



State of New Mexico  
General Services Department  
Statewide Price Agreement

**Awarded Vendor:**  
**0000116031**  
**Real Time Solutions, Inc.**  
**2101 Mountain Rd, NW, Suite A**  
**Albuquerque, NM 87104**  
  
**Contact: Chris Schroeder**  
**Email: [Chris@rtsolutions.com](mailto:Chris@rtsolutions.com)**  
**Telephone No.: (505) 830-0414**

Price Agreement Number: 40-00000-24-00049

Payment Terms: See Contract

F.O.B.: Destination

Delivery: See Contract

**Ship To:**  
**All State of New Mexico agencies, commissions,**  
**institutions, political subdivisions and local public**  
**bodies allowed by law.**

Procurement Specialist: Theresa Mendibles *TM*

Telephone No.: (505) 795-1894

Email: [theresa.mendibles@gsd.nm.gov](mailto:theresa.mendibles@gsd.nm.gov)

**Invoice:**  
**As Requested**

Title: **MAS for IT and Professional Services or Products (GSA Contract 47QTCA21D0056)**

Term: **January 11, 2024 thru February 8, 2025**

**This Price Agreement is made subject to the “terms and conditions” shown on the reverse side of this page, and as indicated in this Price Agreement.**

**Every state agency, unless exempted from the authority of the State Purchasing Agent pursuant to Section 13-1-99 NMSA 1978, that utilizes this Statewide Price Agreement for professional services over \$5,000 must process the professional services agreement template and accompanying documents through GSD’s Contracts Review Bureau.**

**Accepted for the State of New Mexico**

  
Dorothy Mendonca  
New Mexico State Purchasing Agent

Date 1/11/2024

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**Terms and Conditions**  
(Unless otherwise specified)

1. **General:** When the State Purchasing Agent or his/her designee issues a purchase document in response to the Vendor's bid, a binding contract is created.
2. **Variation in Quantity:** No variation in the quantity of any item called for by this order will be accepted unless such variation has been caused by conditions of loading, shipping, packing or allowances in manufacturing process and then only to the extent, if any, specified in this order.
3. **Assignment:**
  - a. Neither the order, nor any interest therein, nor any claim thereunder, shall be assigned or transferred by the Vendor, except as set forth in Subparagraph 3b or as expressly authorized in writing by the State Purchasing Agent or his/her designee. No such assignment or transfer shall relieve the Vendor from the obligations and liabilities under this order.
  - b. Vendor agrees that any and all claims for overcharge resulting from antitrust violations which are borne by the State as to goods, services, and materials purchased in connection with this bid are hereby assigned to the State.
4. **State Furnished Property:** State furnished property shall be returned to the State upon request in the same condition as received except for ordinary wear, tear and modifications ordered hereunder.
5. **Discounts:** Prompt payment discounts will not be considered in computing the low bid.
6. **Inspection:** Final inspection and acceptance will be made at the destination. Supplies rejected at the destination for nonconformance with specifications shall be removed at the Vendor's risk and expense, promptly after notice of rejection.
7. **Inspection of Plant:** The State Purchasing Agent or his/her designee may inspect, at any reasonable time, the part of the Contractor's, or any subcontractor's plant or place of business, which is related to the performance of this contract.
8. **Commercial Warranty:** The Vendor agrees that the supplies or services furnished under this order shall be covered by the most favorable commercial warranties the Vendor gives for such to any customer for such supplies or services. The rights and remedies provided herein shall extend to the State and are in addition to and do not limit any rights afforded to the State by any other clause of this order. **Vendor agrees not to disclaim warranties of fitness for a particular purpose of merchantability.**
9. **Taxes:** The unit price shall exclude all state taxes.
10. **Packing, Shipping and Invoicing:**
  - a. The State's purchasing document number and the Vendor's name, user's name and location shall be shown on each packing and delivery ticket, package, bill of lading and other correspondence in connection with the shipments. The user's count will be accepted by the Vendor as final and conclusive on all shipments not accompanied by a packing ticket.
  - b. The Vendor's invoice shall be submitted duly certified and shall contain the following information: order number, description of supplies or services, quantities, unit price and extended totals. Separate invoices shall be rendered for each and every complete shipment.
  - c. Invoices must be submitted to the using agency and NOT the State Purchasing Agent.
11. **Default:** The State reserves the right to cancel all or any part of this order without cost to the State, if the Vendor fails to meet the provisions of this order and, except as otherwise provided herein, to hold the Vendor liable for any excess cost occasioned by the State due to the Vendor's default. The Vendor shall not be liable for any excess costs if failure to perform the order arises out of causes beyond the control and without the fault or negligence of the Vendor, such causes include but are not restricted to, acts of God or the public enemy, acts of the State or Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of subcontractors due to any of the above, unless the State shall determine that the supplies or services to be furnished by

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the subcontractor were obtainable from other sources in sufficient time to permit the Vendor to meet the required delivery scheduled. The rights of the State provided in this paragraph shall not be exclusive and are in addition to any other rights now being provided by law or under this order.

12. **Non-Collusion:** In signing this bid the Vendor certifies he/she has not, either directly or indirectly, entered into action in restraint of free competitive bidding in connection with this offer submitted to the State Purchasing Agent or his/her designee.

13. **Nondiscrimination:** Vendor doing business with the State of New Mexico must be in compliance with the Federal Civil Rights Act of 1964 and Title VII of the Act (Rev. 1979) and the Americans with Disabilities Act of 1990 (Public Law 101-336).

14. **The Procurement Code:** Sections 13-1-28 through 13-1-199 NMSA 1978, imposes civil and criminal penalties for its violation. In addition the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

15. **Items:** All bid items are to be NEW and of most current production, unless otherwise specified.

16. **Payment for Purchases:** Except as otherwise agreed to: late payment charges may be assessed against the user state agency in the amount and under the conditions set forth in Section 13-1-158 NMSA 1978.

17. **Workers' Compensation:** The Contractor agrees to comply with state laws and rules pertaining to Workers' Compensation benefits for its employees. If the Contractor fails to comply with Workers' Compensation Act and applicable rules when required to do so, this Agreement may be terminated by the contracting agency.

18. **Submission of Bid:** Bids must be submitted in a sealed envelope with the bid number and opening date clearly indicated on the bottom left hand side of the front of the envelope. Failure to label bid envelope will necessitate the premature opening of the bid in order to identify the bid number.

19. **Contractor Personnel:** Personnel proposed to the Procuring Agency are considered material to any work performed under this Price Agreement. Once a Purchase Order or contract has been executed, no changes of personnel will be made by the Contractor without prior written consent of the Procuring Agency. Replacement of any Contractor personnel, if approved, shall be with personnel of equal ability, experience, and qualifications. The Contractor will be responsible for any expenses incurred in familiarizing the replacement personnel to insure their being productive to the project immediately upon receiving assignments. Approval of replacement personnel shall not be unreasonably withheld. The Procuring Agency shall retain the right to request the removal of any of the Contractor's personnel at any time.

20. **Subcontracting:** The Contractor shall not subcontract any portion of the Price Agreement without the prior written approval of the Procuring Agency. No such subcontracting shall relieve the Contractor from its obligations and liabilities under this Price Agreement, nor shall any subcontracting obligate payment from the Agency.

21. **Records and Audit:** The Contractor shall maintain detailed time and expenditure records that indicate the date, time, nature, and cost of services rendered during this Price Agreement's term and effect, and retain them for a period of three (3) years from the date of final payment under this Price Agreement. The records shall be subject to inspection by the Agency, State Purchasing Division, Department of Finance and Administration, and for Information Technology contracts, State Chief Information Officer. The Agency shall have the right to audit billings, both before and after payment. Payment for services under this Price Agreement shall not foreclose the right of the Agency to recover excessive or illegal payments.

22. **Subcontracts:** The foregoing requirements for Contractor Personnel, Subcontracting, and Audit shall be inserted into all subcontracts from the prime contractor to the subcontractor.

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**New Mexico Employees Health Coverage**

A. If Contractor has, or grows to, six (6) or more employees who work, or who are expected to work, an average of at least 20 hours per week over a six (6) month period during the term of the contract, Contractor certifies, by signing this agreement, to have in place, and agrees to maintain for the term of the contract, health insurance for its New Mexico Employees and offer that health insurance to its New Mexico Employees if the expected annual value in the aggregate of any and all contracts between Contractor and the State exceeds \$250,000 dollars.

B. Contractor agrees to maintain a record of the number of its New Mexico Employees who have (a) accepted health insurance; (b) declined health insurance due to other health insurance coverage already in place; or (c) declined health insurance for other reasons. These records are subject to review and audit by a representative of the state.

C. Contractor agrees to advise all of its New Mexico Employees of the availability of State publicly financed health care coverage programs by providing each of its New Mexico Employees with, as a minimum, the following web site link to additional information: <https://bewellnm.com>.

D. For purposes of this Paragraph, the following terms have the following meanings:

- (1) "New Mexico Employee" means any resident of the State of New Mexico employed by Contractor who performs the majority of the employee's work for Contractor within the State of New Mexico, regardless of the location of Contractor's office or offices; and
- (2) "offer" means to make available, without unreasonable restriction, enrollment in one or more health coverage plans and to actively seek and encourage participation in order to achieve the goals of Executive Order 2007-049. This could include State publicly financed public health coverage programs such as *Insure New Mexico!*

**Statewide Price Agreement**

**Article I – Statement of Work**

Under the terms and conditions of this Price Agreement, the using agency may issue orders for items and/or services described herein.

The terms and conditions of this Price Agreement shall form a part of each order issued hereunder.

The items and/or services to be ordered shall be listed under Article IX – Price Schedule. All orders issued hereunder will bear both an order number and this Price Agreement number. It is understood that no guarantee or warranty is made or implied by either the New Mexico State Purchasing Agent or the user that any order for any definite quantity will be issued under this Price Agreement. The Contractor is required to accept the order and furnish the items and/or services in accordance with the articles contained hereunder for the quantity of each order issued.

**Article II –Term**

The term of this Price Agreement for issuance of orders shall be as indicated in specifications.

**Article III –Specifications**

Items and/or services furnished hereunder shall conform to the requirements of specifications and/or drawings applicable to items listed under Article IX - Price Schedule. Orders issued against this schedule will show the applicable price agreement item(s), number(s), and price(s); however they may not describe the item(s) fully.

**Article IV – Shipping and Billing Instructions**

Contractor shall ship in accordance with the instructions of this form. Shipment shall be made only against specific orders which the user may place with the contractor during the term indicated in Article II – Term. The Contractor shall enclose a packing list with each shipment listing the order number, price agreement number and the commercial parts number (if any) for each item. Delivery shall be made as indicated on page 1. If vendor is unable to meet stated delivery the State Purchasing Agent must be notified.

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**Article V - Termination**

The Agency may terminate this Agreement for convenience or cause. The Contractor may only terminate this Agreement based upon the Agency's uncured, material breach of this Agreement. Contractor shall give Agency written notice of termination at least thirty (30) days prior to the intended date of termination, which notice shall (i) identify all the Agency's material breaches of this Agreement upon which the termination is based and (ii) state what the Agency must do to cure such material breaches. Contractor's notice of termination shall only be effective (i) if the Agency does not cure all material breaches within the thirty (30) day notice period or (ii) in the case of material breaches that cannot be cured within thirty (30) days, the Agency does not, within the thirty (30) day notice period, notify the Contractor of its intent to cure and begin with due diligence to cure the material breach. Termination of this Contract, however, shall not affect any outstanding orders. This provision is not exclusive and shall not waive other rights and remedies afforded either party in the event of breach of contract or default. In such instances the contract may be cancelled effective immediately.

**Article VI – Amendment**

This Price Agreement may be amended by mutual agreement of the New Mexico State Purchasing Agent or his/her designee and the Contractor upon written notice by either party to the other. An amendment to this Price Agreement shall not affect any outstanding orders issued prior to the effective date of the amendment as mutually agreed upon, and as published by the New Mexico State Purchasing Agent or his/her designee. Amendments affecting price adjustments and/or the extension of a price agreement expiration date are not allowed unless specifically provided for in the bid and price agreement specifications.

**Article VII – Issuance or Orders**

Only written signed orders are valid under this Price Agreement.

**Article VIII – Packing (if applicable)**

Packing shall be in conformance with standard commercial practices.

**Article IX – Price Schedule**

Prices as listed in the price schedule hereto attached are firm.

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Establish a Statewide Price Agreement based on GSA Contract # **GSA Contract 47QTCA21D0056 - MAS for IT Professional Services or Products.**

This Price Agreement may be extended if the GSA Contract is extended, upon approval of all parties.

Contract orders shall be issued only to vendor(s) shown under this Price Agreement. Prices shall be equal to or less than the price stipulated under the above listed GSA Contract.

Agencies must verify that items being purchased, rented, etc., are listed on the above referenced GSA. Only those items listed may be placed on contract orders under this Price Agreement. A complete copy of the GSA catalog must be retained by the using agency for auditing purposes. Trade-ins are not allowed under this Price Agreement.

Vendors under this Price Agreement are required to furnish a complete copy of the GSA catalog to the using agency upon request. Vendors must certify upon request that only those products, supplies or services accepted by the federal government are included in GSA price list.

State and local government catalogs are not acceptable.

Note: all terms and conditions established in the referenced GSA and by the New Mexico State Purchasing Agent shall prevail.

The Contractor agrees to provide a utilization report to the agreement administrator in accordance with the following schedule:

<b>Quarter:</b>	<b>Period Ending:</b>	<b>Report Due Date:</b>
First	September 30	October 30
Second	December 31	January 31
Third	March 31	April 30
Fourth	June 30	July 31

Sample Reports can be found at:

<http://www.generalservices.state.nm.us/statepurchasing/resourcesandinformation.aspx#Vendors>

Email completed reports to: [GSD.QuarterlyUsageR@gsd.nm.gov](mailto:GSD.QuarterlyUsageR@gsd.nm.gov)

The quarterly report shall include the gross total sales for the period subtotaled by procuring agency name. The report shall be accompanied with a check payable to the State Purchasing Division for an amount equal to three quarters of one percent (**0.75%**) of the total sales for the period.

This agreement is not intended to be used to procure "Open Market" items.

<b>Item</b>	<b>Approx. Qty.</b>	<b>Unit</b>	<b>Article and Description</b>	<b>Unit Price</b>
1	1	Ea.	<b>MAS for IT Professional Services or Products</b>	

<https://www.gsaelibrary.gsa.gov/ElibMain/contractorInfo.do?contractNumber=47QTCA21D0056&contractorName=REAL+TIME+SOLUTIONS+INC&executeQuery=YES>

**\*\*\* 1 Item Total \*\*\***

**\*\* Please see Attachment A for GSA Price List \*\***

**Certificate Of Completion**

Envelope Id: E5C4E38B6F74428DBCE319D2BC3178EE	Status: Completed
Subject: Please DocuSign: 40-00000-24-00049 -GSA_MAS ITPS	
Source Envelope:	
Document Pages: 6	Signatures: 1
Certificate Pages: 5	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Theresa Mendibles
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	Theresa.Mendibles@gsd.nm.gov
	IP Address: 164.64.62.10

**Record Tracking**

Status: Original	Holder: Theresa Mendibles	Location: DocuSign
1/11/2024 9:39:20 AM	Theresa.Mendibles@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: GSD	Location: DocuSign

**Signer Events**

Signer Events	Signature	Timestamp
Natalie Martinez	<i>NM</i>	Sent: 1/11/2024 9:46:18 AM
Natalie.Martinez1@gsd.nm.gov		Viewed: 1/11/2024 12:26:06 PM
Deputy Director		Signed: 1/11/2024 12:26:13 PM
New Mexico General Services	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 164.64.62.10	

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Theresa Mendibles	<i>TM</i>	Sent: 1/11/2024 12:26:14 PM
theresa.mendibles@gsd.nm.gov		Viewed: 1/11/2024 1:44:46 PM
GSD IT PROCUREMENT SPECIALIST		Signed: 1/11/2024 1:44:51 PM
New Mexico General Services	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 164.64.62.10	

**Electronic Record and Signature Disclosure:**  
Accepted: 6/1/2020 5:55:33 PM  
ID: a1931c7b-74ec-4e14-aa46-8324a6999adc

Dorothy Mendonca		Sent: 1/11/2024 1:44:52 PM
dorothy.mendonca@gsd.nm.gov		Viewed: 1/11/2024 2:07:18 PM
SPD Division Director / State Purchasing Agent		Signed: 1/11/2024 2:07:22 PM
General Services Department	Signature Adoption: Uploaded Signature Image	
Signing Group: 35000 - State Purchasing Agent	Using IP Address: 164.64.62.10	
Security Level: Email, Account Authentication (None)		

**Electronic Record and Signature Disclosure:**  
Accepted: 4/14/2023 7:24:59 AM  
ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp

<b>Certified Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Carbon Copy Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Witness Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Notary Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
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Envelope Sent	Hashed/Encrypted	1/11/2024 9:46:19 AM
Certified Delivered	Security Checked	1/11/2024 2:07:18 PM
Signing Complete	Security Checked	1/11/2024 2:07:22 PM
Completed	Security Checked	1/11/2024 2:07:22 PM

<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
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<b>Electronic Record and Signature Disclosure</b>
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

### **A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)**

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

## **B. Obtaining paper copies**

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

## **C. Withdrawing your consent**

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

## **D. Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

## **E. All notices and disclosures will be sent to you electronically**

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

## **F. How to contact GSD:**

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us)

## **G. To advise SPD of your new email address**

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of such request you must include your previous and new email addresses.

## **H. To request paper copies from SPD**

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

## **I. To withdraw your consent with SPD**

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your request state your email address, full name, mailing address, and telephone number.

## **J. Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

## **K. Acknowledging your access and consent to receive and sign documents electronically**

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.



Attachment A

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

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

**SCHEDULE TITLE: Multiple Award Schedule**  
**FSC Group: Information Technology**  
**CONTRACT NUMBER: 47QTCA21D0056**  
**CONTRACT PERIOD: February 10, 2021, to February 9 2026**  
**Modification Number: PS-004 effective 12/15/2021**



Real Time Solutions

**CONTRACTOR:** **Real Time Solutions, Inc.**  
2101 Mountain Rd. NW, Suite A  
Albuquerque, NM 87104  
Phone number: 505-830-0414  
Fax number: N/A  
E-Mail: [sales@rtsolutions.com](mailto:sales@rtsolutions.com)  
Website: [www.rtsolutions.com](http://www.rtsolutions.com)

**CONTRACTOR'S ADMINISTRATION SOURCE:** Steve Schroeder, President  
2101 Mountain Rd. NW, Suite A  
Albuquerque, NM 87104  
Phone number: 505-830-0414  
Fax number: N/A  
E-Mail: [Steve@rtsolutions.com](mailto:Steve@rtsolutions.com)

**BUSINESS SIZE:** Small Business  
SBA Certified Small Disadvantaged Business



**CUSTOMER INFORMATION:**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<b>SINs</b>	<b>DESCRIPTION</b>
541511	Web Based Marketing
54151S	IT Professional Services
541810	Advertising Services
OLM	Order Level Materials

**1b. LOWEST PRICED MODEL NUMBER AND UNIT PRICE FOR EACH SIN:**

(Government net price based on a unit of one)

**See Page 4**

**1c. HOURLY RATES (Services only):**

**See Page 4**

**2. MAXIMUM ORDER\*:**

<b>SIN</b>	<b>Maximum Order</b>
541511	\$500,000.00
54151S	\$500,000.00
541810	\$500,000.00
OLM	Order Level Materials

NOTE TO ORDERING ACTIVITIES: \*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

**3. MINIMUM ORDER: \$100.00**

**4. GEOGRAPHIC COVERAGE:**

541511	48 contiguous states and the District of Columbia
54151S	48 contiguous states and the District of Columbia
541810	48 contiguous states and the District of Columbia
OLM	48 contiguous states and the District of Columbia

**5. POINT(S) OF PRODUCTION:** Same as Contractor Address.

**6. DISCOUNT FROM LIST PRICES:** GSA Net Prices are shown in the below GSA Pricelist. Negotiated discounts have been applied and the IFF has been added.

**7. QUANTITY DISCOUNT(S):** 1% > \$50,000

**8. PROMPT PAYMENT TERMS:** "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions." Net 30 days

**9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.**

**9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.**

**10. FOREIGN ITEMS:** N/A



- 11a. **TIME OF DELIVERY:** Contact Contractor
- 11b. **EXPEDITED DELIVERY:** Contact Contractor
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Overnight and 2-day delivery are available. Contact the Contractor for rates.
- 11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
- 12. **FOB POINT:** Destination
- 13a. **ORDERING ADDRESS:** Same as Contractor Address.
- 13b. **ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. **PAYMENT ADDRESS:** Same as Contractor Address.
- 15. **WARRANTY PROVISION:** Contact Contractor
- 16. **EXPORT PACKING CHARGES:** Not Applicable
- 17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any thresholds above the micro purchase level may be inserted by contractor)
- 18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
- 19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
- 20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
- 21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
- 22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
- 23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for Electronic and Information Technology (EIT):** Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): [www.Section508.gov/](http://www.Section508.gov/). As Applicable.
- 25. **DUNS NUMBER:** 07-874-9688 **CAGE CODE:** 6YXT9
- 26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database.



## Authorized Price List and Labor Descriptions

SIN	GSA Title	Description	GSA Rate	Education	Experience (in years)
541810	Content Specialist	Capability to develop content products in support of strategic marketing and communications programs including but not limited to speeches, brochures, conference materials, websites, technical reports, advertising copy, magazine articles, op-ed pieces, presentations, research studies, social media content, and program evaluations.	\$220.00	Bachelors	5
541511	Creative Media Director	The Creative Director translates our client's visions into engaging and innovative experiences. He/she facilitates preeminent, specialty events by orchestrating the work of a highly talented team with skills and expertise related to design. The Creative Director works closely with our executive leadership and design teams to develop ideas, conceptualize designs, create client presentations, and foster new business. The Creative Director will have the ability to not only lead creative elements, but also to work and communicate effectively within a multi-disciplinary team environment. This role will manage and lead the advocacy graphic design team by managing design requests and project workflow and will be responsible for hands-on creation of print and digital engagement resources for the agency and its affiliated brands. Manage large-scale projects, tight deadlines, and high volumes of work.	\$185.00	Bachelors	5
541810	Customer Support Specialist	Manages the customer service process at an organization. Under general supervision, plans and provides Information Systems or Automated Data Processing, end-user training on computer hardware, application software, earth observation solutions and new systems or training on business process improvements and other procedures. Works with the Learning Developer to prepares routine training materials, including training manuals and handouts. Trains users and staff personnel by conducting formal classroom courses, webinars, workshops and seminars. Ensures customers understand the theoretical and practical aspects of subject material being taught and evaluates the effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required task.	\$100.00	Bachelors	5



541511	Customer Support Specialist	Manages the customer service process at organization. Under general supervision, plans and provides Information Systems or Automated Data Processing, end-user training on computer hardware, application software, earth observation solutions and new systems or training on business process improvements and other procedures. Works with the Learning Developer to prepares routine training materials, including training manuals and handouts. Trains users and staff personnel by conducting formal classroom courses, webinars, workshops and seminars. Ensures customers understand the theoretical and practical aspects of subject material being taught and evaluates the effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required task.	\$100.00	Bachelors	5
54151S	Customer Support Specialist	Manages the customer service process at organization. Under general supervision, plans and provides Information Systems or Automated Data Processing, end-user training on computer hardware, application software, earth observation solutions and new systems or training on business process improvements and other procedures. Works with the Learning Developer to prepares routine training materials, including training manuals and handouts. Trains users and staff personnel by conducting formal classroom courses, webinars, workshops and seminars. Ensures customers understand the theoretical and practical aspects of subject material being taught and evaluates the effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required task.	\$100.00	Bachelors	5
54151S	Database Administrator	Under general direction, implements, monitors, and reorganizes databases, codes, tests, implements and maintains database architectures. Executes utility requirements such as reorganization, back-up, and recovery for all GIS projects along with the software and web development application. Analyzes and resolves database system production problems. Analyzes user requirements and statistics, and participates in database design and performance evaluation reviews. May be involved in the data modeling process. Assists in development of database projects. Assists with database design, installation, and	\$185.00	Bachelors	5





		conversion. Manages backup and recovery procedures, access security, database integrity, physical data storage design and management. Maintains database performance standards. Consults with user management to ensure that problems are properly identified and solved to meet requirements. Manages and executes security concepts associated with this position.			
541810	Design Specialist	Capability to develop multimedia design products in support of strategic marketing and communications programs including but not limited to conference materials, advertisements, websites, publications, animation, videos, presentations and social media platforms	\$175.00	Bachelors	5
54151S	Graphic Designer	Creates publication cover designs and computer-generated illustrations and graphics including tables, charts, logos and other artwork. Performs page layout for technical documents, newsletters, brochures, posters and other types of documents. Design and layout of electronic materials. Carrying design and web projects from concept to completion while adhering to the brand standards Maintaining and enhancing websites by adding and improving design and interactive features. Ensuring the coding standards are met; optimizing the web architectures for navigability and accessibility, and ensuring the website and databases are being backed up. Designer also uses information gathered from earth observation solutions to create graphics to be included within the project. Relies on experience and judgment to plan and accomplish goals. Communicating scenarios, end-to-end experiences, interaction models, and screen designs with other members of the team. Developing and maintaining design wireframes and specifications of best practices to share with design team as new projects begin. Supports graphic development for GIS projects. Develops original Information Technology multimedia concepts, overseeing direction of the development and delivery of multimedia products. Leads graphics teams in the development of innovative graphics.	\$85.00	Bachelors	5
54151S	Junior Technology Architect	Apply management techniques to plan, manage/control, and close out IT projects as well as GIS projects throughout the entire systems engineering lifecycle. They apply best practices to develop IT project plans	\$200.00	Bachelors	5



		<p>and schedules and identify and mitigate risk. They align IT systems with mission and user needs. They manage high-risk projects with multiple releases. They provide guidance and direction to technical teams. They have the industry perspective to identify technology trends and determine ways to apply them to customer problems. They serve as the manager and administrator for program efforts. They may serve as the secondary interface (following the CTO) and point of contact with government program authorities and representatives on program issues. Designs Intranet/Internet/Extranet architectures and develops implementations plans; administration activity; i.e., hardware, security, firewalls. Implements security architecture using LDAP, SSL and firewalls. Installs, configures and maintains all Intranet/Internet/Extranet tools, databases and features; provides support to e-commerce and other systems. Implements server design, development, and operation as well as analyze and develop requirements for hardware sizing/capacity, data validation, security and integration points to other applications.</p>			
54151S	Learning Developer	<p>Serves as trainer for classes and develops training (job) aids on demand, and a training developer/designer and designs/develops courses and training syllabuses. Trainings are specialized for all geospatial projects along with specialized trainings for all IT professional services provided to the client. Provide feedback from training experiences for the purpose of improving the training curriculum for greater client success. Functional Responsibilities: Apply best practice instructional design principles to design new training resources for enhance existing training resources. Develop/enhance training resources based on training requirements and incorporating subject matter expertise from project stakeholders. Assess and analyze the effectiveness of all current reviewer and staff training offerings in terms of meeting training objectives.</p>	\$75.00	Bachelors	2
541810	Marketing Specialist	<p>Capability to develop strategic marketing plans and/or marketing materials in support of outreach and communications programs. Capability to advise customer leadership on broad range of marketing strategy and outreach and communication policy.</p>	\$225.00	Bachelors	10



541511	Media Director	Functional Responsibility: Act as the key relationship manager and media relations lead in a dynamic and fast paced work environment. Set and deliver on PR plans and strategies, in coordination with corporate communications and marketing. Manage media interviews, draft press releases, talking points, Q&A, key message documents, and conduct internal and external briefings Research, develop and pitch story ideas and angles. Partner with company SMEs to access content and unique perspectives, while developing messaging tailored towards promoting business initiatives with various target audiences.	\$225.00	Bachelors	10
541810	Production Manager	Capability to manage complex strategic marketing and communication contracts consisting of multiple task areas. Monitors progress, costs, staffing, and compliance according to contract terms and conditions.	\$320.00	Bachelors	10
54151S	Production Manager	Designs, plan and implement business strategies, plans and procedures that transition over into the development of all software and web development projects including but not limited to GIS services and web/software applications. While working with the Project Manager the production manager sets comprehensive goals for the growth and success for all projects. Establishing policies and procedures that promote company culture and vision that is poured over to each project submitted. Lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs. Gather user requirements based on a communicable understanding of diverse audience groups. Define and get stakeholder buying for product definition and delivery approach Create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way. Interpret user research in order to make the correct product decisions, noting that users do not always know what they want. Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services. Underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data. Communicate	\$225.00	Bachelors	10



		credibly with a wide range of digital delivery disciplines and talent			
541511	Project Director	Functional Responsibility: The Project Director will ensure that the systems and processes in place continue to operate well. This position gives strategic direction, encouragement and coaching to all staff to work together towards the fulfillment of the agency mission and vision. Experience as a high-caliber facilitative leader with robust business acumen to fulfill the fiduciary, human resource and operational management.	\$185.00	Bachelors	5
54151S	Project Manager	The Project Manager serves as the contractor's single contract manager and communicates directly with government management personnel and ordering agency representatives. The project manager has the ability to communicate orally and in writing a broad range of technical and specialized information to a variety of audiences. The PM Provides working level support and makes day-to-day decisions in support of successful progress and project completion. Provides project goals, strategies and overall work plans. Typically, is the final level of approval for the company on technical issues within the GIS project or web/software application project. Performs work with broad authority concerning general project and business unit goals. Assumes responsibility for all personnel assigned to project teams. Advises and assists employees in their activities in supporting delivery order requirements.	\$175.00	Bachelors	5
54151S	Senior Software Developer	Leads a software and GIS team in modifying existing software to correct errors, allow it to adapt to new hardware, or to improve its performance or develops new software. Develop Geospatial software for all platforms. Analyzes user (or multiuser) needs and software requirements to determine feasibility of design within time and cost constraints. Developing the primary functionality for the application. Multitouch software development includes, strategic planning, UX, UI (User Experience, User Interface). Develops and directs software system testing and validation procedures, programming, along with documentation. Checks work of other programmers in the development team. Participates in meetings directly with the project manager and client to achieve goals	\$150.00	Bachelors	10



		of the project. Provides strategic planning and overall clarity of the approach and the direction to the development team. Leads the design, code review, tests & debugging of application. Formulates specifications for the programming application. Assists in all aspects of the programming to ensure a smooth and cohesive application / end result. Coordinates software system installation and reviews hardware platform(s) to ensure specifications are met. Responsible for project completion.			
54151S	Senior Systems Analyst	This individual may be responsible for or work in conjunction with a center of competency or excellence, such as: program/project management office, business development, quality assurance and control, capacity planning and operations, financial planning and management, human resources, enterprise resource planning, functional or technical implementation and/or support or learning management, etc. This individual may be responsible for managing and directing information strategy and business analysis/development, proposals and offerings, tools and techniques, training and/or operational processes for an organization, or the individual may work independently as a consultant. The systems analyst works directly with all GIS projects as well as software and web application development. In correlation to the GIS projects the Senior Systems Analyst does the following: Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents and is a steward on the requirements of business systems, especially non-spatial systems and how they integrate with spatial systems. Defines scope and objectives, and creates system specifications that drive system development and implementation. Incumbents function as a liaison between IT and users and have both business and technical expertise. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.	\$195.00	Bachelors	10
54151S	Software Developer	Modifies existing software to correct errors, allow it to adapt to new hardware, or to improve its performance or develops new software. Modification also encompasses our GIS projects. Testing and maintenance	\$125.00	Bachelors	5



		of software application. Direct software programming and development of documentation. Development of software user manuals. Consult with project manager on project status, proposals, or technical issues, such as software system design or maintenance. Resolves problems and responds to suggestions for improvements with the software. Monitors functioning of equipment to ensure system operates in conformance with specifications. Coordinate installation of software system. Advises clients about or perform maintenance of software system. May trains clients to use new or modified equipment. Develop geospatial software for desktop, web, cloud, database, or mobile solutions. Support and installation of software applications/operating systems.			
54151S	Technology Architect	Responsible for planning and managing the full lifecycle of information technology programs in reference to earth observation solutions (GIS) and software and web development. They plan programs including schedule/milestones, identify, assign, and manage resources, identify and mitigate program and technical risk, manage issues, and deliver high quality systems on time and within budget. They manage requirements analysts, systems engineers, technology subject matter experts, and systems administrators throughout the program lifecycle. They work closely with managers and technology leaders to identify mission, user, and system needs and trace these through the lifecycle to verify that the needs and requirements are met by technology solutions. Provides supervision, person designs Intranet/Internet/Extranet architectures and develops implementations plans; administration activity; i.e., hardware, security, firewalls. Implements security architecture using LDAP, SSL and firewalls. Installs, configures and maintains all Intranet/Internet/Extranet tools, databases and features; provides support to e-commerce and other systems. Implements server design, development, and operation as well as analyze and develop requirements for hardware sizing/capacity, data validation, security and integration points to other applications.	\$250.00	Bachelors	10
54151S	Tester	Performs assignments in the testing area for earth observation solutions and web/software applications, when provided	\$75.00	Bachelors	2



		<p>specific objectives and standards. Establishes and uses appropriate business management information feedback systems to review, control, and report on assigned projects. Applies knowledge and experience of test and evaluation in the design, planning, execution and analysis phases of test programs to assess the performance of the systems, subsystems, and equipment. Develops, publishes, and implements test plans. Writes/maintains test automation.</p>			
54151S	Web Developer	<p>Determines customer requirements into internet web and translates applications requirements into the design of complex web sites and or GIS application, including integrating web pages and applications to serve either as stand-alone sites or as the front end to web-based applications. Applies new and emerging technologies to the site development process. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Knowledgeable in web development methodology.</p>	\$85.00	Bachelors	5