



CCG Systems, Inc. 2730 Ellsmere Avenue, Norfolk, VA 23513

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

**SIN 132-33 - PERPETUAL SOFTWARE LICENSES**

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Microcomputers

Application 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 IT Data Conversion Services

**CCG Systems, Inc.**  
**2730 Ellsmere Avenue Norfolk, VA 23513**  
**800-753-2783**  
**Fax 757-625-5114**  
**[www.ccgsystems.com](http://www.ccgsystems.com)**

Contract Number: **GS-35F-0251U**

Period Covered by Contract: **Feb. 13, 2008 – Feb. 13 2013**

**DUNS: 123826091**

**TIN: 54-1205684**

**CAGE: 35CX7**

General Services Administration  
Federal Acquisition Service

Products and ordering information in this Authorized FSS 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.fss.gsa.gov/>

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## **INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

### ***SPECIAL NOTICE TO AGENCIES: Small Business Participation***

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

### **1. GEOGRAPHIC SCOPE OF CONTRACT**

(X) The Geographic Scope of Contract will be domestic delivery only.

This contract applies to domestic delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

### **2. ORDERING ADDRESS AND PAYMENT INFORMATION**

**For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers 30 days from the date work begins on the contract, 100% of the prices stipulated in this contract for service rendered and accepted.**

For Ordering:

CCG Systems, Inc.  
2730 Ellsmere Avenue  
Norfolk, VA 23513  
ATTN: GSA – Order Entry

For payment:

CCG Systems, Inc.  
2730 Ellsmere Avenue  
Norfolk, VA 23513  
ATTN: GSA – Accounts Receivable

CCG Systems, Inc. is required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

800-753-2783

### **3. LIABILITY FOR INJURY OR DAMAGE**

CCG Systems, Inc. shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by CCG, unless such injury or damage is due

to the fault or negligence of CCG.

#### 4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 12-382-6091

Block 30: Type of Contractor: B. Other Small Business

Block 31: Woman-Owned Small Business: No

Block 36: Contractor's Taxpayer Identification Number (TIN): 54-1205684

4a. CAGE Code: 35CX7

4b. CCG Systems, Inc. has registered with the Central Contractor Registration Database.

#### 5. FOB DESTINATION

All CCG software editions and add on modules will be mailed directly to the ordering federal agency via the U. S. Postal Service or private overnight delivery company.

#### 6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: CCG Systems, Inc. shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<u>SIN 132-33</u>	<u>30</u> Days
<u>SIN 132-34</u>	<u>*See Comment Below</u>
<u>SIN 132-50</u>	<u>**See Comment Below</u>
<u>SIN 132-51</u>	<u>***See Comment Below</u>

\* SIN 132-34 is for Maintenance of Software which has no "delivery time". The leasing of *FASTER* fleet software includes software maintenance support which is included in the 30 day delivery. The purchase of the *FASTER* fleet software includes software maintenance for 12 months after installation. Annual software maintenance is purchased or renewed every 12 months.

\*\*SIN 132-50 is for Training Courses. Delivery time is based upon the timeline scheduled at the customer's discretion.

\*\*\*SIN 132-51 is for Information Technology Professional Services. Delivery time is based on the particular service requested by the government agency such as consultative services or customized programming which is based on the size and scope of work including needs assessment, definition, specification and the development of delivery timeframe.

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities 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 activity, 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.

#### 7. DISCOUNTS

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: **Prompt payments will be a 3%- 3 days.**
- b. Quantity: none
- c. Dollar Volume: none
- d. Government Educational Institutions: Governmental Educational Institutions are offered the same discounts as all other Government customers.

## **8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED**

All *FASTER* software products are made in the USA.

## **9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING**

All *FASTER* software is packaged appropriately and shipped in a box via the U. S. Postal Service.

## **10. SMALL REQUIREMENTS**

The minimum dollar value of orders to be issued is \$1,500.

## **11. MAXIMUM ORDER**

**(All dollar amounts are exclusive of any discount for prompt payment.)**

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-33 - Perpetual Software Licenses  
Special Item Number 132-34 – Maintenance of Software  
Special Item Number 132-51 - Information Technology (IT) Professional Services

- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:

Special Item Number 132-50 - Training Courses

## **12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

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. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

## **13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS**

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

### 13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

### 13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

### 14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

## 15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

## 16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

## 17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

## 18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
  - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
  - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## **19. OVERSEAS ACTIVITIES**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist

Upon request of CCG Systems, Inc., the ordering activity may provide CCG with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to CCG's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## **20. BLANKET PURCHASE AGREEMENTS (BPAS)**

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with CCG Systems, Inc. if not inconsistent with the terms of the applicable schedule contract. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

## **21. CONTRACTOR TEAM ARRANGEMENTS**

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, de-installation, and reinstallation services under SIN 132-8.

## **23. SECTION 508 COMPLIANCE**

CCG Systems, Inc. is putting processes in place to become 508 compliant

## **24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:  
This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

## **25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)**

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
  - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
  - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

## **26. SOFTWARE INTEROPERABILITY**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

## **27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**CCG SYSTEMS, INC. - FASTER PERPETUAL SOFTWARE  
TERMS AND CONDITIONS (SPECIAL ITEM NUMBER 132-33)  
AND MAINTENANCE (SPECIAL ITEM NUMBER 132-34)**

This contract is entered into, as of DATE ("Effective Date"), between CCG Systems, Inc. ("Vendor"), a Virginia corporation with its principal office located at 2730 Ellsmere Ave., Norfolk, Virginia, 23513, Telephone 800-753-2783, FAX 757-625-5114. and ORDERING ACTIVITY NAME, with its principal office located at \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_ x \_\_\_\_, Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_ x \_\_\_\_, ("Ordering Activity").

## **1. INSPECTION/ACCEPTANCE**

CCG Systems, Inc. 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. 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. All software maintenance support services outlined in this agreement are subject to payment of applicable annual support services fees. Support services refers to support and training for the *FASTER* software which includes, but is not limited to, phone consultation, remote diagnostic capabilities, site visits (when possible), educational opportunities such as regional training and annual users' conference, regular newsletters, and periodic updates to the software, with accompanying updates to the user manual.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

## 5. 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, 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 connection with 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.

### SOFTWARE CONVERSIONS - (132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

## 6. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

## 7. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

Software is CPU specific; however, if a designated CPU becomes temporarily inoperative the software may be used on another computer. Use of the Software on other computers of Customer requires additional fees. The fee for multiple copies will be 50% of the original cost. Software provided by CCG Systems, Inc., in the machine readable form may be copied by Customer for use with the designated computer to the extent necessary for archive or emergency restart purposes, to replace a worn copy, to understand the contents of such machine-readable material, or to modify the software.

## 8. DEFINITIONS

**8.1 "Service Level Agreement"** The contract between CCG Systems and the Ordering Activity that describes the Services to be provided and the measurements used to assess CCG Systems's performance.

**8.2 "Ownership"** CCG Systems (or third party) owns the data center hardware and software, unless otherwise noted. The Ordering Activity owns all data created by the Ordering Activity.

**8.3 "Services"** Activities to be performed by CCG Systems for the Ordering Activity pursuant to this contract and associated proposals.

**8.4 "Application"** Software program(s) that CCG Systems has been authorized to provide to the Ordering Activity.

**8.5 "Deliverable(s)"** Any Service or Application that has been identified in the proposal(s) by CCG Systems or expressly identified in this contract.

**8.6 "Property Rights"** All software, intellectual property, ideas, methodologies, and materials provided by CCG Systems shall be protected by the Ordering Activity against abuse, theft, and other unauthorized use. Only the data created by the Ordering Activity is the property of the Ordering Activity. All other resources are the property of CCG Systems or its authorized suppliers and/or subcontractors.

## 9. COOPERATION

The Ordering Activity acknowledges (i) that certain services to be provided by CCG Systems may be dependant on Ordering Activity providing certain data, information, or assistance; and (ii) that certain services may be performed at the Ordering Activity's facility, such Services may be dependant on Ordering Activity providing access to Ordering Activity's facilities and suitable work space (collectively, "Cooperation"); and (iii) that such Cooperation may be essential to the performance of the ASP services provided by CCG Systems. The parties agree that any delay or failure by CCG Systems to provide services hereunder which is caused by Ordering Activity's failure to provide timely Cooperation reasonably requested by CCG Systems shall not be deemed to be a breach of CCG Systems' performance obligations under this contract.

Any change requested by the Ordering Activity in the scope of services or deliverable(s) specified in a Request for Service must be mutually agreed upon by the parties in writing. Changes in the services or deliverables may require modification of the fees charged by CCG Systems and and/or service delivery schedules.

## 10. LOCATION OF SERVICES

All ASP Services shall be performed at the Data Center, unless otherwise identified by a mutually approved Request For Service form.

## 11. CONFIDENTIALITY

CCG Systems shall deem all materials in its possession, including the Ordering Activity's data, as confidential. These materials will not be accessible to the general public, unless otherwise requested by an authorized representative of the Ordering Activity through a Request For Service form and approved by

CCG Systems. Moreover, CCG Systems may not utilize the Ordering Activity materials unless approved by the Ordering Activity in writing.

## 12. MUTUAL INDEMNITY

Each party ("Provider") will defend and indemnify the other party ("Recipient") against a claim that any information, design, specification, instruction, software, data or material furnished by the Provider ("Material") and used by the Recipient hereunder infringes or violates a Proprietary Right of another, provided that: (i) the Recipient notifies the Provider in writing within thirty (30) days of the claim; (ii) the Provider has sole control of the defense and all related settlement negotiations; and (iii) the Recipient provides the Provider with the assistance, information, and authority reasonably necessary to perform the above; reasonable out-of-pocket expenses incurred by the Recipient in providing such assistance will be reimbursed by the Provider. The Provider shall have no liability for any claim of infringement resulting from: (i) the Recipient's use of a superseded or altered release of some or all of the Material if infringement would have been avoided by the use of a subsequent unaltered release of the Material which the Provider provides to the Recipient; or (ii) any information, design, specification, instruction, software, data, or material not furnished by the Provider. In the event that some or all of the Material is held or is believed by the Provider to infringe, the Provider shall have the option, at its expense: (i) to modify the Material to be non-infringing; or (ii) to obtain for the Recipient a license to continue using the Material. If it is not commercially feasible to perform either of the above options, then the Provider may require from the Recipient return of the infringing Material and all rights thereto. Upon return of the infringing Material to the Provider, the Recipient may terminate this Agreement with ten (10) days' written notice. THIS INDEMNITY SECTION STATES THE PARTIES' ENTIRE LIABILITY AND EXCLUSIVE REMEDY FOR INFRINGEMENT.

## 13. DISCLAIMER REGARDING CONSEQUENTIAL DAMAGES

CCG SYSTEMS WILL NOT BE LIABLE TO THE OTHER IN ANY EVENT FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, (i) ANY DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF BUSINESS INFORMATION, OR (ii) ORDERING ACTIVITY'S OR ORDERING ACTIVITY'S ORDERING ACTIVITIES' RELIANCE ON OR USE OF INFORMATION OR SERVICES PROVIDED HEREUNDER, EVEN IF THE OFFENDING PARTY HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## 14. CONTRACT TERMINATION

**14.1 Automatic Termination.** This contract and all services will terminate immediately without notice upon the institution of insolvency, bankruptcy, or similar proceedings by or against CCG Systems, unless the Ordering Activity is otherwise notified by CCG Systems in writing.

**14.2 Termination For Cause.** If either party fails to comply with any of the material terms and conditions of this contract, the other party may terminate this contract upon thirty days written notice to the defaulting party specifying any such breach, unless within the period of such notice, all breaches specified therein shall have been remedied.

**14.3 Termination For Convenience.** Notwithstanding anything contained herein to the contrary, either party may terminate this contract for convenience upon ninety (90) days written notice to the other party.

**14.4 Return of Materials And Payment.** If the contract is terminated upon the request of Ordering Activity, the Ordering Activity shall pay CCG Systems for all work in progress as of the termination date, and CCG Systems shall surrender to Ordering Activity all work in progress, if any, and documents pertaining to the business of Ordering Activity previously delivered by the Ordering Activity to CCG Systems. This provision shall apply to all materials made available or disclosed to CCG Systems by any third party in connection with this contract or any Request for Service form. Moreover, CCG Systems will copy the Ordering Activity's data to a CD-ROM, DVD, or other industry standard backup media. If CCG Systems terminates the contract before completion of the first term (3 years), CCG will refund to Ordering Activity all startup costs as defined in Schedule A.

## 15. ARBITRATION

Except for actions to protect Proprietary Rights and to enforce an arbitrator's decision hereunder, all disputes, controversies, or claims arising out of or relating to this Agreement or a breach thereof shall be submitted to and finally resolved by arbitration under the rules of the American Arbitration Association ("AAA") then in effect. There shall be one arbitrator, and such arbitrator shall be chosen by mutual agreement of the parties in accordance with AAA rules. The arbitration shall take place in Norfolk, Virginia. The arbitrator shall apply the laws of the State of Virginia to all issues in dispute. The findings of the arbitrator shall be final and binding on the parties, and may be entered in any court of competent jurisdiction for enforcement. Legal fees shall be awarded to the prevailing party in the arbitration.

## 16. NOTICES BY PERSONAL DELIVERY, POSTAL MAIL AND FACSIMILE TRANSMISSION

All notices given in writing shall be effective when either served by personal delivery or by certified or registered mail. All notices given electronically by facsimile transmission shall be effective if the sender maintains a log created at the time of transmission indicating receipt. Further, in order to be effective, all such notices shall be addressed to the contact persons of the parties at their respective addresses or facsimile numbers as set forth on the initial page hereof, or to such other addresses or facsimile numbers as either party may later specify by written notice.

## 17. NOTICES BY EMAIL

Notwithstanding the above provisions regarding notices by personal delivery, postal mail, and facsimile transmission, an electronic mail message sent by one party to the other shall be deemed to constitute an effective notice hereunder only if: (i) the electronic mail message notice prominently states that it is being given under this Agreement and requests an email response acknowledging receipt; and (ii) the responding electronic mail message (a) clearly refers to the specific email message to which it is responding, and (b) includes a copy of the text of such message. Further, in order to be effective, all such notices shall be addressed to the contact persons of the parties at their respective email addresses as set forth.

Vendor: CCG Systems, Inc.  
Nina McCoy  
2730 Ellsmere Ave.  
Norfolk, VA 23513  
Email: [nina@ccgsystems.com](mailto:nina@ccgsystems.com)  
Phone: (800)753-2783  
Fax: (757)625-5114

## 18. ASSIGNMENT

a. This Agreement shall inure to the benefit of, and be binding upon, any successor to all or substantially all of the business and assets of each party that are germane to perform the services prescribed hereunder, whether by merger, sale of assets, or other agreements or operation of law. Except as provided for elsewhere in this Agreement, CCG Systems shall not assign this Agreement or any right or interest under this Agreement, nor delegate any work or obligation to be performed under this Agreement, without Ordering Activity's prior written consent. Any attempted assignment or delegation in contravention of this section shall be void and ineffective.

b. The following obligations shall survive the expiration or termination hereof: (i) any and all licenses granted hereunder, (ii) any and all limitations of liability and indemnities granted by either party herein, (iii) any covenant granted herein for the purpose of protecting the Proprietary Rights of either party or any remedy for breach thereof, (iv) the payment of taxes, duties, or any money to either party hereunder, and (v) the return of Ordering Activity materials.

**19. MISCELLANEOUS**

This Agreement shall be construed under the laws of the State of Virginia, without regard to its principles of conflicts of law. This Agreement constitutes the entire understanding of the parties with respect to the subject matter of this Agreement and merges all prior communications, understandings, and agreements. This Agreement may be modified only by a written agreement signed by the parties. The failure of either party to enforce at any time any of the provisions hereof shall not be a waiver of such provision, or any other provision, or of the right of such party thereafter to enforce any provision hereof.

**AGREED TO:**

IN WITNESS WHEREOF, the parties have caused this Agreement to be duly executed below.

**ORDERING ACTIVITY:**

**CCG SYSTEMS, INC.:**

By: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**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.

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**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)\***

**\*\*The phrase, "Information Technology (IT) Professional Services/Electronic Commerce (EC) Services" in the following paragraphs may need to be revised in order to be consistent with the Offeror's proposal; e.g., if only IT Professional Services are offered, all references to EC Services should be deleted.\*\***

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce 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/EC 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/EC 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. 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/EC SERVICES AND PRICING

**\*\*NOTE TO CONTRACTORS: The information provided below is designed to assist Contractors in providing complete descriptions and pricing information for the IT/EC Services offered. This language should NOT be printed as part of the Information Technology Schedule Pricelist; instead, Contractors should provide the same type of information as it relates to the IT/EC Services offered under the contract.\*\***

a. The Contractor shall provide a description of each type of IT/EC Service offered under Special Item Numbers 132-51 and 132-52. IT/EC 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/EC Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

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

*\*As of January 1, 2008 CCG Systems, Inc. no longer offers the Application Hosting implementation of the FASTER Fleet Management Software included in the price list as SIN 132-32 - Term Software Licenses. This also eliminates the client access project management section only from SIN 132-51 - Information Technology (IT) Professional Services.*

## CCG SYSTEMS, INC. – ORGANIZATIONAL STRUCTURE

### YOUR FASTER PARTNERS

The most unique thing about the *FASTER* team is that all 45 employees and partners expertly serve the customer and support the software. Our core staff has been here for over 15 years and the company has experienced significant and consistent growth during this period. To support this growth, we have always placed the highest priority on ensuring that our front-line technical customer support personnel are in place first.

In addition to highly-qualified support technicians, systems analysts, software engineers and trainers, there are fleet professionals (with more than 150 years of collective fleet experience) on staff who provide outstanding on-site training and support. They also lead our project management team and implementation services and assist in conducting the annual on-site consultative visits to each customer.

CCG's dedication to the fleet industry is evident in the degree of staff involvement in all aspects of fleet management, including serving on various Boards, working with certification programs and speaking at numerous local, regional and national fleet learning sessions.

In 2004, CCG employees began the process of becoming a 100% employee owned corporation by adopting an Employee Stock Ownership Plan (ESOP). As an owner, each employee shares in CCG's success and challenges. This reality creates an emphasis on customer satisfaction and operating effectiveness.

Ownership also fosters innovation, high morale, loyalty and a continuous striving for improvements in all areas. Every single CCG team member takes great pride in ensuring each customer feels valued and served.

Successful employee ownership also assists us in achieving:

- Successful implementation of our business plan using phenomenal service to provide superior software.
- Attracting, developing, and retaining sought-after professionals with in-demand expertise.
- Being the employer of choice with the lowest turnover in the industry.
- Creating a competitive advantage for CCG based on customer satisfaction.

### THE CCG FAMILY

#### 1. FLEET SERVICES

**Mike Brawley, Senior Vice President, Fleet Services:** CNE, A.A.S., Electrical Engineering Technologies, Tidewater Community College. Mike has over 18 years of Fleet Management experience supported with computer systems knowledge. He has held the positions of District Manager, Fleet Manager and Computer Systems Supervisor for a leading automotive service organization in Virginia Beach, where he worked closely with local and state municipalities and other regional organizations performing software and hardware maintenance and providing technical support and training. Mike joined CCG in June of 1998 and has provided leadership in a variety of roles. He is currently directing the efforts of our value-added services to maximize the design and utilization of the *FASTER* software.

**Danny Brashear - Senior Fleet Consultant:** APWA Certified Equipment Manager; IASE Certified in Automotive and Medium/Heavy Trucks; Master Certified Medium/Heavy Truck Technician. Joining CCG in July 2006, Danny brings 18 years of governmental fleet experience from Lee County Fleet Management, Florida. Rising through the ranks at Lee County to Operations Manager, he managed the equipment acquisitions & disposal to include specifications writing, and fuel management; served as fleet trainer and safety coordinator, and system administrator; and performed many other processes for fleet. His vast experience with the *FASTER* system helped the county to become ranked #1 in 2004 nationwide by the Utility Fleet Management Magazine and Fleet Counselor Services, Inc. With Danny's track record, he is poised to help our customers grow, understand and better utilize the *FASTER* software system.

**Mark Jerome --Senior Fleet Consultant.** Joining CCG in July 2007, Mark brings 30 years of governmental fleet management experience. During his career, Mark started as a technician on the shop floor and spent the last half of his career as fleet manager. Under his leadership, Mark utilized *FASTER* to reduce budget overheads by millions of dollars and had exceptional success reducing downtime while increasing vehicle availability. He also managed vehicle acquisitions and disposal to include specifications writing specializing in fire apparatus and fuel management. He is dedicated to help our customers grow, and help them achieve recognition as a top fleet operation. Mark has managed two different fleets to the recognition of top 10 and top 100 fleets in North America.

**Phil Soldan, Senior Fleet Analyst:** Net+, A+, MOS, B.S. in Computer Information Technology, International College. Phil joined CCG Systems in 1995. Phil has nine years experience in government fleet management, nine years in the automotive manufacturing industry, and two years in retail. During his nine years in government fleet management, Phil was responsible for budget preparation, monthly operating statements, monitoring vendor performance and contract compliance, writing equipment specifications, bid specifications, and request for proposals, fuel inventory and management, supervision of administrative staff, parts room and shop floor technicians, and was fleet's emergency coordinator. He was the primary motivator in implementing *FASTER* at Collier County, Florida and in bringing the fleet maintenance operations back in-house from a private contractor. He is currently responsible for writing the majority of standard and custom billing programs and reports, along with custom financial export programs. Phil also develops special utility programs such as Quick Dispatch, Distributed Utilization, and Inventory Reconciliation.

**Pat Wood, Senior Consultant:** With experience in consulting since 1992, training since 1989 and six years of departmental management expertise, Pat has been involved in adult technical education for more than 15 years. She has also worked for a nationally known company that specializes in Crystal Reports training and consulting, where she created a custom Crystal reports workshop specifically designed to be taught with the *FASTER* database. Pat became a full time CCG staff member in July 2000, and conducts all Crystal Training. She is also instrumental in writing Fleet system and customized reports for customers and in updating the *FASTER* training manuals, as well as conducting site visits for customers.

## 2. TECHNICAL SUPPORT PERSONNEL

**Brian Cooper, Vice President:** A.A.S., Computer Science, ECPI. An honor graduate of ECPI with four years' prior experience in computer and software troubleshooting and training, Brian joined CCG in 1996. His *FASTER* technical expertise, strong communication skills, personal warmth and sense of humor are dedicated to serving the front-line needs of CCG's growing customer base. Brian, now a veteran member of the CCG family, facilitates open, clear communication throughout the company.

**Melissa Baumann – Technical Writer:** A.S., Social Sciences, Tidewater Community College. Graduating Summa Cum Laude from TCC, Melissa's currently pursuing her Bachelor's in Professional Writing at Old Dominion University with a projected graduation date of May 2008. As an award-winning columnist, Melissa has written for AOL, *Navy Times*, *the Virginian-Pilot*, Tidewater Community College, *Tidewater Parent*, *Portfolio Magazine* and the *Chicken Soup for the Soul* series. Her work is currently featured on NPR's "This I Believe" series. Additionally, Melissa worked as a producer for a web magazine where she managed multiple channels, created high-traffic web packages and helped design innovative websites for over 600 non-profit groups. Joining CCG in June 2007, Melissa's extensive writing experience and creative skills streamline the company's Documentation for releases and service packs towards brand consistency and ease-of-use.

**Tobias Black, Technical Support Specialist:** A.S. in Computer Science IT Networking, ECPI College of Technology. With five years experience in the Army National Guard as a Wheeled Vehicle Mechanic, Tobias has a unique blend of mechanical and computer skills. Before joining CCG in September 2006, Tobias was in the customer service field for three years doing contract work for UPS.

**Beth Dearolf, Technical Support Specialist:** B.S., Mathematics, University of Pittsburgh. Prior to joining CCG in June 2006, Beth worked for the United Healthcare Group (UHG) where she was responsible for testing database and web-based applications. She also assisted in creating and maintaining test scripts utilizing Test

Director. Beth's experience in project management, quality assurance, and testing processes in ensuring top-notch testing of *FASTER* has encouraged her to become a part of our outstanding Support Team.

**Anand Maharaj, Learning Resource Coordinator:** CNA; CNE; A.A.S., Information Systems Technology, with emphasis in Network Engineering, Tidewater Community College. Originally from Trinidad, Anand moved to the United States in 1991 and served in the US Navy for four years. Graduating with highest honors (Summa Cum Laude) from TCC, Anand has also earned the prestigious CNE certification. After providing frontline technical support and training for CCG customers for more than two years, Anand currently coordinates the creation and development of all learning resources for both customers and coworkers.

**Steven Opeteia – Williamson, Technical Support Specialist:** B.S. Business Information Systems; Decision Support Systems, Virginia Tech. As business owner of Opeteia, Inc., Steven honed his skills in building, installing and managing fixed and mobile satellite internet systems. His extensive experience includes knowledge of computer languages VB. Net, Java, ASP.Net, SQL, HTML and CSS; providing network and telephony support; PC upgrades and repair. Steven brings his solid technical background in providing exceptional support to our ever-growing customer base.

**Lex Park, Communications Design Specialist:** MCP, Entre Information Services. Prior to joining CCG in September 2005, Lex taught computer classes for Goodwill Industries of Hampton Roads, deployed NMCI systems and provided help desk support for the government through a defense contractor. Lex started in the support department providing strong technical know-how and customer service and joined the learning resources department in April 2006. His transition to LR adds value in providing CCG and its customers resources and tools in doing their work better. In addition, his creative skills contribute to the development of the CCG website, audio-visual needs, and fleet photo library.

**Andrea M. Paxton, Technical Support Specialist:** B.S., Recreation, Park and Tourism Sciences, Texas A & M University. Andrea has over 13 years of experience in the fleet industry including inventory control, process management, training and software implementation. Prior to joining CCG, Andrea was the *FASTER* Administrator at Texas A & M University, where she worked closely with all facets of the university's Transportation Service Center and the Information Technology departments. Her extensive knowledge of *FASTER* and her expertise in data analysis, process flow, and various other fleet software programs make her a valuable resource to our *FASTER* customers.

**Tyrone Poist, Technical Support Specialist:** A. S. in Computer Science IT Networking, ECPI College of Technology; CCNA, MCP, CFIO. During his course of studies, Tyrone interned with the Virginia Beach Middle Schools where he provided support in installation of software, PC upgrade repair and maintenance and computer networking. He even had the opportunity to assist teaching computer classes. Before joining CCG in 2005, Tyrone worked for Dendrite International and Trawick Associates providing desktop and software support.

**Lynn M. Ritger, Technical Support Specialist:** ASE Parts Specialist, Service Writer; A.A. 1995, Okaloosa-Watson Community College; While completing his Associates' in the Arts, Lynn moved from a multi-line import dealership parts department to become an assistant store manager for Discount Auto Parts, Inc., ultimately leading to a management position with AutoZone. After 12 years of experience, during which he achieved ASE certification as a Parts Specialist as well as a number of other manufacturer-specific certifications and awards, Lynn changed career paths and entered the technology realm. He served as an email system administrator and application support analyst for several years before combining both his parts and technology experience to join the CCG support team. Lynn has recently published his first book, a history of the Messerschmitt Bf 109 fighter from World War II, and also serves as the webmaster of *The 109 Lair* (<http://www.109lair.com>), the single most thorough online reference site dedicated to the history of the Bf 109.

**Steve Specht, Technical Support Specialist:** MCP, BA in Business Administration, Wilkes College, PA. Steve began his long business management career experience in retail, working his way up from buyer to merchandise manager to store manager and, finally, area director. Desiring more time with his family, he changed career paths and returned to school to earn his MCP (Microsoft Certified Professional) certification in

May, 2003. Steve joined CCG in October 2003 and is using his extensive customer service and management expertise and technical skills in providing outstanding customer support.

**Al Steven, Technical Support Specialist:** MCSE, B.A., Biology, State University of New York. With significant progress toward a master's in education, Al discovered that teaching wasn't his passion and switched to technology and customer service instead. Managing several Radio Shack stores early in his career, and then moving to sales and route management for Frito Lay for another 10 years, Al finally returned to technology to achieve certification as an MCSE, Microsoft Certified Professional, a two-year process that he undertook while still working full time. His extensive experience in management, including direct customer service and technology support, makes him a valuable resource for *FASTER* customers.

**Melchor Udan - Technical Support Specialist:** Melchor, who joined CCG in 1995 following an eight-year career as Operations Manager for the United Artists Theatres group, has over 14 years Information Systems and Management experience. His technical expertise including his skills in customer service relations comes handy in resolving and troubleshooting customer issues. An integral part of the Support team, Melchor also serves as team leader for coordinating all audio-video and technical needs for the company's yearly national conference.

**Robert "R.D." Withers, Technical Support Specialist:** A.S., Computer Programming, ECPI College of Technology. Prior to joining CCG in September 2006, R.D. managed the technical support department for a highly ranked local Verizon Wireless retail location, where he was a top performer. R.D.'s extensive technical customer service and management experience complements our outstanding tech support team.

### 3. PROJECT MANAGEMENT

**Doug Atkins, Project Manager:** B.S., Computer Science, Old Dominion University, Oracle Database Administration Certified. Doug joined the CCG programming team as an intern in 1998, while completing his degree. After graduation, he moved to the technical support team and in May 2003, moved from a lead role in that capacity to join Ralph Filicko as a project manager. Doug combines his outstanding technical and database expertise with a thorough knowledge of fleet and *FASTER* to serve new customers in fully implementing *FASTER*, while also providing an invaluable internal resource to product development and support.

**Bob Auger, Project Management and Fleet Services:** Five years of experience in the customer service arena combined with military service in the United States Marine Corps qualifies Bob for his work with CCG Systems, Inc., which began in September 1998. His computer skills include dBase, diagnostic software, Inter-Networking Support Systems and hardware troubleshooting. He also contributes four years of experience in the fleet/automotive industry from his previous employment as a General Manager of a leading automotive service organization in Virginia Beach. Bob is CCG's conversion expert and oversees the deployment of all software remotely. As a veteran of both the *FASTER* software and work in the fleet industry, he also provides technical support for customers.

**Charles (Chuck) Bryant, Project Management Specialist:** Chuck, who is currently pursuing his Bachelor's in Computer Science at St. Leo's College, has twelve years of experience in a variety of training and technical capacities. He came to CCG in 2001 after working with Gateway as a technical support professional and a manager in training. Prior to his work in the technical arena, he was a leading Petty Officer in the Navy, where he served as a supervisor, trainer and LAN administrator, among other responsibilities. Chuck was part of the technical support staff before accepting his current responsibility of working with the project management team in ensuring the seamless deployment and implementation of the *FASTER* software.

**Jonathan Holloran, Project Coordinator:** B.S., Computer Science, Old Dominion University. Jonathan initially completed a degree in Exercise Science and held a variety of positions in this and other capacities before returning to school to earn another degree in the technology field. He joined CCG's quality assurance team in February 2003 and worked 3/4 time while completing this second degree. After graduating in May

2004, he accepted the challenge of leading the Quality Assurance effort as QA coordinator. And in 2006, Jonathan joined the project management team to provide support and learning opportunities for customers.

**Jeff Liddington, Project Management Specialist:** Joining CCG in April 2007, Jeff brings over 20 years of experience in the automotive industry. An Operations Manager prior to joining CCG, Jeff oversaw four districts and managed a team of over 400 employees while ensuring high levels of internal and external customer satisfaction. Aside from successfully implementing corporate policies, staff training and certifications and marketing strategies, Jeff also developed financial plans to reduce company costs while increasing profits. His extensive management skills in the areas of Customer Service, Human Resources, Facility, and Marketing make him a valuable team member in the deployment and implementation of the *FASTER* products and services.

#### 4. PRODUCT DEVELOPMENT

**Reginald Mano, Senior Vice President:** B.S., Business Administration, Old Dominion University. Sixteen years of computer experience and management responsibilities. Reggie joined CCG Systems in 1992 after working as a systems operations manager in the automotive industry. He began his career with CCG in primary front line support providing problem solving, programming and customer assistance. Overseeing both the Development and IT Teams, Reggie is also involved with the Marketing Team and overall operations of CCG.

**Vikas Bandagadde, Software Engineer:** B.S., Information Science, Visweswaraiah Technological University in India. Currently pursuing his M.S. in Computer Science at ODU, Vikas worked as Project Trainee for the Ministry of Defense in India where he developed simulation and testing software prior to joining CCG in June 2006. During his graduate studies, Vikas also teaches programming classes to undergraduates as a teaching assistant in the computer science department at ODU. He has published a study in IEEE called "*Reusability: A Technique for Design of HUMS Architectures*" as a result of working with the HUMS group at ODU under Prof Ravi Mukkamala.

**Lawanya Chadalawada, Software Engineer:** Currently pursuing her Master's in Computer Science at Old Dominion University, Lawanya joined CCG in September 2006 and is on the development team charged with developing the next generation of *FASTER*, *FASTER*<sup>3G</sup>. Prior to joining CCG, she worked as a research assistant at the NASA Langley Research Center. She also published a study called "*Developing Flexible Models and Efficient Tools for Reconfiguration of HUMS Architectures*," at the Digital Avionics Systems Conference, 2005.

**Wendy Collier, Systems Analyst:** B.A., Business Administration, with a dual concentration in computer science and accounting, Old Dominion University. Wendy worked in an aggressive, results-driven software design and implementation environment for seven years before joining CCG Systems, Inc. in 2002. Her extensive experience in software development, particularly in the area of web-based applications, is being fully utilized in her leadership role of developing and writing the technical specifications for all future enhancements of the *FASTER* software.

**Eric Evans, Senior Systems Engineer:** Diploma, Business Computing, ECPI College of Technology. Eric joined the CCG team on June 1, 1998 bringing with him a passion for programming, system design, and a hunger for knowledge. Eric's background is diverse, having been in computer related support assembly since 1989, and consulting and programming professionally since 1993. He has used both the traditional path of learning, as well as the unconventional, in his desire for discovering and solving problems on his own. An honor graduate of ECPI, he has been a consultant on various projects, and an owner of a company. His specialty is finding the future in technology and bringing what works to *FASTER*.

**Alan Gamboa, Senior Systems Engineer:** B.S., Computer Science, Old Dominion University. Alan has more than 18 years in the computer science field creating, designing, and programming; starting his work experience with Washington Design Group, Ltd. in 1986 and joining CCG in 1990. Alan has provided

leadership in the design of both BOS *FASTER* and *FASTER* and his creativity, combined with outstanding technical competence, has provided the cornerstone for both products. Alan continues to lead the design efforts of *FASTER*.

**John Elizar Horton, System Administrator:** With ten years of experience in network administration, John served in the United States Navy when it transitioned from Novell and UNIX based systems to the Microsoft platform in 1996. Throughout his military career in Italy, Japan and the Middle East, he proved his ability and affinity with information technologies through constant successes in planning, training, troubleshooting, disaster prevention, and critical data recovery with an entire spectrum of Windows software. John is currently pursuing certification in the next generation of Windows Vista operating system, and seeks to formalize his familiarity and knowledge of Japanese culture and language by obtaining a degree in Asian Studies.

**Sumalee Nolpo, Software Engineer:** M.S., Computer Science, University of Iowa. Since joining CCG in the spring of 1997, Sumalee has directed her outstanding programming skills and extensive background in Window NT and C++ to developing many of the key functions and processes in *FASTER*. In December 1998, Sumalee and her family moved to San Diego, where she continues her commitment to CCG's customers via telecommuting.

**Linda Rajan, Software Engineer:** M.S. in Computer Engineering, Old Dominion University. As a graduate intern, Linda developed a Multilevel Neural Network Architecture for Digital Implementation of Face Recognition System. She published two research papers on her work called "A Multilevel Architecture For FPGA Based implementation of Feed-Forward Neural Network for Pattern Recognition," at ANNIE 2002 (Saint Louis, Nov.10-13) and "Multilevel feed forward neural network architecture for real-time face recognition system," at IEEE Annual Symposium on VLSI (Tampa, Feb 20-21). Prior to joining CCG in April 2006, Linda was a Support Engineer at GE Infra Energy. She is also a part-time student at Old Dominion University pursuing her second M.S. degree in Engineering Management.

**Rusty Udan, Software Engineer:** Associates Degree in Science, Tidewater Community College. Rusty joined CCG Systems in 1997 as a full-time technical support team member. In addition to working full time at CCG, he has also been pursuing a degree in computer science at Old Dominion University. Rusty's passion for programming facilitated his transfer from the technical support team to the product design team, where he has the primary responsibility for the motor pool design, coding and enhancements.

**Windy Phillips - Communications Design Manager:** B.A., English, University of Texas at Austin. Certified as an English educator for grades 6-12, Windy spent seven years working in the UT Austin Information Technology. While at UT, she gained a broad range of experience, including web design, graphic design, training, technical writing, database administration and special projects management. Joining the CCG family in August 2002, Windy coordinates special projects and events, handles graphic design and company branding, and manages all company media.

## 5. PRODUCT MANAGEMENT AND QUALITY ASSURANCE

**Lisa Millar, Operations Vice President:** M.S., Physical Education, Ithaca College. After 15 years of experience as an educator, coach, and administrator, Lisa began her career with CCG in 1992 as regional manager. After serving as Director of Marketing for several years, where she completely redesigned and streamlined the vital sales lead generation and RFP processes, Lisa is now the vice president of operations and oversees all product development. In addition, she manages the vital site visit process and is instrumental in various other fundamental areas of internal operations.

**Betsy Edson, Systems Analyst:** B.S., Corporate Communication, Ithaca College. Betsy's education and experience include instructional design, training and development, as well as web and software development. Since joining CCG in 1997, Betsy has served in several capacities utilizing her software design and development skills to provide tools for both our internal and external customers. Betsy currently applies her

aptitude for process flow management and software development as a member of CCG's Product Management team.

**Fanny Gonzalez, Quality Assurance Analyst:** B.S. in Commerce, University of Santo Tomas, Philippines; A.A.S. in Computer and Information Science, ECPI College of Technology. Experienced in accounting, programming and quality assurance, Fanny brings this valuable experience to the expanded quality assurance role at CCG. Having worked for Jackson-Hewitt in quality assurance, Fanny works closely with the QA team as well as with development and learning resources staff members to ensure a coordinated effort in designing, testing and documenting the *FASTER* software.

**Dau Lual, Quality Assurance Analyst:** Dau is a special individual as he was one of about 3,000 refugees (Lost Boys) from Sudan that the United States allowed entry (with sponsorship by hundreds of churches and individuals throughout the U.S.) into the country prior to 9/11. Dau, along with thousands of his Dinka tribe, had walked hundreds of miles from southern Sudan to find safety (nearly 2 million Sudanese have been killed in this tragic genocide) in a refugee camp in Kenya. He lived in this camp for nine years before his entrance into the U.S. in 2000. Since arriving, he has learned English, graduated from high school, completed two years of college and is currently at Old Dominion University to complete his degree in Engineering.

**Travis Mosher, Quality Assurance Analyst:** A. S. in Computer Science Programming, ECPI College of Technology. Prior to joining CCG in September 2005, Travis managed a staff of 20 in the food industry. His managerial responsibilities included creating menus, catering conferences, creating budget and inventory spreadsheets and processing those inventories. With his attention to detail, creativity, and focus on customer service, Travis works with the rest of the QA team for the further improvement of the *FASTER* system and hopes to eventually work in product development.

## 6. ADMINISTRATION AND MARKETING

**Pam Nelson – Chief Executive Officer:** B.S.B.A., Marketing, University of Arkansas. Pam has 30 years of education, training, and management experience. She has served as the president and CEO of two companies, both experiencing significant, sustained growth in revenue and profits earned during her tenure. Her book, *“Making a Difference as a Public Fleet Professional,”* is homage to the fleet industry providing insight and guidance on how to lead, learn and grow. The book provides fleet professionals with a vision of how to prioritize their many responsibilities, save taxpayers money through effective leadership and embrace new paradigms resulting in their success and pride as public servants. Pam's a sought-after speaker for national and regional fleet conferences and personally develops and conducts seminars across the country. Additionally, her articles focusing on a variety of fleet management issues have appeared in various fleet publications. Pam is the editor and author of the bi-monthly *FASTER* News, now in its 20<sup>th</sup> year of publication.

**Nina Rae McCoy, President:** M.S., Human Development Counseling, George Peabody College. Nina has more than 25 years of experience in education, training, and management, highlighted with achievements in the area of staff training and development. Nina also brings six years of experience as the director of two proprietary educational facilities, where she was responsible for its overall operations. Nina joined CCG initially on a contract basis as a regional manager and then joined the full-time CCG team in the fall of 1990. She has been closely involved in all aspects of CCG, resulting in her promotion to President of CCG Systems on January 1, 1999.

**Charmaine Berina – Public Relations Coordinator:** B.A., Communications, Journalism track, Virginia Wesleyan College. Member, Public Relations Society of America. Charmaine graduated magna cum laude from VWC in May 2002. As a student, she served as editor for *The Marlin Chronicle*, *Sandpiper* and *The VWC Review* and was involved with the Society for Collegiate Journalists and International Students Organization. During her senior year, Charmaine worked as a news reporter intern for WVEC Channel 13 and as communications specialist intern for VWC's College of Communications. Prior to joining the company in September 2003, Charmaine worked for the Hecht's Company where she gained five years of customer relations and business operations experience supervising its key processes. A published writer, her articles have appeared in *Dream Child and Other Essays*, Education Resources Information Center (ERIC), and in

trade publications such as the *APWA Reporter*, *Government Fleet Magazine* and *Inside Business*. Charmaine manages the RFP and bid process; coordinates internal and external company communications; vendor and media relations and advertising; and public relations plans. She's currently pursuing accreditation in Public Relations.

**Becky Lewis - Marketing Specialist:** B.A., Criminal Justice, Virginia Wesleyan College. Becky worked as a 911 dispatcher for the City of Virginia Beach for five years where she received numerous accolades including five Live Saving awards before joining CCG in June 2006. With eleven years of retail and local government experience in serving customers, Becky works on special projects, responding to RFP's, and coordinates the Sales team's tradeshow. She's also instrumental in lead generation and prospecting and assists the Communications Design Manager in the continual management of the company's ever-changing website. Additionally, as part of the Conference team, she also works closely with the CEO and CFO in coordinating the yearly national conference.

**Eden Mosher, Procurement Coordinator:** B.A. Criminal Justice, Virginia Wesleyan College. Eden has combined 12 years of customer relations experience from working in the restaurant industry, to travel agent and as an early education teacher while completing her degree. She's spent over a year training in Virginia Mediation and completed an internship with a Norfolk – based firm specializing in writing agreements for the Norfolk and Virginia Beach courts. In addition, she volunteered teaching communication techniques and anger management skills to teens and adults. As part of the Marketing team, Eden focuses on developing contracts and securing procurement through General Services Administration (GSA) and provides assistance to the company CFO with the Contracts process.

**Allan Richardson, Senior Software Consultant:** ASE, ICAR certified. Allan brings to CCG more than 13 years of experience in the automotive industry. Following his experience within the shop environment, he joined the staff of a computer manufacturer, where he honed the technology skills to accompany his automotive experience. Allan joined CCG in April 1999 as a regional manager and is now the senior software sales consultant on staff.

**Lynn Stuart, Senior Software Consultant:** B.S. Psychology, Christopher Newport University. With many years of business management and human services experience, Lynn joined CCG in 1989 and served the fleet industry and our customers for 10 years before accepting a new challenge in the mortgage and banking arena. Returning to rejoin the CCG family in April 2005, her customer advocacy and fleet knowledge background are fully utilized in her role of working with prospective customers to assist them in solving their information needs.

**Jeannine Youngs, Chief Financial Officer:** Jeannine has 23 years of accounting and management experience in the educational, architectural and legal fields. She produces and analyzes financial data, and prepares budgets and financial forecasts to use as a tool in reaching company goals. She also provides day-to-day management and implementation of improved processes to ensure efficient office operations and also oversees all employee benefit programs. Jeannine is a life-long learner and will soon earn her BS in accounting at Old Dominion University.

## **CCG SYSTEMS, INC. – LABOR RATE DESCRIPTIONS & CHART FOR SIN #'S 132-34, 132-50 & 132-51**

### **LABOR RATES DESCRIPTIONS – SIN #'S 132-34, 132-50 & 132-51**

#### **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 UNIX, 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.

**LABOR RATES CHART – SIN #'S 132-34, 132-50 & 132-51**

<b>APPLICABLE TO SIN # 'S 132-34, 132-50, 132-52</b>			
GENERAL SERVICES ADMINISTRATION FSS IT ACQUISITION CENTER (FCI)			
LABOR CATEGORY	HOURLY RATE		EDUCATIONAL-DEGREE GENERAL/SPECIALIZED EXPERIENCE
	With/IFF	Without/IFF	
<b>PROJECT MANAGER</b>	<b>\$187.50</b>	<b>\$186.13</b>	<b>5 YEARS SPECIALIZED EXPERIENCE</b>
<b>SUPPORT SERVICES TECHNICIAN</b>	<b>\$125.00</b>	<b>\$124.06</b>	<b>2 YEARS SPECIALIZED EXPERIENCE</b>

**USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS**

PREAMBLE

CCG Systems, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact

Nina R. McCoy  
800-753-2783  
[nina.m@ccgsystems.com](mailto:nina.m@ccgsystems.com),  
757-625-5114

## 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 Or 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**
  - a. 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.
  - b. Automatically updates the next PM due when each job has been completed.
  - c. 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.
  - d. Provides ability to establish a hierarchy for PM services and define the highest level for the grouping.
  - e. Easily creates a shop schedule for a list of PM's due.
  - f. Allows the user to define what working days will be included on the schedule.
  - g. Provides the ability to define the total number and type of PM services included on the schedule.
  - h. Provides the ability to create a PM services repair record from the PM due listing.
  - i. 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.
  - a. These costs are tracked separately from maintenance and repair costs.
  - b. 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-imburements 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:
  - a. All back orders
  - b. Orders not received
  - c. 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 3 Client License \$25,220
- Server Software plus 5 Client License \$29,100
- 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

- Server Software plus 3 Client License \$5,044
- Server Software plus 5 Client License \$5,820
- 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 \$1,425/day includes T&L
- Customized Program Training Course \$1,425/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

### SIN 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES \*

- Project Management for SIN 132-3
  - 3 Client Access License \$11,640
  - 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 132-32 and SIN 132-33 are mandatory on initial purchase.
  - 3 Client License \$11,640
  - 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
  - Equipment and Parts Records with history dollars \$2,910
  - Equipment, Parts and work order detail records \$5,700
- Customized Programming \$1,425 per day



