SUBSCRIPTION AND PROFESSIONAL SERVICES AGREEMENT FOR
A COMPUTERIZED MAINTENANCE AND MANAGEMENT SYSTEM

THIS SUBSCRIPTION AND PROFESSIONAL SERVICES AGREEMENT FOR A COMPUTERIZED MAINTENANCE AND MANAGEMENT SYSTEM (hereinafter referred to as the "Agreement"), made January 30, 2017 ("Effective Date"), by and between the Wheaton Park District, an Illinois unit of local government with its principal place of business at 102 E Wesley Street, Wheaton, Illinois 60187 (the "District") and TMA Systems, LLC, _____, with its principal place of business at 5100 East Skelly Drive, Suite 900, Tulsa, Oklahoma, 74135 ("TMA"). District and TMA are hereinafter sometimes individually referred to as a "Party" or collectively as "Parties."

RECITALS

WHEREAS, the District desires TMA to provide a computerized maintenance and management system for the District, as detailed in TMA's Proposal dated October 24, 2016, attached to and incorporated herein as **Exhibit A** ("TMA's Proposal") and TMA's Cost Proposal, Quote Number MH-42752-New Client-SaaS dated January 17, 2017, attached to and incorporated herein as **Exhibit B** ("TMA's Cost Proposal") (collectively, TMA's Proposal and TMA's Cost Proposal shall be referred to as the "Scope of Services"); and

WHEREAS, the District wishes to retain TMA and TMA wishes to provide the services to the District described hereunder based on the terms and conditions set forth in this Agreement.

WITNESSETH

NOW THEREFORE, in exchange for consideration, the receipt and sufficiency of which is hereby expressly acknowledged by the Parties, the District and TMA agree as follows:

1. <u>Subscription Services</u>. TMA agrees to provide the District subscription services for the use of WebTMA upon the terms conditions set forth in this Agreement and the Scope of Services ("Subscription Services").

2. <u>Professional Services.</u> TMA also agrees to provide professional services, including for iPortal services, implementation, training and consulting services upon the terms and conditions set forth in this Agreement and the Scope of Services ("Professional Services") (collectively, the Subscription Services and Professional Services shall be referred to as the "Services"). TMA shall thoroughly review the District's program and other information furnished by the District and any other information which TMA deems necessary or advisable to determine the nature and extent of, and develop solutions to resolve, any technical or other difficulties or problems in implementing the Services and achieving successful completion of the Services consistent with the District's stated needs, goals and objectives and the requirements. TMA's Services shall include services made necessary by breach of TMA's duties

or obligations under this Agreement.

3. Contract Documents. The Contract Documents consist of this Agreement between the District and TMA, TMA's Proposal, TMA's Cost Proposal, and any modifications made in writing and endorsed by the Parties after the execution of this Agreement. Except as provided herein, all of the terms, conditions and specifications contained in the Contract Documents are incorporated herein. The Contract Documents constitute the entire agreement between the Parties. In the event any of the Terms and Conditions included in TMA's Cost Proposal, and any references to the same in TMA's Proposal, conflict with the terms and conditions of this Agreement, the terms and conditions of this Agreement shall control.

4. Term. The term of this Agreement shall commence on the Effective Date and, unless terminated earlier as provided in Section 12 of this Agreement, shall end on January 30, 2018 ("Initial Term"). The District reserves the right to renew the Agreement for an additional two one-year terms (individually referred to as "Renewal Term"). In the event the District renews this Agreement for a Renewal Term: a) the District will provide TMA thirty (30) days written notice prior to the commencement of each Renewal Term of its intent to renew this Agreement; and b) the Contract Sum for each Renewal Term shall be in accordance with Section 6.b of this Agreement.

5. Performance of Work. TMA agrees to perform faithfully, industriously, and to the best of TMA's ability, experience, and talents, in accordance with generally accepted standards of professional skill and care among recognized industry experts engaged in similar services, all of the duties described in the Contract Documents or as otherwise required by the express and implicit terms of this Agreement, to the reasonable satisfaction of the District. TMA shall perform all of its duties hereunder according to the District's requirements and procedures and in compliance with all applicable federal, state and local laws, regulations, codes, ordinances, orders and with those of any other body having jurisdiction. The District shall be the sole judge of whether TMA's duties are performed satisfactorily.

6. Payment for Services.

   a. The District agrees to compensate TMA for providing the Services in an amount not to exceed of thirty-two thousand eight hundred ninety-one and 60/100 Dollars ($32,891.60) (the "Contract Sum"). The Contract Sum is based on the following amounts:

Subscription Service (Saas):	$14,160.00
Professional Services:	$18,130.00
Travel Expenses:	$4,000.00
Software Discount:	($3,398.40)

   b. In the event the District elects to renew this Agreement for a Renewal Term, the District agrees to compensate TMA for providing the Services as follows: i) for the first Renewal Term, in an amount not to exceed of Fourteen Thousand One Hundred Sixty and

00/100 Dollars ($14,160.00); and ii) for the second Renewal Term, for an amount to be mutually agreed to by the Parties.

        c.   TMA shall invoice the District on a monthly basis for all Services provided by TMA to the District for the preceding month. Payment of said invoices, and any late payment penalties, shall be governed by the applicable provisions of the Local Government Prompt Payment Act (50 ILCS 505 *et seq.*).

        d.   Prior to final payment to TMA, the following conditions shall be fulfilled by TMA:

        i.   TMA shall have made, or caused to have been made, all corrections and completion in the Services which are required to remedy any defects therein or obtain compliance with this Agreement. TMA shall, if required by the District, deliver a certificate to the District certifying such matters the District may reasonably require.

        ii.   TMA shall have delivered to the District all deliverables required by this Agreement.

        7.   <u>Additional Services</u>. Except for this Agreement, there shall be no other basis for compensation for services or reimbursement for expenses rendered on behalf of the Services by TMA ("Additional Services") unless otherwise mutually agreed upon by the Parties. In the event any other Additional Services are required, TMA shall notify the District regarding the nature and extent and cost of any said Additional Services. TMA shall not perform any Additional Services unless approved in writing in advance by the District.

        8.   <u>District Responsibilities</u>. The District agrees to provide all materials and other information necessary to or requested by TMA reasonably necessary for TMA to complete the delivery of the Services by TMA in a timely manner.

        9.   <u>District Right to Complete the Services</u>. TMA shall at its own cost promptly cure any breach of its obligations under this Agreement. Should TMA refuse or neglect to cure such breach within a reasonable time, taking into consideration the nature of the breach and its impact on the progress or the cost of the Services, after receiving reasonable notice requesting such cure from the District, then the District shall be entitled to cure such breach following additional notice of such intended action to TMA, and recover the cost of such cure from TMA. This commitment by TMA is in addition to and not in substitution for, any other remedy which the District may have at law or in equity.

        10.   <u>Designated Representatives</u>. The District hereby designates Rob Sperl as the District's representative ("District's Representative") for all matters for the District under this Agreement and with respect to the administration of this Agreement. The District's Representative shall be available to TMA at all reasonable times for consultation with TMA. TMA shall confirm to the District in writing any decision made by the District's Representative.

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TMA hereby designates Mike Holmes as TMA's Representative ("TMA's Representative") for all matters for TMA under this Agreement and with respect to the Services to be performed by TMA for the District. TMA's Representative shall be available to the District at all reasonable times for consultation with the District's Representative. The District may conclusively rely on the decisions made by TMA's Representative, including modifications to this Agreement made pursuant to Section 24 of this Agreement. Either Party may change its Representative under this Agreement by giving notice to the other Party as provided hereunder.

11.   Sub-Consultants. All agreements between TMA and its consultants and sub-consultants shall be in writing and shall contain such provisions as shall ensure the performance of TMA's Services in accordance with this Agreement. TMA shall timely pay all sums due to its consultants and sub-consultants in accordance therewith and shall not cause or permit any liens to be placed by any such consultants and sub-consultants against the property or funds of the District.

12.   Termination. This Agreement may be terminated or suspended by the District, in whole or in part, for convenience and without cause upon five (5) days written notice. In the event of such termination, TMA will be paid for all approved Services rendered to the date of termination, and upon such payment, all obligations of the District to TMA under this Agreement shall cease. TMA shall not be entitled to damages or lost profits resulting from termination for convenience under this Section.

The District shall have the right to terminate this Agreement immediately and without notice upon TMA's default of its obligations hereunder or its violation of any federal or state laws, or local regulations or ordinances. Upon termination due to TMA's breach of this Agreement, TMA shall pay the District all reasonable costs incurred by the District due to said breach, including the cost of obtaining replacement services. In the event of such termination, payment to TMA of any sums earned to the date of such termination shall be in full satisfaction of any and all claims by TMA against the District under this Agreement, and acceptance of sums paid by TMA shall constitute a waiver of any and all claims that may be asserted by TMA against the District.

If TMA is adjudged as bankrupt, or makes a general assignment for the benefit of its creditors, or if a receiver is appointed on account of TMA's insolvency, or if any provision of the bankruptcy law is invoked by or against TMA, then notwithstanding any other rights or remedies granted the District, the District may, without prejudice to any other right or remedy, (a) terminate the employment of TMA and/or (b) finish the Services by whatever method the District may deem expedient. In such case, TMA shall not be entitled to receive any further payment until the Services are finished and the District may be entitled to recover and deduct from any remaining amounts due TMA all damages allowed by law.

13.   Insurance. TMA shall obtain insurance of the types and in the amounts listed below.

A. Commercial General and Umbrella Liability Insurance. TMA shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than $1,000,000 for each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location. CGL insurance shall be written on Insurance Services Office (ISO) occurrence form CG 00 01 10 93, or a substitute form providing equivalent coverage, and shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured Agreement (including the tort liability of another assumed in a business Agreement). The District shall be included as an insured under the CGL, using ISO additional insured endorsement CG 20 10 or a substitute providing equivalent coverage, and under the commercial umbrella, if any. This insurance shall apply as primary insurance with respect to any other insurance or self-insurance afforded to the District. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from pollution, explosion, collapse, or underground property damage.

B. Professional Liability Insurance. TMA shall maintain professional liability and, if necessary, commercial umbrella liability insurance with a limit of not less than $1,000,000 for each wrongful act arising out of the performance or failure to perform professional services and $2,000,000 aggregate.

C. Business Auto and Umbrella Liability Insurance. TMA shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit of not less than $1,000,000 for each accident. Such insurance shall cover liability arising out of any auto including owned, hired and non-owned autos. Business auto insurance shall be written on Insurance Services Office (ISO) form CA 00 01, CA 00 05, CA 00 12, CA 00 20, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in the 1990 and later editions of CA 00 01.

D. Workers Compensation Insurance. TMA shall maintain workers compensation as required by statute and employers liability insurance. The commercial umbrella and/or employers liability limits shall not be less than $1,000,000 for each accident for bodily injury by accident or for each employee for bodily injury by disease. If the District has not been included as an insured under the CGL using ISO additional insured endorsement CG 20 10 under the Commercial General and Umbrella Liability Insurance required in this Agreement, TMA waives all rights against the District and its officers, officials, employees, volunteers and agents for recovery of damages arising out of or incident to TMA's Services.

E. General Insurance Provisions

(1) Evidence of Insurance. Prior to beginning the Services, TMA shall furnish the District with a certificate(s) of insurance and applicable policy endorsement(s), executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above. All certificates shall provide for 30 days' written

notice to the District prior to the cancellation or material change of any insurance referred to therein. Written notice to the District shall be by certified mail, return receipt requested. Failure of the District to demand such certificate, endorsement or other evidence of full compliance with these insurance requirements or failure of the District to identify a deficiency from evidence that is provided shall not be construed as a waiver of TMA's obligation to maintain such insurance. The District shall have the right, but not the obligation, of prohibiting TMA from commencing the Services until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by the District. Failure to maintain the required insurance may result in termination of this Agreement at the District's option. TMA shall provide certified copies of all insurance policies required above within 10 days of the Districts' written request for said copies.

(2) Acceptability of Insurers. For insurance companies which obtain a rating from A.M. Best, that rating should be no less than A VII using the most recent edition of the A.M. Best's Key Rating Guide. If the Best's rating is less than A VII or a Best's rating is not obtained, the District has the right to reject insurance written by an insurer it deems unacceptable.

(3) Cross-Liability Coverage. If TMA's liability policies do not contain the standard ISO separation of insureds provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

(4) Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared to the District. At the option of the District, TMA may be asked to eliminate such deductibles or self-insured retentions as respects the District, its officers, officials, employees, volunteers and agents or required to procure a bond guaranteeing payment of losses and other related costs including but not limited to investigations, claim administration and defense expenses.

(5) Sub-consultant. TMA shall cause each sub-consultant employed by TMA to purchase and maintain insurance of the type specified above. When requested by the District, TMA shall furnish copies of certificates of insurance evidencing coverage for each sub-consultant.

14. Indemnification. To the fullest extent permitted by law, TMA, its officers, directors, employees, volunteers and agents shall indemnify and hold harmless the District and its officers, officials, employees, volunteers and agents from and against all claims, suits, damages, causes of action, judgment, losses, costs and expenses, including but not limited to reasonable legal fees (attorney's and paralegals' fees and court costs), arising from or in connection with the Services performed by TMA, its officers, directors, employees, volunteers and agents under this Agreement, including but not limited to any accident, injury, damage, property loss or theft, or arising from or in any way connected with any act, omission, wrongful act or negligence of TMA, its officers, director, employees, volunteers and agents, except to the

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extent caused by the negligence or omission of the District. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to the District. TMA shall similarly protect, indemnify and hold and save harmless the District, its officers, officials, employees, volunteers and agents against and from any and all claims, costs, causes, actions and expenses including but not limited to reasonable legal fees, incurred by reason of TMA's breach of any of its obligations under, or TMA's default of, any provision of this Agreement.

15. <u>No Infringement</u>. TMA warrants that the Subscription Services and any parts thereof, will not infringe on any copyrights, trademark rights, patent rights, trade secrets, or other rights of any third party. TMA agrees to indemnify, defend and hold the District harmless from and against any loss, cost, damage, liability, or expense (including attorney's fees and other reasonable litigation expenses) suffered or incurred by the District in connection with any such infringement or other claim by any third party.

In the event TMA receives information concerning an infringement or misappropriation claim related to TMA's Subscription Services, TMA will, at TMA's expense either: a) procure for the District the right to continue the Subscription Services; b) modify the Subscription Services to make in non-infringing; or c) replace the Subscription Services with a functional equivalent.

16. <u>No Liability</u>. The District shall not be responsible or liable for any injury, damages, loss or costs sustained or incurred by any person including, without limitation TMA's employees, or for any damage to, destruction, theft or misappropriation of any property, relating in any way, directly or indirectly, to TMA's Services and obligations under this Agreement. The District shall not be liable for acts or omissions of TMA or any of TMA's employees, subcontractor's, agents or other persons purporting to act at the direction or request, on behalf, or with the implied or actual consent, of TMA.

17. <u>Independent Contractor</u>. The relationship between TMA and the District is that of an independent contractor. TMA shall supply all personnel, equipment, materials, and supplies at its own expense, except as specifically set forth herein. TMA shall not be deemed to be, nor shall it represent itself as, employees, partners, or joint venturers of the District. TMA is not entitled to workers' compensation benefits or other employee benefits from the District and is obligated to directly pay federal and state income tax on money earned under this Agreement.

18. <u>No Third Party Beneficiary</u>. This Agreement is entered into solely for the benefit of the contracting parties, and nothing in this Agreement is intended, either expressly or impliedly, to provide any right or benefit of any kind whatsoever to any person and/or entity who is not a party to this Agreement or to acknowledge, establish or impose any legal duty to any third party. Nothing herein shall be construed as an express and/or implied waiver of any common law and/or statutory immunities, defenses and/or privileges of the District and/or TMA, and/or any of their respective officials, officers and/or employees.

19.   Laws, Permits, Approvals and Licenses. TMA shall comply with all applicable codes, laws, ordinances and regulations of the District, the City of Wheaton, DuPage County, the State of Illinois, and the Federal Government. TMA shall, at its sole cost and obligation, be responsible for obtaining all permits and licenses required to perform its duties under this Agreement. TMA shall be responsible to the District for any claims, damages, losses and expenses arising from TMA's failure to follow applicable laws, codes and regulations in execution of all of the Services pursuant to this Agreement.

20.   Choice of Law and Venue. This Agreement is governed by the laws of the State of Illinois. Any suit or action arising under this Agreement shall be commenced in the Circuit Court of DuPage County, Illinois. In any suit or action arising under this Agreement, the prevailing party shall be entitled to an award of reasonable attorneys' fees and costs of litigation.

21.   No Waiver. Waiver of any of the terms of this Agreement shall not be valid unless it is in writing and signed by all Parties. The failure of claimant to enforce the provisions of this Agreement, or require performance by opponent of any of the provisions, shall not be construed as a waiver of such provisions or affect the right of claimant to thereafter enforce the provisions of this Agreement. Waiver of any breach of this Agreement shall not be held to be a waiver of any other or subsequent breach of the Agreement.

TMA's duties as set forth herein shall at no time be in any way diminished by reason of any approval by the District of the Services, nor shall anything contained in this Agreement be construed as a limitation on, or a waiver of, any remedies which the District may have at law or in equity for damages sustained or expense incurred because of, or arising out of, TMA's errors, omissions, or failure to perform its duties or covenants in accordance with this Agreement. The grant of various rights to the District under this Agreement, and/or the failure of the District to exercise those rights do not and shall not create any responsibility or liability in the District for any error or omission of TMA in the provision of its Services.

22.   Non-Assignment. This Agreement is non-assignable in whole or in part by TMA, and any assignment shall be void without prior written consent of the District.

23.   Entire Agreement. This Agreement contains the entire agreement between the Parties and no statement, promise or inducement made by either Party to the agency of either Party that is not contained in this written Agreement shall be valid or binding.

24.   Amendment. No amendment or modification shall be made to this Agreement unless it is in writing and signed by both Parties.

25.   Headings. The headings for each paragraph of this Agreement are for convenience and reference purposes only and in no way define, limit or describe the scope or intent of said paragraphs or of this Agreement nor in any way affect this Agreement.

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26.   Notice. All notices, demands, requests, exercises and other communications required or permitted to be given by either Party under this Agreement shall be in writing and shall be deemed given when such notice has been personally delivered, sent by facsimile or deposited in the United States mail, with postage thereon prepaid, addressed to each Party at the following addresses:

If to TMA: TMA Systems, LLC
                    5100 East Skelly Drive
                    Suite 900
                    Tulsa, OK 74135
                    Fax: (918) 858-6655

If to the District: Executive Director
                    Wheaton Park District
                    102 E. Wesley Street
                    Wheaton, Illinois 60187
                    Fax: 630-665-5880

27.   Severability. The invalidity of any section, paragraph or subparagraph of this Agreement shall not impair the validity of any other section, paragraph or subparagraph. If any provision of this Agreement is determined to be unenforceable, such provision shall be deemed severable and the Agreement may be enforced with such provision severed or as modified by such court.

IN WITNESS WHERE OF the Parties hereto have set their respective hands and seals the day and year first above written.

WHEATON PARK DISTRICT   **TMA SYSTEMS, LLC**

By: By: MIKE KOENIG

_____ 1/27/17   _Mike Koenig_____
Executive Director/ Secretary   Title: VP of SALES & MARKETING
Board of Park Commissioners

Attest: Attest:

Donna Siciliano   _____
1-27-17

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Addendum to Subscription and Professional Services Agreement for a Computerized Maintenance Management System

This is an Addendum to the Subscription and Professional Services Agreement for a Computerized Maintenance Management System between **Wheaton Park District** (the "District") and **TMA Systems, LLC** ("TMA") dated January 30, 2017 (the "Agreement").

Capitalized terms used in this Addendum that are also capitalized in the Agreement have the same meaning as ascribed to them in the Agreement.

The parties hereby amend certain sections of the Agreement as follows:

10. Designated Representatives

    In sentence 4 of this section, replace "Mike Holmes" with "Mike Koenig, Vice President of Sales and Marketing"

14. Indemnification

    The following language shall be added to the end of this section:

    "Notwithstanding anything in this Agreement to the contrary, TMA shall not be liable to the District for indirect, consequential, or punitive damages with respect to claims arising under this Agreement, and the aggregate claims shall not exceed two times the amount paid for the Services during the year in which the claim arose."

Date: January 30, 2017

Wheaton Park District

By: _____

Title: Michael J. Benn

Attest: _____
1-27-17

TMA Systems, LLC

By: MIKE KOENIG

Title: VP OF SALES & MARKETING

Attest: _____

TMASYSTEMS

Wheaton Parks District

Submitted for consideration to:
Ms. Alecia Hannemann
Administrative Assistant
Wheaton Parks District
102 E. Wesley St.
Wheaton, IL 60187

Proposal for:

Computerized Maintenance Management System WebTMA Solution

Submitted on:
October 24, 2016

Submitted by:
Mike Holmes
Account Executive
TMA Systems, LLC
5100 East Skelly Drive, Suite 900
Tulsa, Oklahoma 74135
Corporate Office (800) 862-1130
Direct (918) 858-6680
mike.holmes@tmasystems.com

TMASYSTEMS

October 24, 2016

Ms. Alecia Hannemann
Administrative Assistant
Wheaton Parks District
102 E. Wesley St.
Wheaton, IL 60187

Dear Ms. Hannemann:

On behalf of TMA Systems, LLC (TMA), I would like to thank you for the opportunity to submit a proposal to Wheaton Parks District (WPD) for a Computerized Maintenance Management System (CMMS) solution. With a commitment of this size, I believe it's important that you have strong confidence in not only the software but the company providing the software, services, and support to your organization.

TMA has been providing Computerized Maintenance Management Systems since 1988. A variety of factors have contributed to our success in becoming a world-class leader in providing these types of solutions. First and foremost, we work diligently in understanding our clients business before applying our expertise in providing them a solution. Second, we always endeavor to move past the vendor relationship and into the realm of being a valued partner. This type of relationship goes beyond just providing software, it moves to providing a valued solution-a solution that has been well thought out, properly planned, and impeccably implemented. Most importantly, after implementation, your operations team can be assured that they will be provided outstanding ongoing support.

TMA has a history of developing world-class solutions for well-known facility and asset management professionals throughout the world. These products have been developed with input from our clients — individuals that have the expertise to manage their assets in the most efficient and effective manner possible. These are some of the most prominent government, corporate, healthcare, and educational organizations in the world. Our 1,400 clients include: The Architect of the Capitol (U.S. House/U.S. Senate/Supreme Court), U.S. Secret Service, Federal Reserve Board, Naperville Parks District, North Dakota Parks and Recreation, City of Fort Collins, City and County of San Francisco Parks, Indian Health Services, Microsoft Corporation, American Airlines, Bank of America, Cirque du Soleil, University of Southern California, University of Nebraska, and University of Wisconsin — just to name a few.

We are committed to having WPD as a partner. Our proposal will show that TMA is delivering an exceptional product and world-class services at a fair price. We hope the following points will be considered in your review:

- We have many Parks and Recreation clients, including Naperville Parks District – which operates and maintains more than 2,400 acres with 137 parks and facilities. Naperville Parks District has been a valuable partner with TMA Systems since 2003. They utilize more than 10 different modules, within WebTMA, to track their most important assets.

- TMA is very strong financially. Over the last two years, some CMMS providers have been purchased by non-facility organizations. This has left their clients in a transitional state as the vendor shifts their priorities. As the economic forecast remains unsettled, it is even more important to know that the vendor you partner with will be a long-term provider.

- TMA has the unique capability to ensure the system implementation is completed by your targeted dates. As opposed to many other vendors, our application has numerous data elements already defined (task procedures, database structure, data import templates, conversion tools, etc.). This allows the implementation to be highly streamlined and efficient.

- Our "innovator" position within the market continued with the release of the newest version of WebTMA. This new version demonstrates the commitment we have to both the latest technology and the features that organizations like yours demand to operate at the highest level. We believe WPD, like our current clients, will be impressed by the technology that Microsoft is making available to organizations such as TMA. TMA is not only an organization utilizing Microsoft technology, we are a CMMS provider for their data centers throughout the world.

We envision a long-term business relationship with WPD, where our approach is to offer more than just software, but a solution that brings value to your organization now and for many years to come.

Based on our understanding of your needs, we are confident that the solution outlined in our proposal will allow WPD to successfully meet their objectives. You have our commitment that this project will be given the highest priority and our highest level of attention.

Once again, thank you for the opportunity to present our solution. Please feel free to contact me via phone at 800.862.1130 ext. 680 or by e-mail at mike.holmes@tmasystems.com if I can be of assistance in any way.

Sincerely,

Mike Holmes

Mike Holmes
Account Executive
TMA Systems, LLC

TMA Systems, LLC
5100 East Skelly Drive, Suite 900
Tulsa, Oklahoma 74135

Corporate Office 918.858.6600
Sales 800.862.1130
Fax 918.858.6655

www.tmasystems.com

CONTENTS

TMA SYSTEMS HISTORY

TMA Systems is a leading provider of Computerized Maintenance Management Systems (CMMS) for government organizations. These solutions automate and streamline maintenance operations to provide cost-effective methods that ensure reliability and increase productivity. At TMA, we understand that your success is directly related to your ability to effectively maintain your organization's assets at the highest level possible.

With more than twenty-five years of experience, TMA has built a deep understanding of the challenges and complexities facing government facilities like yours. These are organizations that pursue a high level of performance within their maintenance operations. TMA takes this understanding, coupled with listening to clients' needs, and delivers solutions that provide the highest possible value.

Worldwide, more than 1,400 TMA clients maintain in excess of 45,000 facilities, representing 3.2 billion square feet of space. These world-class organizations have a deep appreciation of the complexity and challenges of managing facilities. Their bottom-line focus is on their assets, the services they perform, and the contributions they make in meeting the goals and objectives of their organizations.

Innovation

Since 1988, TMA Systems has provided the most technologically advanced maintenance management software available. These advanced products, along with world-class training, superior professional services, and outstanding technical support are key reasons TMA is the preferred solution for facility professionals throughout the world.

A representation of some of the significant product advancements achieved by TMA includes the following:

- First graphical Computerized Maintenance Management System (CMMS) for the Apple Macintosh Operating System. (1989)
- First cross-platform CMMS. TMA operates seamlessly across both Microsoft Windows and Macintosh Operating Systems in a mixed network environment. (1990)
- First CMMS to integrate email in the work request process. (1993)
- First web-enabled module to link browser technology to a CMMS. (1996)
- First paperless solution utilizing an advanced interface to a handheld device. (1998)
- First web-based CMMS solution for facilities with the introduction of WebTMA. (2000)
- First to integrate the Asset Condition Index (ACI) within a CMMS. (2002)
- First to develop and introduce a fully functional CMMS operating on a Pocket PC handheld device, mobileTMA. (2003)
- First CMMS to utilize 100% Microsoft .NET technology, WebTMA version 2.0. (2004)
- First CMMS to offer a fully integrated custodial module. (2006)
- First CMMS to utilize second generation .NET technology, WebTMA version 4.0. (2008)

- First CMMS to utilize Microsoft Silverlight with GIS technology. (2009)
- TMA merges their desktop application into WebTMA as their premier CMMS product. (2011)
- First CMMS to offer online/offline technology for the iPhone, Android and iPad applications. (2012)
- First CMMS to develop an integrated BIM interface. (2013)
- TMA releases an integrated Capital Planning module (2015)

Commitment

Solutions developed for the government sector continue to be one of the core businesses for TMA Systems. At present, government clients constitute roughly 30% of the total TMA installed base. It is from this significant number of clients that TMA shapes a large part of its strategic direction. The following list is a representation of our commitment to the management of government facilities.

- Member of International Facility Management Association (IFMA)
- Member of National Facility Management & Technology (NFM&T)
- Diamond Sponsor for APPA: Leadership in Educational Facilities
- APPA Strategic Business Partner Award 1998-2015
- TMA handheld solutions were selected as a Top 100 Products by *Buildings* Magazine
- WebTMA in Top 100 Products by *Buildings* Magazine
- Executive Dashboard module selected as Top Product by *Facility Care* Magazine
- TMA CAFM selected as Best New Product presented by *Today's Facility Manager*
- ACUHO Award for Excellence
- Member of National School Plant Management Association (NSPMA)

Our record of providing intuitive, easy-to-operate software products, along with superior service, has been the hallmark of our success. This focus on service has allowed TMA to maintain one of the highest implementation and client retention rates in the industry. Whether it is project management, implementation, training, or technical support, TMA is prepared to provide WPD the advanced tools and assistance that are necessary for success.

Strategic Direction

The government market represents a primary focus for our organization as shown by our participation in a significant number of regional and national trade shows. Another sign of our commitment to the government market is shown in our print advertising with participation in a variety of major trade publications such as *American City & County, Facilities Maintenance Decisions, FM Journal, Facilities Manager*, and many more.

TMA has various business partnerships with other world-class organizations providing services to the government marketplace. These organizations include, but are not limited to:

- AutoDesk
- VFA
- Aeroscout (RFID)
- Esri
- Johnson Controls
- National Institute of Building Sciences (COBie)

- Aramark
- Microsoft Corporation
- Active Network
- StarRez
- Turner Construction
- Apple Inc.

RETURN ON INVESTMENT

Our appreciation of a client's investment in our software solution is quite simple — we know that we do not succeed unless our client can utilize the TMA solution to the greatest benefit for their organization.

With the majority of TMA clients realizing an average savings of 10% to 20% on labor costs and an average savings of 10% to 15% on materials and parts costs, our solution creates great value for the clients we serve. Our approach is to offer a total facility solution, which results in a higher satisfaction level and greater business performance.

Benefit Measurements

To measure the benefit of implementing a new system, you must first examine your current facility management environment and assess its strengths and weaknesses. A common theme of concerns for facility management professionals normally focuses on the following areas:

- Need to compare actual performance against targeted organizational goals.
- Ability to proactively monitor the information that has the highest impact on performance.
- Availability of tools for technicians and support staff to perform their duties in an efficient and effective manner without being tied down by the time demands of the IT department.
- Understanding ways to better execute on initiatives to reduce capital and operating costs while improving client satisfaction.
- Having a complete understanding of how much and where money is being spent on facility maintenance.
- Determining whether assets are in the proper condition, and the ability to analyze whether the money spent on maintenance would be better utilized to replace the asset.
- An understanding of how to empower technicians in a manner that impacts not only their daily activities but has a positive impact on the strategic goals of the organization.
- An understanding of the effort needed to assemble information for audits and inspections.

TMA solutions successfully deal with these concerns, as well as many other facility and asset management issues that are important to you. A software solution, which has been well thought out and implemented, can dramatically improve job execution as well as contribute to the impression you and your staff make to other departments in your organization.

Benefits of a CMMS

In today's competitive environment, you need the most effective and efficient tools available to manage your facilities and maintenance operations. TMA solutions provide the information necessary to operate and manage your organization with knowledge, insight, and confidence. These world-class solutions provide you with the ability to make more informed decisions based on clear and accurate data.

Some benefits of a CMMS include the following:

Efficiency of Management
- Make intelligent decisions based on facts
- Access accurate data at your fingertips
- Impress inspectors from regulatory agencies

Increase in Productivity
- Work Orders show parts and tools needed for the job
- Technicians are prepared when they get to the job site
- Proper planning and scheduling can double or triple the work output of a technician
- Similar jobs can be grouped, which reduces multiple trips by technicians
- Planned maintenance for a piece of equipment can be combined when more than one task becomes due in a given time period
- Reduced labor costs result from improved productivity

Efficiency of Processes
- Improve accuracy of data through drop down menus during data entry
- Allow your customers to submit requests and receive feedback via the Internet or your intranet
- Gain efficiencies through standardization of forms and processes
- Improved scheduling through enhanced labor allocation

Extend the Useful Life of Assets
- Reduce equipment down time through improved PM scheduling
- Improve reliability through better tracking and repair of failures
- Allow your staff to be proactive through the utilization of automatically generated planned maintenance work orders

Efficiency in Inventory
- Reduce your inventory needs by 15% to 20%
- Reduce inventory costs through an improved tracking and restocking process
- Control material ordering to reduce stock costs
- Manage multiple stockrooms (warehouse, closets, vans, etc.) and track part disbursements from stockrooms to reduce inventory loss

Planned Maintenance
- Extend the useful life of your equipment
- Reduce the number of maintenance jobs
- Increase reliability of your equipment and systems
- When necessary provide adequate justification for regulatory agencies
- Become proactive instead of reactive

Benefits of Implementing WebTMA

TMA has always been recognized as a leading solution provider for facility professionals. Along with our demonstrated record of providing intuitive, easy-to-operate software, TMA has a strong reputation of providing superior services. These services are the hallmark of our success and permit us to maintain one of the highest client retention rates in the industry.

There are a variety of reasons TMA products will meet or exceed the needs of WPD. Listed below are just a few of these reasons:

- The product is offered as software as a service (SaaS) or as a client-hosted solution.
- TMA has demonstrated a track record of supplying a totally engineered solution — not just software.
- TMA is a client-driven company that listens and reacts to our clients' needs. TMA takes pride in working with our current and prospective clients to add features and functionality that enhance the product and improve its effectiveness and efficiency.
- WebTMA is a true enterprise-wide web application (written and developed entirely in Microsoft .NET technology). With more than 1,400 clients, our solution provides an effective tool for better managing your technicians' time. This in turn reduces the overall cost of labor to your organization.
- WebTMA has a broad feature set that provides you with the ability to manage the unique business needs of business units, specific locations, and campuses within one solution.
- The WebTMA solution has a significant amount of pre-loaded data, such as PM procedures, task codes, reports, etc. This data enables your organization to quickly recognize value immediately after implementation of the system.
- WebTMA has a complete set of system and user documentation online (which has been recognized by industry peers for its excellence). This abundance of information is easily understood and accessible to all users of the system.
- TMA provides world-class process consulting, implementation, training and ongoing customer support. TMA's Professional Services Group has the expertise, experience, and project management skills to implement WebTMA software in an efficient manner, with the least amount of disruption to your organization.
- Data for WebTMA as a subscription service is constantly monitored for viruses and intruders.
- Every subscription service production database is run in "Full Recovery Mode", and a full backup is made on every production and system database each night at 12:00 a.m. CST.
- Redundant copies of subscription service client data are maintained in two locations in the event of natural disasters or other catastrophic events.
- The Data Center for subscription service clients is designed for maximum security in a state-of-the-art SSAE 16 facility.
- TMA offers many other "value-added" items that are over and above the requirements as expressed by WPD.

WEBTMA SOFTWARE

WebTMA is a mission-critical tool for organizations that need to effectively manage their assets and maintenance operations. Utilizing WebTMA, these organizations account for, maintain, and extend the useful life of their physical assets throughout their entire life cycle — from purchase through disposal.

WebTMA is offered as integrated software modules, which allows you to purchase only the functionality your organization needs when you need it. WebTMA manages everything from work orders to inventory control to planned maintenance. This flexibility makes WebTMA an invaluable asset for your organization. The ability to change all text within the application (fields, menus, screen tabs, etc.) and user definable fields allows the flexibility to easily fine-tune most modules listed below.

WebTMA uses industry standard tools, providing you with the ability to integrate your facility information throughout your entire organization. WebTMA can be hosted by your organization or can be purchased from TMA Systems as a subscription service (SaaS).

Standard Features

- Work Order Management
- Planned Maintenance Management
- Equipment Management
- Asset Management
- Vehicle Maintenance Management
- Building/Space Management
- Multiple Repair Centers
- Basic Human Resource Management
- Escalation and Notification

- Failure Analysis/Risk Assessment
- Approval/Authorization Routing
- Total View (Tree list View of Assets)
- Task Library (300 plus)
- MyPage Listings
- Linked Documents
- Reports (300 plus)
- Report Writer
- Customer Surveys

Value Added Optional Features

- Service Request
- iServiceDesk
- Auto Attendant
- Materials Management
- Project Management
- Time Management
- Contract Management
- WebTMA GO

- Utility Services Management
- IT Service Management
- Knowledge Base
- Facility Scheduler
- Key Management
- Event Scheduler
- Fleet Management
- Fleet Dispatch

- mobileTMA GO
- mobileTMA
- cellularTMA
- Mobile Room Inspections
- mobileCustodial
- Executive Dashboard
- Capital Planning
- Custodial Management
- General Inspections
- Training Program Management
- Lease Management
- GIS Solutions
- WebTMA CAFM
- Archive & Purge
- Universal Interfaces for WebTMA
- StarRez Interface
- BIM Interface
- Room Inspections

Base Module

The following paragraphs describe the features and functionality of the WebTMA Base module.

Work Order Management

TMA gives organizations the power to control the work flow and total cost of operations. Users can easily create work orders because all coded data is available from convenient pop up and drop down lists. Work orders can be charged to and tracked by account. From a single window, a user can post costs and comments to a batch of work orders. Costs are automatically rolled up to the appropriate facility, building, area, department, and account records from the work order.

Planned Maintenance

TMA makes it easy to stay on top of planned maintenance for any piece of equipment, asset, or vehicle. Periodic inspections of equipment or areas are easy to schedule and track. One of the superior features of planned maintenance within TMA is its detailed maintenance library. More than 400 detailed maintenance tasks and planned maintenance procedures have been programmed into the software. You can add to and customize the task library to match your organization's specific needs.

Equipment Management

TMA provides comprehensive and detailed information on all equipment, including, but not limited to, air handlers, chillers, boilers, and air conditioners. Before technicians visit a job site, they can review the equipment record to obtain valuable information relevant to the work to be performed. Some of the information tracked by TMA includes warranties, service contracts, parent/child relationships, parts vendors, and PM data.

Building and Space Management

A work history of your buildings and spaces is automatically maintained in WebTMA. Analyze maintenance trends and total operating costs by facility, building, and space. Conveniently track space and asset inventories including where the assets are assigned. In addition, you can easily store graphics with each record. These include items such as schematics, parts explosion diagrams, and other valuable data.

Asset Management

With WebTMA, you can track the cost, location, and specifications of valuable assets as well as classify assets by type for analysis and reporting. Reports can show life-to-date expenses and depreciation on assets and equipment. You can reference your assets by location as well as transfer them from one area to another.

Reports, Charts, and Graphs

WebTMA provides a comprehensive set of reports to operate and manage your organization with knowledge, insight, and confidence. With reports from the WebTMA Report Manager or reports you write with the WebTMA Report Writer, you can easily generate reports on screen, send them to a printer, email them, download them as Microsoft Excel files, or save them in formats such as HTML, images, and PDF.

The WebTMA Report Manager provides more than 600 pre-formatted/modifiable reports that are ready to run right out of the box. These reports will meet your organization's specific needs or mandatory requirements for agencies such as Joint Commission, OSHA, ISO 9002, and the EPA. With the Report Writer, you can write a report from scratch or copy and modify an existing pre-formatted report to meet your specific needs.

Reports include (examples): Work Order Analysis by Type, Average Time to Complete Jobs, Job Analysis, Labor Costs, Equipment History, and Safety and Risk Reports.

Chargeback and Cost Accounting

Along with the various functions that save money by maximizing efficiency, WebTMA can also be employed to control total cost of ownership. TMA gives you the ability to charge back items to departments and clients or to split bill costs. TMA allows a user to set up budgets and track remaining balances as costs are posted. TMA's one-write design means costs are automatically tracked by facility, building, area, department, and cost center. View cost trends on-screen without assembling time-consuming reports.

Task Library

The Task Library is a vital part of the work order function and is used throughout the application. The Task Library contains all tasks (tasks define the specific work to be performed when a work order is created) whether the work order is a request for corrective work or scheduled maintenance. The creation of any work order requires that a specific task be designated.

With WebTMA, you are provided hundreds of pre-written PM tasks with details including tools required, safety notes, and a checklist of procedures to be followed. Tasks can be edited or deleted, and you can expand the list with your specific tasks.

Customer Surveys

Send your customers a printed survey or e-mail a link to a URL for feedback on work performed. You create the customized survey within WebTMA and select the "trigger" number, such as every 25 work orders.

Multiple Repair/Cost Centers

Multiple repair centers can use the system simultaneously while remaining semi-autonomous. To each repair center, it appears that they have their own system. When workers log in to the system, they only see appropriate items for their repair center. High-level users, however, can have access to all repair centers and see the "big picture."

- Equipment, personnel, work, etc. can be separated by and reported on by repair center
- Preferences may be set differently for each repair center
- Each repair center (business unit or center) can have its private view of data for which it is responsible
- High-level users can have simultaneous access to all repair centers

Human Resource Management

TMA's detailed personnel records include basic information, charge rate, pay rate, and emergency contact information. You can track training and certification records for personnel including the classes they have attended and when the next certifications are due. TMA lets you trace personnel by both shop and trade.

Vehicle Maintenance

WebTMA provides you with the ability to track work history and other pertinent information, such as VIN (vehicle identification number), where a vehicle is located or parked, when the last emission test was performed, odometer and PM meter reading, etc.

- Report detailed information on your vehicles
- Track corrective work orders and costs from the work order system
- Schedule and track planned maintenance and inspections on your vehicles
- Easily account for fuel and oil costs per vehicle

Refrigerant Management

With WebTMA, you can track and manage the CFCs stored and used at your facility. WebTMA's CFC Management function not only tracks what CFCs you have and where they are located, but it also classifies CFCs by type and amount and tracks how much has been added to or removed from equipment each time the item is serviced.

Linked Documents

WebTMA provides the ability to link hundreds of different types of documents (CAD, Service Agreements, etc.) to transaction records such as work orders, requests, sales orders, purchase orders, and project requisitions. In addition, links exist so documents can be attached to personnel, building, space, asset, equipment, vehicle, and many other types of records. Double-clicking on a linked document loads the document using the application that created it (if available on your computer).

Entities

Entity records are used in WebTMA to better accommodate the information and maintenance requirements for components of your facility not associated with a building or space. Entity items have full WebTMA functionality and can be grouped, scheduled for planned maintenance, and connected to work orders.

Examples of nonstructural entities include parking lots, streets, sidewalks, grounds, ponds, landing pads, athletic fields, and storage tank areas.

Grouped PM

Easily create PM schedules for grouped items such as equipment, areas, assets, or vehicles. When the PM work order is generated, only one work order exists for the group and each item is listed. Work history for each item is saved. Grouped PMs reduce paper usage and decrease chances for errors. Ideal for route-based inspections such as fire alarms, fire doors, and extinguishers.

Safety & Risk Management

Report on all safety related issues. Track data when a task is requested on a work order involving safety issues where technicians or others may be at risk. By keeping good records on accident and error information, you have a number of Safety & Risk reports at your fingertips.
- Track and report on incidents relating to safety and risk issues
- Track and report on response and corrective actions

Optional Modules and Interfaces Proposed

TMA suggests the following optional modules and interfaces for WPD based on the size, scope, and requirements of the project described in the evaluation process. These modules have been included in the Cost Proposal and are a component of the proposed solution.

General Inspections

The General Inspections module provides technicians a global checklist for assigned assets and areas. The process ensures that each check is reviewed in sequence, and the results are documented. Checklist results can record a value reading, pass/fail status, and/or other ratings.

With WebTMA GO, technicians have the ability to electronically complete inspections from an iPad, eliminating the need to carry paper inspection forms — saving time and lost paperwork. Technicians can also upload inspection results for easy analysis.

Most importantly, the General Inspections module can be used to ensure the safety and reliability of your maintenance-worthy items.

Some of the features and benefits include:
- Automatically generate a work order for a failed inspection point
- Review and correct actual and potential hazards
- Collect and retain inspection data for predictive maintenance analysis
- Utilize the PM scheduling function to assign an inspection task
- Eliminate paper inspection forms utilizing WebTMA GO

Service Request

The Service Request Module provides a user-friendly web portal to submit, query, and report on work requests. Service Requesters can receive e-mail messages regarding the status of their request during the request/work order process flow. They can also review request/work order status in real time. Requesters can only access the Requester windows that are available to them based on the access created specifically for their login and password.

The WebTMA user who is responsible for validating these requests will do this through the Request Log. During this validation process, WebTMA automatically checks for duplicates and warranties. When the service request is accepted, the requester automatically receives an e-mail to inform requester of the new status. If a service request is rejected, the requester receives an automatic e-mail stating the reason. As the status of the work order changes through the work order process, the requester continues to receive automatic e-mail messages informing them of the status of their request until the work order is closed.

Materials Management

When it comes to tracking inventory, WebTMA will keep you organized. Parts are easily issued to work orders or accounts. Parts or materials are also easily cross-referenced to vendors, equipment, and vehicles.

You can assign a maximum and minimum stock level for each part, and WebTMA will automatically notify you when you have reached your designated specified minimum. WebTMA will then link part information to a purchase requisition and even calculate the average lead time required to restock the part.

In essence, WebTMA gives you the power to view your facility's entire inventory without leaving the comfort of your desk.

- Store graphics and electronic drawings of parts for easy identification
- Track locations and supplies of parts and materials in inventory
- Cross-reference parts by manufacturer, vendor, and equipment
- Use these transactions: sales orders, purchase requisitions, purchase orders, requests for quotes, inter-warehouse transfers
- Allow users to approve requisitions if they have sufficient authorization
- Create blanket orders or view pending orders for back orders
- Integrate materials seamlessly with work orders
- Predict the time it will take to restock
- See where parts are utilized
- Follow transaction audit trails
- Receive automatic notification of low inventory
- Record order unit vs. issue unit
- Create an unlimited number of stockrooms
- Use interdepartmental sales and track back orders on these sales
- Create blanket purchase requisitions
- Auto-post parts to a work order

- Create quotes to vendors for selected materials and parts
- Send requests for quotation to multiple vendors from one RFQ
- Convert quotes to purchase orders or requisitions
- Track sales tax & freight
- Maintain separate purchase requisition and purchase order records
- Use parts distribution window to link multiple orders to quotes, purchase requisitions, & purchase orders

mobileTMA

mobileTMA is an advanced mobile solution that provides your organization with the ability to enhance productivity by empowering personnel to manage their work orders and other facility information electronically using a compatible Android or Windows Mobile (Pocket PC) device. This state-of-the-art technology has features and functionality that will significantly improve productivity and service for enhanced customer satisfaction.

mobileTMA provides your technicians with the ability to carry work orders and PMs on a compatible mobile device. Technicians can spend their time completing work orders, performing PMs, and making inspections, instead of filling out paper forms or retyping data.

mobileTMA GO

mobileTMA GO is an advanced mobile solution that provides your technicians with the ability to carry their work orders and PMs on a compatible iOS mobile device. Technicians can spend their time completing work orders, performing PMs, and completing inspections, instead of filling out paper forms or retyping data. Additionally, iOS devices with high-resolution cameras can take advantage of mobileTMA GO's barcode scanning capability to further increase data accuracy and staff productivity. For reference purposes, you can take pictures of assets or issues needing to be resolved and attach them to pertinent records such as equipment, requests, and work orders.

WebTMA GO

WebTMA GO is TMA's most robust mobile solution. Written specifically for the iPad, WebTMA GO provides technicians and supervisors with the ability to perform their work duties in the field. Additionally, iPad devices with high-resolution cameras can take advantage of WebTMA GO's barcode scanning capability to further increase data accuracy and staff productivity. For reference purposes, you can take pictures of assets or issues needing to be resolved and attach them to pertinent records such as equipment, requests, and work orders.

WebTMA GO has all the work management features and functionality of TMA's other mobile solutions, plus additional features and functions including scheduling capabilities, Materials Management*, Asset Management, IT Management*, Inspections*, Project Management*, and Training Management*. This wide array of features and functionality will allow your staff to make the most effective use of their time.

Most importantly, WebTMA GO operates in both online and offline mode. When online, WebTMA GO transmits data directly to the WebTMA database in real time. When offline, data is

stored on the iPad device and is synchronized to the WebTMA database when an online connection is available.

*Client must have licensed related optional modules for functionality to be active in WebTMA GO.

Additional Optional Modules and Interfaces

Any of the following modules and interfaces are available for purchase and may be added to the WebTMA Base Module at any time based on the needs of WPD.

Archive and Purge

The Archive and Purge module enables organizations to select transactions, archive them in groups, and purge them when desired.

The module provides a variety of features, the most important is the ability to control the amount of data purged by grouping records into smaller batches. With smaller archive batches, organizations can tag specific types or records and retain the tagged batches even though others are purged from the same date range. To prevent archiving records of importance, this module supports the option of marking individual records ineligible for archiving.

Auto Attendant

The Auto Attendant module is a work flow tool that may be configured to bypass the request to work order conversion and scheduling process. This module will accept requests and apply a set of defined rules. If auto-convert rules are met, the request will be auto-converted to a work order and the work order will be auto-scheduled to a trade or technician. Both processes will occur in the background on the server after the transaction has been saved.

BIM Interface

The BIM Interface enables facility professionals to connect Autodesk® Revit® models to WebTMA to help manage space, plan maintenance, and more. The interface helps organizations eliminate information loss and leverage the data in BIM models to improve communication and collaboration between architects, engineers, contractors, and facility managers as a building evolves. This technology provides an opportunity to share building information during initial design and construction, building operations, and renovation projects — allowing you to leverage BIM models throughout the entire life-cycle of the facility.

CAFM

The WebTMA CAFM (Computer Aided Facilities Management) module is a powerful tool that helps you organize and link data from your CAD drawings to your TMA database. This feature-rich module provides exceptional value by having the ability to view CAD drawings, organize critical company data and manage all levels of your facility via an intuitive, easy-to-use graphical tool.

Capital Planning

The Capital Planning module is a powerful tool created to manage the capital investment process. It is designed to help organizations develop detailed capital plans across single or multiple budget years. The module accommodates maintenance backlog and cyclic renewal data from facility audits.

Some of the features and benefits of this module include:
- Have a clear process to prioritize capital planning projects
- Forecast project planning for up to 20 years into the future
- Easily justify funding requests by projecting capital improvements and renewals
- Measure the impact of underfunding operational budgets
- Simplify complex data visually by extracting data into Excel templates and visualizing in graphs and reports

cellularTMA

cellularTMA is capable of running on any WAP-enabled cellular phone. Technicians have the ability to manage their corrective and preventive maintenance work orders along with a variety of other responsibilities on their cellular device.

Contract Management

Easily manage outside contractors and contracts from bid award through the completion of the contracted services.
- Contractor records include details on contractors with links to work and cost history
- Contracts are tracked automatically including detailed information on contracts for maintenance and work performed life-to-date for the contract
- Declining balances for fixed contracts are tracked
- Selection lists of previous contractors are available for the item and type of work to be performed
- Permit contractors to log in and access the work orders assigned to them, input their labor and materials, and attach their invoices (must have Contractor Login User)

Contractor Login

The Contractor Login allows your contractors to login to a window with limited options — providing the functionality they need to do their jobs.

A contractor login allows a view of MyPage and a list of the contractor's work orders. They are provided with the ability to access the necessary work order windows, to add comments or note any safety issues, and to enter hours and costs.

Custodial Management

WebTMA Custodial Management is an effective tool used to manage your custodial staff, work flow processes (routes), and cleaning supplies, while capturing all your facility management costs in a single integrated database.

Using TMA Custodial Management, you can design a variety of "Duty Lists" for an individual or crew. This facilitates self-checking of compliance issues and training of your staff.

You can schedule multiple shifts, estimate labor based on the level of cleanliness you select, and set coverage factors for chemicals utilized in the cleaning process. The system includes ISSA 447 Cleaning Times and APPA Custodial Staff standards.

Preformatted forms assist supervisors in making inspections, or you can purchase the separate mobileCustodial option and transfer the forms to a handheld device. After work is performed, you can compare actual costs to budgeted amounts, allocate costs among occupants for custodial services, and automatically create work orders when special custodial services are required.

Event Scheduler

Track and schedule event information with WebTMA's Event Scheduler. Assign resources for an event including buildings, rooms, and areas. Resources can also include equipment, vehicles, assets, etc. When writing a work order or allocating resources, Event Scheduler automatically notifies you of potential conflict.

Some of the features and benefits include:
- Visualize monthly events by viewing them on a graphical calendar
- Easily schedule event resources including rooms, equipment, assets, and vehicles
- Record all necessary event information in one central location
- Estimate event setup requirements and costs
- Track all event expenses and work activities using the optional Project Management module

Executive Dashboard

TMA Executive Dashboard is a dynamic tool that furnishes decision makers with real-time access to the critical information necessary for making timely, data-driven decisions. These configurable screens display numerous Key Performance Indicators (KPIs) in various formats including tables, charts, graphs, and digital gauges. Create personalized dashboards to easily see the data that is important to you and your role in the organization, data that will help you gain the knowledge, insight, and confidence necessary to make better, more informed decisions related to your operations.

Some of the features and benefits of this module include:
- Color-coded display that makes it easy to visually monitor KPI status
- User-defined thresholds for caution and alert ranges
- Ability to monitor KPI status in either real-time or based on scheduled updates
- KPIs can be shared with other users in your organization or restricted
- Minimum and maximum thresholds and automatic e-mails sent when thresholds are exceeded

Facility Scheduler

This powerful tool effectively manages, utilizes, and schedules your organization's valuable resources. Reserve and schedule rooms, tools, equipment, AV assets, and infrastructure items such as athletic fields and swimming pools.

Some of the features and benefits of this module include:
- Easily schedule and reserve resources
- Visualize reservations and rentals on a graphical calendar
- Route reservations for approval using WebTMA's authorization capabilities
- Follow easy-to-use steps throughout the entire reservation process
- Charge clients directly for various rental costs, such as meter charges, cleaning, cancellations, etc.

When you purchase the Service Request module along with the Facility Scheduler, your clients can easily request reservations through the easy-to-use Reservation Request Wizard.

Fleet Dispatch

The Fleet Dispatch module allows you to manage an unlimited number of vehicles and drivers within your organization. This module provides the ability to manage all aspects of your organization's pickup and delivery by streamlining activities such as bus routes, trash pickup, scheduled and on-demand delivery of materials/goods, and personnel transfers.

Some of the features and benefits of this module include:
- Efficiently manage all aspects of pickup and delivery
- Control access to vehicles and locations
- Create fixed routes with stops
- Track all stops, including the activity, lapsed time, and other metrics about each stop
- Assign drivers and vehicles for scheduled and on-demand trips

Fleet Management

Designed to allow you to track vehicle rentals on a daily or monthly rate basis with options to add extra charges for cleaning and late returns. Automatically calculates rental charges based on vehicle usage. Track who is assigned to a vehicle and when it is due to be returned. Produce charge back reports based on client's rental history.

GIS Modules

The GIS Modules provide your organization with the ability to dynamically visualize asset relationships in a geographical format. Both the Basic and Advanced GIS Solutions allow you to integrate assets, infrastructure, and other mapped features, as well as streamline workflow processes by allowing personnel to view existing workloads for geographically-dispersed assets via Esri's ArcGIS maps.

Some of the features and benefits include:
- Capture, analyze, and display assets, locations, and work orders from a geospatial perspective

- Align a geographic view with specific business needs and improve work planning and analysis
- Create and view work orders from a map view
- Track your linear assets such as roads, pipelines, power lines, and similar assets (Advanced GIS Solution)
- Create efficiencies in business processes and improve communications by visualizing asset locations

*i*ServiceDesk

WebTMA's *i*ServiceDesk provides a user-friendly web forum to submit, query, and report on work requests. Requesters are immediately notified of the assigned request number and provided a subsequent courtesy e-mail from *i*ServiceDesk for future reference. In addition, the requester receives status changes as they occur. For convenience, the requester can query *i*ServiceDesk to check the status of both requests and work orders.

Using *i*ServiceDesk's open and modifiable HTML, you can create custom pages. Users can publish select data to thousands of end-users or clients at one facility or around the world.

With *i*ServiceDesk, no retyping of the request is needed. An automatic reply can be sent via e-mail to the requester. The reply can notify the requester that the work is proceeding and provide the work order number or inform them that the request has been denied and if desired, provide a reason for denial. When work is completed, the system can automatically notify the requester via e-mail.

IT Service Management

WebTMA's IT Service Management module tracks and accounts for assets related to your network and infrastructure. This includes: computers, servers, switches, routers, peripherals, and software. IT Service Management provides the tools to more effectively manage, upgrade and maintain your IT assets. Also, if desired, embedded network discovery can be utilized to easily locate and catalog your Microsoft Windows® based IT assets.

IT Service Management can record and track all your IT equipment. You can review sub-assemblies, related parts, and costs, as well as track a detailed work history of repairs, modifications, and software installations.

Key Management

The Key Management module provides you with the ability to manage your key systems, including card keys, locks, keys, and cylinders. Manage vital security information concerning key holders and key access. Efficiently track key information for both lock locations/areas, issuance, and keys returned by your key holder.

Some of the benefits and features of this module include:
- Increase security by tracking all necessary key data
- Know at all times the keys held by each key holder and the doors the person can open
- Maintain historical data by key and key holder for keys created, issued, lost, and destroyed

- Manage all information regarding cross-keying, serialized, and non-serialized keys
- Expedite key transactions utilizing the fully integrated process from key request to issuance

Knowledge Base

WebTMA's Knowledge Base module can assist users in troubleshooting problems in the field utilizing past experience through a catalog of solutions that are specific to the type of work or task being performed. Your organization defines a series of questions that lead to resolutions for the problem. Employees can quickly and easily reference the Knowledge Base to find a process or solution to complete their task. The Knowledge Base is unique to each task and situation and can be utilized for repairs based upon your organization's needs and requirements.

Add possible resolutions for a task at any time. Each task can have any number of possible resolutions. As new conditions and resolutions are identified, the Knowledge Base grows with your valuable data. Optionally, the technician can be required to select a resolution from the Knowledge Base or to provide an alternate solution when closing a work order. Easily review the alternate resolutions and convert them to standard resolutions in the Knowledge Base.

Lease Management

Easily record and track lease records including amendments to leases, lease invoice information, property tax information, appraisals on properties, estimates, and who is responsible for managing the lease. Once entered, lease management functions include generation of invoices, payment distribution information, payee information, payment information, and the lease schedule.

Some of the features and benefits of this module include:
- Easily track lease details including amendments, property tax information, and appraisals
- Utilize punch list to track and manage items that must be corrected prior to tenant move in
- Link properties such as buildings, suites, or offices directly to leases
- Generate invoices for lease payments
- Run a variety of pre-configured reports such as revenue projections and renewals

mobileCustodial

The capability of this mobile solution is an essential add-on to the Custodial Management module. mobileCustodial allows users to perform inspections remotely and pass data directly from the mobile device to the application. The inspection forms are designed based on user-defined inspection sets of custodial audit items. If necessary, add an area on-the-fly when inspections demand additional rooms outside the defined area on the inspection list. Streamline your custodial inspection process and get more accurate and real-time reporting.

Some of the features and benefits include:
- Increased efficiency in your custodial services
- Ability to perform inspections remotely

- Capability to select or add areas on-the-fly during inspection process
- Relevant data transferred remotely on a timely basis
- Ability to complete inspections using user-defined inspection forms

Most importantly, mobileTMA GO provides the ability to operate in an online/offline mode. When online, mobileTMA GO transmits data directly to the WebTMA database in real time. When offline, data is stored on the iOS device and may be synchronized to the WebTMA database when an online connection is available.

Mobile Room Inspections

With WebTMA's Mobile Room Inspections, technicians have the ability to use select mobile devices to electronically complete inspections, eliminating the need to carry paper inspection forms — saving time and lost paperwork. Technicians can also upload inspection results for easy analysis.

Inspection forms are transferred to a compatible mobile device for your staff to note conditions, record inspection results, and automatically generate repair or replacement work orders for failed inspection points.

Project Management

With WebTMA, you can carry out all necessary functions related to a project. Projects such as construction, renovations, remodeling, etc. can be managed from within the system and important data on personnel, parts, areas, and resources can be shared. For example, you can compare budgeted, estimated, and actual costs over the life of a project as well as review Gantt charts for projects and tasks.
- Track internal costs via work orders and external costs via project requisitions
- Create detailed estimates for each activity and resource
- Set up and track an unlimited number of activities and resources per activity
- Assign and track dependencies for activities
- Create and attach sub-projects to a major project
- See all work orders and project requisitions for a particular project
- Easily utilize ready-to-run project reports
- Choose pre-planned activities to convert to project work orders
- Restrict project approval to personnel with proper authorization levels

Room Inspections

The Room Inspections module is an advanced tool for automating, simplifying, and streamlining the inspection process. This valuable tool can be used to inspect rooms, offices, and areas within your facilities, as well as record inspection data for analysis and potential billing.

Some of the features and benefits include:
- Reduce staff requirements by creating efficiencies during the inspection process
- Shorten the inspection process and processing time
- Perform inspections electronically using optional Mobile Room Inspections or WebTMA GO

- Easily schedule staff for inspections of rooms, offices, and areas
- Create work orders automatically for items that need to be repaired or replaced

StarRez Interface

The WebTMA StarRez Interface provides the ability to configure near real-time, bi-directional communication between StarRez and WebTMA for the purpose of streamlining the work request and work order process.

Work orders created by students and staff in StarRez are automatically transferred and converted to work requests in WebTMA for automatic* or manual conversion to work orders. As your maintenance department updates the work order in WebTMA, the work order status is electronically transferred to and updated in StarRez. Additionally, common details for each work order that originated in StarRez are shared between StarRez and WebTMA, making it very easy to cross-reference and look up the work order in both systems.

*Requires the Auto Attendant module for automatic conversion of a work request to a work order.

Technician Login

The Technician Login allows your technicians to log in to WebTMA with limited options — providing the functionality they need to do their jobs. Their permissions give them a limited "My Page", and the ability to view, print, and enter costs on their assigned work orders. In addition, Technicians can review the history of the work order item and use a Quick Post Cost option to add cost information to their work orders in a batch mode. If your organization is utilizing the Materials Management module, Technicians may also submit a request for required parts and a request for quote.

Time Management

Effectively and efficiently manage your technicians' schedules. Graphically schedule current and future work orders based on your pre-determined criteria. This feature includes the following modules: Scheduling, Time & Attendance, Review Assignments, and Batch Attendance.

Scheduling

    The Scheduler includes a Calendar and Gantt Chart interface, which allows you to visualize and schedule your backlog of unassigned work orders. Have the ability to view work load by a technician and assign the work to eligible technicians based on your criteria for the most efficient use of resources. It's simple and easy to assign both current and future work.

Time & Attendance

    The Time & Attendance function allows you to view an individual technician's time record by time type, start and end date, work time, and non-work time. In addition, have the ability to add charges to a work order from this window.

Review Assignments

    With Review Assignments, you can change assignments when technicians call in sick, take vacation time, are called to different tasks, or when schedules change priority.

Batch Attendance

Use Batch Attendance to post non-work order time for several technicians at one time. Examples of non-work order time include training, vacation, sickness, or whatever type you specify in the Lookups function.

Training Program Management

WebTMA's Training Program Management module is used to plan, request, evaluate, and track hours for training classes. Use the Training Program Management module to design full training programs for different categories of personnel — from new hire orientation to training for trade-related certifications. Managers and supervisors can request training for multiple individuals at one time. Request training for an individual or several technicians at one time.

The Training Program Management module also accommodates assignment of experienced technicians as trainers and tracks the indirect hours trainers and trainees spend in class.

Universal Financial Interface

The Universal Financial Interface (UFI) enables easy integration of your operational maintenance chargeback data with your enterprise accounting system (e.g., SCT Banner, PeopleSoft, SAP, Lawson Financials, and Oracle Financials). This proven integration process provides an end-to-end integration between WebTMA and your accounting system.

Universal Interface for BAS

TMA recognizes the importance of integrating a customer's Building Automation System (BAS) with WebTMA to keep equipment operating at its peak performance and condition.

The Universal Interface for BAS enables organizations to import alarm and alert data from the Building Automation System when an event occurs. This data is then utilized to automatically create a corresponding work request within WebTMA. Additionally, the interface easily imports runtime hours from the Building Automation System for purposes of updating equipment meters and automated PM generation.

Universal Interface for Fuel and Oil

The Universal Interface for Fuel and Oil enables organizations to import costs and quantities related to fuel, oil, coolant, and transmission fluid seamlessly into WebTMA.

The interface provides a tool for importing these costs from your existing fuel database directly into WebTMA. As a result of the import, Fuel and Oil Tickets in WebTMA are created and linked to their associated Vehicle and Equipment records.

Universal Interface for HR

The Universal Interface for HR enables organizations to integrate WebTMA with many popular ERP and HR systems. The interface provides a bi-directional integration between WebTMA and other business applications utilizing proven integration processes on both ends.

The interface includes the import and update of key personnel information, such as identification number, name, charge rate, shift, trade, etc. It also, exports time and labor from

WebTMA into your business application (ERP or HR system) and imports leave accruals into WebTMA.

Universal Interface for Other Charges

The Universal Interface for Other Charges enables organizations to import charges from external sources onto existing work orders in WebTMA. The interface provides a configurable tool within WebTMA and a service that is easily installed and maintained.

Universal Interface for Space Management

The Universal Interface for Space Management enables organizations to integrate WebTMA with many popular space management solutions. The interface provides a configurable tool within WebTMA and a service that is easily installed and maintained.

The interface includes importing/updating certain data for Department, Facility, Building, Floor, and Area from your Space Management system into WebTMA. Additionally, the interface provides your organization with the ability to link Areas to Departments.

Universal Procurement Interface

The Universal Procurement Interface (UPI) enables organizations to integrate WebTMA with many popular procurement applications on the market. The interface provides an end-to-end integration between WebTMA and other business applications utilizing proven integration processes on both ends.

The interface includes syncing vendor information; exporting purchase requisitions from WebTMA for the creation of purchase orders in the procurement system; importing purchase order information from the procurement system; and exporting receiving data from WebTMA.

Utility Services Management

Utility Services Management consolidates pertinent information about your meters, transformers, rate schedules, and historical weather data. Your staff has the ability to compare relevant information against actual recorded amounts and budgeted costs to determine variances for investigation and planning.

Some of the features and benefits include:
- Maintain a fully integrated database of your facilities, buildings, departments, and utility usage
- Calculate amount of energy expenditures for heating and cooling based on weather data
- Manage multiple utility and service contractors, including multiple rate structures
- Record and budget multiple utilities and services
- Graph budgets for each type of utility or service against actual usage and expenditures

PROFESSIONAL SERVICES

For more than twenty-five years, TMA has been committed to the success of our clients through the delivery of world-class services. WPD can be assured that they will receive a well-planned and well-executed approach toward meeting their goals and objectives.

Based on more than two decades of experience, we have the expertise and understanding to work with your team in developing a realistic yet comprehensive strategy that identifies areas of responsibility, realistic timelines related to gathering data, the most advantageous time for entering data into WebTMA, and the optimum time to complete training. This defined approach to implementation, along with frequent and open communications, assures WPD that the WebTMA solution will be implemented in the most efficient and effective manner possible — maximizing WPD's return-on-investment with the least amount of disruption to the organization.

The following sections include a description of all services offered by TMA. The Cost Proposal lists the services TMA suggests for WPD based on the size and scope of the project described in the evaluation process.

Types of Services

TMA can execute services remotely, utilizing online tools, or at your site. These include: assessments, implementations, and training services. TMA Consultants are fully trained and have the experience and knowledge necessary to provide these services at the highest level possible. Whether these services are provided on-site, remotely, or as a combination of both, we will make the most effective use of your organization's valuable time and resources. Based on our past experience, a combination of both is usually most effective. Your circumstances, however, dictate the type of implementation you choose.

Implementation Portal (iPortal)

The purpose of TMA's implementation web portal (iPortal) is to provide you with a tool that enables a quick and effective implementation of your TMA application. iPortal is a very effective tool that can be used in varying degrees by your organization. The benefit of iPortal is that it vastly improves the implementation process and shortens the time necessary for the successful installation of the WebTMA solution.

The TMA Implementation Portal provides a central repository for all implementation documents and a single point for WPD to upload the basic static data for importing into a database. In addition, the site is customized and only accessible using an individual's specific login and password.

The implementation team is made up of an iPortal coordinator (Import Specialist) and a professional services consultant (Project Manager). After completing a basic project plan, the iPortal coordinator works with you to ensure the initial data is properly imported into the database based on your goals and expectations. The consultant contacts you periodically during

the implementation process to ensure your organization is making progress and addressing any issues that may arise.

iPortal has a tree list with links to various documents such as a data structure guide, setup guide, user manuals, and summary documents. Additional links permit access to Excel spreadsheets for data input, project Gantt charts, contacts, and activities used to track the progress of the implementation process.

Implementation

The TMA Consultant works with your implementation team to ensure they have a clear understanding of the product. Before starting this process, it is recommended that your implementation team review the System Overview to gain an understanding of the basic product features. The objective of the implementation is to make certain that your solution is set up properly and is operational.

The TMA implementation consultant has the technical knowledge and experience to manage your implementation to completion. An implementation may include, depending on the scope of the project, full project management, data and systems conversion services, and strategies for improving work flow and work processes. These services are uniquely tailored to fit your specific needs and requirements. The following describes the implementation goals:

- A quicker and easier implementation.
- Implementation process that starts as soon as the order is processed.
- Development of a central repository for documents that can be accessed from the web portal.
- Involvement of your organization from the beginning of the process by having them enter your static data into Excel spreadsheets. This data is then reviewed and modified (if necessary) for import into the TMA database.
- The ability to train your employees using a database containing your data.
- Having a consultant's input during the planning, implementation, and training process to help ensure success.

Training

TMA offers a wide range of training services with curricula that provide your personnel with the knowledge necessary to fully utilize the solution. Our consultants and trainers understand how the product solution has been implemented for your organization. This information allows them to customize the training to meet the specific needs and the level of knowledge of your personnel. Training can cover core features and the modules/interfaces necessary to make WebTMA the most effective solution available for WPD.

Training is conducted via our comprehensive online services, at your site, or at the TMA Training Center after the essential data for basic operations is entered into the system. The consultant or trainer effectively trains your personnel on how to enter data and other tasks as determined in consultation with your organization. During these training sessions, some topics are considered foundational and are not optional; however, others may be covered to a greater or lesser extent depending on your needs, requirements, or desires.

Administrator Implementation Strategies

A session that provides your newly appointed administrator or project manager with a clear understanding of the application, its functions, and the processes involved in identifying, selecting, and managing an implementation team. The investment in this process helps ensure a smooth transition and conversion to the product. This training component is recommended for the one or two individuals who are assigned to be the product system administrators or implementation project managers for your organization. The training is normally held at the TMA Training Center so these individuals are removed from day-to-day distractions that interfere with the learning process. This allows them to remain focused on the implementation. Or, if you prefer, the training can be held on-site or conducted using our remote online implementation and training services.

Consulting

TMA offers a full range of consulting services provided by our staff of Senior Consultants. These Consultants provide a single point of contact with the in-depth technical knowledge and experience to manage a project to completion.

Whether the project is basic or complex, the Consultant has the experience to guide you through the entire process. The Consultant will assist you in developing a Project Plan that will help you identify your goals, allocate "the correct" resources, delegate responsibilities appropriately and conduct periodic reviews to ensure that the project is on time and on budget. The following paragraphs provide more detailed examples.

Data Collection

> TMA Consultants can provide standard data collection forms or design custom data collection forms for gathering property, plant, and equipment data. In addition, database tools can be designed to assist your organization in gathering the data to initialize the TMA database.

Data Conversion

> TMA consultants provide a full range of data conversion services for conversion of data in different formats. Our experience importing data from other major solutions and asset management databases ensure that the WebTMA application is quickly populated with the relevant data. This is the most reliable and cost-effective way to migrate your legacy data into the TMA database. Most importantly, this helps you achieve a more rapid implementation of your TMA solution.

Conversion Process

- Data Analysis: WPD starts the process by providing copies of legacy data. An analysis of the data is performed by our conversion team, who outline the importing specifications to be followed during data migration.
- Needs Analysis: TMA Consultants work closely with you and your team to determine which fields in the legacy databases are candidates for conversion to the TMA database.
- Import Templates: Data from the legacy system is mapped to the TMA import templates. This enables you and the TMA Consultant to refine specific data conversion and data migration requirements, clean up duplicate and unwanted

legacy data, input data from manual collection, and map data to the appropriate fields and tables in the WebTMA database.

- Data Migration: After the data has been converted and returned, the data would be reviewed by your team.
- Approval: Upon approval, the final conversion is scheduled along with your other needed services such as training and consulting. Your data is used in training classes so WPD personnel can learn in an environment and with data for which they are familiar.
- Go Live: WPD goes live after the final conversion is complete.

System Integration

Integration of WebTMA data with other applications is a necessity in today's environment. Data is shared between departments and applications on a regular basis. TMA Consultants are committed to working with your technical staff to ensure these integrations are completed in the most efficient, effective, and timely manner possible.

TMA Approach to System Integration

TMA specializes in a consultative approach to examining your business needs and technology requirements. TMA begins by listening to and understanding your unique set of conditions and requirements before we design, plan, and build the complex systems you need to achieve success. Through a powerful blend of management, technical expertise, and deep industry knowledge, we work with your organization to define the business architectures and processes necessary to implement the systems and applications that can deliver added value to your business.

TMA System Integration Capabilities

The breadth and scope of our systems integration capabilities enable TMA to minimize your risk, maximize your technology investment, and deliver the best total system integration to your organization.

Experienced consultants focus on delivering business results and performance improvements by bringing complex technologies together to maximize compatibility, interoperability, and enterprise-wide information management. Our flexible and seamless system integration capabilities include:

- Designing a requirements analysis
- Planning, designing, and implementing custom application systems and information infrastructures
- Integrating software and hardware components
- Enabling complex computer networking
- Using Enterprise Application Integration
- Training users and aiding change management
- Assuring knowledge transfer
- Preserving legacy management and Internet enablement services
- Continuing systems and applications management and maintenance

WebTMA Advanced Training

WebTMA Advanced Training can be conducted via our comprehensive online services, at your site or on an exclusive basis at the TMA Training Center. The curriculum followed by TMA Trainers/Consultants is determined and customized based on consultation with your organization. Selection of the training modules are based on the features and functionality you desire most.

Phases of an Implementation

Planning Phase

During the Planning Phase, TMA and WPD define the scope of the engagement. This includes:
- General project goals
- Modules purchased
- How to best utilize professional services
- Deliverables for both TMA and WPD (at each phase/task)
- Anticipated customizations/modifications (reports and processes)
- Data conversion plan
- Testing plan
- Training plan
- Customer sign-off on milestones
- Go live plan
- Project risk analysis
- Staffing roles and authorities for both TMA and WPD (including sign-off authority on Detailed Design, Change Orders, etc.)
- Activities NOT included in the scope of the implementation
- A general time line for the project

After delivery of the Scope Definition Document, TMA conducts a review session to ensure the accuracy of the content. At that time, there will be a sign-off of the critical milestones required for a successful implementation.

Design Phase

During the Design Phase, a detailed system design is developed and set into action. All implementation decisions and all processes developed and verified during the Planning Phase are adapted to:
- Develop a detailed system design
- Physically construct the system in a test and production environment
- Develop user procedures that are the foundation for end-user training

A successful Design Phase relies on accurate input from the Planning Phase with precise execution in the design of the system. Success in designing the system will ensure that the system and users are ready for deployment — this includes verifying accuracy of configuration, customization (including security), data conversion, system performance, and user knowledge.

Training and System Test Phase

Once the system is substantially configured, TMA provides training customized to WPD's work flow and utilizing WPD's data. These are very effective training sessions that provide personnel with the basic knowledge to utilize the solution.

In addition, TMA will assist in planning, facilitating, and documenting the results of user acceptance in the test environment. These testing sessions are designed to demonstrate the software solution for all known requirements. After a successful completion of these tests the project manager would sign off and the Readiness Assessment Phase would begin for rolling out the system to the organization.

Readiness Assessment Phase

The Readiness Assessment Phase serves as the final checkpoint for you and TMA before deployment of the TMA solution. The purpose of the process is to help discover areas that may require additional attention prior to the Go Live Phase. The process requires analysis of the following areas: data, training/user capability, system performance/connectivity, integrations, customizations/reporting, and system security.

Go Live Phase

At Go Live, TMA assists you, and your team, with the conversion of data records and the cutover to the new system. It is important that there are established cutoff dates for transactions and they are exactly followed to ensure a clean and proper cutover to the new solution.

TMA assists in developing a Go Live plan consisting of the choice of the Go Live date, and the subsequent creation and maintenance of certain master file data through the cutoff date.

SUPPORT

TMA takes great pride in the level of support it provides both in terms of response time and knowledge of the system. In recognition of our company's commitment to WPD, we have a comprehensive support plan in place to make certain you are a satisfied client. The details of our **Gold Annual Support Plan** are described in the following:

- Free and timely updates to the current version of your licensed TMA software when released. Includes supporting documentation
- Technical support weekdays (excluding holidays) from 7:00 to 5:00 CST/CDT via phone, fax, and e-mail
- Access to the TMA Internet support site (www.tmasystems.net)
- TMA Customer Support Portal for clients to submit new issues, review previously closed or open issues, and download software from www.tmasystems.net
- Direct toll-free phone access by clients to TMA's Call Center and Technical Support Agents for immediate help
- State-of-the-art call tracking software used by TMA to log and track client issues
- Escalation procedures for critical issues
- Application support via Join.me.com, allowing technical support agents to connect to the client's workstation via the Internet
- Access to tutorials via the TMA Customer Support Portal that covers basic functions in the application such as processing requests, work order generation, work order browse, work order costs, and planned maintenance scheduling
- Access to the TMA list server for interacting with other TMA users through e-mail
- Quarterly TMA newsletters with useful information and e-mail notifications of upcoming events, upcoming releases, and general information
- Availability of a secure FTP site for clients to upload and download files for quick file retrieval

In addition to the benefits listed above, TMA **Gold Plus Support Plan** also includes:

- **Emergency** after-hours phone support 24 hours / 7 days per week

As an added value to those clients that require a more intense level of support, TMA offers the following additional support functions as part of the TMA **Platinum Annual Support Plan**:

- After-hours phone support 24 hours / 7 days per week
- Training discount of 50% at TMA Training Center
- Training discount of 15% at client Site

Whether WPD selects the standard Gold, Gold Plus, or Platinum Annual Support Plan, you have our commitment that you will be served in the most professional, courteous, and knowledgeable manner possible.

SYSTEM REQUIREMENTS

This document describes the software and hardware requirements for hosting and using WebTMA. You should meet these requirements before running WebTMA within your organization's network environment. This document does not cover redundancy and availability. These requirements are for the WebTMA application only. Requirements for the operating system are additional.

Server(s)

WebTMA is designed for scalability and can run on a single server or multiple servers. Spreading the application and database across multiple servers can lead to better performance. If using a single-server setup, the server should meet the sum of the requirements below.

Note: IIS / Microsoft SQL Server Instance / WebTMA Database Collation **all must match** for supported operation of WebTMA.

Application Server

Operating System	Microsoft Windows Server 2012, Microsoft Windows Server 2008 R2 or Microsoft Windows Server 2008, 64-bit or 32-bit *
Processor	Intel or Intel Compatible server class Xeon processor **
Memory	2 GB or greater
Network Interface	Fast Ethernet (100 Mbps) or better
Storage	2 GB free space ***
MSDTC	Microsoft Distributed Transaction Coordinator (MSDTC) communication is required between your application and database server. By default, a wide range of ports are required for MSDTC to operate. Consult with your network administrator or Microsoft to establish proper MSDTC support.
Additional Software	IIS 8.0, IIS 7.5, or IIS 7.0 Microsoft .NET Framework versions 4.5.1****, 4.0, 3.5 and 2.0 (with 3.5 SP1 and 3.5 Family Update for .NET versions 2.0 through 3.5)

* Windows Server 2008 R2 and Windows Server 2008 requires the web host and application roles to properly host WebTMA. Windows Server 2012 requires .NET 4.5.1. Additional changes are required in the web.config file when .NET Framework 4.5.1 is installed.

** Processor requirements vary based on number of simultaneous connections and type of work being performed.

*** Storage requirements vary greatly based upon usage. All linked files, such as .txt, .pdf, and graphics, are stored in the database. Make sure you have sufficient hard drive space for your database to accommodate all data and files.

**** .NET Framework 4.5.1 is required for IE 11 support. Additional changes are required in the web.config file when .NET Framework 4.5.1 is installed.

Database Server

Database Application	Microsoft SQL Server 2012, SQL Server 2008, or SQL Server 2005, 64-bit or 32-bit
Processor/Memory/Storage	See Microsoft's Requirements for the version of Microsoft SQL Server you will be utilizing. *
MSDTC	Microsoft Distributed Transaction Coordinator (MSDTC) communication is required between your application and database server. By default, a wide range of RPC ports are required for MSDTC to operate. Consult your network administrator or Microsoft to establish proper MSDTC support. **

* Storage requirements vary greatly based upon usage. All linked files, such as .txt, .pdf, and graphics, are stored in the database. Make sure you have sufficient hard drive space for your database to accommodate all data and files.

** If you utilize an SQL Server Cluster to house the WebTMA database, MSDTC takes special setup to work with a cluster. Please contact your DBA, cluster server administrator, or Microsoft for support on proper configuration.

Reporting Server (Optional)

By default, WebTMA does not require a separate reporting server. In some cases, it may be beneficial to use a separate reporting server.

Reporting Application	SSRS for SQL Server 2012, SSRS for SQL Server 2008 R2, or SSRS for SQL Server 2008
Processor/Memory/Storage	See Microsoft's Requirements for the version of Microsoft SQL Server you will be utilizing.

Client (for WebTMA Users)

The following requirements represent the needs for WebTMA **full client users**. WebTMA requester users have lower system requirements (see section below).

Operating System	Microsoft Windows 8.1, Microsoft Windows 8, Microsoft Windows 7, Microsoft Windows Vista, Mac OS x 10.10 (Yosemite), Mac OS X 10.9 (Mavericks), Max OS X 10.8 (Mountain Lion), Mac OS X 10.7 (Lion), Mac OS X 10.6 (Snow Leopard), Mac OS X 10.5 (Leopard)
Memory	1 GB *
Processor	Intel Core 2 Duo and greater or equivalent
Browser	Firefox 3.6 and 5-26, Safari 5-7, IE 7-11, Chrome **
.PDF Viewer	Adobe Reader version 8 or higher or equivalent
Display	Minimum resolution of 1024 x 768
Settings	Disable or remove any popup blockers or add the WebTMA URL to popup exceptions. Add your WebTMA URL to Trusted Sites and set Trusted Sites to lowest security settings.

* It has been found that setting virtual memory to Windows Managed in lieu of Custom gives the best results for WebTMA performance.

** Some features within WebTMA have special requirements. The specific features are Silverlight, CAFM and Network Login (Single-Sign-On). For Network Login, only Microsoft Internet Explorer is supported. Firefox and Chrome have limited support for CAFM using a third-party ClickOnce add-on (not supported by TMA Systems). IE 11 requires .NET 4.5.1.

Client (for WebTMA Requesters)

The following requirements represent the needs for WebTMA **requester users**, which have lower system requirements than full WebTMA Users.

Operating System	Microsoft Windows 8.1, Microsoft Windows 8, Microsoft Windows 7, Microsoft Windows Vista, Mac OS X 10.10 (Yosemite), Mac OS X 10.9 (Mavericks), Max OS X 10.8 (Mountain Lion), Mac OS X 10.7 (Lion), Mac OS X 10.6 (Snow Leopard), Mac OS X 10.5 (Leopard)
Memory	512 MB *
Processor	Intel Pentium D and greater or equivalent
Browser	Firefox 3.6 and 5-26, Safari 5-7, IE 7-11, Chrome **
.PDF Viewer	Adobe Reader version 8 or higher or equivalent
Display	Minimum resolution of 1024 x 768
Settings	Disable or remove any popup blockers or add the WebTMA URL to popup exceptions. Add your WebTMA URL to Trusted Sites and set Trusted Sites to lowest security settings.

* It has been found that setting virtual memory to Windows Managed in lieu of Custom gives the best results for WebTMA performance.

** Some features within WebTMA require Microsoft Internet Explorer, including portions of Silverlight, CAFM, and Network Login (Single Sign-On). IE 11 requires .NET 4.5.1. Additional changes are required in the web.config file when .NET Framework 4.5.1 is installed.

TMA *iServiceDesk* Requirements

iSD Server

Processor	Intel Core 2 Duo and greater or equivalent
Operating System	Microsoft Windows Server 2012, Microsoft Windows Server 2008 R2 or Windows Server 2008
Memory	1 GB
Storage	100 MB Free Hard Drive Space
Network	Fast Ethernet (100 Mbps) or better
Software	Microsoft .NET v4.0 with all Service Packs

* *iServiceDesk* may run on the application or database server for low volume web traffic. *iServiceDesk* server may be shared with other server applications, depending upon usage volume of each application and available resources.

** *iServiceDesk* is a web host service and may conflict with IIS. Port adjustments will need to be made if operating on servers with other web hosts.

iSD Client

Browser	IE 11, 10, 9, 8, or 7, Firefox 3-26, Safari, Chrome
OS/Memory/Processor	Please check the requirements of the chosen browser being used.

mobileTMA GO Requirements

iOS

Device	iPhone 6, iPhone 6 Plus, iPhone 5S, iPhone 5C, iPhone 5, iPhone 4S, 16GB or larger iPod Touch (5th generation), 8GB or larger iPad Air 2, iPad Air, iPad with Retina Display, iPad (3rd generation), iPad 2, iPad mini with Retina Display (2nd generation) or iPad mini, 16GB or larger *
Software	iOS 8.x, iOS 7.x
Other	Apple ID required to install software on device

* Some features, such as barcode scanning, are only available with high-resolution camera.

mobileTMA for Android Requirements

Android

Processor	512 Mhz
Memory	256 MB
Storage	5 MB free space

* Free space requirements will vary based upon the amount of data synced/collected on the device, including graphics.

The following devices have been tested by TMA Systems using one or more of the compatible operating systems. TMA Systems does not endorse any particular device or manufacturer. Contact TMA for details before you purchase a device.

Device	Manufacturer	Operating System
Evo 4G	HTC	2.3.3 (Gingerbread)
G2	HTC	2.3.4 (Gingerbread)
Galaxy Nexus	Samsung	4.0.2 (Ice Cream Sandwich)
Transformer Prime	ASUS	4.0.1 (Ice Cream Sandwich)
P500	LG	2.3.3 (Gingerbread)
One XL (AT&T)	HTC	4.0.1 (Ice Cream Sandwich)
Nexus 7	ASUS	4.1.1 (Jelly Bean)
Sensation	HTC	4.0.2 (Ice Cream Sandwich)

cellularTMA Requirements

The cellularTMA module requires a web enabled cellular phone or mobile device with a mobile web browser.

cellularTMA Server

Processor	Intel Core 2 Duo and greater or equivalent

Operating System	Windows Server 2008 or Windows Server 2003 with SP2 or later
Memory	1 GB
Storage	100 MB Free Hard Drive Space
Network	Fast Ethernet (100 Mbps) or better
Software	IIS 7.5, IIS 7.0 or IIS 6.0 Microsoft .NET Framework versions 4.0, 3.5 and 2.0 (with 3.5 SP1 and 3.5 Family Update for .NET versions 2.0 through 3.5)

Note: cellularTMA can be installed on the same web server as WebTMA. If you want to provide access to cellularTMA across the Internet, you will have to install the application on a web server that is open to the Internet. Please consult your Network Administrator and Web Server Administrator to discuss hosting cellularTMA over the Internet.

WebTMA GO Requirements

Device Requirements

Device *	iPad Air 2, iPad Air, iPad with Retina Display, iPad (3rd generation), iPad 2, iPad mini with Retina Display, iPad mini, 16GB or larger *
Software	iOS 8.x, iOS 7.x
Other	Apple ID required to install software on device

* Some features, such as barcode scanning, are only available with high-resolution camera.

Silverlight Requirements

WebTMA requires that Silverlight 5 be installed on each workstation to utilize the Silverlight Signature Pad, Silverlight Time Manager Scheduler, Silverlight MyPage, Silverlight Project Gantt Chart, PM Admin Load Balancer, or Map View. WebTMA includes a non-Silverlight version for Time Manager Scheduler, Project Gantt Chart and MyPage.

If using IIS 6, you will need to create the proper MIME types to support the Silverlight application. You can find more information on the Microsoft website.

medTester Requirements

The WebTMA medTester interface requires the Module 10 software for the medTester 5000C unit. Be sure to check the manufacturer's web site for information about loading the Module 10 software on your medTester unit.

COST PROPOSAL

TMA respectfully submits the following pricing information pertaining to the implementation of WebTMA at WPD. Fees for this engagement are inclusive of software, professional services, and support.

Based on our review of the requirements for this engagement, we understand WPD is evaluating a Software as a Service (SaaS) Environment. If a Client Hosted Environment is an option I would be happy to supple pricing upon request.

The following scenarios are based on WPD's requirements and our experience working with numerous organizations nationwide. As is the nature of our software, services, and support offerings, the following option is scalable and may be configured by WPD to the specific needs and requirements of the organization for a computerized maintenance management system.

WebTMA: Software as a Service (SaaS)
TMA Systems is presenting WebTMA as a subscription service. With this option TMA hosts the WebTMA application, Microsoft SQL Server database, and other hardware and software components required to deploy WebTMA in a hosted environment. Updates, upgrades, and backups occur automatically at the hosting site and are maintained by TMA.

TMA has included a scope of service days for this option to assist WPD with the implementation of the WebTMA solution.

Please see the following page for an itemized pricing table for the suggested deployment model below:

WEBTMA SOFTWARE AS A SERVICE (SAAS)

WebTMA AS A SUBSCRIPTION SERVICE (SaaS)

WebTMA Base Module	1	WebTMA Base Module - 2 Concurrent User System	$3,495.00
Additional Modules			
• General Inspections	1	General Inspections Module	$2,750.00
• Service Request	1	Service Request Module - 750 Named Requestors	$755.00
• Materials Management	1	Materials Management Module	$755.00
• mobileTMA	1	mobileTMA Interface - Per 5 Named User Bundle	$755.00
• WebTMA GO	1	WebTMA GO for iPad - Per Named User	$350.00
Annual Subtotal - WebTMA SaaS Software			**$8,860.00**

PROFESSIONAL SERVICES

Consulting Services	16	Services may be inclusive of iPortal, Implementation, Training, Consulting, Project Management, and Documentation. Allocation of service days finalized upon review with client. Service days at $1,295/day - travel expenses not included. The following allocation has been estimated.	$20,720.00
		4 - day(s) of iPortal Services	
		6 - day(s) of Implementation Services	
		2 - day(s) of Training Services	
		2 - day(s) of Consulting Services	
		2 - day(s) of Custom User Manual	

Notes:

• TMA offers both on-site and remote services for all phases of implementation and training. Remote training services are offered at a reduced rate. If remote services have not been quoted, please feel free to discuss these services as an alternative to what has been quoted above.

• TMA professional services to be performed in-house, through web services (TMA iPortal, Internet, etc.) or at client site. TMA consultant will prepare a project schedule identifying necessary allocation of service days upon review with client. Travel expenses are not included in the cost of services and are the responsibility of the client.

Subtotal - Professional Services	**$20,720.00**

TOTAL - FIRST YEAR COST (Software, Services, Support, Adjustments)	**$29,580.00**

TOTAL - SECOND YEAR COST (Software, Support, Adjustments)	**$8,860.00**

TERMS & CONDITIONS

- Software is subject to TMA Systems, LLC Subscription Agreement for the following locations:

  > Wheaton Parks District
  > 102 E. Wesley St.
  > Wheaton, IL 60187

- Interface upgrades and compatibility are subject to continued support of associated vendors
- Travel, shipping and handling expenses not included
- Payment is due net 30 days after receipt of invoice
- Past due invoices will be charged 1.5% per month
- These prices do not include applicable sales tax
- Third party software not included
- Software is compatible with systems meeting the requirements outlined in the Systems Requirement section
- Additional fees may apply for using client contracts versus TMA Systems' standard agreements
- TMA Consultant will have one-half day of travel time allocated for every five (5) days of onsite services.
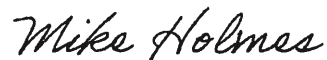
SUMMARY

We appreciate your consideration of WebTMA to assist WPD in meeting their Computerized Maintenance Management System needs.

We believe the proposed solution will not only meet, but will exceed, WPD's current needs. In addition, you desire a partner that can successfully implement the solution and provide ongoing technical support in a world-class manner. We believe the solution outlined in this proposal will allow you to meet your objectives and provide outstanding value to your organization for many years to come.

We look at this opportunity to build a partnership with an organization that has our same ethics and values. If selected as your partner, this project will be given our highest priority and attention.

Thank you for this opportunity.

Sincerely,

Mike Holmes

Mike Holmes
Account Executive
TMA Systems, LLC

TMASYSTEMS

Wheaton Parks District

Submitted for consideration to:
Mr. Rob Sperl
Director of Parks and Planning
Wheaton Parks District
102 E. Wesley St.
Wheaton, Illinois 60187
(630) 510-4970
rsperl@wheatonparks.org

Proposal for
WebTMA SaaS Solution

Proposal Number MH-42752-New Client-SaaS

Proposal Valid Through:
February 16, 2017

Submitted By:
Mike Holmes
Account Executive
TMA Systems, LLC
5100 East Skelly Drive, Suite 900
Tulsa, OK 74135
(918) 858-6680 - office
(918) 858-6655 - fax
mike.holmes@tmasystems.com

TMASYSTEMS

Submitted to:	Date	January 17, 2017
Mr. Rob Sperl	Valid Until	February 16, 2017
Director of Parks and Planning	Quote Number	MH-42752-New Client-SaaS
Wheaton Parks District	Client Number	New Client
102 E. Wesley St.		
Wheaton, Illinois 60187		
(630) 510-4970		
rsperl@wheatonparks.org		

WebTMA AS A SUBSCRIPTION SERVICE (SaaS)

Item	Description	Quantity		US Dollars
WebTMA Base Module	**WebTMA Base Module - 3 Concurrent User System**	1	$	4,865.00
Additional Modules				
• General Inspections	General Inspections Module	1	$	2,750.00
• Materials Management	Materials Management Module	1	$	755.00
• mobileTMA	mobileTMA Interface - Per 5 Named User Bundle	2	$	1,510.00
• Service Request	Service Request Module - 750 Named Requestors	1	$	755.00
• Time Management	Time Management Module	1	$	755.00
• Universal Interface	Universal Interface for Fuel and Oil Tickets	1	$	1,370.00
• WebTMA GO	WebTMA GO for iPad - Per Named User	4	$	1,400.00
Annual Subtotal - WebTMA SaaS Software			$	14,160.00

PROFESSIONAL SERVICES

Item	Description	Quantity		US Dollars
Consulting Services	Services may be inclusive of iPortal, Implementation, Training, Consulting, Project Management, and Documentation. Allocation of service days finalized upon review with client. Service days at $1,295/day. The following allocation has been estimated.	14	$	18,130.00
	4 - day(s) of iPortal Services			
	4 - day(s) of Implementation Services			
	4 - day(s) of Training Services			
	2 - day(s) of Consulting Services			
Additional Services				
• Not to Exceed Travel Expenses	Estimated Trip(s) at $2,000/trip - actual travel expenses billed	2	$	4,000.00

Notes:
• TMA offers both on-site and remote services for all phases of implementation and training. Remote training services are offered at a reduced rate. If remote services have not been quoted, please feel free to discuss these services as an alternative to what has been quoted above.

• TMA professional services to be performed in-house, through web services (TMA iPortal, Internet, etc.) or at client site. TMA consultant will prepare a project schedule identifying necessary allocation of service days upon review with client.

Subtotal - Professional Services			$	22,130.00

ADJUSTMENTS

Item	Description	Quantity		US Dollars
• Software Discount	Additional First Year Discount	1	$	(3,398.40)
Less Adjustments			$	(3,398.40)

TOTAL - FIRST YEAR COST (Subscription, Professional Services, Adjustments)		$	32,891.60

TOTAL - SECOND YEAR COST (Subscription, Adjustments)		$	14,160.00

TERMS AND CONDITIONS

• Software is subject to TMA Systems, LLC Subscription Agreement for the following location(s):
  Wheaton Parks District, 102 E. Wesley St., Wheaton, Illinois 60187

• Interface upgrades and compatibility are subject to continued support of associated vendors.

• Travel, shipping and handling expenses not included.

• Payment is due net 30 days after receipt of software.

• Past due invoices will be charged 1% per month.

• These prices do not include applicable sales tax.

• Third party software not included.

• Quotation is for Software, Service and Support referenced on attached Client Profile.

• Software is compatible with systems meeting the requirements outlined on the Systems Requirement attachment.

• Additional fees may apply for using client contracts versus TMA Systems' standard agreements.

• WebTMA SaaS inlcudes Gold level support.

• TMA Consultant will have one half day of travel time allocated for every 5 days of onsite services.

TMA Systems, LLC	**Wheaton Parks District**

Mike Holmes	Name
Account Executive	
(918) 858-6680 - office	
(918) 858-6655 - fax	Title
mike.holmes@tmasystems.com	
	Date