button within the application

*Preventative Maintenance:*

- Generates a PM/annual/semi annual inspection due list by department, class, shop, or date.
- Supports PM frequency by time, miles/hours, fuel consumed, or any combination thereof.
- Automatically updates when the next PM is due upon completion of the current PM.
- Provides for PM scheduling that supports differences in age, usage and manufacturer.
- Allows for unlimited PM's and frequency of service for each piece of equipment.
- Tracks unlimited PM's for all components.
- Provides an option for hierarchical scheduling of PM's.

- Adjusts for early/late hierarchically scheduled PM services.
- Includes all associated components in a PM due report.
- Provides the ability for flexible PM scheduling based on shift and shop capacity.
- Provides the ability to manage or modify scheduled PM's.
- Provides an automatic PM Email Notification Program

*Work Order Management*

- Provides a simple work order add from one screen.
- Provides default information upon adding a work order that displays the following equipment information: year, make, model, VIN/serial number, engine size, AC, transmission size, tire size(s), fuel types, GVW, department, equipment class, site, monitor code, license number, color, status, replacement status, replacement date, warranties in effect for the equipment plus any attached component(s), PM schedule for equipment plus any attached component(s), and most recently stored meter reading(s).
- Captures PM services, other repairs, sublets and miscellaneous costs/credits on a single work order.
- Captures multiple repair codes on a work order (such as the inclusion of a warranty repair on a PM work order) and provide for detailed analysis by repair code.
- Isolates all work of a specific type by a defined period and restrict the analysis to any department and/or class of equipment.
- Allows determination of cause, repair, work order and vehicle for any defined period on all parts issued.
- Records all commercial or sublet repairs to enable analysis by cause and repair code.
- Links a repair to an operator/driver/employee so driver abuse and accidents are identified and/or billed back.
- Displays all active warranties and PM due messages for the equipment and associated component(s) when the work order is opened.
- Provides job estimates that can be converted into active work orders.
- Prints lists of parts and tasks required for any specific repair code.
- Provides the capability to view all work orders online in real time by status.
- Provides a real time single screen review of the direct/indirect labor activities for all logged on technicians.
- Provides online work order detail review information for quality control when a work order is closed.
  - Search for a work order by each (or a combination) of the following:
  - Equipment number
  - Class of vehicle
  - Work order number
  - Technician identification
  - Date
  - Equipment Usage type
  - Repair code
  - Shop
  - Status of the work order
- Provides the ability for wild card (partial information) searches.
- Provides the ability to add notes in HTML format capability and print them separately or with the work order.
- Provides the ability to add additionally required repairs to complete the work order.
- Alert the user when a repair is covered under a warranty.
- Provides the ability to defer repairs and automatically include them on the next opened work order for that piece of equipment.
- Provides the ability to assign deferred repairs to a specific technician and/or shop.
- Automatically displays a technician specific screen listing any deferred repairs upon opening any work order.
- Alerts technicians upon sign on that assigned repairs are pending.

- Requires a specific authorization for closing a work order.
- Requires specific authorization for reopening a closed work order.
- Provides an online summary review screen of all costs associated with each work order.
- Allows addition of user defined costs to the work order including description and mark ups.
- Allows credits to the work order.
- Directly produces from the work order screen existing parts and tasks lists associated with any repair. These lists may be printed or reviewed online.
- Provides for technician work order print including or excluding parts and tasks lists.
- Provides for customer work order print including or excluding labor hours and/or notes.
- Automatically notifies the customer via email when the equipment is ready for pick up.
- Allows for a work order to have a credit balance.
- Provides direct access to unlimited stored images associated with the work order.
- Tracks service process procedures to a specific repair for a specific piece of equipment.

*Equipment/Asset Management*

- Maintains all pertinent data on each piece of equipment including but not limited to the following fields:
  - Equipment Number [17A/N] unique number which identifies equipment
  - Year [4N]
  - Make [15 A/N]
  - Model [15 A/N]
  - VIN/Serial Number [20 A/N] unique number
  - License [10 A/N] unique number for license plate
  - Class [10 A/N]
  - Department [10 A/N]
  - Billing Code [3 A/N] billing code to define how costs captured for this piece of equipment are to be billed. Multiple user defined billing schemes must be supported.
  - Color [15 A/N]
  - 2 Location Codes (Parking slot and Site location)
  - Unlimited Account Codes for both Debit and Credit accounts [60 A/N]
- Supports an optional equipment-specific labor rate for automatically calculating billing hours.
- Displays on the equipment screen all parts issued and the last date issued for each piece of equipment.
- Provides the ability to define availability of each individual asset by hours, days, and holidays.
- Provides unlimited user defined asset/equipment usage codes.
- Provides the ability to assign an employee/driver to an asset.
- Provides the ability to attach components expandable to multiple levels to an asset while maintaining a full asset record, warranties and PM schedules for each.
- Provides unlimited notes in HTML format capability for an asset record.
- Provides the ability to change an asset number and maintain all relevant data with the record.
- Tracks up to three different fuel types for one asset record.
- Provides the following fields for the capture of acquisition and disposal information for each asset record:
  - Acquire Date [2/2/4 N] ex. 02/21/2000
  - Acquire Cost [14 0r 11.2 N]
  - Acquire Vendor [10 A/N]
  - PO Number [14 A/N]
  - Title [20 A/N]
  - In Service Date [2/2/4 N]
  - Life Expectancy Months [4N]
  - Out of Service Date [2/2/4 N]

- Disposal Date [2/2/4 N]
- Disposal Cost captured [14 or 11.2 N]
- Dispose Vendor [10 A/N]
- Tracks multiple meter types and provide the ability to capture the following meter readings.
  - Actual Meter Reading [7 N]
  - Meter Reading at Acquisition [7 N]
  - Begin Fiscal Year Meter [7 N]
  - Life Expectancy by M/H [7 N]
- Provides the ability to replace a meter and maintain both actual and life-to-date meter reading.
- Supports the ability to bill each asset by multiple cost categories in user defined combinations of parts, labor, sublets, mileage, billing period charges, fuel, and replacement recovery.
- Supports multiple mark ups for parts, labor, fuel and sublets.
- Tracks unlimited warranties for each asset by expiration date, cost, vendor, and any deductible or cost for the warranty.
- Provides unlimited user defined codes that can be assigned by asset or by groups of assets.
- Provides the ability to charge multiple accounts/departments by percentage of cost.
- Provides the ability to assign both credit and debit account numbers to an asset and ability to modify with permissions.
- Tracks changes in departmental ownership.
- Stores billing period charges for historical review, reproduction and reports.

*Preventative Maintenance*

- Tracks unlimited PM cycles for each piece of equipment in any combination by time, meters, fuel consumption, a set monthly date, or a set annual date.
- Automatically updates the next PM due when each job has been completed.
- Allows users to define the update process for calculation of next PM due using the actual transaction date and current meter or previous date and meter.
- Provides ability to establish a hierarchy for PM services and define the highest level for the grouping.
- Easily creates a shop schedule for a list of PM's due.
- Allows the user to define what working days will be included on the schedule.
- Provides the ability to define the total number and type of PM services included on the schedule.
- Provides the ability to create a PM services repair record from the PM due listing.
- Provides auto email PM Due capability.
- Provides for tracking state inspections, annual renewals, smog inspections and any other site specific inspections.

*Vehicle Replacement*

- Provides an online vehicle replacement program that displays vehicle replacement information calculated and captured from other locations in the system and provides reporting capability. Includes the following:
  - Date: date that the equipment was put in service.
  - Cost: amount of money paid to acquire the equipment.
  - Maint $ LTD: the maintenance dollars spent to date.
  - Inflation Rate: estimated inflation rate for the equipment.
  - Salvage Rate: the expected percentage of the cost that the user will get at the time the unit is sold or salvaged. This dollar amount is subtracted from the total cost of replacement.
  - Fund: budgetary funding code for replacement of equipment.
  - Major Grouping: administrative level group funding code.
  - Expected Life in Meters: shows the expected life from all valid meters attached to the equipment.

- – Expected Life in Months: the expected time, in months, that the equipment should last before replacement is necessary.
  - – Recovery Collected: life to Date amount of recovery collected through the billing process or separate update program.
  - – Condition Factor: subjective administrative level input toward equipment replacement program.
- Automatically add to the acquisition cost any capitalization maintenance.
  - – These costs are tracked separately from maintenance and repair costs.
  - – Vehicle replacement automatically recalculates when capitol repairs are added.
- Provides for online display of historical information for each piece of equipment including:
  - – a. Monthly or yearly totals by fiscal year or calendar year for:
    - Fuel costs and quantity
    - Meter type and cost/meter
    - Parts
    - Labor
    - Sublet
    - Credit
    - Accident
  - – b. All parts issued to the equipment.
- Displays the following history fields by month or year:
  - – Total Maintenance and Repair:  the total maintenance and repair dollars spent on this equipment.
  - – Maintenance:  the dollars spent on parts, labor and sublet costs for PM's.
  - – Repair:  dollars spent on parts, labor and sublet costs for all other repairs (non-PM's and non-accident repairs).
  - – Accident:  dollars spent on parts, labor and sublet costs for accident repairs.
  - – Capital:  dollars spent on parts, labor and sublet costs for capital repairs.
  - – Miscellaneous Costs:  dollars spent for work order miscellaneous costs such as shop supplies, environmental fees, etc.
  - – Fuel Cost:  costs associated with fuel.
  - – Fuel Qty:  quantity of fuel used for the month or year.
  - – Meter:  type of meter.
  - – Cost/Meter:  costs attributed to this meter [(Maintenance + Repair)/Meter reading].
  - – Meter/Gallon:  costs of meter per gallon (Meter Reading/Fuel Qty.)
  - – Parts:  total dollars spent on parts for this equipment for selected period (not PM or accident part costs).
  - – Labor:  total dollars spent on labor for selected period.
  - – Sublet:  total dollars spent on sublet costs for this piece of equipment for selected period.
  - – Credit:  total number of credit dollars given on this piece of equipment.

  - – Accident:  total dollars from accidents.
  - – Other Fluid: amount of other fluids used in this equipment for the selected period.
- Provides the ability to recuperate the costs of special tools and training needed for equipment through the use of an equipment specific labor rate that is automatically used when maintenance is performed.
- Provides unlimited user defined fields for each piece of equipment that are stored in a database table and provide four (4) additional fields for description and reference.
- Links equipment warranties to repair codes for tracking warranty cost information.
- Tracks equipment warranties from the initial claims to re-imbursements received.
- Provides direct access to unlimited stored images associated with the piece of equipment.
- Provides the ability to add multiple equipment records from a template including standard fields, PM Schedules & Warranty Schedules.

*Parts Inventory and Processing:*

- Maintains all pertinent data on each part in inventory including:
  - – Part Number [27A/N] unique to one part.

- Part Description [40 A/N]
- In Stock Quantity
- Item Cost
- Part Category or classification
- Part Type or distinct usage
- Part Status
- % Mark Up for the individual part
- Location
- Alternate Location
- Vendor
- Cross Reference Part(s)
- Stock Quantities for max, low and safe.
- Max Issue: maximum quantity that can be issued to a work order at one time.
- Part Class Code
- Order Lead Time
- Unit of Issue
- Unit of Order

- Multiplier: a number used to multiply by the unit of order to equal the unit of issue.

- Provides the ability to reuse an equipment number without losing historical data on that piece of equipment.

- Provides full audit tracking capabilities including the following adjustments by operator ID, date/time to:
    - unit cost
    - count
    - return to inventory
    - return to vendor
    - deleted orders
    - deleted receipts
    - transfers from one storeroom to another

- Tracks purchases by:
    - Vendor
    - PO Number
    - Order Number
    - Vendor Invoice
    - Date
    - Orderer
    - Receiver
    - Work Order Number

- Provides the capability to add notes with HTML format capability to a part record.

- Provides the capability to order, receive and issue a part on a work order from a single screen.

- Provides the capability to conduct online searches for purchases by:
    - Invoice Number
    - Order Number
    - Part Number & Storeroom
    - Part Number
    - Purchase Order
    - Vendor
    - Work Order Number Part is For
    - Work Order Shop the Part has been ordered for
    - Technician Issued to

- Provides the ability to search for:
    - All back orders
    - Orders not received
    - All orders received

- Tracks multiple part storerooms and carry a separate inventory in each storeroom for the same part numbers.

- Provides online search capabilities for part records for the following:
  - Alternative Part Number: An equivalent/alternative part number.
  - Industry Part Class Code: STD Classification
  - Part Category: Code which defines the manner in which parts are grouped.
  - Part Catalog Number
  - Description
  - Location
  - Manufacturer's Number: The number given to each part by the manufacturer.
  - Material Safety Data Sheet #
  - Part Number
  - Part Usage Code
  - Four (4) Site defined reference fields for parts.
  - Part Status: Status of the part, i.e. active, closed.
  - Storeroom
  - Vendor
  - Part Warranty Type
- Provides an online screen display with the following information when searching for part numbers:
  - Part Number
  - Storeroom
  - Description
  - Location
  - In-Stock Quantity
  - Unit Cost
  - Reorder, Safety and High Limits
- Includes the ability to go to the part record by selecting a part from the list.
- Provides the ability to print the online search display for part numbers in a user defined sort order.
- Provides the ability to conduct a wild card search on partial field information: partial description, partial part number, partial manufacturer number, etc.
- Includes the following information on the part record online, either by month or year:
  - history of the part usage (issues, issues returned
  - received, received returned
  - transferred in, transferred out
  - adjusted up, adjusted down
  - end of period quantity
  - costs: unit, tax, shipping
  - extended cost by the month or by year.
- Differentiates between a stocked or non-stocked part record and offer all part capabilities for both.
- Tracks the issuance of all stocked and non-stocked parts to a specific piece of equipment.
- Provides the ability to change a part number and have that change be reflected for all historical data.
- Provides a part number function that merges part records into one number while still retaining historical data.
- Includes the ability to create an order for all parts at the reorder point with the option to modify it to include or exclude any part.
- Provides an option to track warranty and receipt information for non-stocked parts' issues.
- Prices parts issued to work orders at a moving average.
- Generates a surplus parts report tracking lack of activity for user defined periods of time.
- Has the ability to print bin labels.
- Provides a work list to assist in inventory counts.
- Includes ability to list all receipts by vendor for all parts, a category of parts or specific part numbers.
- Includes the ability to generate a parts reorder list by vendor, category, part number or storeroom.

- Provides for ABC classification of parts where classifications, "A" parts are the top 20% of inventory, "B" parts are the next 30%, and "C" parts are the bottom 50% of inventory.

- Has the capability to issue and charge parts to an individual or department without having to charge it to a work order. All associated costs must be tracked through the billing report.

- Allows for a user-defined reasonableness percentage check on cost per parts received.

- Provides an online screen notes function in HTML format and print capability for all part records.

- Includes the ability to identify a mark-up percentage by part number.

- Tracks all credits to vendors by PO#, invoice #, date, type, and description.

- Automatically recalculates the total on the PO # when a credit is issued by vendor.

- Tracks multiple inventory storerooms and produce an audit trail for transfers among the storerooms.

- Provides an EOQ calculation for the current values of the minimum level (reorder point), safety stock and maximum level from the actual order and issue history.
  - Analyze which parts should be included in the EOQ calculation as a result of the EOQ program.
  - Automatically enter the values for minimum, maximum and safety into the parts master record.

- Supports a cyclical inventory capability where every part is inventoried over a user defined time period through a defined number of cycles.

- Includes a parts list capability where lists are created, stored and printed for specific repairs on specific equipment number; year, make, model; or class.

- Provides direct access to unlimited stored images associated with each part, i.e., MSDS sheets.

- Provides parts cross referencing capability

*Technicians' Workstation:*

- Provides a workstation on the shop floor so technicians can sign on/off to work orders as they begin and complete each repair.

- Provides the ability to add notes in HTML format capability directly to the work order.

- Provides the ability to search for specific work orders and work previously performed on a piece of equipment.

- Provides searches for specific repairs and/or timeframes on a piece of equipment by:
  - Alternative Part Number: an equivalent part number
  - Industry Part Class Code: STD Classification.
  - Part Category: a code that defines the way parts are grouped.
  - Part Catalog Number
  - Description
  - Location
  - Manufacturer's Part Number
  - Material Safety Data Sheet #
  - Non Stock Parts
    Part Number
  - Part Usage Code
  - Four (4) site defined reference fields for parts
  - Part Status: active, closed, etc.
  - Storeroom
  - Part Type
  - Vendor
  - Part Warranty Type

- Provides the ability to search all assigned repairs by technician or by shop.

- Tracks indirect time without opening a work order.

- Alerts the technician if a repair is added that falls under warranties in effect for that piece of equipment.

*Equipment Downtime/Availability Tracking*

- Allows creation of a user defined downtime calendar for each piece of equipment.  Options should include hours of service and available work days including or excluding weekends and holidays.
- Stores user defined downtime.
- Tracks number of hours a work order is opened to calculate downtime for the piece of equipment.
- Allows the administrator to define downtime statuses.
- Provides the ability to stop and re-start downtime.
- Provides downtime analysis of work by total and averages of:
    - Equipment
    - Class of equipment
    - Work order number
    - Department/division
- Reports user downtime by cause.
- Provides an online review of downtime by status.
- Provides the ability to track downtime on multiple work orders opened on the same piece of equipment.

Internet Technology:

- Includes a casual user piece that uses a web browser on local intranet as part of the system  for:
    - inquiry-only access to fleet information
    - ability to request repair work – service request
- Provides access to standard and customizable reports available using a browser and IP address through a centralized web report server.  Access should be unlimited and controlled by our organization's Web Master.
- Maintains open and standard software protocol that is consistent and supportive of future Microsoft development and the growth of internet technologies.

# PRODUCTS AND SERVICES PRICELIST

*Note:* The FASTER fleet management system is a package that consists of (1) selected software licenses, (2) mandatory training courses associated with the software, and (3) accompanying IT Professional Services. Maintenance SIN's are optional services usually purchased 12 months after installation.

## SIN 132-33 - PERPETUAL SOFTWARE LICENSES

- Server Software plus 10 Client License $38,800
- Server Software plus 15 Client License $48,500
- Server Software plus 20 Client License $58,200
- Server Software plus 30 Client License $77,600
- Server Software plus 40 Client License $97,000
- Server Software plus 50 Client License $116,400
- Server Software plus Site License for up to 20,000 pieces of equipment $145,500
- Additional Client Licenses at $1,940 each

## SIN 132-34 - MAINTENANCE OF SOFTWARE

All software maintenance support services outlined in this agreement are subject to payment of annual support service fees.  Support maintenance of FASTER software is RENEWABLE for the duration of the contract with a 3% increase each year beginning the third year of purchase.

- Server Software plus 10 Client License $7,760
- Server Software plus 15 Client License $9,700
- Server Software plus 20 Client License $11,640
- Server Software plus 30 Client License $15,520
- Server Software plus 40 Client License $19,400
- Server Software plus 50 Client License $23,280
- Server Software plus Site License for up to 20,000 pieces of equipment $29,100
- Additional Client Licenses at $388 each

## SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)

- *On Site Set up and Configuration Training Course   $5,700
- *On Site Key User Training Course  $5,700
- *On Site End User Training Course  $5,700
- *On Site "Go Live" Preparation Training course  $5,700
- On Site Follow Up Training Course  $5,700
- On site customizable training $1,446.48/day includes T&L
- Customized Program Training Course  $1,446.48/day based on …
- FASTER System Administrator Training Course On Site $4,275
- FASTER System Administrator Training Course at company headquarters $2,138

*Mandatory Training Course

- Project Management for SIN 132-33
  - Up to 15 Access Client License  $14,550
  - Up to 20 Access Client License  $19,400
  - Up to 30 Access Client License  $24,250
  - Up to 40 Access Client License  $29,100
  - Up to 50 Access Client License  $33,950
  - 50 + in additional License of 10 $4,850 per 10
- Project Management Services for SIN 132-33 are mandatory on initial purchase.
  - Up to 15 Client License  $14,550
  - Up to 20 Client License  $19,400
  - Up to 30 Client License  $24,250
  - Up to 40 Client License  $29,100
  - Up to 50 Client License  $33,950
  - Site License $38,800
- Data Conversion

  CCG offers conversion services at two levels.  Conversion of your current fleet management information system (FMIS) data is accomplished from files you or your IT Department will provide to CCG Technical staff in an Access/Excel format.
  - Level I Data Conversion - Includes Equipment and Parts Records plus fuel and work order life-to-date history totals.  $2,910
  - Level II Data Conversion – Includes Equipment Records and Part Records, fuel life-to-date history totals and work order details.  Work order detail conversion occurs after you finalize your site specific FASTER repair codes and work with the CCG project management staff to develop an approved cross reference repair code list.  $5,700
- Customized Programming $1,446.48 per day

Note:  Support of customizations for the duration of the contract will be calculated as 20% of the total cost of customizations under SIN 132-51 for Customizations only.  There will be a 3% increase each year after the first year of purchase.

## OPTIONAL SMALL USER PACKAGE PRODUCT SIN'S 132-33, 132-50, 132-51

This package is sold complete; items in this package cannot be purchased individually.

This offering provides an opportunity for small organizations with limited staffing and budgetary constraints to implement the basic *FASTER* software.  The implementation allows a site to "go live" using full functionality of *FASTER* without additional modules or customizations.

At any point **after** the fleet operation is "live" on the software, the site may purchase additional modules, customization or expand licensing at the currently published pricing rate.

### *Five (5) Client Workstation License using MS SQL Database*

Client software to be installed on up to five (5) workstations only

### *Project Management 90-Day Implementation*

- Meet & Greet introductory conference call
- On Site Kick Off meeting & development of site specific implementation dates.
- Bi-weekly conference calls
- One (1) Fuel Import Utility
- Level 1 Data Conversion from Excel/Access Files
    - Equipment & Parts birth certificate
    - History dollar totals only

### *On Site Installation & Training*

- 4-Day (32 hours) Installation and *FASTER* System Administration Training
- CCG and Site determine training dates to be scheduled for two consecutive weeks
    - 4-Day (32 hours) End User Training
    - 4-Day (32 hours) Go Live Training

| | |
|---|---|
| Total Purchase Cost of Small User Package | **$48,450** |
| Annual Support Services<br>Effective one (1) year after installation | **$5,820** |

## CCG Payment Schedule

| | | |
|---|---|---|
| Start of Project/Receipt of Purchase Order<br><br>Completion of Installation & System Configuration<br><br>Site "Go Live" | Net 30 days ARO | 100% of total contract |