



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
EDD359182

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**SHELLY MURRAY
 304-558-8801**

POST OFFICE

Software Information System, LLC
 200 Association Drive, Suite 210
 Charleston, WV 25311

SHIP TO

DEPARTMENT OF EDUCATION
 BUILDING 6
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/21/2011				

BID OPENING DATE: **08/25/2011 - now 9-8-2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-45		
<p>OPEN END CONTRACT</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DEPARTMENT OF EDUCATION, OFFICE OF SCHOOL FACILITIES, IS SOLICITING BIDS FOR SOFTWARE, MAINTENANCE, AND TRAINING FOR A STATEWIDE PROGRAM WHICH WILL MONITOR FACILITIES, EQUIPMENT, AND RELATED ITEMS AS IT RELATES TO PREVENTATIVE MAINTENANCE PER THE ATTACHED SPECIFICATIONS.</p> <p>TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO SHELLY MURRAY IN THE WEST VIRGINIA PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN AT THE TOP OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA E-MAIL AT SHELLY.L.MURRAY@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 08/10/2011 AT THE CLOSE OF BUSINESS BUT QUESTIONS TO BE DISCUSSED AT THE MANDATORY PRE-BID CONFERENCE SHOULD BE SUBMITTED PRIOR TO THE CLOSE OF BUSINESS ON 08/04/2011. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ADDRESSED BY ADDENDUM AFTER THE FINAL DEADLINE OF 08/10/2011.</p> <p>MANDATORY PRE-BID</p> <p>A MANDATORY PRE-BID WILL BE HELD ON 08/08/2011 AT 10:00 AM IN ROOM 215, BUILDING 6, CAPITOL COMPLEX. ALL INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING. FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT I</p>						
						<p><i>504,760.00</i></p> <p>RECEIVED</p> <p>2011 SEP -7 PM 1:15</p> <p>WV PURCHASING DIVISION</p>

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Charles D. Arnett* TELEPHONE: **304 768-1645** DATE: **9-8-2011**

TITLE: **Sn. Client Executive** FEIN: **61-1371685** ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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07/21/2011				

BID OPENING DATE: **08/25/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>DISQUALIFICATION OF THE BID. NO ONE PERSON MAY REPRESENT MORE THAN ONE BIDDER.</p> <p>AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATOR PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE. THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER'S FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUDE THEIR E-MAIL ADDRESS AND FAX NUMBER.</p> <p>ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE LATE, BUT PRIOR TO THE DISMISSAL OF THE TECHNICAL PORTION OF THE PRE-BID WILL BE PERMITTED TO SIGN IN. BIDDERS WHO ARRIVE AFTER CONCLUSION OF THE TECHNICAL PORTION OF THE PRE-BID, BUT DURING ANY SUBSEQUENT PART OF THE PRE-BID WILL NOT BE PERMITTED TO SIGN THE ATTENDANCE SHEET.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY</p>						

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<p>REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT,</p>						
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<p>WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>EXHIBIT 6</p> <p>PRICE ADJUSTMENT PROVISION: THE STATE OF WEST VIRGINIA WILL CONSIDER BIDS THAT CONTAIN PROVISIONS FOR PRICE ADJUSTMENTS PRIOR TO THE ORIGINAL EXPIRATION OF THE CONTRACT, PROVIDED THAT SUCH PRICE ADJUSTMENT COVERS BOTH UPWARD AND DOWNWARD MOVEMENT OF THE COMMODITY PRICE, AND THAT ADJUSTMENT IS BASED ON THE "PASS THROUGH" INCREASE OR DECREASE OF RAW MATERIALS AND/OR LABOR, WHICH MAKE UP ALL OR A SUBSTANTIAL PART OF A PRODUCT. ADJUSTMENTS ARE TO BE BASED UPON AN ACTUAL DOLLAR FIGURE, NOT A PERCENTAGE. ALL PRICE ADJUSTMENT REQUESTS MUST BE SUBSTANTIATED IN</p>						

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<p>A MANNER ACCEPTABLE TO THE DIRECTOR PURCHASING, E.G. GOVERNMENTAL BENCH MARKS, GENERAL MARKET INCREASE, PUBLISHED PRICE LISTS. SUCH REQUESTS FOR AND INCREASE SHOULD BE RECEIVED IN WRITING BY THE DIRECTOR OF PURCHASING AT LEAST 30 DAYS IN ADVANCE OF THE EFFECTIVE DATE OF THE INCREASE. ANY TIME THE VENDOR REQUESTS A PRICE ADJUSTMENT, THE PURCHASING DIVISION MAY EITHER ACCEPT THE PRICE ADJUSTMENT AND AMEND THE CONTRACT ACCORDINGLY OR REJECT THE ADJUSTMENT IN ITS ENTIRETY AND CANCEL THE CONTRACT.</p> <p>PREFERRED TERMS: IT IS PREFERRED THAT THE PRICES ON THIS CONTRACT ARE FIRM FOR LIFE OF THE CONTRACT, AS INDICATED IN THE LIFE OF CONTRACT CLAUSE CONTAINED HEREIN, NOT TO EXCEED ONE (1) YEAR.</p> <p>PASS THROUGH PRICE INCREASES WILL BE CONSIDERED AT TIME OF CONTRACT RENEWAL ONLY.</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO: DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST</p>						

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DEPARTMENT OF EDUCATION

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				CHARLESTON, WV 25305-0130		
<p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: SHELLY MURRAY</p> <p>RFQ. NO.: EDD359182</p> <p>BID OPENING DATE: 08/25/2011</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: <i>304-769-1671</i></p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): <i>Charles D. Arnett</i> <i>304-769-1645</i></p>						

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REQUEST FOR QUOTATIONS TO PROVIDE PREVENTIVE MAINTENANCE TRACKING AND SCHEDULING SOFTWARE

I GENERAL INFORMATION

The West Virginia Department of Education is currently advertising for a preventive maintenance (PM) software program. The West Virginia Department of Education, Office of School Facilities is responsible for providing training and resources to counties to preserve the physical integrity of the facilities to the extent possible and otherwise extend the life of the facilities, WV code 18-9D-16, IX, c. It is intended that this preventive maintenance software program will allow setup of recurring preventive maintenance activities including tasks, safety checkpoints, parts and materials, frequencies, and estimated/actual time allotments. The system is to be delivered complete fully functional, fully documented, and the owners trained on its operation.

1.1 The Schedule of Events:

Mandatory Pre-Bid Meeting	08/08/2011	10:00 AM
Vendor Question Deadline	08/10/2011	
Addendum Issued	TBD	
Bid Opening	08/25/2011	1:30 PM

1.2 Mandatory Pre-bid meeting:

A mandatory pre-bid meeting will be required. The date and time shall be 08/08/2011, at 10:00 am in Room 215, Building 6, 1900 Kanawha Blvd., East, Charleston, WV 25305-0330

1.3 Preventive Maintenance Plan: The Preventive Maintenance Software Program is a Facility Management System (FMS) that will allow local districts to setup recurring preventive maintenance activities including tasks, safety checkpoints, parts and materials, frequencies, and estimated/actual time information. The system will allow the districts to schedule, track, and report on preventive maintenance activities. The preventive maintenance scheduling should help the districts create, assign and manage recurring maintenance tasks efficiently.

WEST VIRGINIA DEPARTMENT OF EDUCATION II. STATEMENT OF WORK & SUBMISSION

Purpose:

The purpose of this request is to award a contract to a vendor capable of providing preventive maintenance software installation and training as outlined below. The goal is to improve the efficiency and life span of statewide school facilities assets through the implementation of an on-demand, web-based PM scheduling, support, tracking, calendar, and reporting application.

Anticipated outcomes: Maintain system of data which through reporting and tracking will:

1. As a result of managing regularly scheduled PM service, maximize each asset's life.
2. Track and manage all PM costs, fixed assets and/or equipment (i.e., HVAC equipment, plumbing, electrical services, playground equipment, roofs, windows, etc).
3. Improve cost recovery by extending the life of facilities components.
4. Improve coordination of resources that support preventive and routine facilities maintenance across the organization.
5. Improve support service levels.

Mandatory/required components and functions:

The preventive maintenance scheduling system shall allow the West Virginia Department of Education and/or the counties to setup recurring preventive maintenance activities including tasks, safety checkpoints, parts and materials, frequencies, and estimated/actual time information. This system shall allow the district to schedule, track, and report on preventive maintenance activities.

The preventive maintenance scheduling shall help the counties create, assign and manage recurring maintenance tasks efficiently. The program allows for input, storage, retrieval of data. It maintains historical data for subsequent reviews. It is required that the system must:

- Track all scheduled maintenance.
- Generate recurring maintenance schedules on a daily, weekly, monthly, quarterly or annual basis.
- Track equipment information, including manufacturer, model, and serial, service dates, and warranty expirations.
- Store demographics on assets and equipment such as buildings, rooms, tools, supplies, vehicles, or other material items of value. (See list of state-wide schools and populations in Attachment #1)
- Maintain the preventive maintenance histories of assets and equipment for at least five years.
- Maintain asset and equipment records or reference information on warranties and service contracts.
- Alert selected users to impending expiration of warranties with user definable lead times.
- Report on preventative maintenance by multiple data fields including, but not limited to asset, location, building, employee.
- Define sets of PM tasks for groups of similar equipment.
- Generate reports of overdue PM orders, PM scheduling, wireless work order management, critical alarm automation with building automation systems (BAS) integration.
- Generate various generic and user-defined asset tracking reports by asset, asset type, location, building, equipment.
- Display future scheduled work in a calendar format for resource scheduling.

Additionally, it is preferred that the system have the following capabilities/functionalities:

- Store schedule templates or task boilerplates for quick creation of frequently used schedules.
- Record asset and equipment work order histories, including accumulated costs, and make these records directly available from asset display windows.
- Contain cost center account numbers to which costs can be charged by default.
- Interface with a compatible work order module to automatically generate maintenance work orders.
- Allow for preventive maintenance activities to be scheduled on specified dates, days of the week, days of the month, and may be restricted to specified seasons.
- Allow existing PM plans to be copied to create new PM plans.
- Automatically generate preventive maintenance work orders integrated with a work order system that notifies technician wirelessly.
- Store templates for quick creation of frequently used PM schedules.
- Allows user to define frequency of PM work orders.

Reports

The proposed solution(s) shall provide numerous pertinent, system-standard reports. At a minimum, the system will produce the following reports: PM cost to building component system, preserve capital budget, send automatic report notification to technicians when PM is generated, and automatically notifies the building administrator when PM work order is completed. Various generic and user-defined asset tracking reports by asset, asset type, location, building, equipment may also be generated by the software.

Training and startup services

It is required that your proposed solution will include your standard package for startup and training which covers installation of the system, client consultation on system requirements, comprehensive training of all system users, and network and hardware configuration. It will be required that eight (8) regional trainings at four (4) hours per session will be conducted at designated sites within the state's eight (8) RESA to include general orientation to the system, components and requisite hardware and network systems. Also individual training sessions will be held for the users at each county location and the WVDE, Office of School Facilities. On-line consultation must be provided to the users, up to a maximum of five sessions; for one (1) hour for each of the five sessions per county.



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ROBERT V. ROBERTS

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 200 Association Drive, Suite 210
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08/28/2011				

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----- ADDENDUM NO. 2 -----						
THIS ADDENDUM IS ISSUED TO ADDRESS THE QUESTIONS RECEIVED AT THE MANDATORY PRE-BID MEETING AND SUBMITTED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 08/10/2011.						
001	1	LS		920-45		
SOFTWARE, MAINTENANCE, AND TRAINING						
EXHIBIT 10						
REQUISITION NO.: EDD359182						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO.'S:						
NO. 1 .. <i>EDD</i>						
NO. 2 .. <i>EDD</i>						
NO. 3						

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DEPARTMENT OF EDUCATION
 BUILDING 6
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0330

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
08/28/2011				

BID OPENING DATE: **09/08/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
	NO. 4					
	NO. 5					
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;">  SIGNATURE <i>Software Technology Systems LLC</i> COMPANY 9-8-2011 DATE </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p style="text-align: center;">----- END OF ADDENDUM NO. 2 -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

TITLE		FEIN		TELEPHONE	DATE
				ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

West Virginia Department of Education

Request for Quotation EDD359 1 82
Cost Sheet

<u>DESCRIPTION</u>	<u>QUANTITY</u>	<u>UNIT COST</u>	<u>EXTENSION</u>
<u>License, annual fee per user,</u> <u>Authorized license with access to</u> <u>core modules. Includes help desk</u> <u>support and point release upgrades.</u>	56	\$ 2,535.00	\$141,960.00
<u>RESA Training, 3 days on site each,</u> <u>Daily rate = \$2,600, includes expenses</u>	8	\$ 9,750.00	\$ 78,000.00
<u>County Installation & Startup</u> <u>Data migration, customizations,</u> <u>Integrations, and report development</u> <u>not included.</u>	56	\$ 2,400.00	134,400.00
<u>Consultation, Online,</u> <u>8 hours per location</u>	56	\$ 1,750.00	\$ 98,000.00
<u>Consultation On System Requirements</u> <u>Implementation Workshop, 3 days onsite</u> <u>includes expenses</u>	56	\$ Flat fee	\$ 7,400.00
<u>Rate for Minor Program Modifications*</u> <u>20 days onsite, includes expenses</u>	20	\$ 2,250.00	\$ 45,000.00
<u>Total</u>			<u>\$504,760.00</u>

ADDITIONAL RECOMMENDED SERVICES

<u>Maintenance Self-Service Requestor</u> <u>Annual Fee, up to 1,500 requestors</u>	115	\$ Flat fee	\$ 6,000.00
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*Costs associated with the hourly rate shall not exceed 10% of the cost of the remaining items covered by the contract, determined on an annual basis.

Maximo Enterprise Asset Management Modules Included for Primary and Limited User Licenses

For licensing purposes, a Primary user has access to the eight modules below. A Limited User license has access to three of the modules and all limited users will have access to the same three modules. The Maximo Integration Framework (formerly Maximo Enterprise Adapter) is included with the base package. Maximo supports SQL Server, Oracle, and DB2.

- Assets
- Inventory
- PM
- Safety
- Contracts
- Planning
- Purchasing
- Work Orders

Maintenance Self-Service Requestor Portal

The Maintenance Self-Service Requestor Portal does not require a full license of the Maximo software. The web-based portal allows users to enter a service request and check the status of the request. Practive Solutions can tailor the portal for the organization's specific requirements.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Software Information Systems LLC

Authorized Signature: [Signature] Date: 9-6-2011

State of WV

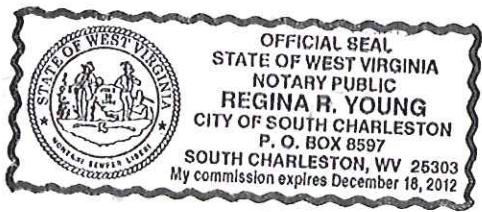
County of Kanawha, to-wit:

Taken, subscribed, and sworn to before me this 6 day of September, 2011.

My Commission expires Dec. 18, 2012.

AFFIX SEAL HERE

NOTARY PUBLIC Regina R. Young



Services Included in Maximo as a Service Service Level Agreement

Maximo Software, Setup, and Configuration

The fee for Maximo as a Service (MaaS) from Practive includes all of the following software, hardware, and services.

System Setup and Configuration Deliverables

- Provide one secure, dedicated and confidential production database (MS SQL SERVER) configuration. The customer does not have to buy database software.
- Set up users and security groups.
- We work with the client to design the high-level location and equipment hierarchies and code structure.
- Our staff configures Maximo options to fit the requirements of your implementation, such as:
 - Systems
 - Data field sizes and configuration
 - Work order, inventory, purchasing, and security options
 - Domains (drop-downs)
 - Work order numbering
 - Design and configuration of the printed work order.

System Operation Deliverables

The Client's Maximo environment will include the following Core Maximo Enterprise Asset Management (EAM) applications:

- Assets – Location, Meters, Meter Groups, Condition Monitoring, Failure Codes
- Contracts – Purchase Contracts, Lease/Rental Contract, Labor Rate Contract, Master Contract, Warranty Contract, Terms & Conditions
- Financials – Currency Codes, Exchange Rates, Chart of Accounts, Cost Management
- Inventory – Item Master, Service Items, Tools, Stocked Tools, Inventory, Issues & Transfers, Condition Codes, Storerooms
- Planning – Job Plans, Routes, Safety
- Preventive Maintenance – Preventive Maintenance Word Orders, Master PM's
- Purchasing – Purchase Requisition, Purchase Orders, Receiving, Invoicing, Request for Quote, Companies, Company Master, Terms & Conditions, Vendor Records
- Work Orders – Work Order Tracking, Labor Reporting, Quick Reporting, Activities & Tasks, Assignment Manager, Service Requests

For security reasons, Client access to portions of the following Maximo applications will be restricted.

- Administration
- System Configuration
- Integration

The following Maximo Reports are included.

- Standard Maximo reports in BIRT (v7)
- One custom work order form with company name

We provide system administration functions, including:

- Maintenance of User Group privileges
- Maintenance of users assigned to each User Group
- Maintenance of Domain values

We make provision for attaching documents:

- Up to 10 GB of space for attaching (linking) documents.
- Additional space may be added at an incremental charge.

We deliver a Quarterly Review Report.

- Quarterly status reports for review of system goals and performance

We backup your data.

- Back up software and management of archive and data integrity process, including incremental and full backups.
- Offsite database backup security

We provide experienced help desk support.

- Via telephone, website, and e-mail
- Application troubleshooting, “how do I?” questions
- Notification of planned downtime for maintenance
- Tracking of software revisions, upgrades, bug fixes

Secure Data Center Environment

The databases and Maximo application for our customers are located in a state-of-the-art data center. We leverage the largest Internet backbones in the world, and advanced network design for high availability of our hosted Maximo services.

Key attributes which provide the maximum network efficiency

- Our data center partners with multiple network providers to provide redundancies to and from the data center. This level of redundancy protects you from downtime on public networks.
- Fiber carriers enter the data center at physically disparate access points, protecting against service failure and guarding against any communications outages in any part of the facility.
- The network configuration was co-developed with Cisco to guard against any single points of failure, protecting you from downtime caused by outages within the hosting environment.

Continuous Improvement ensures that your environment is always available

- We use a Proactive Network Management methodology designed specifically for hosting of demanding applications. It monitors route efficiency and end-use performance by testing all source and destination IP addresses. This perpetual testing identifies the most efficient routes and initiates real time adjustments in our routing tables.

A Precision Environment provides you with the fastest access possible to your Maximo data

- The HVAC (Heating Ventilation Air Conditioning) system is N+1 redundant. This ensures that a duplicate system immediately comes online should there be an HVAC system failure.
- Every 90 seconds, all the air in the data center is circulated and filtered to remove dust and contaminants because a clean and cool system environment provides the maximum uptime.
- Our advanced fire suppression system (non-residual gas) is designed to stop fires from spreading in the unlikely event one should occur.
- One-hour hardware replacement coverage

Security is Paramount to safeguard your company's data

- Biometric 3-factor authentication scanning protocols and round-the-clock interior and exterior hi-definition surveillance monitor access to our data center.
- Dedicated firewall and VPN services block unauthorized system access
- Proactive system patching provides ongoing protection from exploits.
- All passwords are encrypted during transmission and while in storage.
- We utilize secure media handling and destruction procedures for all applicable data.

24 x 7 monitoring to ensure that issues are addressed immediately

- Advanced Availability Monitoring monitors the Maximo web pages 24 x 7, checking at 5 minute intervals to ensure that they respond, and that they display the correct content.
- A monitoring team responds immediately when an alert is issued, to return the service to normal mode as quickly as possible.
- Real-time reporting on bandwidth usage and server performance.

Certifications

- Our data center is a VMWare Authorized Hosting Provider with SAS 70 Type II certification. Further certifications for the data center are:
 - Checkpoint Managed Services Partner
 - Microsoft Solution Provider
 - RedHat Hosting Certified
 - LeftHand Networks Certified Partner (HP)
- Our data center staff has achieved many networking certifications, including MCSE (Microsoft Certified System Engineer), RHCE (Red Hat Certified Engineer), VCP (VMware Certified Professional), CISSP (Certified Information Security Professional), CCSE (Checkpoint Certified Security Engineer), CBCP (Certified Business Continuity Planner)
- Our Project Managers and Tech Team Support are IBM EAM Certified.

Practive Hardware and Software

(Note: the following hardware/software platform and infrastructure is representative of the Practive technical configuration. Actual equipment may vary.)

Firewall

- Checkpoint Firewall
- Provides stateful packet inspection and intrusion protection

Hardware

- Current generation HP Blade Servers running Intel Xeon quad core processors
- High Availability Configuration

Software

- Maximo Release 6/7
- Actuate/BIRT

Database Management System

- Microsoft SQL Server 2005

Backup

- Disk to disk to tape to vault backup
- Daily full backup
- Hourly incremental backup to disk

SERVICE LEVEL AGREEMENT

This Service Level Agreement (“SLA”) outlines the general terms and conditions under which Practive provides certain services (“Services”) to its clients (“Clients”).

Definitions

1. **Availability** - The Client’s ability to access/use the subscribed Practive environment and resources within the committed timeframes. Availability commitments are summarized below.
2. **Downtime** – Time during which a computer system or network is not available for use. Downtime occurs in two forms, planned and unplanned. Planned Downtime is forecast by the owner of the affected system(s) and is used for maintenance, upgrades, or other system management activities. Unplanned Downtime is defined as any Downtime that is not planned. Causes for Unplanned Downtime include, but are not limited to: hardware or software failures, power outages, telecommunications network failures, or human error.
3. **End User** – An individual on Client’s staff making use of the Services.
4. **Interruption** – A situation that results in the Client being either, (a) totally unable to access the Services, or (b) unable to make use of the Services because of performance outside agreed parameters.
5. **Service Hours** – Hours during which Practive provides Services to Client as agreed in the applicable Service Request.
6. **Trouble** – An issue or condition that is either causing an Interruption, or, if left unresolved is likely to cause an Interruption.

Annual Availability Commitments Via our SAS-70 Type 2 -2N Data Center:

Network	99.99%	Power	99.99%
Server	99.99%	Cooling	99.99%
OS	99.99%	Application	99.99%
Storage	99.99%	Database	99.99%

Client must be able to access the Practive resources subscribed to under this Agreement. The Availability is determined based on 24 hours per day and 7 days per week except for times of unavailability due to Planned Downtime and exclusions listed below:

1. Planned maintenance windows for which Practive provides at least 48 hours prior notice whenever possible.
2. Downtime caused by any failure of Client’s computer systems, network, hardware or software or its telecommunications equipment or other equipment.
3. Downtime caused by any act or omission of any Client user that is inconsistent with Practive’s instructions or Client’s authorized use of the system.
4. Downtime caused by events beyond Practive’s reasonable control.

Service Philosophy

Practive is guided by two central principles: flexibility and proactivity. Flexibility means that Practive will adapt to the needs of our clients and the facts of each situation. Proactivity means that Practive will not wait to take action; our goal is to prevent trouble, rather than simply responding to it.

Trouble Resolution Procedure

1. Identify Trouble Client contacts Practive (see Suggested Contact Channels) or Practive identifies trouble. Based on priority descriptions described by Practive (See Priority Levels & Response Times), Client determines Priority.
2. Diagnosis Based on description by Client, or internal monitoring, Practive determines cause and corrective plan of action.
3. Apply Resolution Based on the appropriate priority, Practive either applies the resolution or monitors resolution efforts and provides updates to Client point of contact.
4. Recover & End Trouble After resolution is applied & any necessary recovery efforts are completed, Client is contacted to see if the trouble is deemed to be resolved to his/her satisfaction.
5. Follow up Where applicable, support issues will be reviewed by the appropriate Practive personnel to ensure that the resolution was effective and to decide if any precautionary measures can to be taken so that the trouble is not repeated.

Priority Levels & Response Times

Client shall designate in writing to Practive at least one, but no more than three contacts who are authorized to communicate with Practive in connection with Maximo Support. The contact shall be fully qualified to use the computer equipment and computer software programs installed on the client's premises, and familiar with accessing and using a web browser on the Internet.

Determination of the priority level of any issue, question or interruption is determined by Client point of contact. Once the circumstances are reviewed, Practive can suggest a change to this level, but any change must be approved by Client point of contact.

Escalation

Practive is committed to resolving issues quickly and with minimal impact to Client operations. In order to ensure total focus on the issue resolution process, Practive provides an escalation procedure. This procedure is based on issue resolution, not simply start of action. If the issue is not resolved within the time period indicated additional resources will be assigned as appropriate.

Severity	Description of Level	Examples	Service Hours	Initial Response Time	Escalation	Reseller Responsibility
Urgent	Critical site-wide issues	Site-wide Maximo availability issue	24 X 7	Less than 2 hours	To Director of Client Support after 4 hrs.	Eliminate local network or Internet as possible cause
High	Affects production or daily use of Maximo for all users	Critical error message that Reseller can not correct through the Maximo applications	8:00 a.m. - 5:00 p.m. GMT-5 Monday through Friday	Less than 1 business day	To Director of Client Support after 24 hrs.	Level 1 and 2 troubleshooting. Access to logs and the database for queries will be provided.
Low	User application support	Client has a "How do I..." question or needs new user added.	N/A	N/A	N/A	All How Do I questions will be handled by Reseller
Enhancement or Customization	Requested enhancement or customization	Examples are hot fix and patch installations and significant changes to the Maximo instance configuration	8:00 a.m. - 5:00 p.m. GMT-5 Monday through Friday	Less than 1 business day	N/A	These will be quoted on a time & expenses basis

Contact Channels

When Client needs technical support during regular business hours (Monday - Friday 8:00 a.m. - 5:00 p.m. GMT-5), the designated contacts for Client can access support by the following options:

- Send email.
- Call Client Support

Based on the priority and day/time, a Practive Support Engineer will open a Service Request, initiate troubleshooting, document the nature of the issue and then forward the service request to the appropriate technical support person in the time specified in the Priority Levels table above.

Our Support Team monitors all service and support issues. If at any time Client is not satisfied with the level of support received, please contact Practive EVP, Mike Cooper, directly via email at mcooper@Practive-inc.com.

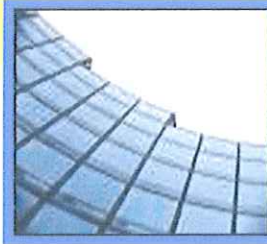


IBM Maximo Asset Management Release 7.1

Product Description Guide



Production Assets
Oil, Steel, Utilities



Building, Facility
and Property
Assets



Transportation
Assets



IBM Maximo Asset Management Product Description
Release 7.1

This guide is intended to provide you with a description of the modules and applications that are delivered in the IBM Maximo Asset Management product.

In Release 7.1 a number of applications and modules have been added or modified to enhance the experience and benefits of traditional EAM users.

This guide provides a brief description of each application included in this product, organized by module/sub-module name.



IBM Maximo Asset Management Product Description
Release 7.1

Summary of Applications

Asset Management:

- Assets
- Locations
- Failure Codes
- Condition Monitoring
- Meters
- Meter Groups

Work Management:

- Work Order Tracking
- Quick Reporting
- Labor Reporting
- Assignment Manager
- Activities & Tasks
- Service Request
- Job Plans
- Preventative Maintenance
- Master PM
- Routes
- Safety Plans
- Safety Hazards
- Safety Precautions
- Lock Out / Tag Out

Service Management:

- Service Request
- Self-Service/Create Service Request
- Self-Service/View Service Request
- Ticket Templates
- Activities & Tasks

Materials Management:

- Inventory
- Item Master
- Storerooms
- Issues & Transfers
- Condition Codes
- Stocked Tools
- Tools
- Service Items

Procurement Management:

- Purchase Requisition
- Purchase Orders
- Requests for Quotations
- Companies
- Company Master
- Receiving
- Invoices
- Terms and Conditions
- Desktop Requisitions

Contract Management:

- Purchase Contracts
- Warranty Contracts
- Lease/Rental Contracts
- Labor Rate Contracts
- Master Contracts
- Terms & Conditions

Administration:

- Organizations
- Calendars
- Sets
- Classifications
- Work View
- Communication Templates
- Bulletin Board
- CI Types
- Conditional Expression Manager

Reporting:

- KPI Manager
- Report Administration

Resources:

- People
- Person Groups
- Crafts
- Labor
- Qualifications

Financials:

- Currency Codes
- Exchange Rates
- Chart of Accounts
- Cost Management

Integration:

- Invocation Channels
- Object Structures
- Web Services Library
- Publish Channels
- External Systems
- Enterprise Services
- Launch in Context
- Message Reprocessing
- Integration Modules
- Logical Management Operations
- End Points
- Message Tracking

IT Infrastructure:

- Configuration Items
- Collections

Security:

- Security Groups
- Users

System Configuration:

- Workflow Designer
- Workflow Administration
- Actions
- Roles
- Communication Templates
- Application Designer
- Database Configuration
- Escalations
- Cron/Taak Setup
- E-Mail Listener
- Domains
- Logging
- System Properties
- Web Services Library
- Object Structures
- Migration Manager
- Migration Groups

Options:

- Maximo SLA Manager
- Maximo Change and Corrective Action Manager
- Maximo Linear Asset Manager
- Maximo Mobile Work Manager
- Maximo Mobile Inventory Manager
- Maximo Asset Navigator
- Maximo Calibration
- Maximo Spatial Asset Management
- Maximo Adapter for MS Project
- Maximo Adapter for Primavera
- Maximo Enterprise Adapter
- Maximo Compliance Assistance Documentation
- Maximo for Service Providers
- Maximo Asset Configuration Mgr.



IBM Maximo Asset Management Product Description
Release 7.1

MODULE/SUB-MODULE	APPLICATION	DESCRIPTION
ADMINISTRATION	Organizations	<i>Used to setup the organizations and sites to be used within Maximo</i>
	Classifications	<i>Used to create classifications and establish and overall classification hierarchies for Items, Assets, Locations, Work Orders, etc.</i>
	Bulletin Board	<i>Used to create, post and view messages as well as to broadcast information to users of the Maximo system</i>
	Communication Templates	<i>Used to create and manage generic communication templates that Maximo users can leverage to standardize frequently used e-mail communications (also known as notifications)</i>
	Calendars	<i>Used to indicate working time for equipment, craft and labor records for an organization and its associated sites</i>
	Sets	<i>Used to create a framework for sharing item and company (vendor) data across multiple organizations</i>
	Work View	<i>Used to make queries available for display in the Result Set portlet of a Maximo user's Start Center</i>
	CI Types	<i>Use the CI Types application to specify which configuration item types (CI types) you want to use when you import actual configuration items from TADDM</i>
	Conditional Expression Manager	<i>Use the Conditional Expression Manager application to create and maintain a library of conditions. In other applications, such as Application Designer and Security Groups, you select from predefined conditions to set up conditional behavior</i>
REPORTING	KPI Manager	<i>Used to create Key Performance Indicators (KPIs) to track critical performance variables over time</i>
	Report Administration	<i>Used to create reports, generate and preview request pages, add parameters, display reports as toolbar icons, email reports, or specify a schedule for running a reports</i>
RESOURCES	People	<i>Used to maintain records of people</i>
	Person Group	<i>Used to maintain person groups. A person group consists of people, who may or may not be workers</i>
	Crafts	<i>Used to define and maintain craft records</i>
	Labor	<i>Used to define and maintain labor records</i>
	Qualifications	<i>Used to create qualifications and certification requirements for qualifications</i>
ASSETS	Assets	<i>Used to store asset numbers and corresponding information such as parent, location, vendor, up/down status, and maintenance costs for each asset</i>
	Locations	<i>Used to enter and track locations for assets and organize these locations into logical hierarchical systems or network systems</i>
	Meters	<i>Used to add or modify meter definitions. Meter definitions include names for the meters as well as sets of attributes that describe the meters</i>
	Meter Groups	<i>Used to define a logical grouping of meters that will exist in a meter group. Meter groups represent a collection of meters that will be used together multiple times</i>



IBM Maximo Asset Management Product Description
Release 7.1

MODULE/SUB-MODULE	APPLICATION	DESCRIPTION
	Condition Monitoring	<i>Used to define unlimited measurement points for assets, and to specify alarm limits and associated work to be performed after reaching those limits</i>
	Failure Codes	<i>Used to build and display failure hierarchies, which help you construct accurate histories of the failures that affect your assets and operating locations</i>
CONTRACTS	Purchase Contracts	<i>Used to create, modify, and view contracts with outside vendors</i>
	Lease Rental Contracts	<i>Used to define the overall terms and conditions of the lease or rental agreement between a vendor and a customer regarding one or more assets</i>
	Labor Rate Contracts	<i>Used to define multiple labor rates for specific crafts and skills, and optionally labor records. Within the Labor Rate Contract application you can manage outside labor and the corresponding rates.</i>
	Warranty Contracts	<i>Used to maintain one or more assets for an outside service provider for a fixed fee, or regularly scheduled payment over a time period; or to track warranty information for multiple assets or locations by time or meter</i>
	Master Contracts	<i>Used to associate many contract types for a particular vendor. A Master Contract defines the relationship with a vendor and contains terms and conditions that apply to the contracts created and listed under it</i>
	Terms and Conditions	<i>Used to maintain a library of terms and conditions that can be added to a purchasing document or contract. These terms can contain information such as liability concerns, shipping and handling details, or delivery time expectations.</i>
FINANCIAL	Currency Codes	<i>Used to define currency codes and to specify which codes can be used in Maximo</i>
	Exchange Rates	<i>Used to set up exchange rates used for converting currencies in Maximo</i>
	Chart of Accounts	<i>Used to establish general ledger (GL) account fields in Maximo with definitions equivalent to those used with the rest of your financial data processing system.</i>
	Cost Management	<i>Used to generate project cost information to track the financial resources required to complete a project and manage budgets more effectively</i>
INTEGRATION	Invocation Channels	<i>Use the Invocation Channels application to create, view, modify, and delete invocation channel records. A Service Oriented Architecture (SOA) environment enables the use of external services for the purposes of data processing from multiple data sources. Invocation channels support this generic SOA capability by enabling the integration framework</i>
	Object Structures	<i>Use the Object Structures application to create, view, modify, and manage the processing logic of an object structure. An object structure is the common data layer that the integration framework uses for all outbound and inbound application data processing. An object structure consists of one or more sub-records that develops their XML content from a particular object.</i>



IBM Maximo Asset Management Product Description
Release 7.1

MODULE/SUB-MODULE	APPLICATION	DESCRIPTION
	Web Services Library	<i>Use the Web Services Library application to create, modify, and delete web services. You also can generate schema and Web Service Description Language (WSDL) files for any web service that you deploy. External applications can use web services to query or to send transactions to the integration framework.</i>
	Publish Channels	<i>Use the Publish Channels application to create, view, modify, or delete publish channel records. A publish channel is the pipeline for exporting data from the integration framework to an external system</i>
	Enterprise Services	<i>Use the Enterprise Service application to create, view, modify, or delete enterprise service records. An enterprise service is the pipeline for importing data to the integration framework from an external system</i>
	External Systems	<i>Use the External Systems application to create, view, modify, or delete external systems. Any business application that sends data to the system or receives data from the system is an external system. External systems let you synchronize external data through an end point (location), and internal data through an external source.</i>
	Launch in Context	<i>Use the Launch in Context application to create, view, modify, or delete launch entry records. A launch entry lets you open an application that is external to the system in the same or a different browser session</i>
	Message Reprocessing	<i>Use the Message Reprocessing application to manage and view integration transaction messages that have been flagged with an error</i>
	Integration Modules	<i>Use the Integration Modules application to create, modify, and delete integration modules. The Integration Module application provides a mechanism for a process management product, such as "Change" or "Release," to invoke an external operational management product.</i>
	Logical Management Operations	<i>Use the Logical Management Operations application to create, modify, and delete logical management operations. A logical management operation is the common data layer that defines an action the system takes on operational management product.</i>
	End Points	<i>Use the End Points application to create, view, modify, or delete end point records. An end point identifies a location and the processing logic of data publication and service invocations. Through the defined end point handler, you can identify how to route outbound data to a specific location. You also can define which data format the integration framework, or deployment manager component will use through the handler</i>



IBM Maximo Asset Management Product Description
Release 7.1

MODULE/SUB-MODULE	APPLICATION	DESCRIPTION
	Message Tracking	Use the Message Tracking application to track and view the processing history of queue-based inbound (Enterprise Services), and queue-based outbound (Publish Channels) messages. When you enable message tracking, the integration framework writes all processed messages to the system database.
INVENTORY	Item Master	Used to define items that will be stocked in your storerooms. You group these items in an item set, which can then be shared by the organizations using that item set
	Service Items	Used to define and manage purchased services
	Tools	Used to manage information about the tools used to perform work. Tools are typically non-consumable items for which you charge an hourly rate for their use
	Stocked Tools	Used to manage existing tools in storerooms.
	Inventory	Used to enter, display and update information on each inventory item
	Issues and Transfers	Used to issue or transfer items from storerooms, or to return items to storerooms
	Condition Codes	Used to create and maintain a master list of condition codes for a particular item set.
	Storerooms	Used to add and maintain information about storeroom locations, as well as view the items stocked within a storeroom.
IT INFRASTRUCTURE	Configuration Items	Use the Configuration Items application to define, create, and manage CIs. A configuration item (CI) is any component of an information technology infrastructure that is under the control of configuration management.
	Collections	Use the Collections application to group configuration items (CIs), assets, and locations in ways that make them easier to access and handle in other applications. Instead of selecting from a list of all CIs, assets, or locations, a user specifies a collection and obtains the list of records in the collection.
PLANNING	Job Plans	Used to create a detailed description of how a job is to be performed
	Routes	Used to list related work assets that are considered "stops" along an inspection or maintenance route
Safety	Hazards	Used to define hazards that exist in the workplace and associate related safety precautions
	Precautions	Used to define precautions that can be taken against hazards in the workplace
	Lock Out / Tag Out	Used to create a detailed description of how to take work assets out of service or how to place them back in service, to ensure a safe work environment
	Safety Plans	Used to create a detailed plan of how to service assets or locations safely
PREVENTIVE MAINTENANCE	Preventive Maintenance	Used to create, modify and view preventive maintenance plans for work assets. PM records are templates for work orders or for other PMs



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MODULE/SUB-MODULE	APPLICATION	DESCRIPTION
	Master PM	Used to create and modify master PMs, which are templates for other PM records
PURCHASING	Purchase Requisitions	Used to ask the purchasing department to order materials or services
	Purchase Orders	Used to purchase materials or services from an internal supplier or an external vendor
	Receiving	Used to receive materials into inventory and record the receipt of services
	Invoices	Used to record invoices and match against purchase orders and receipts for approval
	Request for Quotations	Used to request and manage vendor quotations
	Companies	Used to manage data on manufacturers, vendors, and other companies that do business with you
	Company Master	Used to create company master records that belong to a particular company set
	Terms and Conditions	Used to maintain a library of terms and conditions that can be added to a purchasing document or contract. These terms can contain information such as liability concerns, shipping and handling details, or delivery time expectations.
	Search Catalogs	Allows for 'punch-out' capability from Work Orders, Desktop Requisitions.
SECURITY	Security Groups	Used to grant access to sites, applications and menu options. A user is assigned to one or more groups to gain access to the system.
	Users	Used to add and manage Maximo users
SELF SERVICE		
Desktop Requisitions	Create Requisitions	Used to create a new desktop purchase requisition
	View Requisitions	Used to view existing purchase requisitions
	View Templates	Used to view a requisition that was previously saved as a template.
	View Drafts	Used to view a requisition that was previously saved as a draft during the create requisition process.
Service Requests	Create Service Request	Used by self-service users to create new service requests
	View Service Request	Used by self-service users to view existing service requests.
SERVICE DESK	Activities and Tasks	Use the Activities and Tasks application to plan, review, and manage activities and tasks. When you create an activity, you initiate the work process and create a historical record of work being performed.
	Service Requests	Used to create, view, and resolve service requests from customers
	Ticket Templates	Used to create and manage generic ticket templates that Service Desk environments can leverage to standardize common or high-volume service requests.
SYSTEM CONFIGURATION		
Platform Configuration	Workflow Administration	Used to view and modify assignments within Workflow, Escalation and SLA processes
	Workflow Designer	Graphical application that is used to create a series of paths for records to flow through, called a workflow process



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MODULE/SUB-MODULE	APPLICATION	DESCRIPTION
	Actions	<i>Used to manage the administrative functions of creating actions and action groups within Workflow, Escalation, and Service Level Agreement (SLA) processes. Actions are scheduled events that occur when a record leaves a Workflow node</i>
	Roles	<i>Used to manage roles within Maximo</i>
	Communication Templates	<i>Used to create and manage generic communication templates that Maximo users can leverage to standardize frequently used e-mail communications (also known as notifications).</i>
	Database Configuration	<i>Used to create or modify the objects and attributes used by Maximo applications</i>
	Application Designer	<i>Used to create new applications (clones and custom applications) or to tailor the pages of an existing Maximo application</i>
	Escalations	<i>Used to automatically monitor critical processes across your enterprise. The primary goal of Escalation Management is to ensure that critical tasks are completed on time, such as those defined in SLAs</i>
	Cron Task Setup	<i>Used to manage cron tasks. Cron tasks are behind-the-scenes jobs set to run automatically and on a fixed schedule</i>
	E-mail Listeners	<i>Used to receive and process incoming e-mail messages</i>
	Domains	<i>Used to maintain lists of defined values that appear in drop-down lists (sometimes referred to as value lists)</i>
	Logging	<i>Use the Logging application to manage log settings and configure log files. The application is part of the System Configuration module of the product.</i>
	System Properties	<i>Use the System Properties application to manage system properties and their values used by various product components.</i>
	Web Services	<i>Use the Web Services Library application to create, modify, and delete web services. You also can generate schema and Web Service Description Language (WSDL) files for any web service that you deploy. External applications can use web services to query or to send transactions to the integration framework.</i>
	Object Structures	<i>Use the Object Structures application to create, view, modify, and manage the processing logic of an object structure. An object structure is the common data layer that the integration framework uses for all outbound and inbound application data processing. An object structure consists of one or more sub-records that develops their XML content from a particular object.</i>
Migration	Migration Manager	<i>Use the Migration Manager application to define, create, distribute, and deploy packages. Packages are used to transfer and deploy the many configuration changes possible with Maximo's configuration tool set from one environment to another (i.e. Dev, to Test, to Production...).</i>



IBM Maximo Asset Management Product Description
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MODULE/SUB-MODULE	APPLICATION	DESCRIPTION
	Migration Groups	Use the Migration Groups application to create groups of configuration objects and link related (dependent) groups to the objects that you create. You group configuration objects ensure that all related configuration data is collected from source environments and distributed to target environments
	Object Structures	Use the Object Structures application to create, view, modify, and manage the processing logic of an object structure. An object structure is the common data layer that the integration framework uses for all outbound and inbound application data processing. An object structure consists of one or more sub-records that develops their XML content from a particular object.
TASK MANAGEMENT	Activities and Tasks	Use the Activities and Tasks application to plan, review, and manage activities and tasks. When you create an activity, you initiate the work process and create a historical record of work being performed.
WORK ORDERS	Work Order Tracking	Used to plan, review, and approve work orders for assets and locations
	Labor Reporting	Used to report the type and total number of hours of work that was performed by external contractors or internal employees
	Quick Reporting	Used to report work on open work orders or small jobs
	Activities and Tasks	Used to plan, review, and manage activities that can initiate the maintenance process and create a historical record of work being performed
	Assignment Manager	Used to dispatch urgent work and schedule Labor to planned work requirements
	Service Requests	Used to create, view, and resolve service requests from customers
START CENTER	Layout and Configuration	Used by an administrator to modify and configure the layout of the portlets displayed on the Start Center
	All Custom Applications	Allows access to all User created custom applications
	Favorite Application Setup	Used by an administrator to define/edit the list of applications displayed in a Favorite Application portlet
	Forgotten Password	Action from Login page used to e-mail a User what their current password is.
	Inbox / Assignments Setup	Used by an administrator to define/edit which columns will be displayed in the Workflow assignments inbox displayed on the Start Center
	KPI Graph Setup	Used by an administrator to define/edit a KPI Graph style portlet to be displayed on the Start Center
	KPI List Setup	Used by an administrator to define/edit a KPI List style portlet to be displayed on the Start Center
	Change Password	Used to change the user's Maximo password
	Quick Insert Setup	Used by an administrator to define/edit the list of applications displayed in a Quick Insert portlet
	Result Set Setup	Used by an administrator to define/edit the query used and columns displayed in a Result Set portlet displayed on the Start Center



IBM Maximo Asset Management Product Description
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MODULE/SUB-MODULE	APPLICATION	DESCRIPTION
	Start Center	<i>Initial page displayed once logged in to Maximo. Dashboard like starting point that can display various portlets including KPI's, Result Sets, Quick Insert, Favorite Applications, & Inbox/Assignments.</i>
	User Self Registration	<i>Used by new users to Register themselves as Maximo users with a temporary password.</i>

In addition to core functionality, Maximo Asset Management includes the following:

- **E-Commerce Adapter** – Used to enable buyers to dynamically collaborate with their suppliers, partners and electronic marketplaces.



IBM Maximo Asset Management - Options:

IBM Maximo SLA Manager– Used to create and manage service level agreements, as well as to define service groups.

IBM Maximo Change and Corrective Action Manager- Enables EAM customers to manage asset related changes, commitments, corrective and preventive actions associated with regulatory requirements and industry best practices.

Maximo Linear Asset Manager - Used to manage Assets as continuous with dynamic segmentation (i.e. Railways, Roads, and Pipelines etc.)

IBM Maximo Mobile Work Manager – Used to provide workers access to Maximo remotely from hand-held computing devices.

IBM Maximo Mobile Inventory Manager – Used to provide workers access to perform Inventory transactions from hand-held computing devices.

IBM Maximo Calibration – Used to manage the calibration of test and measurement instrumentation.

IBM Maximo Spatial Asset Management- is GIS integration enables users to visualize all assets and work in a geospatial context to optimize resources and decisions

IBM Maximo Asset Navigator – Used to accelerate the ability to locate and identify needed parts.

IBM Maximo Adapter for Microsoft Project – Used to enable planners/schedulers to manipulate Maximo data within Microsoft Project.

IBM Maximo Adapter for Primavera – Used to enable planners/schedulers to manipulate Maximo data within Primavera.

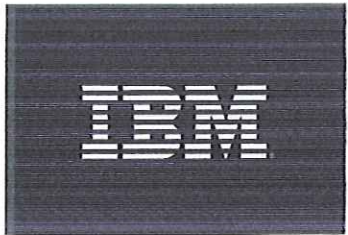
IBM Maximo Enterprise Adapters (Oracle or SAP) – Used to integrate Maximo to Oracle or SAP systems.

IBM Maximo Compliance Assistance Documentation – validation test scripts used to assist customers in Regulatory industries (i.e. - Life Sciences)

IBM Maximo for Service Providers – Used to support clients who deliver Maintenance and Asset Management Services as a business. Includes support for multiple Customers, Response Plans and Billing.

IBM Maximo Asset Configuration Manager – Used to maintain complex assets such as Aviation, Rail and Weapon Systems.

Asset management solutions
To support your business objectives



Tivoli software

Achieve greater efficiency in asset management by managing all your asset types on a single platform.



When you use Maximo Asset Management to help maximize the performance and lifetime value of complex assets and more closely align them with your overall business strategy, you can help your organization:

- Improve return on assets.
- Decrease costs and risk.
- Increase productivity.
- Improve visibility, control and automation of asset and business service processes.
- Increase asset service delivery responsiveness and revenue.
- Document and manage regulatory compliance efforts.
- Lower the total cost of ownership.

Achieve new levels of asset awareness

Every company knows it is crucial to care for the critical assets the company depends on, whether they include a fleet of trucks or a plant full of production equipment. To meet the specific needs of different asset types, they have traditionally relied on multiple software solutions. However, these solutions provide only a partial view of their total enterprise assets, making it difficult to identify areas for performance improvement. Furthermore, these disparate applications often are not integrated together and do not share information. As a result, they may not have the overall asset visibility they need to achieve the operational excellence they seek.

IBM Maximo® Asset Management takes the power, performance and possibilities of asset management to an entirely new level. Built on a service-oriented architecture (SOA), Maximo Asset Management provides a single software platform that delivers a comprehensive view of all asset types—production, facilities, transportation and IT. This holistic perspective allows you to see your assets across your enterprise, and to help identify the untapped potential within them.

Part of the IBM Tivoli® software portfolio, Maximo Asset Management can help you optimize the performance of your assets and maximize your return on investment.

IBM Maximo Asset Management



Turn knowledge into decision-making power and asset performance

Maximo Asset Management is designed to assist you with your asset and work management processes. Six of these key management modules are asset, work, service, contract, inventory, and procurement management. Together, these modules help you capture and analyze your asset and work data and help you optimize maintenance and service initiatives throughout your enterprise.

Asset management

Achieve the control you need in order to more efficiently track and manage asset and location data throughout the asset life cycle.

- Track asset detail—including location, work, cost and other attributes and their histories—over time, to help maximize productivity and extend asset life.
- Establish location and asset hierarchies to roll up costs across systems, subsystems, departments and locations, enabling a better understanding of the true cost of assets (initial cost, financial value, cost to maintain, etc).
- Monitor asset and location conditions to enable proactive—rather than reactive—maintenance that helps reduce unplanned downtime.
- Support both conventional and linear assets.

Work management

Manage both planned and unplanned maintenance activities, from initial work request and work order generation through completion and recording of actuals. Work planners can match job tasks to available resources, estimate and obtain approval of costs, establish priorities, and initiate maintenance activities across the enterprise.

- Tracking tools enable more detailed analysis of resources, inventory and equipment use and costs, helping decrease labor and materials costs.
- Multiple assets, locations and configuration items can be added per work order or ticket. Work management also supports work order tracking, task sequencing, task level documents and generating work orders from asset information.
- A graphical assignment manager helps optimize maintenance schedules and labor use by assigning the right person with the right skills to the right job.
- Preventive maintenance (PM) and job plan functionality allows you to put PM schedules in place with the right job steps and resource requirements, facilitating the planning as well as the work, to help reduce unplanned downtime and reactive maintenance.
- Automated workflow processes and enhanced status control further streamline business processes.





Service management

Allow end users to submit new service requests, as well as to track and update open service requests. Apply additional service management best practices through IBM Tivoli Service Desk and further align asset management priorities with overall business objectives. By infusing comprehensive service level management into your asset management practice, you can:

- Define service offerings to help improve organizational communication and verify that the services provided are those required to support the business.
- Establish service level agreements (SLAs) to help increase communication between your organization and the business units, and help align service levels with business objectives.
- More proactively monitor service level delivery against metrics to help avoid missing service level commitments.
- Implement escalation procedures to better manage the resources that support service level commitments.

Contract management

Have enhanced control over your vendor contracts with this integrated contract management system. Provide comprehensive contract management

support for purchase, lease, rental, warranty, labor rate, software, master, blanket and user-defined contracts.

- Contract correlation links SLAs to vendor contracts, helping you identify unreliable vendors as well as low-quality products. It also enables you to reference SLA performance metrics when renegotiating vendor terms.
- A terms and conditions library allows you to more consistently apply standardized policies across the organization.
- Automatic notifications and alerts help you meet vendor terms, avoid penalties and get more value out of every contract.

Inventory management

Know the details—what, when, where, how many, how valuable—about asset-related inventory and its usage. Inventory management functionality records material movements and adjustments, allowing for real-time inventory tracking, reporting and auditing. This module also allows embedded images of an asset to be displayed in the catalog search.

- Track inventory transactions to help streamline parts and materials management.
- Help decrease costs by eliminating excess or obsolete inventory.
- Help optimize and plan inventory to more accurately meet maintenance demand, making the right parts available at the right location when needed. As a result, you can help reduce stock-outs, inventory shrinkage and carrying costs, as well as help foster economies of scale through shared resources.

Procurement management

Support the phases of enterprise-wide procurement, including direct purchasing and inventory replenishment. You can provide buyers with more extensive requisition, quotation, vendor, purchase order and contract capabilities, thereby allowing them to plan work more proactively. Maximo Asset Management easily integrates with enterprise business systems from vendors such as Oracle and SAP, and also connects to online marketplaces, supplier systems and exchanges.

- Vendor management and vendor performance analysis tools can help reduce costly off-contract buying, and help verify the reliability of vendors and the quality of inventory and services.
- Automated interval-based, meter-based or event-driven purchasing capabilities help you order the right parts and services at the right time, which can improve purchasing efficiency.
- Global purchasing support can enable group purchasing savings and efficiencies, and can help lower sourcing costs.
- Analysis tools and key performance indicators (KPIs) measure procurement performance such as order processing times, invoice accuracy and order delivery times.



Designed to help meet your unique needs

These six management modules are packaged in an enhanced service-oriented architecture that helps simplify the creation of Web services and supports additional Web service standards such as WS-Security.

Built on a Java™ Platform, Enterprise Edition (Java EE) component-based Internet architecture, Maximo Asset Management fits in most modern enterprise technology infrastructures and integrates easily with your business systems. With a significant focus on configuration tooling, such as Application Designer for modifying the user interface and Database Configuration for adding new tables, columns, etc., Maximo Asset Management makes it easier to tailor the software to your needs through products and process configurations instead of tedious programming and customization.

To facilitate migration tasks, Maximo Migration Manager helps you transfer product configurations and customizations across pre-production, test and production environments. It provides support for standard roll-out environments and enables a repeatable roll-out process.

Furthermore, your configurations are upgraded with the Upgrade Utility, thus keeping you from being locked in from one application release to another.

Extending your investment

The following additional options extend the capabilities of Maximo Asset Management and can help you further reduce costs and foster operating efficiencies.

IBM Maximo Change and Corrective Action Manager

Enables fully integrated, comprehensive change and release management for your assets, and provides new capabilities for taking corrective action. Policy administration, process management and planning capabilities can help increase the speed, efficiency and consistency of change implementations while helping minimize business risk. Advanced release management capabilities enable you to define the tasks, schedules and resources required to release authorized versions and asset configurations into the production environment.

IBM Maximo SLA Manager

IBM Maximo SLA Manager allows you to define service offerings, establish service level agreements, implement escalation procedures to ensure service levels are met, and provide metrics to monitor service level delivery.

Maximo mobile solutions

Remotely access Maximo Asset Management data while offline or online. With mobile Maximo applications, mobile workers can complete more work, minimize nonproductive activities and reduce paperwork and data entry. In addition, having immediate data access onsite can lead to higher first-time fix rates. Mobile applications support remote-work and inventory management needs.

IBM Maximo Asset Navigator

This Web-based graphical option provides instant access to detailed parts and equipment illustrations, diagrams, drawings and related documentation. A highly navigable association among locations, assets and parts easily guides you to the asset information you need, helping you more quickly identify and select the correct parts for your work and procurement processes. Maximo Asset Navigator can help you improve overall performance and accuracy and better manage your safety program.



Maximo project adapters

Implement bidirectional connectivity between Maximo Asset Management and Microsoft® Project or Primavera. Deliver comprehensive access to work and resource data from Maximo Asset Management for anyone who uses Microsoft Project or Primavera for scheduling and planning. View, plan and optimize Maximo Asset Management work and resources together with Microsoft Project and Primavera schedules, allowing you to manage complex, enterprise-wide projects. These adapters automatically update work, resources and schedules in Maximo Asset Management.

IBM Maximo Calibration

More effectively manage the calibration of your test and measurement tools, assets and instrumentation. This product delivers comprehensive policy documentation, data validation, traceability and reverse traceability for calibrated assets, as well as the standards that are used to calibrate them.

IBM Maximo Asset Configuration Manager

This advanced solution supports complex asset management in highly regulated environments such as aviation, defense, nuclear and rail industries. Its active configuration repository tracks and maintains current and historical configurations of assets and their components. You can manage and maintain more accurate asset configuration states, component life accounting and equipment operational status.

IBM Maximo Linear Asset Manager

IBM Maximo Linear Asset Manager enables you to track, manage and optimize performance levels of linear assets such as roads, railways and pipelines. It allows you to virtually segment linear assets as well as to view and modify attributes, features and user-defined relationships, without impacting the underlying geometry—otherwise known as dynamic segmentation—and without losing critical work history. It supports multiple linear referencing methods, allowing you to locate work using exact measures, or offsets based on one or more features or relationships.

IBM Maximo Spatial Asset Management

IBM Maximo Spatial Asset Management enables you to capture, analyze, and display assets, locations, and work orders on a geospatial map and visualize the spatial relationships among managed assets and other mapped features. You will be able to view, query, navigate and report on Maximo data through its geospatial information.

Maximo enterprise adapters

Integrate Maximo Asset Management with Oracle, SAP and other enterprise systems for a more holistic view of your asset information. Maximo enterprise adapters help simplify and speed deployment and support of ongoing, real-time data exchange between systems. A library of predefined integrations supports the integration scenarios typically found between Maximo Asset Management and enterprise business systems, while platform-level services definition and provisioning using Web services can help you achieve true SOA-based enterprise collaboration.

IBM Maximo e-Commerce Adapter

Facilitate e-commerce between Maximo Asset Management and supplier systems and electronic marketplaces. A comprehensive e-commerce infrastructure allows buyers to browse multiple supplier catalogs, place orders on multiple marketplaces or directly with suppliers, check order status, and process supplier invoices electronically. Real-time product information, availability and pricing can help improve accuracy and planning.

IBM Maximo Online Commerce System

This Internet-based supply chain management solution lets you collaborate with suppliers, partners and other electronic marketplaces. Powerful catalog search capabilities and real-time electronic updates with suppliers can help streamline and optimize the parts and services procurement process. Comprehensive supplier enablement capabilities allow your suppliers to more easily participate in your electronic supply chain network.

For more information

IBM understands your need for an asset and service management solution that can evolve with your business. To learn more about how IBM Maximo Asset Management can help you deliver the control you need to see your assets more clearly and address your toughest asset management challenges, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli/maximo



About Tivoli software from IBM

Tivoli software offers a service management platform for organizations to deliver quality service by providing visibility, control and automation—visibility to see and understand the workings of their business; control to effectively manage their business, minimize risk, and protect their brand; and automation to optimize their business, reduce the cost of operations and deliver new services more rapidly. Unlike IT-centric service management, Tivoli software delivers a common foundation for managing, integrating and aligning both business and technology requirements. Tivoli software is designed to quickly address an organization's most pressing service management needs and help proactively respond to changing business demands. The Tivoli portfolio is backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli clients and Business Partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world—visit www.tivoli-ug.org

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TAKE BACK CONTROL WITH Tivoli