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

Schedule Title: Multiple Award Schedule
Service Code: D399, J070
Contract Number: 47QTCA19D00MW
Contract Period: September 27, 2019 to September 26, 2024

Starboard Consulting, LLC
2170 W State Road 434, Suite: 385
Longwood, FL 32779-4976
Phone number: 407-622-6414
Fax number: 407-622-6417
E-Mail: kbuck@starboard-consulting.com
Contract Administrator: Karen A Buck, Executive Director
Business Size: Small, Women Owned Business
Contract Current Through Mod 0006, effective July 20, 2020

For more information on ordering from Federal Supply go to this website: www.gsa.gov/schedules
Customer Information

1a. Table of Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151S</td>
<td>Information Technology Professional Services – SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY</td>
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<tr>
<td>54151</td>
<td>54151RC</td>
<td>Software Maintenance Services – SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order-Level Materials (OLMs) – SUBJECT TO COOPERATIVE PURCHASING AND DISASTER RECOVERY</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. Not Applicable

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. See Pg. 6

2. Maximum Order: $500,000

3. Minimum Order: $100.00


5. Point(s) of production (city, county, and state or foreign country): Same as Contractor

6. Discount from list prices or statement of net price: GSA prices are Net

7. Quantity discounts: None

8. Prompt payment terms: Net 30 Days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Government purchase cards are accepted up to the micro-purchase threshold

9b. Notification whether Government purchase cards are accepted or are not accepted above the micro-purchase threshold: Government purchase cards are not accepted above the micro-purchase threshold

10. Foreign items: None
11a. Time of Delivery: SIN 54151 - 30 Days ARO, SIN 54151S – As Negotiated with Ordering Activity

11b. Expedited Delivery: As negotiated at the task order level

11c. Overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B Points(s): Destination

13a. Ordering Address(es):
   2170 W State Road 434 Suite 385
   Longwood, FL 32779-4976
   Phone: 407-622-6414
   Email: kbuck@starboard-consulting.com

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es):
   2170 W State Road 434 Suite 385
   Longwood, FL 32779-4976
   Phone: 407-392-3168
   Email: ahilliard@starboard-consulting.com

15. Warranty provision: Contractor’s Standard Commercial Warranty

16. Export Packing Charges: Not Applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): None

18. Terms and conditions of rental, maintenance, and repair: Not Applicable

19. Terms and conditions of installation: Not Applicable
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: 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. Preventive maintenance: Not Applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): 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. contract’s website or other location.) The EIT standards can be found at: www.Section508.gov/

25. Data Universal Numbering System (DUNS) number: 826064003


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<tr>
<th>GSA Out-Year Pricing SIN 54151S</th>
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<td>SIN</td>
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**GSA Pricing SIN 54151**

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<thead>
<tr>
<th>SIN</th>
<th>Service/Task</th>
<th>GSA Price</th>
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</thead>
<tbody>
<tr>
<td>54151</td>
<td>Starboard - Implement Two-Way Integration/Interface BWM-CIS</td>
<td>$122,224.89</td>
</tr>
<tr>
<td>54151</td>
<td>Starboard - Implement Two-Way Integration/Interface BWS-M</td>
<td>$68,344.69</td>
</tr>
<tr>
<td>54151</td>
<td>Starboard - Implement Two-Way Integration/Interface BWM-GIS</td>
<td>$72,322.42</td>
</tr>
</tbody>
</table>
**Educational Substitution:**
Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided per the approval of the federal agency acquiring the service. Five years of related experience may be substituted for a Bachelor’s Degree requirement at the discretion of the ordering agency.

**Solutions Director**
**Functional Responsibility:** Responsible for the full life cycle management of Maximo implementation, upgrade, or support projects. Provides direction for technical and functional resources. Actively participates in long-range strategy planning and manages policy development to address complex business issues and provides leadership to cross-functional teams. Serves as the primary point of contact from project/program inception to delivery. Manages a methodology driven quality plan, monitors and controls the quality of the deliverable, as well as manages the project completion process through customer acceptance. Works with business unit managers and forms alliances on projects, operational decisions, scheduling requirements/conflicts and vendor contract clarification.
Coordinates requirements gathering, systems analysis, applications development, testing, training, and deployment activities through direct and indirect staff. Directs development teams in the areas of scheduling, design, function, and standard development practices. Meets scheduled milestones to ensure project/program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing Maximo projects and asset management programs.
**Minimum Education/Experience:** Bachelors/20

**Project Manager**
**Functional Responsibility:** Responsible for overall coordination, status reporting and stability of project-oriented work efforts for Maximo implementation, upgrade, and support projects. Establishes and implements project management processes and methodologies for the client to ensure projects are delivered on time, within budget, adhere to high quality standards, and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts daily, identifying resource needs, performing quality review; and escalating functional, quality, and timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed. Assists Solution Director(s) in partnering with senior management of the business community to identify and prioritize opportunities for utilizing Maximo to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of project management methodologies and tools, resource management practices and change management techniques. This is a management role with human resource management responsibilities. Typically manages one or more cross-functional projects of medium to high complexity.
**Minimum Education/Experience:** Bachelors/10
Technical Architect

Functional Responsibility: Provides design recommendations based on gathered requirements for Maximo implementations, upgrades, or support projects. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses Maximo out of the box toolsets and other programming platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes—either individually or in concert with project team. Will assist in the most difficult support problems. Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approaches in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.

Minimum Education/Experience: Bachelors/5

Report Writer

Functional Responsibility: Responsible for leading the design and support of enterprise-wide business intelligence applications and reports. Works with the user community to understand and prioritize data and information requirements. Optimizes the performance of enterprise business intelligence tools and reports by defining data to filter and index that add value to the user. Designs and coordinates a curriculum for coaching and training customers in the use of business intelligence tools and report development platforms to enhance business decision-making capability. Develops standards, policies and procedures for the form, structure and attributes of the business intelligence tools, reports, and systems. Develops data/information quality metrics. Researches new technology and develops business cases to support enterprise-wide business intelligence solutions. Acts as a subject matter expert in the BIRT and Cognos development and analytics platforms and maintains certifications in the use of each.

Minimum Education/Experience: Bachelors/3

Change Practitioner

Functional Responsibility: The Change Practitioner is responsible for guiding clients through the changes necessary for a successful implementation. Change management activities will be performed throughout the project duration to ensure the people side of change is considered throughout the project lifecycle.

Minimum Education/Experience: Bachelors/10

Mobile Expert

Functional Responsibility: The Mobile Expert has experience in configuring, designing, and implementing maintenance management systems, application and mobile development, and providing consultative expertise. Implements mobile solutions for multiple platforms and shares technical knowledge/documentation. Creates detailed designs and utilizes administrative toolsets, including: application designer, workflow designer and associated application roles, actions, and
conditional logic. Analyzes data quality, identifies data gaps, and recommends action plans to correct deficiencies.

**Minimum Education/Experience:** Bachelors/5

**Functional Analyst**

**Functional Responsibility:** Responsible for the design and tailoring of Maximo and its complementary products to meet the work, asset, customer service, procurement, and inventory management needs of clients. Develops design and functional specifications, produces deliverables related to the project(s) assigned, conducts system testing and training, and assists in post implementation support and system enhancements. Responsible for gathering, compiling and synthesizing information regarding business processes, stakeholder expectations, and interface needs. Has a thorough understanding of the business processes and flows to enable the analysis of business requirements and the development of solutions for the business functions. Responsible for the identification of and resolution of gaps in the business processes. Involved in security/authorization set-up, user documentation, data interface design, data migration and reconciliation. Works closely with customers, business analysts, and development team members to understand business requirements that drive the analysis and design of quality technical solutions for Maximo upgrade, implementation, and support projects. These solutions must be aligned with business and IT strategies and comply with the organization’s architectural standards. Involved in the full systems life cycle and is responsible for designing, testing, implementing, maintaining and sup

**Minimum Education/Experience:** Bachelors/10

**Senior Developer**

**Functional Responsibility:** Applies system solutions to business problems through the design and programming of Maximo using out of the box administration toolsets and approved configuration techniques. Configures, analyzes, designs, develops, and maintains Maximo applications to support business processes and functions. Works on elements of large, complex installations. Performs all aspects of programming assignments and assists with systems design. Fully knowledgeable in Maximo toolsets and approved programming languages. Applies knowledge and experience with technology and application development methodologies to perform systems analysis techniques, testing, and debugging. Understands business and customer requirements that drive the analysis and design of technical solutions. Participates in all phases of product development lifecycle, including the analysis, design, test and integration of the Maximo product line. Develops design specifications and parameters that adhere to Maximo development best practices. Researches, evaluates and incorporates new technology and tools to enhance the product development process. Resolves customer complaints with products and responds to suggestions for improvement and enhancements. May assist in development of product user manuals. Configures Maximo to interface with other enterprise systems, loads data, configures the graphical user interface, designs high availability environments, and creates queries or database objects to complement automated processes. Provides Level One and Two technical support to respond to issues post implementation and develop enhancements at the request of the user community. Liaisons with IBM, as Level Three product support, to resolve issues with the out of the box applications and apply fixes as delivered from IBM.

**Minimum Education/Experience:** Bachelors/5
Application Developer

Functional Responsibility: Applies system solutions to business problems through the design and programming of Maximo using out of the box administration toolsets and approved configuration techniques. Configures, analyzes, designs, develops, and maintains Maximo applications to support business processes and functions. Works on elements of small to medium installations. Performs all aspects of programming assignments and assists with systems design. Fully knowledgeable in Maximo toolsets and approved programming languages. Applies knowledge and experience with technology and application development methodologies to perform systems analysis techniques, testing, and debugging. Configures Maximo to interface with other enterprise systems, loads data, configures the graphical user interface, designs high availability environments, and creates queries or database objects to complement automated processes. Provides Level One and Two technical support to respond to issues post implementation and develop enhancements at the request of the user community. Liaisons with IBM, as Level Three product support, to resolve issues with the out of the box applications and apply fixes as delivered from IBM.

Minimum Education/Experience: Bachelors/3
Starboard Consulting, LLC Service Descriptions

Implement Two-Way Integration/Interface Between Maximo and the Enterprise Customer Information (CIS) System
Description: Starboard creates and implements a customized transaction flow and interface design document working with the customer subject matter experts and then constructs/develops and implements the interface within the Maximo Integration Framework based on the approved deliverables. The customized integration can be service or database based and includes a direct point-to-point connection configuration or transaction of data through a customized enterprise service bus. The development service includes unit testing, periodic touch base sessions with the users, acceptance testing, and deployment to the production environment. Deliverables include transaction flows, design document, and test scripts.

Implement One-Way Integration/Interface from SCADA to Maximo
Description: Starboard develops a customized transaction flow and interface design document working with the SCADA subject matter experts and then designs and implements the customized interface within the Maximo Integration Framework based on the approved deliverables. The integration can be service or database based and includes a direct point-to-point connection configuration or transaction of data through a customized enterprise service bus. The development includes unit testing, periodic touch base sessions with the users, acceptance testing, and deployment to the production environment. Deliverables include transaction flows, design document, and test scripts.

Implement Two-Way Integration/Interface Between Maximo and the Enterprise Geographic Information (GIS) System using Maximo Spatial
Description: Starboard implements and configures Maximo Spatial to transact customized location, asset, work order, and service request data between Maximo and the Esri GIS. Starboard develops a customized interface design document working with the GIS subject matter experts and then construct the interface using Maximo Spatial. The development includes unit testing, periodic touch base sessions with the users, acceptance testing, and deployment to the production environment. Deliverables include transaction flows, design document, and test scripts.