Submission # 3

NYS Contract Net Price List

(NYS Net Prices For: Software, Maintenance, Consulting & Training Services)

(to be attached by Contractor)

Pricing is Based On:

US Commercial List, Dated_____.

☐ GSA Supply Schedule
☒ Other: GSA Supply Schedule Number GS-35F-4731G.
Dated August 22, 2002 through August 21, 2012

Fleet Software and Related Products

SIN	Product Description	NY Price (orders up to $100,000)	NY Price (orders over $100,000 up to $200,000)	NY Price (orders over $200,000)
	Base System Charge, Non-transit vehicle assets:			
132-33	FleetFocus Size (0-749 Units)- per vehicle unit (non bus/ non transit)	$39.80	$34.76	$29.72
132-33	FleetFocus Size (500 - 999 Units)- per vehicle unit(non bus/ non transit)	$38.20	$33.37	$28.53
132-33	FleetFocus Size (1000 - 2499 Units)-per vehicle unit (non bus/ non transit)	$35.82	$31.28	$26.75
132-33	FleetFocus Size (2500-4999 Units)- per vehicle unit (non bus/ non transit)	$33.43	$29.20	$24.97
132-33	FleetFocus Size (5000 - 7499 Units)-per vehicle unit (non bus/ non transit)	$31.84	$27.81	$23.78
132-33	FleetFocus Size (7500- 9999 Units)- per vehicle unit (non bus/ non transit)	$27.86	$24.33	$20.80
132-33	FleetFocus Size (10000- 12499 Units)- per vehicle unit (non bus/ non transit)	$23.88	$20.86	$17.83
132-33	FleetFocus Size (12500-14999 Units)- per vehicle unit (non bus/ non transit)	$22.29	$19.46	$16.64
132-33	FleetFocus Size (15000-19999 Units)- per vehicle unit (non bus/ non transit)	$19.90	$17.38	$14.86
132-33	FleetFocus Size (20000- 29999 Units)- per vehicle unit (non bus/ non transit)	$15.92	$13.90	$11.89
132-33	FleetFocus Size (30000- 49999 Units)- per vehicle unit (non bus/ non transit)	$11.94	$10.43	$8.92
132-33	FleetFocus Size (50000-99999- Units)- per vehicle unit (non bus/ non transit)	$7.96	$6.95	$5.94
132-33	FleetFocus Size (100,000-299,999 Units)- per vehicle unit (non bus/ non transit)	$5.97	$5.21	$4.46

APPENDIX F - SUBMISSION #3 **Contractor Name: MAXIMUS, Inc.**

SIN	Product Description	NY Price (orders up to $100,000)	NY Price (orders over $100,000 up to $200,000)	NY Price (orders over $200,000)
132-33	FleetFocus Size (300,000+Units)- per vehicle unit (non bus/ non transit)	$3.98	$3.48	$2.97
	Base System Charge, transit vehicle assets:			
132-33	FleetFocus Size (0 - 49 Units)- per vehicle unit (bus/ transit vehicle unit)	$397.96	$347.59	$297.21
132-33	FleetFocus Size (50 - 99 Units)- per vehicle unit (bus/ transit vehicle unit)	$378.06	$330.21	$282.35
132-33	FleetFocus Size (100 - 199 Units)- per vehicle unit (bus/ transit vehicle unit)	$358.17	$312.83	$267.49
132-33	FleetFocus Size (200 - 299 Units)-per vehicle unit (bus/ transit vehicle unit)	$338.27	$295.45	$252.63
132-33	FleetFocus Size (300-399 Units)- per vehicle unit (bus/ transit vehicle unit)	$318.37	$278.07	$237.77
132-33	FleetFocus Size (400 - 499 Units)-per vehicle unit (bus/ transit vehicle unit)	$298.47	$260.69	$222.91
132-33	FleetFocus Size (500-759 Units)- per vehicle unit (bus/ transit vehicle unit)	$258.68	$225.93	$193.19
132-33	FleetFocus Size (750- 999 Units)- per vehicle unit (bus/ transit vehicle unit)	$238.78	$208.55	$178.33
132-33	FleetFocus Size (1000-1999 Units)- per vehicle unit (bus/ transit vehicle unit)	$218.88	$191.17	$163.47
132-33	FleetFocus Size (2000+ Units)- per vehicle unit (bus/ transit vehicle unit)	$198.98	$173.79	$148.61
	Base System Charge, Rail vehicle assets:			
132-33	RailFocus Size (0 - 49 Units)- per vehicle unit (rail vehicle unit)	$795.93	$695.18	$594.43
132-33	RailFocus Size (50 - 99 Units)- per vehicle unit (rail vehicle unit)	$756.13	$660.42	$564.70
132-33	RailFocus Size (100- 249 Units)-per vehicle unit (rail vehicle unit)	$716.33	$625.66	$534.98

APPENDIX F - SUBMISSION #3 **Contractor Name: MAXIMUS, Inc.**

SIN	Product Description	NY Price (orders up to $100,000)	NY Price (orders over $100,000 up to $200,000)	NY Price (orders over $200,000)
132-33	RailFocus Size (250-499Units)- per vehicle unit (rail vehicle unit)	$676.54	$590.90	$505.26
132-33	RailFocus Size (500 - 749 Units)-per vehicle unit (rail vehicle unit)	$636.74	$556.14	$475.54
132-33	RailFocus Size (750-999 Units)- per vehicle unit (rail vehicle unit)	$596.94	$521.38	$445.82
132-33	RailFocus Size (1000+ Units)- per vehicle unit (rail vehicle unit)	$557.15	$486.62	$416.10
	Base System Charge, Linear Assets:			
132-33	LinearFocus Size (0 - 49 Units)- per track (route) mile	$1,591.85	$1,390.35	$1,188.85
132-33	LinearFocus Size (50 - 249 Units)- per track (route) mile	$1,193.89	$1,042.76	$891.64
132-33	LinearFocus Size (250- 499 Units)- per track (route) mile	$994.91	$868.97	$743.03
132-33	LinearFocus Size (500 - 749 Units)- per track (route) mile	$795.93	$695.18	$594.43
132-33	LinearFocus Size (750 - 999 Units)- per track (route) mile	$716.33	$625.66	$534.98
132-33	LinearFocus Size (1000+ plus Units)- per track (route) mile	$676.54	$590.90	$505.26
	EquipmentFocus for Comm. Equipment:			
132-33	EquipmentFocus for Comm. Equipment, per asset (1-4999)	$7.96	$6.95	$5.94
132-33	EquipmentFocus for Comm. Equipment, per asset (5000-9999)	$6.37	$5.56	$4.76
132-33	EquipmentFocus for Comm. Equipment, per asset (10,000-14999)	$4.78	$4.17	$3.57
132-33	EquipmentFocus for Comm. Equipment, per asset (15000-19999)	$3.98	$3.48	$2.97
132-33	EquipmentFocus for Comm. Equipment, per asset (20000+)	$3.58	$3.13	$2.67
	Component assets			
	3 to 1 ratio included in base license			
	Additional component licenses:			
132-33	Component asset licenses, per asset (1-4999)	$7.96	$6.95	$5.94
132-33	Component asset licenses, per asset (5000-9999)	$6.37	$5.56	$4.76

APPENDIX F - SUBMISSION #3 **Contractor Name: MAXIMUS, Inc.**

SIN	Product Description	NY Price (orders up to $100,000)	NY Price (orders over $100,000 up to $200,000)	NY Price (orders over $200,000)
132-33	Component asset licenses, per asset (10,000-14999)	$5.57	$4.87	$4.16
132-33	Component asset licenses, per asset (15000-19999)	$4.78	$4.17	$3.57
132-33	Componenet asset licenses, per asset (20000+)	$3.98	$3.48	$2.97
	Base system Charge, FleetFocus, for asset management only, (outsourced maintenance) non-shop environments			
132-33	FleetFocus Size (0-749 Units)- per vehicle unit (non bus/ non transit)	$23.88	$20.86	$17.83
132-33	FleetFocus Size (500 - 999 Units)- per vehicle unit(non bus/ non transit)	$22.92	$20.02	$17.12
132-33	FleetFocus Size (1000 - 2499 Units)-per vehicle unit (non bus/ non transit)	$21.49	$18.77	$16.05
132-33	FleetFocus Size (2500-4999 Units)- per vehicle unit (non bus/ non transit)	$20.06	$17.52	$14.98
132-33	FleetFocus Size (5000 - 7499 Units)-per vehicle unit (non bus/ non transit)	$19.10	$16.68	$14.27
132-33	FleetFocus Size (7500- 9999 Units)- per vehicle unit (non bus/ non transit)	$16.71	$14.60	$12.48
132-33	FleetFocus Size (10000- 12499 Units)- per vehicle unit (non bus/ non transit)	$14.33	$12.51	$10.70
132-33	FleetFocus Size (12500-14999 Units)- per vehicle unit (non bus/ non transit)	$13.37	$11.68	$9.99
132-33	FleetFocus Size (15000-19999 Units)- per vehicle unit (non bus/ non transit)	$11.94	$10.43	$8.92
132-33	FleetFocus Size (20000- 29999 Units)- per vehicle unit (non bus/ non transit)	$9.55	$8.34	$7.13
132-33	FleetFocus Size (30000- 49999 Units)- per vehicle unit (non bus/ non transit)	$7.16	$6.26	$5.35
132-33	FleetFocus Size (50000-99999- Units)- per vehicle unit (non bus/ non transit)	$4.78	$4.17	$3.57
132-33	FleetFocus Size (100,000-299,999 Units)- per vehicle unit (non bus/ non transit)	$3.58	$3.13	$2.67

APPENDIX F - SUBMISSION #3 **Contractor Name: MAXIMUS, Inc.**

SIN	Product Description	NY Price (orders up to $100,000)	NY Price (orders over $100,000 up to $200,000)	NY Price (orders over $200,000)
132-33	FleetFocus Size (300,000+Units)- per vehicle unit (non bus/ non transit)	$2.39	$2.09	$1.78
	FleetFocus software, for FuelFocus stand alone, i.e. not current software customers. Purchasing FuelFocus 'stand alone'			
	FuelTickets and Fuel inventory only: Contractually not allowed to use FleetFocus for work orders, replacement, parts inventory, etc			
132-33	FleetFocus Size (1-999 Units)- per vehicle unit	$11.94	$10.43	$8.92
132-33	FleetFocus Size (1000 + Units)- per vehicle unit	$3.98	$3.48	$2.97
	Add-on Modules			
132-33	Motor Pool, percentage of base pricing	10%	10%	10%
132-33	Service Level Agreements, percentage of base pricing	10%	10%	10%
132-33	Shop Scheduling, percentage of base pricing	Incl	Incl	Incl
132-33	Replacement Analysis, percentage of base pricing	5%	5%	5%
132-33	Equipment Planning, percentage of base pricing	10%	10%	10%
	Equipment Planning Purchase includes the IC Equipment Planning Portal			
132-33	Production Planning, percentage of base pricing	10%	10%	10%
132-33	Incident Management, percentage of base pricing	15%	15%	15%
132-33	Equipment Focus for Facilities, percentage of base pricing	20%	20%	20%
132-33	Rail Operations, percentage of base pricing	20%	20%	20%
132-33	InfoCenter Reporting, percentage of base pricing	5%	5%	5%
132-33	InfoCenter Reservations Portal, percentage of base pricing	5%	5%	5%
132-33	InfoCenter Shop Activity, (Tech and Supervisor portal) percentage of base pricing	10%	10%	10%
132-33	InfoCenter Customer Access, percentage of base pricing	5%	5%	5%
132-33	InfoCenter Dashboards, percentage of base pricing	5%	5%	5%
132-33	InfoCenter Enterprise Portal, percentage of base pricing	Incl.	Incl.	Incl.
132-33	InfoCenter Notifications Module	5%	5%	5%

APPENDIX F - SUBMISSION #3 **Contractor Name: MAXIMUS, Inc.**

SIN	Product Description	NY Price (orders up to $100,000)	NY Price (orders over $100,000 up to $200,000)	NY Price (orders over $200,000)
132-33	InfoCenter Accounting Gateway Module, percentage of base pricing	5%	5%	5%
132-33	InfoCenter ESRI Integration Module, percentage of base (LinearFocus) pricing	15%	15%	15%
132-33	InfoCenter Novalog OPC Parts Catalog Integration	5%	5%	5%
132-33	InfoCenter Yard Management	5%	5%	5%
132-33	InfoCenter NAPA Interface	5%	5%	5%
132-33	InfoCenter Invers Interface Module	5%	5%	5%
132-33	MAXQueue Integration Module, percentage of base system	5%	5%	5%
132-33	MobileFocus for Pocket PC/Windows 2000, per pda, not incl. hardware	$764.09	$667.37	$570.65
132-33	M5 Dashboard (Fleet Stats Monitors)	10%	10%	10%
132-33	M5 Workflow Generator	10%	10%	10%
132-33	M5 Fleet Trends Historical Analysis/ Performance Measures and Monitors (or $7500, whichever is greater)	5%	5%	5%
132-33	M5 Shop Portal	5%	5%	5%
132-33	M5 Customer Portal	5%	5%	5%
132-33	M5 Infocenter Adapter with customer provided BOE license	5%	5%	5%
132-33	M5 GPS (non-transit) Integration Module, Meter Readings and Diagnostics, per unit	$15.92	$13.90	$11.89
132-34	Annual Maintenance of Software is 20% of the total, discounted software and add-on module pricing			

FLEET 3RD PARTY SOFTWARE

SIN	Product	NY Price
	FA:	
132-33	Crystal XI Reports Server OEM Embedded Edition (for FA), - includes one report writer	$2,493.56
132-33	Crystal XI Reports Server OEM Embedded Edition (for FA), Full CPU license- includes one report writer	$14,961.38
132-33	Crystal XI Professional Edition (1 x report writer, 0 report users)	$398.97
	M5:	**$0.00**
132-33	Business Objects Enterprise XI for M5, Concurrent Access Licenses	$3,291.50
132-33	Business Objects Enterprise XI for M5, Named Users	$593.47
132-33	Business Objects Enterprise XI for M5, CPU license	$59,845.50
132-33	Crystal XI Developer (1 x report writer, 0 report users)	$498.71
132-33	5 CAL Pack - Crystal Reports XI Server for M5	$4,488.41
132-33	10 CAL Pack - Crystal Reports XI Server for M5	$8,976.83
132-33	15 CAL Pack - Crystal Reports XI Server for M5	$13,465.24
132-33	20 CAL Pack - Crystal Reports XI Server for M5	$17,953.65
	Novalog*	
132-33	CatBase authoring software, licenses (for FA), per named user	$3,740.34
132-33	CatBase Viewers (Network, Internet TCP/IP or HTML Client)- (For FA- per concurrent user)	$2,742.92
	**Novalog FA/IC Integration Module needs to also be purchased (see module list above)*	
132-33	InfoCenter NetworkCar Integration Module, Meter Readings, per unit	$9.97
132-33	InfoCenter NetworkCar Integration Module, Diagnostics, per unit	$9.97
132-33	Utilimarc Adaptor	$9,475.54

Annual Maintenance Fees

Fees for Annual Maintenance as described in Submission 4 are 20% of the NYS license price.

Fleet Related Hardware

SIN	Product	GSA Price
132-8	Symbol PPT8846 Wireless Device - Color Display	**$2,138.80**
132-8	Symbol MC50 Batch Device, Color Display, QWERTY keypad, for use with FA	**$1,374.61**
132-8	Symbol MC70 Wireless Device - Numeric Keypad, 1D Scanner	**$2,418.38**
132-8	Symbol MC9090K Ruggedized Device, Color Display, 43 Key	**$3,117.33**
132-8	DT120MX 15" Kiosk	**$4,294.97**
132-8	DT120MX 17" Kiosk	**$4,739.28**
132-8	DT120MX 19" Kiosk	**$5,183.59**
132-12	1-Year Service Plan-PPT8846	**$143.42**
132-12	1-Year Service Plan-MC50	**$87.43**
132-12	1-Year Service Plan-MC70	**$163.06**
132-12	1-Year Service Plan-MC9090K	**$180.75**

Fleet ASP and Hosting Services

SIN	Product Description	GSA Price
	FleetFocus ASP (Rental-Per vehicle/Per Month); Includes Maintenance	
132-33	Server Set-Up (one-time)	**$4,911.56**
132-33	Minimum monthly charge or per vehicle amount, whichever is higher	**$1,964.63**
132-33	Vehicles 1-749, price per vehicle per month	**$3.93**
132-33	Vehicles 750-1999, price per vehicle per month	**$3.54**
132-33	Vehicles 2000-4999, price per vehicle per month	**$3.14**
132-33	Vehicles 5000-9999, price per vehicle per month	**$2.95**
132-33	Vehicles 10000-14999, price per vehicle per month	**$2.55**
132-33	Vehicles 15000+, price per vehicle per month	**$2.16**
132-33	InfoCenter or Reports Server Set-Up (one time)	**$2,455.78**
132-33	InfoCenter or Reports Server Per Month	**$491.16**
132-33	MobileFocus Per PDA, Per Month	**$24.56**
	Fleet Focus Hosting, per Non-Transit vehicle per month (customer purchases software)	
132-33	Server Set-Up (one time)	**$4,911.56**
132-33	Minimum monthly charge or per vehicle amount, whichever is higher	**$982.31**
132-33	Vehicles 1-749, price per vehicle per month	**$1.72**
132-33	Vehicles 750-1999, price per vehicle per month	**$1.47**
132-33	Vehicles 2000-4999, price per vehicle per month	**$1.23**
132-33	Vehicles 5000-9999, price per vehicle per month	**$0.98**
132-33	Vehicles 10000-14999, price per vehicle per month	**$0.74**
132-33	Vehicles 15000+, price per vehicle per month	**$0.49**
132-33	Web Server or Reports Server Set-Up (one-time)	**$2,455.78**
132-33	Web Server or Reports Server Per Month	**$491.16**
132-33	MobileFocus Per PDA, Per Month	**$9.82**
	FleetFocus Hosting, per Transit vehicle per month (customer purchases software)	

APPENDIX F - SUBMISSION #3 **Contractor Name: MAXIMUS, Inc.**

SIN	Product Description	GSA Price
132-33	Server Set-Up (one time)	**$4,911.56**
132-33	Minimum monthly charge or per vehicle amount, whichever is higher	**$2,455.78**
132-33	Vehicles 1 to 99, price per vehicle per month	**$29.47**
132-33	Vehicles 100-199, price per vehicle per month	**$27.50**
132-33	Vehicles 200-299, price per vehicle per month	**$25.54**
132-33	Vehicles 300-399, price per vehicle per month	**$23.58**
132-33	Vehicles 400-499, price per vehicle per month	**$21.61**
132-33	Vehicles 500-749, price per vehicle per month	**$18.66**
132-33	Vehicles 750-1999, price per vehicle per month	**$14.73**
132-33	Vehicles 2000+, price per vehicle per month	**$9.82**
132-33	Web Server or Reports Server Set-Up (one-time)	**$2,455.78**
132-33	Web Server or Reports Server Per Month	**$491.16**
132-33	MobileFocus Per PDA, Per Month	**$9.82**

Facilities Software and Maintenance

SIN	PRODUCT DESCRIPTION	NY Price (buying more than one add-on module)	NY Price (for add-on modules when buying modules one by one and not bundled)
132-33	**FacilityMAX Server License**	**$36,270.00**	
	FacilityMAX Named User License		
132-33	1-50 Users, price per user	**$1,511.25**	
132-33	51-100 Users, price per user	**$1,360.13**	
132-33	101-200 Users, price per user	**$1,209.00**	
132-33	201-500 Users, price per user	**$1,057.88**	
132-33	501 or more Users, price per user	**$906.75**	
	Add-on Modules (percentage of total of server and named user licenses)		
132-33	Key And Access Control, percentage of base pricing	**5%**	**10%**
132-33	Facility Conditioin Assesment, percentage of base pricing	**10%**	**15%**
132-33	Space Management, percentage of base pricing or $20,000, whichever is greater	**25%**	**30%**
132-33	Estimating, percentage of base pricing	**5%**	**10%**
132-33	Utility Management, percentage of base pricing	**10%**	**15%**
132-33	Lease Management, percentage of base pricing	**10%**	**15%**
132-33	Environmental Health and Safety, percenatge of base pricing	**15%**	**20%**
132-33	Capital Projects, percentage of base pricing	**15%**	**20%**
132-33	Key Performance Indicators, percentage of base pricing	**10%**	**15%**
132-33	Motor Pool, percentage of base pricing	**5%**	**10%**
132-33	GIS, percentage of base pricing or $20,000, whichever is greater	**20%**	**25%**
132-33	Mobile Work Desk, percentage of base pricing	**10%**	**15%**
132-33	Customer Service, percentage of base pricing	**10%**	**15%**
132-33	Fixed Asset Accounting	**10%**	**15%**
	FacilityMAX Mobile Offline		
132-33	**Server License**	**$9,067.50**	
	Client License		
132-33	1-50 Clients, price per client	**$1,057.88**	
132-33	51-100 Client, price per client	**$997.43**	
132-33	101-200 Clients, price per client	**$952.09**	
132-33	201-500 Clients, price per client	**$906.75**	
132-33	501 or more Clients, price per client	**$846.30**	
	FacilityMAX Mobile Work Desk Clients		
	Rental Per Client Per Month - 12 month commitment required		

SIN	PRODUCT DESCRIPTION	NY Price (buying more than one add-on module)	NY Price (for add-on modules when buying modules one by one and not bundled)
132-33	Minimum monthly fee or per client amount, whichever is greater	**$352.63**	[redacted]
132-33	1-50 Clients, price per client per month	**$35.26**	
132-33	51-100 Clients, price per client per month	**$33.85**	
132-33	101or more Clients, price per client per month	**$31.74**	
132-34	Annual Maintenance of Software is 20% of the total, discounted software and add-on module pricing		

	FacilityMAX ASP (Rental-Per Concurrent User/Per Month); Includes Maintenance - 60 month commitment required	**GSA Price**
132-33	Server Set-Up (one-time)	**$8,202.31**
132-33	Minimum monthly fee or concurrent user amount, whichever is higher	**$1,964.63**
132-33	1-25 Concurrent users, price per user per month	**$275.05**
132-33	26-50 Concurrent Users, price per user per month	**$265.22**
132-33	51-100 Concurrent Users, price per user per month	**$245.58**
132-33	101-200 Concurrent Users, price per user per month	**$235.76**
132-33	201+ Concurrent Users, price per user per month	**$225.93**
132-33	Each FacilityMAX Add-On Module Per Concurrent User Per Month	**$10.81**
	FacilityMAX Hosting, per Concurrent User per month (customer purchases software); 60 month commitment required	
132-33	Server Set-Up (one-time)	**$8,202.31**
132-33	Minimum monthly fee or concurrent user amount, whicever is higher	**$1,964.63**
132-33	1-25 Concurrent Users, price per user per month	**$147.35**
132-33	26-50 Concurrent Users, price per user per month	**$137.52**
132-33	51-100 Concurrent Users, price per user month	**$127.70**
132-33	101-200 Concurrent Users, price per user per month	**$117.88**
132-33	201+ Concurrent Users, price per user per month	**$112.97**

FuelFocus Products

SIN	DESCRIPTION	NY Price
	RFC-1500 ICU without WAF SUPPORT	
132-8	RFC1500 ICU - 2 Hose No Option (up tp 49 units) price per unit	**$4,778.51**
132-8	RFC1500 ICU - 2 Hose No Option (50 to 99 units) price per unit	**$3,659.72**
132-8	RFC1500 ICU - 2 Hose No Option (100 units or more) price per unit	**$3,444.44**
	RFC-2500 ICU without WAF SUPPORT	
132-8	RFC2500 ICU - 4 Hose, No Option (up to 49 units) price per unit	**$7,175.92**
132-8	RFC2500 ICU - 4 Hose, No Option (50 to 949 units) price per unit	**$5,495.82**
132-8	RFC2500 ICU - 4 Hose, No Option (100 units or more) price per unit	**$5,172.54**
132-8	RFC2500 ICU - 8 Hose, No Option (up to 49 units) price per unit	**$7,714.11**
132-8	RFC2500 ICU - 8 Hose, No Option (50 to 99 units) price per unit	**$5,908.01**
132-8	RFC2500 ICU - 8 Hose, No Option (100 units or more) price per unit	**$5,560.48**
132-8	RFC2500 ICU - 12 Hose, No Option (up to 49 units) price per unit	**$9,149.30**
132-8	RFC2500 ICU - 12 Hose, No Option (50 to 99 units) price per unit	**$7,007.17**
132-8	RFC2500 ICU - 12 Hose, No Option (100 or more units) price per unit	**$6,594.99**
132-8	RFC2500 ICU - 16 Hose, No Option (up to 49 units) price per unit	**$9,508.09**
132-8	RFC2500 ICU - 16 Hose, No Option (50 to 99 units) price per unit	**$7,281.97**
132-8	RFC2500 ICU - 16 Hose, No Option (100 or more units) price per unit	**$6,853.61**
	RFC-2500 ICU without WAF SUPPORT & Printer	
132-8	RFC2500 ICU - 4 Hose, No Option - Printer (up to 49 units) price per unit	**$8,718.74**
132-8	RFC2500 ICU - 4 Hose, No Option - Printer (50 to 99 units) price per unit	**$6,677.43**
132-8	RFC2500 ICU - 4 Hose, No Option - Printer (100 units or more) price per unit	**$6,284.64**
132-8	RFC2500 ICU - 8 Hose, No Option - Printer (up to 49 units) price per unit	**$9,256.94**
132-8	RFC2500 ICU - 8 Hose, No Option - Printer (50 to 99 units) price per unit	**$7,089.61**

SIN	DESCRIPTION	NY Price
132-8	RFC2500 ICU - 8 Hose, No Option - Printer (100 or more units) price per unit	**$6,672.58**
132-8	RFC2500 ICU - 12 Hose, No Option - Printer (up to 49 units) price per unit	**$10,692.12**
132-8	RFC2500 ICU - 12 Hose, No Option - Printer (50 to 99 units) price per unit	**$8,188.78**
132-8	RFC2500 ICU - 12 Hose, No Option - Printer (100 or more units) price per unit	**$7,707.08**
132-8	RFC2500 ICU - 16 Hose, No Option - Printer (up to 49 units) price per unit	**$11,050.91**
132-8	RFC2500 ICU - 16 Hose, No Option - Printer (50 to 99 units) price per unit	**$8,463.57**
132-8	RFC2500 ICU - 16 Hose, No Option - Printer (100 or more units) price per unit	**$7,965.71**
	ICU & Front Panel Options	
132-8	Mag Card Option (up to 49 units) price per unit	**$233.22**
132-8	Mag Card Option (50 to 99 units) price per unit	**$178.61**
132-8	Mag Card Option (100 or more units) price per unit	**$168.11**
132-8	HID Option (up to 49 units) price per unit	**$358.80**
132-8	HID Option (50 to 99 units) price per unit	**$274.79**
132-8	HID Option (100 or more units) price per unit	**$258.63**
132-8	AWID Option (up to 49 units) price per unit	**$358.80**
132-8	AWID Option (50 to 99 units) price per unit	**$274.79**
132-8	AWID Option (100 or more units) price per unit	**$258.63**
132-8	Printer Upgrade Kit with door (after sale) (up to 49 units) price per unit	**$1,704.28**
132-8	Printer Upgrade Kit with door (after sale) (50 to 99 units) price per unit	**$1,305.26**
132-8	Printer Upgrade Kit with door (after sale) (100 or more units) price per unit	**$1,228.48**
132-8	Electrical Installation Kit - LG (up to 49 units) price per unit	**$605.76**
132-8	Electrical Installation Kit - LG (50 to 99 units) price per unit	**$463.93**
132-8	Electrical Installation Kit - LG (100 or more units) price per unit	**$436.64**
132-8	Electrical Installation Kit - SM (up to 49 units) price per unit	**$326.18**
132-8	Electrical Installation Kit - SM (50 to 99 units) price per unit	**$249.81**

SIN	DESCRIPTION	NY Price
132-8	Electrical Installation Kit - SM (100 or more) price per unit	**$235.12**
132-8	UPS Power Conditioners (up to 49 units) price per unit	**$101.58**
132-8	UPS Power Conditioners (50 to 99 units) price per unit	**$77.80**
132-8	UPS Power Conditioners (100 or more units) price per unit	**$73.22**
132-8	FF OPW Pulser Kit (up to 49 units) price per unit	**$136.90**
132-8	FF OPW Pulser Kit (50 to 99 units) price per unit	**$104.85**
132-8	FF OPW Pulser Kit (100 or more units) price per unit	**$98.68**
132-8	FF GAS Pulser Interface Board (up to 49 units) price per unit	**$266.53**
132-8	FF GAS Pulser Interface Board (50 to 99 units) price per unit	**$204.13**
132-8	FF GAS Pulser Interface Board (100 or more units) price per unit	**$192.12**
132-8	FF VR Totalizer Pulser (up to 49 units) price per unit	**$267.75**
132-8	FF VR Totalizer Pulser (50 to 99 units) price per unit	**$205.06**
132-8	FF VR Totalizer Pulser (100 or more units) price per unit	**$193.00**
	FuelFocus Software/Integration	
132-33	Fuel Insight Software -Server Only (price per license)	**$7,450.84**
132-33	Fuel Insight Software Additional Seats (price per seat)	**$927.28**
132-33	FleetFocus Integration License (up to 9 licenses) price per license	**$2,325.18**
132-33	FleetFocus Integration License (10 to 99 licenses) price per license	**$2,136.66**
132-33	FleetFocus Integration License (100 or more licenses) price per license	**$2,010.97**
132-33	Veeder Root Integration (per site if 1 site)	**$3,723.09**
132-33	Veeder Root Integration (per site if multiple sites, up to 8 add'l sites)	**$1,206.86**
132-33	Veeder Root Integration (per site if multiple sites, 9 to 98 add'l sites)	**$1,109.01**
132-33	Veeder Root Integration (per site if multiple sites, 99 or more add'l sites)	**$1,043.77**
	Communication/Networking	
132-8	MAXIMUS Canopy Network PTP Hardware (up to 9 units) price per unit	**$5,024.91**
132-8	MAXIMUS Canopy Network PTP Hardware (10 to 24 units) price per unit	**$4,760.44**

SIN	DESCRIPTION	NY Price
132-8	MAXIMUS Canopy Network PTP Hardware (25 or more units) price per unit	**$4,628.20**
132-8	FF Communication Cable (up to 9 units) price per unit	**$319.78**
132-8	FF Communication Cable (10 or more units) price per unit	**$302.95**
	RFC-1500 ICU with WAF SUPPORT (without WAF Unit)	
132-8	RFC1500 ICU - WAF, 2 Hose No Option (up to 49 units) price per unit	**$9,597.79**
132-8	RFC1500 ICU - WAF, 2 Hose No Option (50 to 99 units) price per unit	**$8,819.59**
132-8	RFC1500 ICU - WAF, 2 Hose No Option (100 or more units) price per unit	**$8,300.79**
	RFC-2500 ICU with WAF SUPPORT (without WAF Unit)	
132-8	RFC2500 ICU - WAF, 4 No Option (up to 49 units) price per unit	**$12,557.86**
132-8	RFC2500 ICU - WAF, 4 No Option (50 to 99 units) price per unit	**$11,539.65**
132-8	RFC2500 ICU - WAF, 4 No Option (100 or more units) price per unit	**$10,860.85**
132-8	RFC2500 ICU - WAF, 8 No Option (up to 49 units) price per unit	**$13,096.05**
132-8	RFC2500 ICU - WAF, 8 No Option (50 to 99 units) price per unit	**$12,034.21**
132-8	RFC2500 ICU - WAF, 8 No Option (100 or more units) price per unit	**$11,326.32**
132-8	RFC2500 ICU - WAF, 12 No Option (up to 49 units) price per unit	**$14,531.24**
132-8	RFC2500 ICU - WAF, 12 No Option (50 to 99 units) price per unit	**$13,353.03**
132-8	RFC2500 ICU - WAF, 12 No Option (100 or more units) price per unit	**$12,567.56**
132-8	RFC2500 ICU - WAF, 16 No Option (up to 49 units) price per unit	**$14,890.03**
132-8	RFC2500 ICU - WAF, 16 No Option (50 to 99 units) price per unit	**$13,682.73**
132-8	RFC2500 ICU - WAF, 16 No Option (100 or more units) price per unit	**$12,877.87**
	RFC-2500 ICU with WAF SUPPORT (without WAF Unit) & Printer	
132-8	RFC2500 ICU - WAF, 4 No Option - Printer (up to 49 units) price per unit	**$14,100.68**
132-8	RFC2500 ICU - WAF, 4 No Option - Printer (50 to 99 units) price per unit	**$12,957.38**
132-8	RFC2500 ICU - WAF, 4 No Option - Printer (100 or more units) price per unit	**$12,195.18**
132-8	RFC2500 ICU - WAF, 8 No Option - Printer (up to 49 units) price per unit	**$14,638.87**

SIN	DESCRIPTION	NY Price
132-8	RFC2500 ICU - WAF, 8 No Option - Printer (50 to 99 units) price per unit	**$13,451.94**
132-8	RFC2500 ICU - WAF, 8 No Option - Printer (100 or more units) price per unit	**$12,660.65**
132-8	RFC2500 ICU - WAF, 12 No Option - Printer (up to 49 units) price per unit	**$16,074.06**
132-8	RFC2500 ICU - WAF, 12 No Option - Printer (50 to 99 units) price per unit	**$14,770.76**
132-8	RFC2500 ICU - WAF, 12 No Option - Printer (100 or more units) price per unit	**$13,901.89**
132-8	RFC2500 ICU - WAF, 16 No Option - Printer (up to 49 units) price per unit	**$16,432.85**
132-8	RFC2500 ICU - WAF, 16 No Option - Printer (50 to 99 units) price per unit	**$15,100.46**
132-8	RFC2500 ICU - WAF, 16 No Option - Printer (100 or more units) price per unit	**$14,212.20**
132-8	RFC-2500 WAF Mobile Refueler (up to 49 units) price per unit	**$13,454.85**
132-8	RFC-2500 WAF Mobile Refueler (50 to 99 units) price per unit	**$12,363.91**
132-8	RFC-2500 WAF Mobile Refueler (100 or more units) price per unit	**$11,636.63**
	RFC-2500 ICU - OptiModem Version	
132-8	RFC-2500 ICU -WAF 4 Optical Channels No Option (up to 49 units) price per unit	**$11,786.45**
132-8	RFC-2500 ICU -WAF 4 Optical Channels No Option (50 to 99 units) price per unit	**$10,830.79**
132-8	RFC-2500 ICU -WAF 4 Optical Channels No Option (100 or more units) price per unit	**$10,193.68**
132-8	DDA - with power supply (up to 49 units) price per unit	**$986.69**
132-8	DDA - with power supply (50 to 99 units) price per unit	**$906.69**
132-8	DDA - with power supply (50 or more units) price per unit	**$853.35**
132-8	Mechanical Pump Adapter (up to 49 units) price per unit	**$448.49**
132-8	Mechanical Pump Adapter (50 to 99 units) price per unit	**$412.13**
132-8	Mechanical Pump Adapter (100 or more units) price per unit	**$387.89**
132-8	Oil Reel Conversion Kit (up to 49 units) price per unit	**$1,973.38**
132-8	Oil Reel Conversion Kit (50 to 99 units) price per unit	**$1,813.37**
132-8	Oil Reel Conversion Kit (100 or more units) price per unit	**$1,706.71**
	RFC-2500 Vehicle Data Collector	

SIN	DESCRIPTION	NY Price
132-8	WAF Box Hi Power w/ mast (up to 49 units) price per unit	**$768.85**
132-8	WAF Box Hi Power w/ mast (50 to 99 units) price per unit	**$706.51**
132-8	WAF Box Hi Power w/ mast (100 or more units) price per unit	**$664.95**
132-8	RFU - includes power supply and ribbon cable (up to 49 units) price per unit	**$154.28**
132-8	RFU - includes power supply and ribbon cable (50 to 99 units) price per unit	**$141.77**
132-8	RFU - includes power supply and ribbon cable (100 or more units) price per unit	**$133.43**
132-33	VDC Software Package (up to 49 licenses) price per license	**$1,345.48**
132-33	VDC Software Package (50 to 99 licenses) price per license	**$1,236.39**
132-33	VDC Software Package (100 or more licenses) price per license	**$1,163.66**
132-8	Nozzle Transponders - includes nozzle cover where applicable (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponders - includes nozzle cover where applicable (200 or more units) price per unit	**$208.27**
		$0.00
132-8	Nozzle Transponder for Wheaton Transit (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Wheaton Transit (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for CNG (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for CNG (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for Emco A4005 (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Emco A4005 (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for Emco A2000 (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Emco A2000 (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for Emco A6000 (also OPW7H) (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Emco A6000 (also OPW7H) (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for OPW11VF (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for OPW11VF (200 or more units) price per unit	**$208.27**

SIN	DESCRIPTION	NY Price
132-8	Nozzle Transponder for OPW11VAA (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for OPW11VAA (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for OPW12VW (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for OPW12VW (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for Healy 600 (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Healy 600 (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for Husky 1+ 5 (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Husky 1+ 5 (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for Husky 1+ 8 (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Husky 1+ 8 (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for Husky 1A (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Husky 1A (200 or more units) price per unit	**$208.27**
132-8	Nozzle Transponder for Husky 1VA1 (up to 199 units) price per unit	**$220.17**
132-8	Nozzle Transponder for Husky 1VA1 (200 or more units) price per unit	**$208.27**
	RFC WAF VIB Vehicle Options	
132-8	VIB WAF Single Input No PID (up to 1499 units) price per unit	**$128.88**
132-8	VIB WAF Single Input No PID (1500 to 3999 units) price per unit	**$125.57**
132-8	VIB WAF Single Input No PID (4000 or more units) price per unit	**$115.66**
132-8	VIB WAF Dual Input No PID (up to 1499 units) price per unit	**$136.93**
132-8	VIB WAF Dual Input No PID (1500 to 3999 units) price per unit	**$133.42**
132-8	VIB WAF Dual Input No PID (4000 or more units) price per unit	**$122.89**
132-8	VIB WAF Dual Input No PID + Connector WO Antenna (up to 1499 units) price per unit	**$132.91**
132-8	VIB WAF Dual Input No PID + Connector WO Antenna (1500 to 3999 units) price per unit	**$129.50**
132-8	VIB WAF Dual Input No PID + Connector WO Antenna (4000 or more units) price per unit	**$119.28**

SIN	DESCRIPTION	NY Price
132-8	VIB WAF J1708 Dual Input No PID (up to 1499 units) price per unit	**$159.49**
132-8	VIB WAF J1708 Dual Input No PID (1500 to 3999 units) price per unit	**$155.40**
132-8	VIB WAF J1708 Dual Input No PID (4000 or more units) price per unit	**$143.13**
132-8	VIB WAF J1708 Dual Input No PID + Connector WO Antenna (up to 1499 units) price per unit	**$155.46**
132-8	VIB WAF J1708 Dual Input No PID + Connector WO Antenna (1500 to 3999 units) price per unit	**$151.47**
132-8	VIB WAF J1708 Dual Input No PID + Connector WO Antenna (4000 or more units) price per unit	**$139.52**
132-8	VIB WAF J1939 Dual Input No PID (up to 1499 units) price per unit	**$159.49**
132-8	VIB WAF J1939 Dual Input No PID (1500 to 3999 units) price per unit	**$155.40**
132-8	VIB WAF J1939 Dual Input No PID (4000 or more units) price per unit	**$143.13**
132-8	VIB WAF J1939 Dual Input No PID + Connector WO Antenna (up to 1499 units) price per unit	**$155.46**
132-8	VIB WAF J1939 Dual Input No PID + Connector WO Antenna (1500 to 3999 units) price per unit	**$151.47**
132-8	VIB WAF J1939 Dual Input No PID + Connector WO Antenna (4000 or more units) price per unit	**$139.52**
132-8	VIB WAF Canbus Dual Input No PID (up to 1499 units) price per unit	**$159.49**
132-8	VIB WAF Canbus Dual Input No PID (1500 to 3999 units) price per unit	**$155.40**
132-8	VIB WAF Canbus Dual Input No PID (4000 or more units) price per unit	**$143.13**
132-8	VIB WAF Canbus Dual Input No PID + Connector WO Antenna (up to 1499 units) price per unit	**$155.46**
132-8	VIB WAF Canbus Dual Input No PID + Connector WO Antenna (1500 to 3999 units) price per unit	**$151.47**
132-8	VIB WAF Canbus Dual Input No PID + Connector WO Antenna (4000 or more units) price per unit	**$139.52**
132-8	VIB Lite - ID Only (up to 1499 units) price per unit	**$54.03**
132-8	VIB Lite - ID Only (1500 to 3999 units) price per unit	**$52.64**
132-8	VIB Lite - ID Only (4000 or more units) price per unit	**$48.49**
	RFC WAF VIB Antenna Options	
132-8	Galtronic Antenna for RVB (RM915) (up to 1499 units) price per unit	**$15.72**
132-8	Galtronic Antenna for RVB (RM915) (1500 to 3999 units) price per unit	**$15.31**

SIN	DESCRIPTION	NY Price
132-8	Galtronic Antenna for RVB (RM915) (4000 or more units) price per unit	**$14.11**
132-8	AVIV Antenna for RVB (RM915) (up to 1499 units) price per unit	**$15.72**
132-8	AVIV Antenna for RVB (RM915) (1500 to 3999 units) price per unit	**$15.31**
132-8	AVIV Antenna for RVB (RM915) (4000 or more units) price per unit	**$14.11**
132-8	Mars Antenna for RVB (RM915) (up to 1499 units) price per unit	**$24.56**
132-8	Mars Antenna for RVB (RM915) (1500 to 3999 units) price per unit	**$23.93**
132-8	Mars Antenna for RVB (RM915) (4000 or more units) price per unit	**$22.04**
	RFC WAF VIB - Other Options	
132-8	ID Clips for ID Box (up to 1499 units) price per unit	**$5.89**
132-8	ID Clips for ID Box (1500 to 3999 units) price per unit	**$5.74**
132-8	ID Clips for ID Box (4000 or more units) price per unit	**$5.29**
132-8	RVB Cover (Rubber) (up to 1499 units) price per unit	**$15.72**
132-8	RVB Cover (Rubber) (1500 to 3999 units) price per unit	**$15.31**
132-8	RVB Cover (Rubber) (4000 or more units) price per unit	**$14.11**
132-8	RVB Programmer (up to 19 units) price per unit	**$1,257.36**
132-8	RVB Programmer (20-99 units) price per unit	**$1,225.12**
132-8	RVB Programmer (101 or more units) price per unit	**$1,128.40**
132-8	J1708 6 Pin Deutsch Easy Connect Cable - 100 piece min (up to 499 units) price per unit	**$33.59**
132-8	J1708 6 Pin Deutsch Easy Connect Cable - 100 piece min (500-3,999 units) price per unit	**$32.73**
	J1708 6 Pin Deutsch Easy Connect Cable - 100 piece min (4,000 or more units) price per unit	**$30.15**
		$0.00
132-8	J1708 9 Pin Deutsch Easy Connect Cable - 100 piece min (up to 499 units) price per unit	**$43.24**
132-8	J1708 9 Pin Deutsch Easy Connect Cable - 100 piece min (500-3,999 units) price per unit	**$42.14**
132-8	J1708 9 Pin Deutsch Easy Connect Cable - 100 piece min (4,000 or more units) price per unit	**$38.81**
132-8	OBDII Canbus Easy Connect Cable - 100 piece min (up to 499 units) price per unit	**$25.87**
132-8	OBDII Canbus Easy Connect Cable - 100 piece min (500 to 3,999 units) price per unit	**$25.21**

SIN	DESCRIPTION	NY Price
132-8	OBDII Canbus Easy Connect Cable - 100 piece min (4,000 units or more) price per unit	**$23.22**
	RFC VIB Fuel Inlet Antenna	
132-8	N-Ring L type (2-7/8") (up to 1499 units) price per unit	**$18.17**
132-8	N-Ring L type (2-7/8") (1500 to 3999 units) price per unit	**$17.71**
132-8	N-Ring L type (2-7/8") (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 2-1/8 (R-57UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 2-1/8 (R-57UL) (1500 to 3999 units) price per unit	**$17.71**
132-8	T-Ring 2-1/8 (R-57UL) (4000 or more units) price per unit	**$16.31**
132-8	Vehicle Coil R-65UL (up to 1499 units) price per unit	**$18.17**
132-8	Vehicle Coil R-65UL (1500 to 3999 units) price per unit	**$17.71**
132-8	Vehicle Coil R-65UL (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 3.0 (R-80UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 3.0 (R-80UL) (1500 to 3999 units) price per unit	**$17.71**
132-8	T-Ring 3.0 (R-80UL) (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 3-13/16 (R-100UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 3-13/16 (R-100UL) (1500 to 3999 units) price per unit	**$17.71**
132-8	T-Ring 3-13/16 (R-100UL) (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 4-13/16 (R-125UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 4-13/16 (R-125UL) (1500 to 3999 units) price per unit	**$17.71**
132-8	T-Ring 4-13/16 (R-125UL) (4000 or more units) price per unit	**$16.31**
132-8	Slim Coils (up to 1499 units) price per unit	**$18.17**
132-8	Slim Coils (1500 to 3999 units) price per unit	**$17.71**
132-8	Slim Coils (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 2-1/8 (R-57UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 2-1/8 (R-57UL) (1500 to 3999 units) price per unit	**$17.71**

SIN	DESCRIPTION	NY Price
132-8	T-Ring 2-1/8 (R-57UL) (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 2.5" 2-5/15 (X-2.5UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 2.5" 2-5/15 (X-2.5UL) (1500 to 3999 units) price per unit	**$17.71**
132-8	T-Ring 2.5" 2-5/15 (X-2.5UL) (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 3.0 (R-80UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 3.0 (R-80UL) (1500 to 3999 units) price per unit	**$17.71**
132-8	T-Ring 3.0 (R-80UL) (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 2-5/8 (R-70UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 2-5/8 (R-70UL) (1500 to 3999 units) price per unit	**$17.71**
132-8	T-Ring 2-5/8 (R-70UL) (4000 or more units) price per unit	**$16.31**
132-8	T-Ring 4-3/16 (R-110UL) (up to 1499 units) price per unit	**$18.17**
132-8	T-Ring 4-3/16 (R-110UL) (1500 to 3999 units) price per unit	**$17.71**
132-8	T-Ring 4-3/16 (R-110UL) (4000 or more units) price per unit	**$16.31**
132-8	Vehicle Coil with PVC Cover S-75 (up to 1499 units) price per unit	**$18.17**
132-8	Vehicle Coil with PVC Cover S-75 (1500 to 3999 units) price per unit	**$17.71**
132-8	Vehicle Coil with PVC Cover S-75 (4000 or mroe+B342 units) price per unit	**$16.31**
132-8	Dashboard Coil (up to 1499 units) price per unit	**$18.17**
132-8	Dashboard Coil (1500 to 3999 units) price per unit	**$17.71**
132-8	Dashboard Coil (4000 or more units) price per unit	**$16.31**
	Spare Parts kits	
132-8	Spare Part Kit - 4 Hose (up to 9 units) price per unit	**$4,948.48**
132-8	Spare Part Kit - 4 Hose (10 or more units) price per unit	**$4,673.56**
132-8	Spare Kit 4 HID (up to 9 units) price per unit	**$5,297.58**
132-8	Spare Kit 4 HID (10 or more units) price per unit	**$5,003.27**

SIN	DESCRIPTION	NY Price
132-8	Spare Kit 4 MAG (up to 9 units) price per unit	**$5,175.39**
132-8	Spare Kit 4 MAG (up to 10 units) price per unit	**$4,887.87**
132-8	Spare 4 HID/MAG (up to 9 units) price per unit	**$5,524.49**
132-8	Spare 4 HID/MAG (10 or more units) price per unit	**$5,217.58**
132-8	Spare Part Kit - 8 Hose (up to 9 units) price per unit	**$5,149.21**
132-8	Spare Part Kit - 8 Hose (10 or more units) price per unit	**$4,863.14**
132-8	Spare Kit 8 HID (up 9 units) price per unit	**$5,498.31**
132-8	Spare Kit 8 HID (10 or more units) price per unit	**$5,192.84**
132-8	Spare Kit 8 MAG (up 9 units) price per unit	**$5,376.12**
132-8	Spare Kit 8 MAG (10 or more units) price per unit	**$5,077.45**
132-8	Spare 8 HID/MAG (up to 9 units) price per unit	**$5,725.22**
132-8	Spare 8 HID/MAG (10 or more units) price per unit	**$5,407.15**
132-8	**Spare Parts - Individual**	
132-8	Panel Board (up to 9 units) price per unit	**$1,169.48**
132-8	Panel Board (10 or more units) price per unit	**$1,104.51**
132-8	CPU Board (without frameware) (up to 9 units) price per unit	**$1,003.66**
132-8	CPU Board (without frameware) (10 or more units) price per unit	**$947.90**
132-8	Pump Board (up to 9 units) price per unit	**$1,483.67**
132-8	Pump Board (10 or more units) price per unit	**$1,401.24**
132-8	4 Channel Junction Board (up to 9 units) price per unit	**$218.19**
132-8	4 Channel Junction Board (10 or more units) price per unit	**$206.07**
132-8	8 Channel Junction Board (up to 9 units) price per unit	**$418.92**
132-8	8 Channel Junction Board (10 or more units) price per unit	**$395.65**

SIN	DESCRIPTION	NY Price
132-8	4 Channels Electric Board (up to 9 units) price per unit	**$384.01**
132-8	4 Channels Electric Board (10 or more units) price per unit	**$362.67**
132-8	Dispenser Bypass Card (up to 9 units) price per unit	**$48.87**
132-8	Dispenser Bypass Card (10 or more units) price per unit	**$46.16**
132-8	Power Supply (up to 9 units) price per unit	**$232.16**
132-8	Power Supply (10 or more units) price per unit	**$219.26**
132-8	Power Box (fuse, surge protection, switch and filter) (up to 9 units) price per unit	**$99.50**
132-8	Power Box (fuse, surge protection, switch and filter) (10 or more units) price per unit	**$93.97**
132-8	Cooling Fan (up to 9 units) price per unit	**$29.68**
132-8	Cooling Fan (10 or more units) price per unit	**$28.03**
132-8	Keypad (up to 9 units) price per unit	**$261.82**
132-8	Keypad (10 or more units) price per unit	**$247.28**
132-8	RFU Adaptor (up to 9 units) price per unit	**$89.02**
132-8	RFU Adaptor (10 or more units) price per unit	**$84.08**
132-8	LCD Display (up to 9 units) price per unit	**$20.95**
132-8	LCD Display (10 or more units) price per unit	**$19.78**
132-8	Magnetic Card Reader (up to 9 units)	**$226.91**
132-8	Magnetic Card Reader (10 or more units)	**$214.31**
132-8	HID Reader (up to 9 units)	**$349.10**
132-8	HID Reader (10 or more units)	**$329.70**
132-8	Head Lock (up to 9 units) price per unit	**$34.91**
132-8	Head Lock (10 or more units) price per unit	**$32.97**

SIN	DESCRIPTION	NY Price
132-8	Flash Disk (Programmed) (up to 9 units) price per unit	**$139.64**
132-8	Flash Disk (Programmed) (10 or more units) price per unit	**$131.88**
132-8	4 Channels Electric Board (up to 9 units) price per unit	**$384.01**
132-8	4 Channels Electric Board (10 or more units) price per unit	**$362.67**
132-8	Dispenser Bypass Card (up to 9 units) price per unit	**$48.87**
132-8	Dispenser Bypass Card (10 or more units) price per unit	**$46.16**
132-8	Power Supply (up to 9 units) price per unit	**$232.16**
132-8	Power Supply (10 or more units) price per unit	**$219.26**
132-8	Power Box (fuse, surge protection, switch and filter) (up to 9 units) price per unit	**$99.50**
132-8	Power Box (fuse, surge protection, switch and filter) (10 or more units) price per unit	**$93.97**
132-8	Cooling Fan (up to 9 units) price per unit	**$29.68**
132-8	Cooling Fan (10 or more units) price per unit	**$28.03**
132-8	Keypad (up to 9 units) price per unit	**$261.82**
132-8	Keypad (10 or more units) price per unit	**$247.28**
132-8	RFU Adaptor (up to 9 units) price per unit	**$89.02**
132-8	RFU Adaptor (10 or more units) price per unit	**$84.08**
132-8	LCD Display (up to 9 units) price per unit	**$20.95**
132-8	LCD Display (10 or more units) price per unit	**$19.78**
132-8	Magnetic Card Reader (up to 9 units) price per unit	**$226.91**
132-8	Magnetic Card Reader (10 or more units) price per unit	**$214.31**
132-8	HID Reader (up to 9 units) price per unit	**$349.10**
132-8	HID Reader (10 or more units) price per unit	**$329.70**

SIN	DESCRIPTION	NY Price
132-8	Head Lock (up to 9 units) price per unit	**$34.91**
132-8	Head Lock (10 or more units) price per unit	**$32.97**
132-8	HID Keys (up to 4999 units) price per unit	**$6.35**
132-8	HID Keys (5000 or more units) price per unit	**$5.99**
132-8	Banner Overhead Sensors (up to 49 units) price per unit	**$333.23**
132-8	Banner Overhead Sensors (50 or more units) price per unit	**$314.72**
132-8	Omron DPST-NO Relays (up to 99 units) price per unit	**$31.74**
132-8	Omron DPST-NO Relays (100 or more units) price per unit	**$29.97**
132-8	Omron Base (up to 99 units) price per unit	**$15.41**
132-8	Omron Base (100 or more units) price per unit	**$14.56**

Consulting Fees

A. Labor Categories and Rates

MAXIMUS provides information technology consulting to government agencies. Our services are based on hourly rates as reflected below. Services can be provided on either a fixed price or hourly basis depending on the nature of the project. The actual rate to be billed will be negotiated within the range based on the skill and experience required, and the scope and complexity of the work activity.

When the pricing option is selected in which travel is not included in the consulting rates, such travel costs will be reimbursed to the extent allowed according to the New York State Office of the State Controller guidelines and published travel reimbursement rates.

CATEGORY	Rates-without travel and expenses
Fleet/Facilities Software Program Manager	$219.89
Fleet/Facilities Software Sr Project Manager	$195.46
Fleet/Facilities Software Project Manager	$180.80
Fleet/Facilities Software System Architect	$219.89
Fleet/Facilities Software Sr Developer	$180.80
Fleet/Facilities Software Developer	$161.25
Fleet/Facilities Software Sr Implementation Specialist	$219.89
Fleet/Facilities Software Implementation Specialist	$180.80
Fleet/Facilities Software Installation Engineer	$180.80
Fleet/Facilities Software Documentation Specialist	$122.16
Fuel Program Manager	$196.46
Fuel Software Installer/Trainer	$196.46
Fuel Master Technician	$181.73
Fuel Technician Helper	$147.35

B. Labor Category Descriptions

SIN	Consulting Categories	Description of Services Provided	Education Level	Years Experience in Specific Discipline	GSA Price
132-51	Fleet/Facilities Software Program Manager	Manages the implementation effort for many customers. This includes planning and coordinating both MAXIMUS and customer activities to ensure that the goals and objectives of the implementation are accomplished within the defined time and funding parameters. Is fiscally responsible for achieving budgetary goals of the project. Consults with customers on the integration of Facility/FleetFocus products and the customer's standard operating procedures. Defines system interfaces, data conversion requirements, and software modifications required to support the customer's implementation requirements. Performs and/or supervises personnel in complex variance verifications, release testing and customer specific beta software support.	BA in a Business/Technical area or software design. Master's degree may be substituted for 2 years experience.	Ten years experience with complex facility/fleet maintenance management system implementations. Experience at the executive/mgmt level in program management and software product design work including: specification of program modifications, data interface programs, and data conversion coding; defining program modifications as being baseline product or customer specific custom modifications. Experience in software implementation across multiple platforms/environments; specifying program modifications, data interface programs, and data conversion coding; defining program modifications as being baseline product or customer specific custom modifications; analyzing customer work flow and standard operating procedure requirements relative to the software and capability of developing a detailed plan to accommodate these requirements through the use of the software.	**$219.89**

SIN	Consulting Categories	Description of Services Provided	Education Level	Years Experience in Specific Discipline	GSA Price
132-51	Fleet/Facilities Software Sr Project Manager	Serves as the primary contact with customer and works closely with other staff 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 Customer 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 the Customer Project Manager on status of the implementation.	BA in a Business/Technical area or software design. Significant technical training and technical project management experience in areas pertinent to the implementation may be substituted for the degree requirement.	Seven (7) years experience in software project management including implementations of large complex projects. High level of knowledge of MAXIMUS software products and services and skills to implement MAXIMUS solutions in multiple environments including servers using a mixture of operating systems.	**$195.46**
132-51	Fleet/Facilities Software Project Manager	Serves as the primary contact with customer and works closely with other staff 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 Customer to deliver training activities associated with the implementation. Prepares project plans, implementation schedules, customer status reports, trip reports, expense reports and travel schedules.	BA in a Business/Technical area or software design. Significant technical training and technical project management experience in areas pertinent to the implementation may be substituted for the degree requirement.	Two (2) years experience in software project management including implementations of large complex projects. High level of knowledge of MAXIMUS software products and services and skills to implement MAXIMUS solutions in multiple environments including servers using a mixture of operating systems.	**$180.80**

SIN	Consulting Categories	Description of Services Provided	Education Level	Years Experience in Specific Discipline	GSA Price
		Troubleshoots all aspects of the project plan and communicates regularly with the Customer Project Manager on status of the implementation.			
132-51	Fleet/Facilities Software System Architect	Lead the overall design and development effort from a technical and functional perspective. Responsible for architectural underpinnings of the application and maintenance of the MAXIMUS software product codes and extension of the product. Serves as a technical resource to the MAXIMUS Customer Support Staff, Project Manager and Program Manager in the resolution of customer issues with data conversion and product functionality. Reviews functional and technical specifications for custom interfaces as well as requirement analysis documentation for custom software. Executes the production and maintenance of software specifications and technical documentation of developed code. Performs other duties as may be assigned by management.	Bachelor's degree in computer science/MIS/technical area or software design, or equivalent technical training in areas pertinent to the responsibilities.	Ten (10) years experience designing and developing the core MAXIMUS applications. Experience in the production of technical specifications and systems documentation. Familiar with standard software development procedures and the software development cycle.	**$219.89**

SIN	Consulting Categories	Description of Services Provided	Education Level	Years Experience in Specific Discipline	GSA Price
132-51	Fleet/Facilities Software Sr Developer	Maintenance of the MAXIMUS software product codes and extension of the product. Serves as a technical resource to the MAXIMUS Customer Support Staff, Project Manager and Program Manager in the resolution of customer issues with data conversion and product functionality. Reviews functional and technical specifications for custom interfaces as well as requirement analysis documentation for custom software. Executes the production and maintenance of software specifications and technical documentation of developed code. Performs other duties as may be assigned by management.	Bachelor'sComputer science/MIS/Technical area or software design, or equivalent technical training in areas pertinent to the responsibilities.	Seven (7) years experience designing and developing software for the fleet or facilities management industry. Data integration experience across several computer environments and platforms. Experience in the production of technical specifications and systems documentation. Familiar with standard software development procedures and the software development cycle. Additional experience in financial accounting environment desirable.	**$180.80**
132-51	Fleet/Facilities Software Developer	Maintenance of the MAXIMUS software product codes and extension of the product. Serves as a technical resource to the MAXIMUS Customer Support Staff, Project Manager and Program Manager in the resolution of customer issues with data conversion and product functionality. Reviews functional and technical specifications for custom interfaces as well as requirement analysis documentation for custom software. Executes the production and maintenance of software specifications and technical documentation of developed code. Performs other duties as may be assigned by management.	Bachelor'sComputer science/MIS/Technical area or software design, or equivalent technical training in areas pertinent to the responsibilities.	Two (2) years experience designing and developing software for the fleet or facilities management industry. Data integration experience across several computer environments and platforms. Experience in the production of technical specifications and systems documentation. Familiar with standard software development procedures and the software development cycle. Additional experience in financial accounting environment desirable.	**$161.25**

SIN	Consulting Categories	Description of Services Provided	Education Level	Years Experience in Specific Discipline	GSA Price
132-51	Fleet/Facilities Software Sr Implementation Specialist	Working with customers on-site and remotely to provide software training to personnel involved with the software - directors, supervisors, administrative personnel, craftsmen, and shop workers. Prepares and customizes documentation for classroom presentation. Develops class curriculum, workshops and new class offerings. Leads customers in implementing best practices and new workflows. Provides technical assistance to customers as needed.	Bachelors Degree or equivalent technical training/experience.	Seven (7) years experience delivering functional and technical training classes, particularly fleet or facilities management software application training to varied clients. High degree of professionalism. Demonstrable industry knowledge; organized and prepared; knowledgeable and in command of the materials being taught. Can communicate clearly, responding effectively to questions in a classroom environment.	**$219.89**
132-51	Fleet/Facilities Software Implementation Specialist	Working with customers on-site and remotely to provide software training to personnel involved with the software - directors, supervisors, administrative personnel, craftsmen, and shop workers. Prepares and customizes documentation for classroom presentation. Develops class curriculum, workshops and new class offerings. Leads customers in implementing best practices and new workflows. Provides technical assistance to customers as needed.	Bachelors Degree or equivalent technical training/experience.	Three (3) years experience delivering functional and technical training classes, particularly fleet or facilities management software application training to varied clients. High degree of professionalism. Demonstrable industry knowledge; organized and prepared; knowledgeable and in command of the materials being taught. Can communicate clearly, responding effectively to questions in a classroom environment.	**$180.80**
132-51	Fleet/Facilities Software Installation Engineer	Supports the Project Manager in working with the customer during the installation of the MAXIMUS software. Works closely with other MAXIMUS and customer staff on a variety of tasks to ensure successful implementation. Assists in the troubleshooting of all installation tasks and related issues.	Bachelor's in Computer Science/MIS/technical area or software design, or equivalent technical training in areas pertinent to the responsibilities.	Three (3) technical experience installing and supporting the MAXIMUS applications. Experience in the execution of technical specifications and systems documentation. Familiar with standard software operating and support procedures.	**$180.80**

SIN	Consulting Categories	Description of Services Provided	Education Level	Years Experience in Specific Discipline	GSA Price
132-51	Fleet/Facilities Software Documentation Specialist	Prepare technical and complex documentation in support of the product or engagement under the direction of the Project Manager.	Bachelor's degree in related discipline, or equivalent experience in areas pertinent to the responsibilities.	Three (3) years experience writing technical and functional documentation related to MAXIMUS software and business practices. Highly proficient PC skills.	**$122.16**
132-51	Fuel Program Manager	Serves as primary contact with customer and manages other staff on a variety of tasks to ensure successful implementation of the project plan including: analysis of customer work flow and standard operating procedures. Coordinates with Customer Project Manager 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 the Customer Project Manager on status of the implementation.	BA in a Business/Technical area or software design. Significant technical training and technical project management experience in areas pertinent to the implementation may be substituted for the degree requirement.	Two (2) years experience in software project management including implementations of moderately complex projects with a high level of knowledge of MAXIMUS products and services and has the skills to implement MAXIMUS solutions in a variety of computing environments.	**$196.46**
132-51	Fuel Software Installer/Trainer	Supports the Project Manager in working with the customer during the installation of the MAXIMUS software. Works closely with other MAXIMUS and customer staff on a variety of tasks to ensure successful implementation. Assists in the troubleshooting of all installation tasks and related issues. Provides classroom or field based training to customers.	Bachelor's degree in Computer Science/MIS/Technical area or software design; or equivalent technical training or work experience in areas pertinent to the responsibilities.	One (1) year experience performing installation, configuration, setup and upgrades of software applications. High level of proficiency with Microsoft operating systems. . Highly proficient PC and technical skills. Demonstrates effective communication, interpersonal, organizational and planning skills. Ability to communicate software training materials to customers in a classroom environment or in the field.	**$196.46**

SIN	Consulting Categories	Description of Services Provided	Education Level	Years Experience in Specific Discipline	GSA Price
132-51	Fuel Master Technician	Supports the Project Manager in performing the physical installation of the FuelFocus System hardware. Acts as liaison between Project Manager and outside contractors for site readiness. Works closely with other MAXIMUS and customer staff on a variety of tasks to ensure successful implementation. Assists in the troubleshooting of all installation tasks and related issues.	Certified installer or approved service representative for Gasboy, PetroVend, Dresser Wayne, Veeder Root, Bennett and similar manufacturers in petroleum industry or equivalent technical training in areas pertinent to the responsibilities.	Five (5) years technical experience installing and supporting the MAXIMUS FuelFocus system or similar systems. Experience in the execution of technical specifications and systems documentation. Familiarity and ability to read electrical schematics from various pump manufacturers. Highly proficient electrical skills. Possesses all applicable certifications as well as deep knowledge of all OSHA and safety standards relevant to site installation and location.	**$181.73**
132-51	Fuel Technician Helper	Performs various tasks using appropriate equipment to assist Master Technician in technical and non-technical functions related to system installation. Supports the Project Manager and Master Technician in performing the physical installation of the FuelFocus System hardware in vehicles. Works closely with other MAXIMUS and customer staff on a variety of tasks to ensure successful implementation. Assists in the troubleshooting of all installation tasks and related issues.	High school graduate with a vocational diploma or other diploma that includes a minimum of six (6) units of study (2-3 years) in a major vocational field. The acceptable vocational fields are: automotive, metals and electrical/electronics.	One (1) year of acceptable mechanical experience or appropriate technical training. Must be able to read and write English and be able to comprehend and apply information contained in technical manuals.	**$147.35**

Submission # 4

Maintenance & Support

(Description of Services,
including response times, severity level,
support phone numbers, hours of availability, etc.)

(to be attached by Contractor)

Customer and Technical Support Services

A. Customer Support Overview

To ensure that we meet our customer's needs over the long term, MAXIMUS offers comprehensive Customer Support services. Our support staff includes **Technical Product Analysts**, who are experienced in the implementation and acceptance testing of our solutions, and **Product Specialists**, who draw on past technical support experience in the computer software industry. MAXIMUS' standard support package includes:

- Product updates
- Toll-free telephone support
- On-line support through e-mail and the Internet

For customers with unique support requirements, MAXIMUS can design customized support packages and associated fee schedules.

MAXIMUS is dedicated to providing the highest quality Customer Support and maintaining a strong working relationship with each of our customers. We know that each customer is unique and have structured our support services to meet the most demanding requirements of our customers.

B. Hours of Operation

MAXIMUS' Customer Support department is available between the hours of 7:00 AM and 7:00 PM, Central Standard Time, Monday through Friday for FacilityMax and of 7:00 AM and 7:00 PM, Eastern Standard Time, Monday through Friday for FleetFocus.

Normally, calls that are received after hours are responded to the following business day. Priority 1 calls, once logged during business hours, are generally worked through to completion even outside of normal business hours. If a client desires to contract for after-hours priority coverage, we provide an "after hours phone number" on a rotating basis with Support Center Personnel, so that we can assure a timely response on Priority one and two severity level problems. This provides a 24 x 7 coverage window. Special arrangements can be negotiated to accommodate periodic and unique client specific requirements.

The cost for this service is a 50% uplift on the regular 12 hour maintenance period of 7:00 AM to 7:00 PM Central time. For example, if the annual maintenance cost is $20,000 per year, then 24 hour coverage would cost $30,000.

C. Customer Support Mechanisms

MAXIMUS customers may obtain technical support via any of the following mediums:

- By telephone, facsimile, or e-mail
- By ground transport (US Postal Service or commercial courier)
- On the Internet via the appropriate Customer Support Website

The Customer Support Website offers the following features and services:

- *Submit Issue* – Allows users to submit issues directly to Customer Support, including Software Issues, Enhancement Requests, and Sales Inquiries.
- *Known Issues List* – Updated weekly, this list includes all reported software issues and enhancement requests for the preceding 180-day period.
- *Planned Enhancements* – This section lists major software functional enhancements planned for upcoming software "point releases."
- *Discussion Forums* – Moderated message boards that enable our user community to interact and engage in discussions covering a variety of topics.
- *Documentation* – A comprehensive repository of user documentation, including user's guides, release notes, and help system files for recent software "point releases."

- *Reports Exchange* – Allows users to view and download custom reports developed by colleagues throughout the MAXIMUS' user community. The "Reports Exchange" also allows users to submit and share custom reports.
- *Contact Information* – This section includes Customer Support Hotline hours of operation as well as Web, e-mail, telephone, facsimile, and physical address information for the Customer Support staff and sales personnel.

D. Software Updates

Regular software updates ("point releases") are distributed on a periodic basis to all MAXIMUS customers with a valid Software Maintenance and Support Agreement.

E. Escalation Procedures and Response Times

Customers calling to report a problem are routed to a MAXIMUS customer support specialist who is proficient with a variety of operating systems and hardware platforms. On occasions when our customer support staff is fully engaged with customer calls, calls are placed in a queue and monitored. In most instances, support calls are returned within two hours. If the call is an emergency (the customer's system is down or there is imminent danger of losing data), the call is answered immediately.

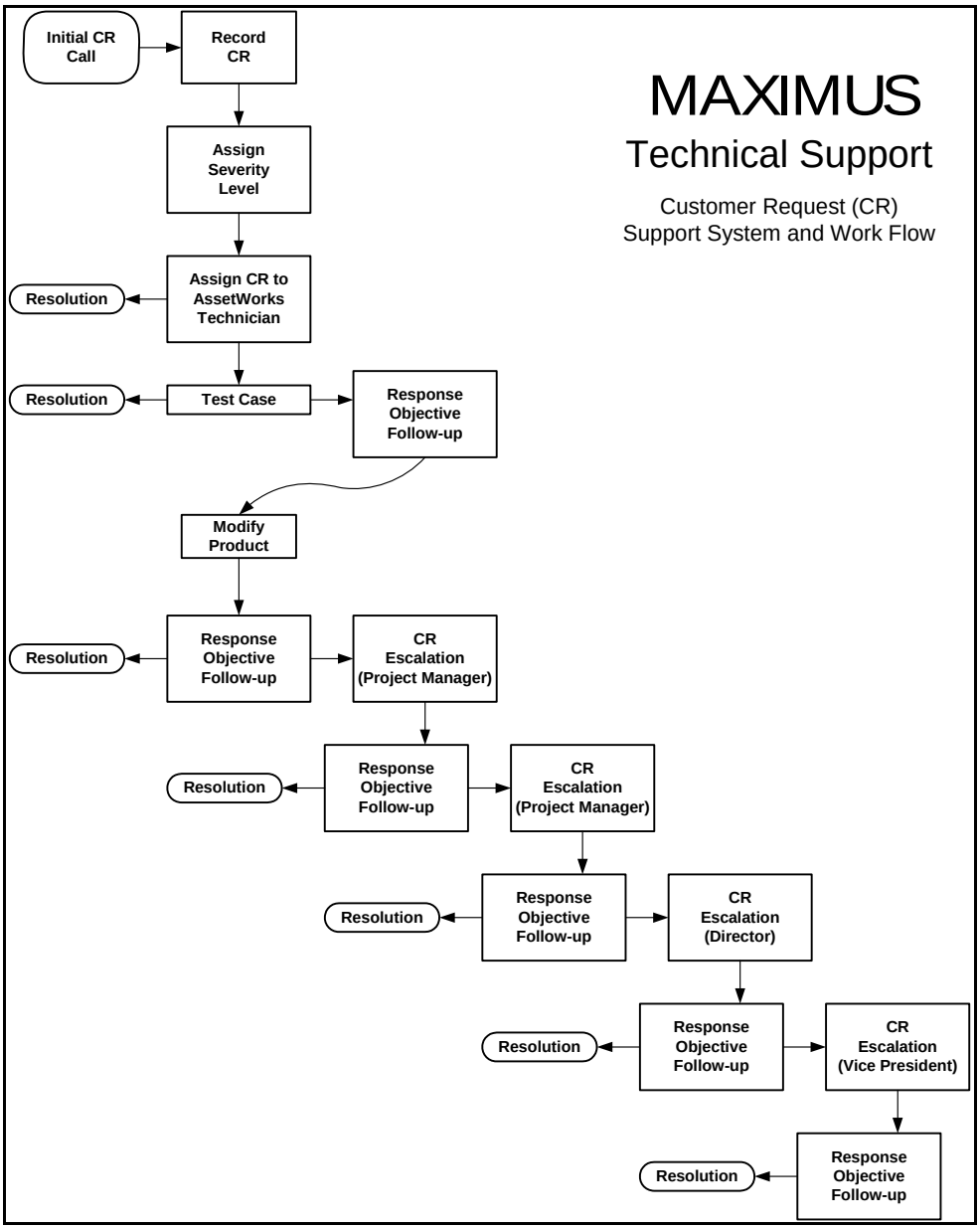
When a customer calls in, they are asked to provide as much information as possible. For example, if an error has occurred in the program, the customer is asked to note the exact location of the error, i.e., module, screen, actions taken to create the error, and any error messages generated.

MAXIMUS' customer support staff will attempt to resolve the problem immediately. If the situation requires additional research or system analysis, one or more of the following steps is taken:

- Provide suggestions and ask the customer to report back on their progress
- Consult with other MAXIMUS staff and/or reference materials and call the customer back
- Request information be faxed to us
- Request system generated log files to be supplied by client electronically via email or via ftp
- Request a demonstration of the abnormal behavior
- Request remote system access for direct problem analysis

The following standards are applied to determine problem severity and turnaround time:

- "Priority 1" severity level problem (Critical Business Impact – production systems down). MAXIMUS will make a first response within 2 hours of being reported.
- "Priority 2" severity level problem (Significant Business Impact – important features are unavailable with no acceptable workaround). MAXIMUS will make a first response within 4 hours of being reported.
- "Priority 3" severity level problem (Some Business Impact: Standard Priority) – question regarding product features and functionality; important system features unavailable but workaround available; less significant features unavailable with no reasonable workaround). MAXIMUS will respond to these problems within 24 hours of being reported.
- "Priority 4" severity level problem ("Minimal Business Impact) – requests for information, enhancement requests, or documentation clarification. MAXIMUS will respond within 48 hours of the request.


Initial CR Call
Record CR
Assign Severity Level
Assign CR to AssetWorks Technician
Resolution
Test Case
Resolution
Response Objective Follow-up
Modify Product
Response Objective Follow-up
Resolution
CR Escalation (Project Manager)
Response Objective Follow-up
Resolution
CR Escalation (Project Manager)
Response Objective Follow-up
Resolution
CR Escalation (Director)
Response Objective Follow-up
Resolution
CR Escalation (Vice President)
Response Objective Follow-up
Resolution
MAXIMUS
Technical Support
Customer Request (CR)
Support System and Work Flow

Submission # 5

Consulting & Training Services

(Description of Services & Course Offerings)

(to be attached by Contractor)

Consulting Services – MAXIMUS Implementation Methodology - FacilityMAX

Please provide a less proscriptive and a more general overview of what a customer pays for and what they get for that amount.

This section remains open for discussion as it defines the methodology for implementation services , the extent of which would be itemized by joint agreement with clients and documented in a Statement of Work or task list for each individual project.

A. The Focus Team

MAXIMUS' project approach involves working closely with the customer to manage all phases of the implementation of our software applications. Implementation management begins with the selection of the customer's implementation team, which MAXIMUS' refers to as the "Focus Team." The composition of the Focus Team is critical to the success of the Project. Key members of the customer focus team include:

- Project Manager – Has overall responsibility for establishing timelines and milestones.
- Systems Consultant – Reviews, develops, and maintains functional requirements and data models.
- Lead Client Representative(s) – Functional subject matter expert(s).
- Project Champion – Senior manager responsible for the overall success of the implementation.

The Focus Team is responsible for the management of day-to-day project activities. The Project Champion oversees the project and ensures that implementation activities satisfy the stated goals of the organization. As a general rule, the Focus Team should consist of no more than 12 people. Representation should include the functional groups that are directly affected by the implementation effort, i.e., the Lead Client Representative(s). These may include Call Center, Preventive Maintenance, Stores/Inventory, etc. Representatives from Finance and Information Technology organizations should be available on a consultative basis, but it should be noted that the ROI model should be driven by business decisions, not technology or accounting procedures. Ultimately, FacilityMAX should accommodate technology and accounting preferences – not be driven by them.

Focus Team Responsibilities

There are four distinct roles the Focus Team fulfills during the implementation process:

- Sponsors – Comprised of Focus Team members who have the power to sanction or legitimize change, i.e., a Director of Facilities. Sponsors also:
  - Consider potential changes facing the organization and assess the organizational impact
  - Decide which changes will be instituted, communicate priorities, and provide resources to ensure success
  - Responsible for creating an environment that enables changes to be made on time and within budget.
- Agents – Project Managers responsible for institutionalizing all proposed changes. Success depends on their ability to:
  - Diagnose potential problems
  - Develop realistic plans to deal with critical issues and execute changes effectively
  - Participate as a "Change Agents"
- Targets – Individuals or groups who are directly affected by proposed changes, i.e., Process Owners and/or Data Owners. The term target is used because these individuals or groups:
  - Are the focus of the change effort
  - Play a crucial role in short- and long-term success of the project
  - Are formal or informal leaders

  To increase the likelihood of success, the Targets/Process Owners must be:
  - Educated to understand the proposed changes
  - Involved appropriately in the implementation process
  - Kept informed, since they directly affected by proposed changes

- Advocates – Individuals or groups who would benefit from proposed changes but lack the power to sanction change, i.e., workers or tradespersons. Advocates can also be "internal consultants," such as personnel from Information Technology, Human Resources, or Finance organizations. Recommendations for change frequently fail when advocates are unable to obtain support from the appropriate sponsor(s) who can approve ideas. The Focus Team is responsible for ensuring that:

    - All of the issues from project Advocates are tabled and discussed
    - A communication plan is in place
    - Communication relative to the project is constant and consistent

With the selection of the Focus Team, project activities can commence.

Accommodating Changing Roles (Change Management)

Depending on the project, organizational roles may change. Some projects require individuals to assume multiple responsibilities. Regardless of their (and possibly multifarious) individual responsibilities, Focus Team members must assume responsibility for:

- Selling and supporting the project and the vision for change
- Eliciting support through proactive communication
- Assuaging resistance by emphasizing the benefits of change

Organizational Goals

Organizational goals should be derived from the customer's mission and value statements, and they should reflect why the implementation of FacilityMAX is critical to the customer's long-term success. Organizational goals are also used to assist in the definition of software setup parameters.

Project Goals

The Focus Team develops the project goals, which determine project organization and content.

B. Change Management Philosophy

Change is situational, and it is the transition itself that needs to be managed. Change is not difficult – the transition itself is. We can rationalize change (i.e., the need for better information, improvements in customer service, etc.), but we also need to understand how change affects individuals to understand how it should be managed.

In looking at an organization, one usually finds well-defined processes that everyone understands. Problems arise when people begin asking: "Is that the way you really do it?" Typically, the answer is: "No, it takes too long," or, "We don't get enough information and we have to investigate."

Even with well-defined business processes that everyone understands, these processes may have outlived their usefulness. Unsanctioned alternatives may have been established to deal with perceived deficiencies. Elements of hidden processes become apparent, while elements of codified process no longer serve any real purpose. Still, there are elements of existing processes that do work. These should be identified in the course of developing a strategic plan for managing change.

Unfortunately, accommodating both the old and the new requires the "unfreezing" of existing organizational processes to facilitate the creation of a new organizational paradigm. As this "unfreezing" takes place, people often lose sight of what they can depend on. They move outside their comfort zone. Frequently, people lack a clear image of what they are moving toward, and there is strong resistance to change.

So, organizations must ask themselves, "What is our communication strategy?" It is vitally important to communicate to anyone affected by organizational change, including staff, strategic partners, etc. Instead, communication is sometimes avoided altogether:

- "They don't need to know yet. We'll tell them when the time is right."
- "They already know. We announced it!"
- "I told the supervisors. It's there job to tell the staff."
- "We don't know the details, so we can't tell anyone anything."

Nevertheless, communication and reinforcement are **crucial** to success. As part of the implementation of FacilityMAX, MAXIMUS will assist the customer in developing a communication strategy that ensures awareness of the project, its purpose, its goals, its progress, and its accomplishments.

To begin managing change, organizations must stop doing things that have no bearing on future direction. During the early stages of a transition, it is also highly counterproductive to proceed with reckless abandon (without clearly identifying the scope and direction of change). When organizations implement a new software system, they are asking their employees to collect and analyze information in new ways and be accountable for new activities. The pace of transition is ultimately determined by the organization's collective receptiveness to change. It is often helpful to form a "transition monitoring team" to audit transition activities. MAXIMUS' implementation strategy calls for the creation of a Focus Team, conceived at the beginning of the project, to help define the operating parameters of the software. Later, the Focus Team can shift its emphasis to monitoring implementation processes.

The Focus Team should also assume responsibility for the communication strategy. They can review the implementation plan and resolve conflicts and inconsistencies before they are introduced into the organization. Moreover, they can gather data on the progress of the implementation from the field, serving as an outlet for people during the transition process. Appropriate modifications to the pace and scope of the implementation can be made based upon this feedback.

Lastly, during implementation, MAXIMUS personnel will assist the customer in developing Standard Operating Procedures (SOP's) that catalog the new processes and procedures as they relate to the use of FacilityMAX.

C. Implementation Planning

Implementation Planning will consist of several days of on-site meetings between MAXIMUS' Project Manager, the customer's Focus Team, and representatives from other business units affected by the implementation of FacilityMAX.

The Implementation Plan will identify implementation goals, resource requirements, and topics to be reviewed during subsequent meetings, including the following items:

- Goals and objectives for the organization and project
- Development of a Project Mission Statement
- Assignment of MAXIMUS' project and technical staff
- Assignment of the customer's Focus Team
- Database Development
- Software Setup Codes
- Data interfaces
- Data conversion/migration
- Hardware and network planning
- Standard Operating Procedure (SOP) development
- User documentation
- User training
- Roles and responsibilities
- Security roles
- System implementation timeline
- Assignment of responsibilities

D. Conceptual (Configuration) Training

Conceptual Training (or Configuration Training) is designed to provide the customer's Focus Team with a thorough understanding of FacilityMAX' functionality, including system setup and transactional logic. Conceptual Training is a lecture-based course conducted by a MAXIMUS instructor on-site.

Initially, a generic setup scenario will be used, enabling the customer's Focus Team to garner a general understanding of the software and the interaction between application modules. The course will summarize module capabilities, setup procedures, and interdependencies. Emphasis will be placed on the mechanics of the software, rather than on defining specific setup codes for the customer. More importantly, Conceptual Training will provide the Focus Team with sufficient knowledge of FacilityMAX to formulate a configuration strategy that will accommodate the customer's goals.

E. Hardware and Network Configuration

The database/application server(s), clients, and any network hardware will be installed and configured by the customer, in accordance with specifications provided in the Implementation Plan. MAXIMUS' Project Manager will verify that all hardware is installed and operational prior to scheduling any on-site activity.

F. Database Installation and Configuration

MAXIMUS' Project Manager will provide the customer with recommended database configuration parameters in the Implementation Plan. The customer will be responsible for the installation and configuration of the database engine and all of its connectivity components. MAXIMUS' Project Manager must verify that the database engine is installed and operational prior to scheduling any on-site activity.

G. Software Deployment

MAXIMUS will install FacilityMAX, which includes creating the database schema and populating the database with standards and setup codes furnished by MAXIMUS (where applicable). The software will be installed on the appropriate hardware, i.e., the database server, application server, and selected client PC's. The customer's System Administrator must participate in the software installation so that they are prepared to modify the set-up after MAXIMUS' Project Manager leaves.

H. Mapping Customer Processes to the Software

Workflow Analysis

A formal workflow analysis will enable MAXIMUS' personnel to understand the customer's existing business processes, business rules, and workflows. At the same time, the workflow analysis will allow the customer's Focus Team to evaluate existing workflow processes and assess their applicability to FacilityMAX. MAXIMUS' Project Manager and the customer's Focus Team will also review how FacilityMAX will be used by customers and employees. Ultimately, the software should reflect the customer's business methodology, so the following items must be documented:

- Work as it moves through the organization
- Each group of people within the organization
- A list of functions performed as work is processed
- The software screens utilized to automate the process

The business process review can best be accomplished by thinking in terms of inputs and outputs. A unique business process has a defined output, such as an immediate repair, a stockroom issue, or a regularly scheduled maintenance activity. The inputs can vary from a single tradesperson, to the coordination of many internal departments and external vendors. Each process needs to be identified, and all inputs and outputs need to be thoroughly documented. Each task in a business process should also include defined inputs and outputs. Tasks are sub-processes that usually involve one or two functional areas (such as shipping and receiving) and usually have an organizational role associated with them (such as a receiving clerk). At his point, departmental/organizational responsibilities are identified.

MAXIMUS will identify the business rules that support the customer's documented processes, i.e., "a signature is required on all items received into the warehouse." This codifies the processes that "drive" the software. As the workflow analysis identifies each process and sub-process, MAXIMUS will document:

- Who – the organizational position
- What – the actual task that needs to be performed
- When – the inputs/outputs or preceding/succeeding activities that are dependent upon a task
- How – the transfer mechanism (paper, computer, phone call, etc.)
- Why – the business rule(s)

The workflow analysis will also establish the software setup codes necessary to configure the system for use by the customer.

Confirmation of Workflow Analysis

To test the efficacy of the workflow analysis and map the proposed workflow to the software, FacilityMAX will be setup with initial software setup codes. With initial setup codes loaded into the database, the proposed workflow can be traced through the software, mirroring the customer's work processes. Any proposed alterations to the workflow or setup codes will be noted. The purpose of this "workflow walk-through" is to:

- Demonstrate specific software functionality with respect to the customer's business practices and business rules. To this point, the Focus Team has seen individual application modules functioning autonomously. The "workflow walk-through" is usually the first time that the Focus Team sees the software work from beginning to end, "touching" all of the modules and using the customer's work processes and data.
- Educate target groups on the use of the software by demonstrating the flow (interconnectivity) of the software as it mirrors their work processes.
- Elicit dialogue regarding the use of the software. Some discussion of the proposed work processes and software setup should be encouraged, and suggestions for improvement should be documented.

***Note**: This phase of implementation often represents the first time since project initiation that cross-functional teams re-assemble to review software setup. It is likely that previously unidentified organizational issues may arise.*

The result of this exercise is that:

- The Focus Team accepts the software setup, as modified during the workflow walk-through
- The SOP documentation is modified to include the walkthrough discussions
- The enterprise-wide deployment of the system can proceed
- Progress reports and decisions can be communicated to staff

I. Development of Standard Operating Procedures (SOP's)

The Standard Operating Procedure (SOP) document is a contract deliverable used to identify the customer's roles and responsibilities, work processes mapped to FacilityMAX, process and data ownership, and software setup. The SOP also provides a guide that walks users through each step of software use. The SOP does not, however, document enterprise-wide organizational automation processes, since other processes will be automated by complementary systems interfaced to FacilityMAX. Rather, the SOP offers a complete picture of the relationship between FacilityMAX and the customer's business practices.

J. Data Conversion

MAXIMUS has a well-defined process for performing data conversions from legacy systems, and customers can take advantage of our extensive expertise in data mapping, conversion, and migration. In most cases, the conversion of legacy data is accomplished via the following methods:

- Manual Data Entry – Accomplished within the FacilityMAX application and generally performed by the customer. The quantity of data entered depends on the amount of legacy data the client wishes to retain, or may be dependent strictly on need. In either case, manual data entry is performed when electronic data

conversion is unnecessary, i.e., there are too few records to justify electronic data conversion or electronic data conversion is cost-prohibitive.

- Electronic Data Conversion – Most often performed when the database must be populated with large volumes of legacy data. In a facility management setting, these records typically include property, inventory and equipment records or financial account data. MAXIMUS uses a well-defined process for performing legacy data conversions, and clients can take advantage of our expertise in data mapping. The physical process of converting the data is frequently performed using Data Junction®, a comprehensive suite of visual design tools for rapidly building and testing data integration projects. Data Junction® is compatible with hundreds of data formats and applications, and it offers control over every aspect of an integration project life-cycle – from the creation of conversion and process maps to manipulation and presentation of metadata.

MAXIMUS' begins our standard data conversion process by analyzing the customer's legacy data and determining if a similar conversion has been performed before. Working together with our customer, we determine which fields in the legacy databases are candidates for conversion to the FacilityMAX database, and we develop specifications for columnar ASCII files. This enables MAXIMUS and the customer to define specific data conversion and data migration requirements.

MAXIMUS then develops a program to read the ASCII files and populates the appropriate FacilityMAX database tables. MAXIMUS performs the data migration/conversion, and the customer tests and accepts the conversion. Finally, the customer performs manual edits of the database tables to make any manual adjustments or corrections.

Typically, a data conversion effort focuses on the following datasets:

Data to be Converted	Current Database	Responsibility
Vendor Tables	Purchasing System	Shared
Account Numbers	Institutional Accounting	Shared
Departments/Groups	Institutional Accounting	Shared
People (Customers and Staff)	Human Resources	Shared
Equipment	Facility Database	Shared
Preventive Maintenance Schedules	Facility Database	Shared
Drawing Conversions	AutoCAD (Manual Conversion)	Shared
Inventory	Institutional System	Shared
Property Information	Institutional System	Shared
Historic Energy Information	Institutional System	Shared

K. Data Interfaces

Interface Development Approach

Virtually every implementation MAXIMUS performs involves the development of interfaces between FacilityMAX and other enterprise-wide computing solutions. Because of this, FacilityMAX was specifically designed to accommodate external interfaces, whether the external systems are third party products or in-house applications.

FacilityMAX employs common functions to establish interfaces to a number of complementary systems, including general ledger accounting, security, inventory, and workflow systems. This enables FacilityMAX to interface with external systems through a single point or through simple modifications to the application's behavior (via setup code configuration). Moreover, FacilityMAX includes a database table that serves as an Application Programming Link (API) for financial data, enabling interfaces with a number of external systems.

During the early stages of implementation, MAXIMUS' Project Manager and the appropriate customer technical representative(s) develop a Requirements Analysis Document (RAD). The RAD thoroughly documents all

required data exchanges between FacilityMAX and complementary enterprise systems and includes the following information:

- A diagram of relationships between FacilityMAX and the target system(s)
- The computing environment relative to each interface
- The direction of data flow between the systems (If the interface is bi-directional, each direction is defined as a separate interface)
- The polling interval or frequency of data exchange
- The interface type – Is the interface a batch interface (i.e., users have to input all data before seeing any of the results)? Or, will the interface run at specific intervals? Alternately, will transactional processing in one of the systems trigger it?
- Existing batch file programs developed for other systems that may support the interface (The file layout used by these programs must be documented)
- The data exchange method, i.e., FTP transfer of batch files or direct database updates via SQL

After the RAD is drafted and approved, MAXIMUS' Project Manager and the appropriate customer technical representative(s) develop Technical Specification Documents (TSD's) for each interface. The TSD identifies specific characteristics of a given interface, including the following:

- Specific data elements within the source system that need to be transferred to the target system, identifying the data type and size, where appropriate
- Corresponding data element(s) within the target system, identifying the data type and size, where appropriate
- Data elements for which there are no corresponding targets for the source data – How will these "orphan" data elements be addressed by the interface? Will they be loaded into descriptive text fields? Or, will new elements be added to the target system?
- Conflicting data types and sizes between corresponding data elements of the two systems
- Values used to define records as unique in the target data – Verify that these values are unique in source data and, if duplicate values exist, determine how the interface will address these values (It is often necessary to modify the "key" values used to define a record type)
- Required data in the target that is not contained in the source - What default values will be used to populate these elements? (It is often necessary to develop translation tables that will be referenced by conditional logic)

The RAD and TSD's determine how the interface(s) are programmed. Once interface programming is complete, MAXIMUS' Project Manager and the appropriate customer representative(s) install and test the interface(s). Any subsequent modifications to the interface(s) are developed and tested in a similar fashion.

Some of the more common interfaces developed by MAXIMUS include the following:

Data Interface	Current Database	Data Direction
Vendor Payments	Purchasing System	Customer<MAXIMUS
Vendor Updates	Purchasing System	Customer>MAXIMUS
Closed Purchase Orders	Purchasing System	Customer<MAXIMUS
People, Locations	Human Resource	Customer>MAXIMUS
Data Warehouse	Internal System	Customer<MAXIMUS
Account Numbers, Departments, Agencies	Internal System	Customer>MAXIMUS
Journal Entries	Institutional Accounting	Customer<MAXIMUS
Encumbrances	Institutional Accounting	MAXIMUS>Customer
Payroll Feed	Payroll System	Customer<MAXIMUS

Financial Management Systems Interfaces

The basic design of FacilityMAX incorporates input/output (I/O) tables that serve as Application Program Interfaces (API's) for the interchange of financial data. These transactional tables enable FacilityMAX to readily integrate with a variety of Enterprise Resource Planning (ERP) systems and financial management applications, including those from SAP, PeopleSoft, Oracle, Lawson Software, J.D. Edwards, and SCT.

All finance-related data (account numbers, offset accounts, labor charges, inventory items and costs, billing information, etc.) is captured in real time and stored in an API table. Built-in system routines will allow your organization to apply custom output criteria to this data, which is stored in a detailed transaction (or output) API table. The output table includes vastly expanded transactional detail, including separate debit ant credit entries for each transaction, as well as collateral transaction detail. As transactions are logged into this table, they are flagged to reduce the likelihood duplicate entries. From here, relevant data can be passed to the destination program via custom interface scripts developed by MAXIMUS, which accommodate your organization's unique business requirements, i.e., charts of account, edit-checking, type and volume of data, polling interval(s), etc.

The advantages of this approach to ERP integration are numerous, but the key benefits include:

- The integrity of the asset management database is maintained, eliminating the possibility of forward-compatibility issues or complications related to software upgrades;

- Historical information is retained in the asset management database, thereby maintaining an audit trail between the asset management database and the destination program.

In some cases, customers may elect to have the interface select specific records from a FacilityMAX table and/or have those records manipulated prior to transfer to the output file. This requires preparation of a RAD and Technical Specifications to capture the business rules that will be used to define the interface, followed by the development of a customer-specific interface.

L. End User Training

General Recommendations

End-user training represents the final phase of the documentation and training effort. A "train-the-trainer" approach can be utilized if the customer elects to use internal resources to deliver training. If the customer elects to utilize MAXIMUS' personnel to deliver end user training, professional instructors with extensive knowledge of FacilityMAX will deliver lecture-based classroom training on-site.

Any level of training (end user, system administration, configuration, etc.) can be scheduled at either an Authorized Users site or a MAXIMUS site. These classes are conducted at MAXIMUS offices in either San Antonio, TX or Wayne, PA depending on the product licensed. All classes are conducted at mutually agreed times and duration. The cost for up to a maximum of 10 students per class is the State Contract daily rate for a Project Manager or Team Leader. The Authorized User is responsible for all travel and living expenses of their employees during the duration of classes at a MAXIMUS facility. The Authorized User(s) is responsible for all travel and living expenses of the Trainer during the duration of classes held at the Authorized Users site which will be reimbursed according to the New York State Office of the State Controller guidelines and published travel reimbursement rates.

The numerous business process changes and new data maintenance demands associated with implementing FacilityMAX necessitate the development of lesson plans. The lesson plans rely heavily on the Standard Operating Procedures (SOP's) developed during implementation to ensure that users completely understand FacilityMAX. The development of training plans and customized course materials will be outlined in the jointly agreed upon Statement of Work or Task List for the project and will be priced at the hourly consultant fee. Additionally, a training schedule should be finalized at least two weeks before training commences. The training program generally includes the following:

- Classroom introduction to FacilityMAX
- Classroom instruction for each functional area of the application

- Hands-on end-user training for each user at their work-site(s)
- Training for selected users on specific subjects, such as Planning and Unit Price Estimating, Materials (Inventory) Management, Report Writing, System Administration, etc.
- Development of course material and handouts for classroom training
- Development of end-user data entry instructions for specific tasks
- Development of a program for institutional training for selected users

FacilityMAX Training

The following specialized training is recommended for specific user groups, as defined by the roles identified in the software setup:

- Introduction to FacilityMAX – 8 hours: All system users
- Customer requests & quality ratings – 2 hours: Customers
- Work request entry and status tracking – 4 hours: Work Management
- Project Management – 4 hours: Project Coordinators
- Estimating and BOM creation – 16 hours: Estimators
- Preventive maintenance & work scheduling – 8 hours: Scheduling Office
- Labor time card entry – 2 hours: Shop clerks
- Contract definition, activity, progress & invoices – 8 hours: Contract Administration
- Purchase requests and receiving – 8 hours: Purchasing
- Inventory management – 16 hours: Inventory Management
- Accounting and customer billing interface – 8 hours: Business Office
- System administration – 8 hour course: Database Administrators

Training and Documentation

A. Training Program Fundamentals

MAXIMUS' training program consists of the following fundamental elements:

- *Standard Operating Procedure (SOP) Development* – The Implementation Planning team accomplishes initial process and workflow findings during the site visit. After the implementation team returns from the initial site visit, the process and workflow findings are reviewed and entered into a draft Standard Operating Procedures (SOP) document. A draft copy of the SOP is sent to the customer for review and input. After the customer has adequately reviewed the SOP, the Project Manager will return to gather additional information about the customer's processes and business rules and map them to the SOP. The end result is a custom document, tailored to the customer's specific work processes and business rules.

- *The "Conceptual" or Configuration Course* – The purpose of the Configuration Course is to provide data owners, process owners and system administrators with an understanding of the capabilities of MAXIMUS' FacilityMAX product (transactional logic and general concepts), as well as requirements for entering customer-specific data codes. The course addresses the major modules of the product, enabling the customer to gain an understanding of the inter-relatedness and flow of data throughout the system. Configuration training concludes with an introduction to the System Administration module.

- *The System Administrator's Course* – System Administrators are critical to ensuring the long-term success of the FacilityMAX system. It is essential that they play an active role in the installation, configuration, and general implementation so that they possess a solid understanding of the system's configuration. Once implementation is complete, the customer's system administrator will be responsible for all future changes.

- *Lesson Plan Development* – The numerous business process changes and new data maintenance demands associated with implementing FacilityMAX often necessitate the development of lesson plans. The lesson plans, which rely heavily on the Standard Operating Procedures (SOPs) and product documentation, ensure that users completely understand the software.

- *End-user Training* – The purpose of the End-user Training Course is to provide user-centric, module-centric "hands-on" software training. The course focuses on the FacilityMAX environment and the major FacilityMAX modules/functions being implemented. A train-the-trainer approach can be utilized if the customer chooses to have internal resources deliver training to the end users of FacilityMAX. If the customer chooses to have MAXIMUS deliver the end user training, professional instructors with extensive knowledge of FacilityMAX can provide the training.

B. Training Course Curricula

MAXIMUS' training curriculum consists of the following courses:

- *FacilityMAX Software Configuration Training: Level I* – An insightful, lecture-based course for data owners, process owners and system administrators who are responsible for the deployment and on-going administration of MAXIMUS' FM and FacilityMAX solutions. A MAXIMUS-certified instructor provides a global view of the software's capabilities, explains the various hierarchies and processes of the facility management system, and discusses how the software is pre-configured and set-up. The instructor also addresses configuration and set-up decisions that need to be made to meet your organization's specific needs. This course enables your organization to jump-start its software implementation, increase operational efficiency, and accurately forecast and control resources, equipment, and inventory. Course topics include:

- Employee and Shop Definitions
- Property Management
- Account Transactions
- Work Management
- Materials Management
- Equipment Management
- Time Tracking
- System Administration

- *FacilityMAX Software Configuration Training: Level II* – This lecture-based course is designed for data owners, process owners and system administrators who wish to deploy and administer the advanced capabilities of MAXIMUS' of FM and FacilityMAX solutions. The course begins with a thorough reexamination of the configuration and data set-up parameters that were originally implemented in conformance with your organization's business processes and workflows. A MAXIMUS-certified instructor provides a global view of the advanced capabilities, explains system hierarchies and processes, and discusses how the advanced capabilities are pre-configured and set-up. The instructor also addresses how the advanced capabilities can be tailored to suit your organization's specific requirements. The following course topics may be addressed:

  - Accounts Payable
  - Contracts & Contractors
  - Estimating
  - Lease Administration
  - Purchasing
  - Utility Management
  - System Administration

- *FacilityMAX End User Training: Level I* – This engaging, hands-on training course incorporates your organization's conceptual knowledge-base (derived from the set-up and configuration decisions made during Level I Configuration Training) into a comprehensive training curriculum designed to introduce your employees to the functional use of MAXIMUS' software. End-user training can be tailored to meet your organization's specific needs, so individual employees can be trained across the entire scope of the software's functionality, or just those modules pertinent to their immediate job function(s). Course topics include:

  - All System Users: Classroom Introduction to the FacilityMAX Software System
  - Business Office: Account Management
  - Work Management: Work Request Entry and Status Tracking
  - Scheduling Office: Preventive Maintenance and Work Scheduling
  - Shop Clerks: Labor Time Card Entry
  - Warehouse Staff: Materials, Equipment, and Asset Inventory Management
  - Database Administrators: System Administration

- *FacilityMAX End User Training: Level II* – This course provides additional hands-on training for any advanced capabilities of FM and FacilityMAX your organization elects to deploy. The course curriculum is derived from the conceptual knowledge base established in Level I Configuration Training and is designed to introduce your employees to the functional capabilities of the software's advanced features. Training can be tailored to meet your organization's specific needs, so individual employees can be trained across the entire scope of the software's functionality, or just those modules pertinent to their immediate job function(s).

- *FacilityMAX System Administrator's Training* – MAXIMUS recommends that system administrators receive training on all functional aspects of FacilityMAX, including both the Conceptual Training Course and the End User Training Course. In addition, the system

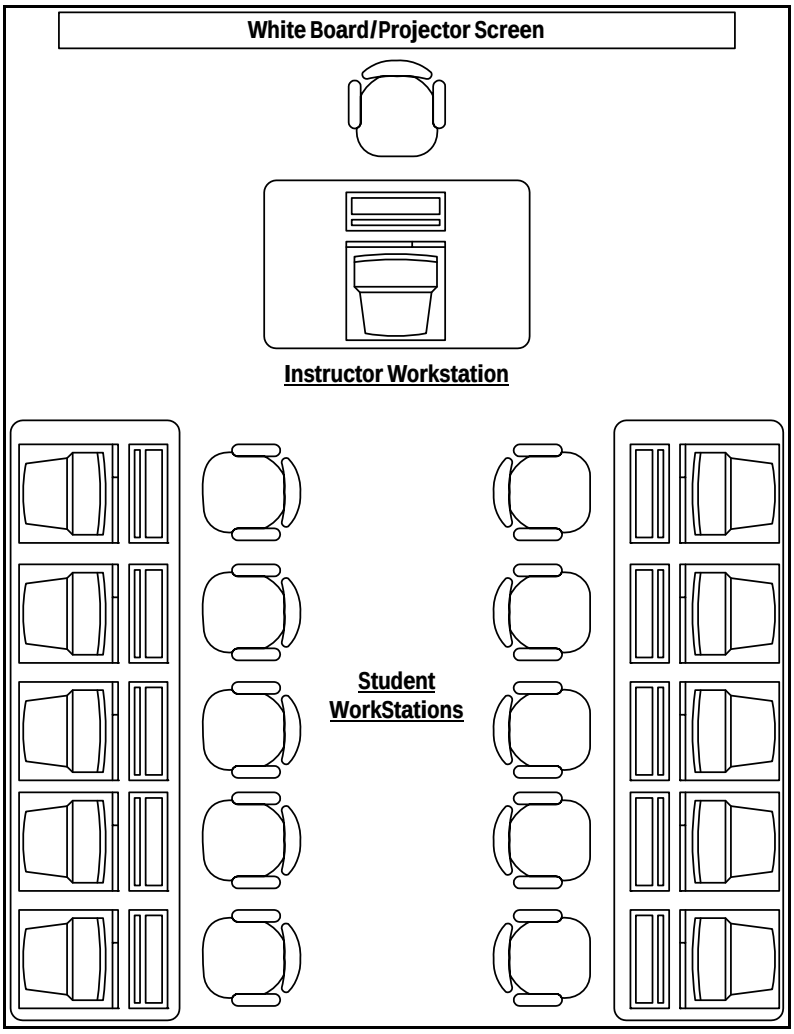
administrator requires certain knowledge regarding the operation of the FacilityMAX system, which is addressed in the System Administrator Training Course. (Note: System administrators require specific knowledge sets that will enable them to effectively maintain FacilityMAX in an operational setting, and therefore are expected to possess prior experience administering the designated operating platforms.)

C. Training Delivery Options and Classroom Environment

MAXIMUS offers both instructor-based hands-on training and "train the trainer" training methodologies. Classes typically consist of no more than 10-12 students. Classroom facilities include the following equipment:

- Networked clients connected to the FacilityMAX database.
- An overhead projector or LCD projector.
- A display screen large enough to be viewed by all personnel in the classroom.
- One printer.
- Extension cords and outlets capable of supplying power to all computer terminals and at least four additional outlets for use by the course instructor.
- Large chalkboard or dry-erase "white board."

The training classroom should be set up as shown here, with student workstations in two rows. The room should be equipped with swivel chairs so that the students can alternately look at their screens and the front of the room where the instructor is demonstrating concepts.


White Board/Projector Screen
Instructor Workstation
Student
WorkStations

D. User Documentation

MAXIMUS' documentation includes the following volumes:

- *The FacilityMAX Configuration Guide* – (2 Volumes) – The Configuration Guide was designed to explain the complex transactional logic used in the system and the setup of data supporting the transactional logic. Moreover, the Configuration Guide discusses selected user interfaces and how they are used to interact with the software. The Configuration Guide is aimed at the customer's implementation team, which usually consists of supervisors, managers, and MIS personnel.

- *The FacilityMAX User's Guide* – (2 Volumes) – The User's Guide provides a cursory overview of system logic and in-depth explanations of all screens that support the organization's workflow. The User's Guide provides straightforward explanations of the user interfaces and screens used to generate and process records in support of day-to-day operations.

- *The FacilityMAX System Administrator's Guide* – The System Administrator's Guide provides system administrators with detailed walkthroughs of the FacilityMAX System Administration Module, Security Maintenance, Import/Export Utilities, and System Setup. The System Administrator's Guide was also designed to serve as a technical supplement for a customer's MIS personnel, database administrators (DBA's) and, to a lesser extent, non-technical implementation team members. It addresses issues directly related to the design and set-up of the software. The FacilityMAX technical documentation includes the following information:

  - Software Configuration
  - Data Dictionary
  - Table Relationships
  - Functional Flow Diagrams
  - Database Drivers
  - DLL Descriptors
  - Embedded SQL and Letter Templates

- *Standard Operating Procedures (SOP) Document* – The Standard Operating Procedure (SOP) document originates during the Business Process Analysis and is a custom document based on a customer's business processes, data setup, and system configuration.

  During the Business Process Analysis, MAXIMUS' Project Manager consults with the customer's implementation team to define business processes and workflows. This information is used to determine required data setup and system configurations. The total package of business processes and workflows, data setup, and system configuration is reviewed, and the Project Manager drafts a preliminary SOP document.

  An advance copy of the SOP is sent to the customer, giving the customer time to review the materials before the Project Manager returns to the site to conduct systems acceptance testing. Any necessary adjustments to the system configuration and the SOP guide can then be made. The end result is a custom document, tailored to the customer's specific work processes and business rules. The SOP document also forms the foundation of customer-specific end-user training.

Consulting Services – MAXIMUS Implementation Methodology – FleetFocus

MAXIMUS Professional Services provides complete project management and technical expertise in implementing systems with complex requirements. Our superior knowledge of fleet management systems, industry technologies, and the business processes of the fleet industry allows our Professional Services team to implement your fleet management system in a cost-effective, timely manner.

MAXIMUS Professional Services' project management methodology makes us unique in the industry. Our sophisticated end to end project management methodology is comprised of a robust set of implementation methodologies providing the best solution approach based on products, project scope and the complexity of the proposed project.

MAXIMUS Professional Services has developed an implementation project management methodology for success, reflecting the proven expertise of our staff, and industry-recognized Best Practices. Our proven methodology guides our services processes to provide our customers with reliable and consistent project management services.

The MAXIMUS methodology includes the delivery of all of our existing services offerings, as well as the development of new offerings customized to meet the emerging needs of our diverse customer community. MAXIMUS project management encompasses every aspect of project management, from the inception of the project through successful transition to a production environment and ongoing systems operation. Universal processes and delivery phase processes are defined in simple, clear terms, allowing easy adoption by all project participants.

Implementation Methodology - Universal Processes

Project Management and Quality Assurance, Change Management, and Acceptance are three universal processes at the core of the program. We describe these processes as universal, because they are involved in every phase of project management. The phases of project management that comprise the program are described later in this document.

Project Management and Quality Assurance

MAXIMUS' philosophy of comprehensive project and quality management is made real through the elements of the project management process. The following are the key areas that it addresses:

- Plan Management
- Staffing & Resource Management
- Change Management
- Risk Management
- Issues Management
- Status Management
- Financial Management

- Communications Management
- Quality Management

MAXIMUS has a staff of highly skilled and experienced project managers who work as a team to ensure that the customer's project is proceeding in an efficient, timely and cost-effective manner, according to the services contract.

MAXIMUS' project managers are facilitators in the best sense of the term, making sure that project participants have what they need, when they need it and keeping the project aligned with the customer's goals and priorities. They also provide, along with the other members of the MAXIMUS implementation team, focused advice based upon extensive product and industry experience, on the Best Practices for successful implementation of MAXIMUS' FASuite.

Change Management

In our dynamic 21st century environment, change on any project is inevitable. The key is not eliminating change, but handling it effectively when it occurs. Since successful change management is such a vital part of any project, MAXIMUS' project management services clearly define this process, allowing all project participants to be confident of how to handle any adjustments, issues or new ideas that may come up in the course of their implementation.

The Change Management process begins when a member of the project team identifies an issue or new business need. The issue or need is qualified to determine the exact scope and priority, as well as to determine if an adjustment to the plan is indicated.
The technical, procedural and practical feasibility of making the adjustment is evaluated and it is determined whether or not the adjustment falls within the scope of the contracted services. If the adjustment falls within the scope of the contracted services, action will be assigned and taken according to the project priorities. If an adjustment is deemed to constitute a change to the contracted services, a formal Change Request Form is completed to properly scope, evaluate and execute the change, should the customer authorize it.

By following this model small adjustments can be made quickly, without unnecessarily complex paperwork, and more significant changes can be clearly defined, allowing the customer to make a truly informed decision on whether or not to proceed.

Acceptance

Another vital part of every project is ensuring that all parties are confident of the status of the engagement at all times. MAXIMUS project management achieves this, not only through Status Management, but also through a regular plan of acceptance steps that occur throughout the project. At each milestone in the project, the state of the work is reviewed and agreement is reached that the work is acceptable to the customer. Next steps are re-confirmed and the project may then proceed.

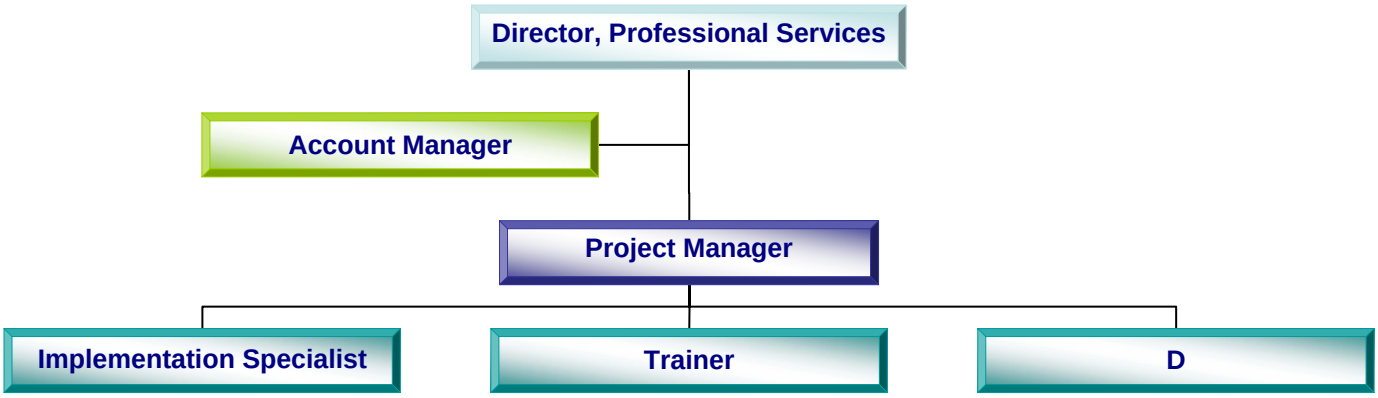
Acceptance checkpoints in each project are clearly defined in the project plan, allowing the customer to be fully prepared to participate in this effort. Customers benefit from multiple opportunities to participate in these "sanity checks" and the project team can take appropriate action quickly should anything appear to be amiss.

The Implementation Team

Key members of the customer implementation team include: the Project Manager, Trainer(s), Implementation Specialist and an Integration Specialist to complete any data conversion, modification and interface programming in the specified time frame. In addition, the Director of Professional Services will provide management oversight and support as needed to the project team.

The MAXIMUS Project Manager is the principal client contact, and has ultimate responsibility for the successful completion of the project. The Project Manager is responsible for directing the day-to-day activities of the project. The Project Manager will also monitor the project resources to ensure quality delivery of services, provide bi-weekly status reports, and initiate regular project team conference calls to ensure that the team is making sufficient progress toward the end objectives. The Project Manager is the client's first escalation point for any issues arising during the project.

The following chart illustrates the organizational structure of the team:



Depending on the project, organizational roles may change. Some projects require individuals to assume multiple responsibilities.

A team of experienced implementation professionals from MAXIMUS will guide you through the implementation process, from pre-implementation planning to post production operations.

MAXIMUS has many skilled FASuite consultants in our Professional Services group who are dedicated to providing installation, implementation, and training services. We have provided resumes for staff that may be committed to your implementation project.

MAXIMUS will assign specific staff upon award of contract.

WBS A.1.0 Project Start-up

MAXIMUS will participate in the project kick-off and planning sessions. MAXIMUS will support the customer in the review of the project approach and timing with the customer staff.

MAXIMUS recommends the customer appoint a core project team with representatives from all functional or operational areas of the customer's business, including Maintenance, Materials, and Operations. This core group must have the authority and charter to make appropriate decisions regarding the implementation. The core group representatives should have complete knowledge and familiarity with the customer's operations and objectives, and will form the majority of the roll-out team later in the project. The customer project team will define their roles and responsibilities and establish project standards and controls.

The customer will appoint a Project Manager, a Maintenance Project Lead, and supporting personnel from the designated the customer functional and operational areas. The customer Project Manager will lead the overall the customer project team and be responsible for customer personnel and resources on the project. The Maintenance Project Lead will be responsible for the configuration and implementation of FleetFocus and for facilitating decisions among the core maintenance group.

WBS A.2.0 Project Management and Support

MAXIMUS will provide project management and oversight services to execute the project plan. The MAXIMUS project manager will coordinate MAXIMUS project activities. MAXIMUS will provide the following project management services:

- Coordination of project resources and work so that milestones are met in an efficient manner; tasks will be designed so as to minimize implementation time and cost while taking into consideration resource and time constraints such as customer staff availability
- Serve as the main point of contact for the customer Maintenance Lead and the customer project manager
- Provide updates to the work plan and project budget

The MAXIMUS Project Manager will ensure that sufficient resources are available to implement the system in accordance with the project requirements. The MAXIMUS Project Manager will monitor the project resources to ensure quality delivery of services and that the Deliverables are completed in accordance with the project requirements.

MAXIMUS will assign a senior-level program manager to provide additional subject matter expertise, monitor the project resources and budget, and ensure quality delivery of services. This manager is the customer's first escalation point for any issues arising during the project.

WBS A.3.0 Project Team Orientation

MAXIMUS will prepare a project and product orientation for the customer's core team. MAXIMUS will provide orientation and overview sessions for the customer's project team (up to ten people). This orientation will take place on-site at customer facilities in a conference room environment. The customer will be responsible for providing and preparing the meeting facility

WBS A.4.0 Hardware Procurement and Installation

MAXIMUS will provide the customer with hardware recommendations for the procurement of necessary hardware.

WBS A.5.0 Software Installation

Customer to prepare for the installation
The customer will install the hardware, operating system, and RDBMS software on the database, web, and application servers. MAXIMUS assumes that the customer will install the servers and resolve network configuration issues that arise as a result of the server operating system installation.

The customer will provide the required RDBMS, web server (the web server must use Microsoft IIS), and other operating software (including licenses, media, and documentation) for this installation task. MAXIMUS will not be responsible for any construction or communications infrastructure. MAXIMUS will not install any servers or other hardware.

MAXIMUS will work with customers to correctly size the database and ensure the customer's network environment is ready for the new system.

Create database and install applications
MAXIMUS will create distinct environments: Production, Test, and Development. MAXIMUS recommends the installation of remote-control software to support MAXIMUS' troubleshooting efforts throughout the project.

MAXIMUS will work with the custoemr to install the software on the server, on one workstation, and on one mobile device. The customer is responsible for installing and configuring software after these first installations.

Customer's will devise a procedure to upgrade FleetFocus when MAXIMUS makes new releases available. It is recommended that customers document the procedure for making new versions of the system and documentation available to all locations.

Provide System Documentation
MAXIMUS will provide all standard product documentation in electronic format.

WBS A.6.0 Business Process Assessment

MAXIMUS will perform a high-level Business Process Assessment (BPA) of customer's maintenance activities at the beginning of the engagement. During the BPA, MAXIMUS will observe the customer's existing vehicle maintenance operation and work with the customer team to identify where improvements can be made.

The BPA will identify practices and procedures that can be changed to provide a more efficient vehicle maintenance operation and a smoother implementation and operation of FleetFocus.

WBS A.7.0 System Setup

Once FleetFocus is installed the customer will begin the process of populating and configuring the application. MAXIMUS will provide training to the customer on setting up security and how to configure the application. The customer will have the primary responsibility for loading all data and verifying that all data has been entered or converted correctly. A review of the system configuration will be conducted at the end of the task to verify that the references needed for configuring the advanced system functionality are complete and properly configured to support defined business processes.

WBS A.8.0 Data Conversion

MAXIMUS will determine the necessary data required to make the system operational (i.e., asset data) and then identify, in conjunction with customer's staff, what data will be available from current systems, and what data may have to be developed. Once the data conversion specifications are completed, the customer will extract the data from its current systems.

MAXIMUS will be responsible for populating FleetFocus with approved and "clean" customer data, which customer will provide.

WBS A.9.0 Interfaces

MAXIMUS provides and supports out-of-the-box integration between FleetFocus and multiple enterprise-wide financial, purchasing and human resource applications. MAXIMUS also develops interfaces to share data with other external applications such as fuel management systems and suppliers. This integration allows customers to benefit from passing data between multiple data sources without having to worry about double-entry of data or duplication of effort.

WBS A.10.0 Training

MAXIMUS will provide Trainer training to designated customer "trainers" for the roll-out of FleetFocus. MAXIMUS assumes the customer trainers will have been involved in the prior tasks, including the BPA and all configuration tasks, so as to be familiar with the system set-up and business rules.

These trainees will be responsible for training all customer end users in the use of FleetFocus on an ongoing basis. MAXIMUS strongly recommends that these trainers "shadow" the MAXIMUS trainers during the roll-out as a way to further hone their skills and system knowledge.

The topics and work flows included in the training will be those finalized by the customer team during the BPA, system setup, and follow-up tasks.

WBS A.11.0 Post Implementation Support

When RGRTA commences live operations using FleetFocus, MAXIMUS staff can provide additional on-site and remote "go live" assistance for the customer's operation. This step is critical to success.

During this period, MAXIMUS and the customer will provide refresher training and help on the shop floors and offices to make sure the transition is as smooth as possible. This time includes verification of proper use of equipment and system performance, adherence to defined processes, and tracking and resolving system issues that arise.

During the post-implementation period, MAXIMUS will provide support during normal working hours. When possible and agreed, MAXIMUS will provide support to multiple shifts on a given day (e.g., by covering the last four hours of one shift and the first four hours of a second shift).