

International Facility  
Management Association:

# Credentials and Training for Facility Management Professionals

General Services Administration  
Authorized Federal Supply Schedule Price List

Multiple Award Schedule

PROFESSIONAL SERVICES SCHEDULE (PSS)  
FSC GROUP: 00CORP

**CONTRACT NUMBER: GS-02F-0133V**  
June 15, 2009 through June 14, 2029

# Capability Statement

## IFMA's Core Competencies of Facility Management

- ▶ **Communication** Develop the skills you need to be an effective liaison between external and internal stakeholders.
- ▶ **Risk Management** Address the role of the Facility Manager in supporting or leading risk management planning; emergency preparedness, response and recovery; facility resilience and business continuity.
- ▶ **Facility Information Management & Technology Management** Understand how to leverage modern tools and techniques for today's workplaces and occupants.
- ▶ **Occupancy and Human Factors** Grow your ability to support organizational and individual occupant performance, while leading the FM team to develop and implement practices necessary to achieve success.
- ▶ **Real Estate** Understand real estate principles and practices and how they contribute to achieving the core business strategy.
- ▶ **Performance and Quality** Define and make relevant what it means to capture fitness for the intended purpose, embrace a continuous improvement mindset, and satisfy stakeholders' needs.
- ▶ **Sustainability** Define the basics of five areas of sustainability and make relevant what it means to embrace sustainability.
- ▶ **Finance & Business** Address the role of the Facility Manager in supporting the administration of the financial management of the FM organization, procurement and finances associated with contracts.
- ▶ **Leadership & Strategy** Learn to be effective in leading the organization by providing guidance to staff and service providers and influence the decisions and attitudes of leaders, occupants, government officials, suppliers, community leaders and business partners.
- ▶ **Operations & Maintenance** Develop a working knowledge of building systems, structure, interiors and exteriors and grounds so the facility and all its required systems function efficiently, reliably, safely, and securely and in a manner consistent with existing regulations and standards.
- ▶ **Project Management** Understand how project management increases the capabilities of facility managers and how the facility manager determines their optimal role on a given project.

### PAST PERFORMANCES

- ▶ Bureau of Overseas Building Operations
- ▶ United States Air Force
- ▶ NAVFAC
- ▶ National Park Service
- ▶ NASA
- ▶ Social Security Administration
- ▶ Chugach Government Solutions
- ▶ Federal Aviation Administration

### DIFFERENTIATORS

- ▶ More than 40+ years of supporting the FM profession.
- ▶ IFMA holds the ANAB Accreditation for our globally recognized credentialing programs.
- ▶ IFMA training and credential programs are consistently updated to reflect changes to FM job roles, what facility professionals need for success and determine the performance standards against which FMs should operate or be measured on.
- ▶ White-glove support: Our team supports your team in achieving their learning goals.
- ▶ Flexibility: Our training is accessible online 24/7 and built to work with the busiest schedules.
- ▶ Performance tracking: Keep track and gain insights into team performance within the training programs.
- ▶ Proven experience helping organizations train large teams or departments.

# Path Finding









## IFMA's Professional Development

Your path to FM mastery is so clear it even comes with a roadmap. Follow the path to earn more professional recognition and relevance.

**Not sure where to start?** Take our [Career Compass](https://www.ifma.org/career-compass) at ifma.org.

### ▼ Skill Level/Course

### ▼ Eligibility & Requirements

 <p><b>Master</b></p> 	<p><b>Who</b> Experienced professionals who meet eligibility requirements</p> <p><b>What</b> Demonstrate mastery of core competencies through knowledge and experience</p>
 <p><b>Authority</b></p> 	<p><b>Who</b> Facility professionals with a strong foundation of FM knowledge</p> <p><b>What</b> Implement sustainable practices with any facility, regardless of age</p>
 <p><b>Proficient</b></p> <p><b>IFMA's CORE Competency Courses</b></p>	<p><b>Who</b> Facility professionals who want to round out their skills across the FM body of knowledge</p> <p><b>What</b> Complete your understanding of all core competencies of FM</p>
 <p><b>Skilled</b></p> 	<p><b>Who</b> Individuals seeking to gain knowledge of standards and best practice*</p> <p><small>*Typically FMP learners have at least one year of FM experience</small></p> <p><b>What</b> Gain knowledge in four foundational competencies</p>
 <p><b>Beginner</b></p> 	<p><b>Who</b> New to FM or FM-adjacent role</p> <p><b>What</b> Gain high-level understanding of the role of a facility manager</p>

## GSA Pricing IFMA's Self-Study Courses

# Certified Facility Manager® (CFM®)



Find customer or PO information at the end of this document.

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>Certified Facility Manager® (CFM®) – Application Fee</b> <i>Must be approved by credentialing manager before purchasing.</i> CMP-CFM-APP Fee Application to Apply for the CFM® Credential	\$568	N/A	N/A
611430	<b>Certified Facility Manager® (CFM®) – Application/Exam Fee – Retake</b> <i>Only available to individuals who have taken but not passed the exam within 12 months.</i> CMP-CFM-APP Fee Application to Apply for the CFM® Credential	\$255	N/A	N/A
611430	<b>Certified Facility Manager® (CFM®) – Recertification Fee</b> CMP-CFM-RECERT-FEE The CFM® certification needs to be maintained every 3 years. The recertification fee is to submit the recertification form and demonstrate maintenance of knowledge and practice in the profession.	\$203.72	N/A	N/A
611430	<b>CFM® Virtual Prep Workshop</b> TC-VCMPW Are you ready to sit for the CFM® Exam? This virtual-led workshop is four hours, spread over two mornings (2 sessions), review the overall methodology of the CFM® Exam and practice applying critical thinking skills to your FM knowledge, using sample questions in a simulated competency-based exam.	\$300	4 Hours	20 Participant Minimum
611430	<b>IFMA's CFM® Practice Exam</b> TC-CFMPE2019 The CFM® Practice Exam is for candidates of IFMA's Certified Facility Manager® (CFM®) certification. The practice exam is intended to give candidates an idea of what to expect in terms of the type of exam questions and the experience of taking a computer-based exam.	\$95	N/A	1 Participant Minimum
611430	<b>NEW IFMA's Virtual CFM® Knowledge Workshop Bundle + Virtual CFM® Prep Workshop</b> TC-7CC-BN-PLUS IFMA's Virtual CFM® Knowledge Workshop Bundle + Virtual CFM® Prep Workshop. Build your knowledge base and prepare for the CFM® Exam with the 7 core competencies of facility management bundle with the virtual CFM® Prep Workshop. Includes IFMA's 7 core competencies: Communications, Occupancy & Human Factors, Information Management and Technology Management, Performance & Quality, Real Estate, Risk Management, Sustainability. Combined with 90 minute weekly live sessions led by IFMA Qualified Instructor. You will receive a high-level summary of each chapter, including real-world examples from instructors.	\$1,965	62 Hours	1 Participant Minimum

## GSA Pricing IFMA's Self-Study Courses

# Sustainability Facility Professional® (SFP®)

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>IFMA's Sustainability Facility Professional® (SFP®)</b> IFMA22-SFP-BN IFMA's Sustainability Facility Professional® (SFP®) is an assessment-based certificate program delivering a specialty credential in sustainability. It's also an opportunity for FMs with an interest in efficiency, data-driven decision-making and sustainable practices. By earning your SFP® designation, you will develop and gain recognition for your expertise in sustainable FM practices while impacting your organization's economic, environmental and social bottom lines.	\$1,100	N/A	1 Participant Minimum
611430	<b>NEW IFMA's Sustainability Facility Professional® (SFP®) Book Upgrade</b> IFMA22-SFP-BN-BK Optional printed books for the SFP® program.	\$180	N/A	N/A



## GSA Pricing IFMA's Self-Study Courses

### Core Competency Courses

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>IFMA's Communication Course</b> TC-IFMA20_CC_COM The goal of the communication course is to review, discuss, and explain the fundamental knowledge and skills a facility manager needs to be an effective and efficient communicator. This applies to formal and informal interaction. Such competence enables the facility manager to: <ul style="list-style-type: none"> <li>• Prepares and deliver messages to achieve the intended result.</li> <li>• Develop, manage, or oversee the facility management communication plan.</li> <li>• Improve positive visibility of the FM function to all stakeholders.</li> <li>• Communicate effective and appropriately with senior management.</li> <li>• At the end of this course, participants will be able to:</li> <li>• Create and deliver the right message for the intended result</li> <li>• Develop an FM communication plan</li> <li>• Identify and share relevant information to the appropriate audience</li> </ul>	\$195	4 Hours	1 Participant Minimum
611430	<b>IFMA's Occupancy and Human Factors Course</b> TC-IFMA20_CC_OHF One of the largest cost component during the facility life cycle is the salaries and benefits of occupants. When considered with this perspective, FM practices that support the productivity of people, organizational effectiveness, and minimize risk and liability is critical to the success of the demand organization. The competency, Occupancy and Human Factors, addresses the people element in the FM model. This course focuses on employee engagement and culture and crafting workplace experiences that reinforce the demand organization's value proposition. Facility managers demonstrate competency in Occupancy and Human Factors by mastering the knowledge and skills necessary to: <ul style="list-style-type: none"> <li>• Support organizational and individual occupant performance.</li> <li>• Provide a quality workplace environment which includes occupant services, health, safety and security.</li> <li>• Develop and implement practices that support the demand organization's performance.</li> </ul> After completing this course, participants will be able to: <ul style="list-style-type: none"> <li>• Articulate what Occupancy and Human Factors mean to a facility manager.</li> <li>• Identify best practices as they relate to Occupancy and Human Factors.</li> <li>• Interpret the occupancy health and safety management system described in ISO 45001.</li> <li>• Evaluate and provide occupant services, manage the services, and meet the safety and security needs of a facility's occupant in accordance with the Occupancy and Human Factor competency.</li> </ul>	\$195	6 Hours	1 Participant Minimum

## Core Competency Courses

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<p><b>IFMA's Performance and Quality Course</b></p> <p>TC-IFMA20-CC-PQ IFMA's Performance and Quality Core Competency course will help facility managers to develop a "systems thinking" perspective and provide critical insights that apply to quality-related FM practices. Many performance and quality management techniques and practices described in this course have been around for years. The course brings them together and provides a comprehensive toolbox specific to facility management. After completing the course, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Work with their stakeholders to understand the needs and expectations for the facility and related service requirements.</li> <li>• Understand and document the processes used to deliver these services.</li> <li>• Measure the performance of the facility management (FM) organization and service providers to make continual improvements.</li> <li>• Understand and describe what comprises a comprehensive Facility Management Quality System.</li> <li>• Use the basic quality tools and basic statistical tools for better analysis of data with a quality system.</li> </ul>	\$195	8 Hours	1 Participant Minimum
611430	<p><b>IFMA's Risk Management Course</b></p> <p>TC-IFMA20-CC-RM Risk management has become a critical component of strategic management. It is the way an organization can live with the uncomfortable reality of risk. The facility manager's role in risk management is to understand the vulnerabilities of the organization's structures and infrastructure and balance the critical nature of the demand organization's mission and functions against the possible occurrence and impact of a risk event. IFMA's Risk Management course will prepare facility managers to support their organization's risk management strategies for building a resilient organization. Facility managers demonstrate competency in Risk Management by mastering the knowledge and skills necessary to:</p> <ul style="list-style-type: none"> <li>• Identify human and physical assets that would be at risk should a threat occur.</li> <li>• Assess and evaluate the level of vulnerability should a threat occur.</li> <li>• Prioritize the severity of each occurrence.</li> <li>• Prepare a plan to mitigate as much risk as possible.</li> </ul> <p>On completion of this course, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Evaluate the facility risks that could disrupt, compromise, or cause a failure of the demand organization and provide valuable input into risk management strategies to support the continuity of the business.</li> <li>• Support the demand organization's need for development, testing, and maintenance of a business continuity plan.</li> <li>• Develop a Risk Management plan for FM operations that align with organizational strategy.</li> <li>• Train FM staff in their roles and responsibilities in the event of a business interruption.</li> <li>• Detail the resources required to support the facilities aspect of business continuity and plan for the provision of those resources in an emergency.</li> </ul>	\$195	5 Hours	1 Participant Minimum

## Core Competency Courses

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<p><b>IFMA's Sustainability Course</b></p> <p>TC-IFMA20-CC-SUS An organization today is judged not just on the basis of the quality of the goods and services it produces but also on the care it shows people (both inside and outside the organization) and the environment. Additionally, many global drivers are pushing sustainability to the forefront of business, government and social conversations throughout the world. These drivers include:</p> <p>Awareness of the finite nature of resources available to support a steadily growing world population.</p> <p>Increasing use by governments of incentives and penalties to change corporate and individual behavior.</p> <p>Speed and breadth of information that have placed every organization under a microscope of public opinion about what constitutes acceptable corporate behavior.</p> <p>As business leaders step up the corporate response to the sustainability agenda, facility managers are increasingly being asked to deliver support service that is broader and deeper than ever before. Sustainable development, as a concept, forces organizations to shift their focus from short term to long term. Facility management is a vital function, a service that supports the people who deliver the core business and is essential to the demand organization's aspirations for corporate social responsibility.</p> <p>After completing this course, participants will be able to discuss the following concepts as they relate to sustainability and FM:</p> <ul style="list-style-type: none"> <li>• Energy management</li> <li>• Water management</li> <li>• Materials and consumable management</li> <li>• Waste management</li> <li>• Workplace and site management</li> </ul>	\$195	5 Hours	1 Participant Minimum
611430	<p><b>IFMA's Real Estate Course</b></p> <p>TC-IFMA20-CC-RE Facilities represent a large part of any organization's assets – whether small or large, incorporated or unincorporated, public or private, profit or not-for-profit, domestic or international. There are many significant costs, risks and opportunities associated with owning and leasing facilities. Facility Managers need to understand the principles and practices of real estate and how these contribute to achieving the core business strategies of the demand organization.</p> <p>This Real Estate Core Competency Course examines the interface between real estate decisions, facility management functions and the ability of the demand organization to achieve its goals. Facility managers will learn how to develop and implement a real estate strategy that includes methods to access, acquire, manage and dispose of physical assets.</p> <p>After completing this course, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Develop and implement a real estate strategy to support the core business, including assessing, acquiring, and disposing of real estate, space management.</li> <li>• Understand project management principles for managing new construction and other major projects.</li> </ul>	\$195	6 Hours	1 Participant Minimum



## Core Competency Courses

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>IFMA's Facility Information Management and Technology Management Course</b> TC-IFMA20_CC_TECH Facility technology solutions are evolving at a rapid pace. Facility managers are required to analyze enormous quantities of facility data and to act quickly on the information in support of the demand organization's core business objectives. Today, many of the most essential tools for effective FM are digital, requiring facility managers to develop new knowledge and skillsets to be effective in their roles. IFMA's Facility Information Management and Technology Management Course provides a starting point for facility managers who want to start a dialogue the organization's IT function and other stakeholders and to understand how to leverage modern tools and techniques for today's workplaces and occupants. After completing this course, participants will be able to: <ul style="list-style-type: none"> <li>• Understand secure, efficient data collection supports decision-making processes to meet core business objectives.</li> <li>• Conduct technology needs assessments and anticipate the impact of new technologies.</li> <li>• Understand decisions are made to keep, update, augment, or replace technology.</li> </ul>	\$195	7 Hours	1 Participant Minimum
611430	<b>7 Core Competency Courses Bundle</b> TC-IFMA20_CC_BUNDLE The role of facility management (FM) professionals is growing while simultaneously shifting from an operational to strategic level. Build your knowledge base and get a deeper dive into the core competencies of facility management with individual core competencies bundle. Do you have knowledge gaps in FM that you would like to close? Are you trying to earn the CFM® and want extra study materials to help prepare? Do you want to increase your value to your organization by expanding your areas of expertise? The seven individual competency courses will help you toward achieving your goals. The bundle includes: <ul style="list-style-type: none"> <li>• IFMA's Performance and Quality Course</li> <li>• IFMA's Communications Course</li> <li>• IFMA's Occupancy and Human Factors Course</li> <li>• IFMA's Real Estate Course</li> <li>• IFMA's Sustainability Course</li> <li>• IFMA's Risk Management Course</li> <li>• IFMA's Facility Information Management and Technology Management Course</li> </ul>	\$1,470	41 Hours	1 Participant Minimum
611430	<b>NEW IFMA's 7 Competency Courses Bundle Book Upgrade</b> TC-IFMA20_CC_BUNDLE_BOOK Optional printed books for the 7 Competency Course Bundle. Contains printed content for: Communication, Occupancy and Human Factors, Risk Management, Information Management and Technology Management, Performance and Quality, Real Estate, Sustainability courses.	\$175	N/A	N/A

## Core Competency Courses

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>NEW IFMA's Communications Virtual Workshop</b> TC-VKW-COMM Combined with 90 minute weekly live sessions led by IFMA Qualified Instructor. You will receive a high-level summary of each chapter, including real-world examples from instructors.	\$45	4.5 Hours	1 Participant Minimum
611430	<b>NEW IFMA's Facility Information Management &amp; Technology Management Virtual Workshop</b> TC-VKW-FIMTM Combined with 90 minute weekly live sessions led by IFMA Qualified Instructor. You will receive a high-level summary of each chapter, including real-world examples from instructors.	\$45	4.5 Hours	1 Participant Minimum
611430	<b>NEW IFMA's Occupancy &amp; Human Factors Virtual Workshop</b> TC-VKW-OHF Combined with 90 minute weekly live sessions led by IFMA Qualified Instructor. You will receive a high-level summary of each chapter, including real-world examples from instructors.	\$45	4.5 Hours	1 Participant Minimum
611430	<b>NEW IFMA's Performance &amp; Quality Virtual Workshop</b> TC-VKW-PQ Combined with 90 minute weekly live sessions led by IFMA Qualified Instructor. You will receive a high-level summary of each chapter, including real-world examples from instructors.	\$45	4.5 Hours	1 Participant Minimum
611430	<b>NEW IFMA's Real Estate Virtual Workshop</b> TC-VKW-RE Combined with 90 minute weekly live sessions led by IFMA Qualified Instructor. You will receive a high-level summary of each chapter, including real-world examples from instructors.	\$45	4.5 Hours	1 Participant Minimum
611430	<b>NEW IFMA's Risk Management Virtual Workshop</b> TC-VKW-RM Combined with 90 minute weekly live sessions led by IFMA Qualified Instructor. You will receive a high-level summary of each chapter, including real-world examples from instructors.	\$45	3 Hours	1 Participant Minimum
611430	<b>NEW IFMA's Sustainability Virtual Workshop</b> TC-VKW-SUS Combined with 90 minute weekly live sessions led by IFMA Qualified Instructor. You will receive a high-level summary of each chapter, including real-world examples from instructors.	\$45	4.5 Hours	1 Participant Minimum
611430	<b>NEW IFMA's Leadership &amp; Strategy Virtual Workshop*</b> IFMA19-VFMP-LS Led by IFMA Qualified Instructors, in these 90 minute weekly live sessions you will receive a high-level summary of each chapter, including real-world examples from instructors. Review the chapters for each module ahead of the virtual review and bring your questions to discuss with the instructor and your peers.	\$95	6 Hours	1 Participant Minimum

## Core Competency Courses

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>NEW</b> <b>IFMA's Project Management Virtual Workshop*</b> IFMA19-VFMP-PM Led by IFMA Qualified Instructors, in these 90 minute weekly live sessions you will receive a high-level summary of each chapter, including real-word examples from instructors. Review the chapters for each module ahead of the virtual review and bring your questions to discuss with the instructor and your peers.	\$95	7.5 Hours	1 Participant Minimum
611430	<b>NEW</b> <b>IFMA's Finance &amp; Business Virtual Workshop*</b> IFMA19-VFMP-FB Led by IFMA Qualified Instructors, in these 90 minute weekly live sessions you will receive a high-level summary of each chapter, including real-word examples from instructors. Review the chapters for each module ahead of the virtual review and bring your questions to discuss with the instructor and your peers.	\$95	7.5 Hours	1 Participant Minimum
611430	<b>NEW</b> <b>IFMA's Operations &amp; Maintenance Virtual Workshop*</b> IFMA19-VFMP-OM Led by IFMA Qualified Instructors, in these 90 minute weekly live sessions you will receive a high-level summary of each chapter, including real-word examples from instructors. Review the chapters for each module ahead of the virtual review and bring your questions to discuss with the instructor and your peers.	\$95	7.5 Hours	1 Participant Minimum

*\*What's included in enrollment?*

- Zoom access information to the review course.
- Virtual instruction facilitated by an instructor. (Sessions are not recorded).
- The opportunity for Q&A and follow-up collaboration with the instructor.
- The course flipbook.

*Where do I go to take my quizzes and my final assessment?*

- Your eLearning course that you purchased prior to enrolling in this review course. It is located in your Training Dashboard.

*What is not included in this review course?*

- The eLearning course with the final assessment.
- A certificate of completion is not included. This is just a review course.

## GSA Pricing IFMA's Self-Study Courses

# Facility Management Professional™ (FMP®)

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>IFMA's Facility Management Professional™ (FMP®) Bundle</b> TC-IFMA19-FMP-BN IFMA's Facility Management Professional™ (FMP®) designation is a knowledge-based credential for FM professionals and industry suppliers looking to increase their depth-of-knowledge in the core FM topics deemed critical by employers. By earning the must-have FMP® credential, you will join over 20,000 professionals worldwide who have improved their knowledge, enhanced their skills, and gained immediate credibility with employers, clients and peers. Includes core competencies: Finance & Business, Project Management, Leadership & Strategy, Operations & Maintenance.	\$1,500	56 Hours	1 Participant Minimum
611430	<b>IFMA's Facility Management Professional™ (FMP®) Bundle + Virtual Class</b> IFMA19-FMP-BN-PLUS IFMA's Facility Management Professional™ (FMP®) Bundle with 90-minute instructor-led classes (virtual) facilitated by an IFMA Qualified Instructor. Discussion includes a high-level summary of each chapter, including real-world examples. Opportunity for Q&A and follow-up collaboration with the instructor. These virtual classes will assist you to move through each of the FMP courses in 4-6 weeks.	\$1,595	56 Hours	1 Participant Minimum
611430	<b>IFMA's Facility Management Professional™ Bundle – Book Upgrade</b> TC-IFMA19-FMP-BN-UPG-BK 4 Printed books for the 4 core competencies that make up IFMA's Facility Management Professional™ (FMP®) designation. Includes core competencies: Finance & Business, Project Management, Leadership & Strategy, and Operations & Maintenance.	\$180	N/A	N/A
611430	<b>IFMA's Finance &amp; Business: Learn Essential Finance and Business Practices and how they Integrate with FM</b> TC-IFMA19-FMP-FB Facility managers oversee aspects of the demand organization that represent significant financial investment in technology, buildings, structures, interiors, exteriors and grounds. They are responsible for the oversight, operation and maintenance of the buildings and grounds as well as service contracts. The demand organization may choose to contract for services. Due to the dynamic global environment, finance and business management is a complex undertaking for general management. Finance and business in FM involves: <ul style="list-style-type: none"> <li>• The administration of the financial management of the FM organization</li> <li>• Procurement</li> <li>• Finances associated with contracts</li> <li>• A facility manager's role in each area is shaped by the policies, practices and norms of the organizational environment.</li> </ul>	\$495	15 Hours	1 Participant Minimum

## Facility Management Professional™ (FMP®)

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<p><b>IFMA's Project Management: Confidently Manage Facility Projects from Start to Finish</b></p> <p>TC-IFMA19-FMP-PM Facility managers play a major role on all aspects of project management beginning with planning, scoping, scheduling and evaluating. Project planning and management are core skills in FM. The skills are particularly important because of the wide range of projects assigned to the FM organization. Projects vary in scope, complexity, duration and financial risk. Facility managers' project roles involve planning organizing, delegating, monitoring and controlling projects and ensuring that the interests of the FM organization and its customers are represented throughout the life-cycle of a project. However, a facility manager's role may vary depending on the specifics of the project and his or her capabilities and availability.</p>	\$495	13 Hours	1 Participant Minimum
611430	<p><b>IFMA's Leadership &amp; Strategy: Lead the FM Organization as an Invaluable Decision-Maker</b></p> <p>ITC-IFMA19-FMP-LS Leadership and strategy are tool sets that facility managers can use as appropriate to augment all FM activities. These activities include project management, operations and maintenance and finance and business. Facility managers serve in two leadership roles:</p> <ul style="list-style-type: none"> <li>• First, they must lead the FM organization by providing guidance to staff and service providers.</li> <li>• Second, they must influence the decisions and attitudes of the organization's leaders, occupants, government officials, suppliers, community leaders and business partners.</li> </ul>	\$495	14 Hours	1 Participant Minimum
611430	<p><b>IFMA's Operations &amp; Maintenance: Effectively Manage your Facilities</b></p> <p>TC-IFMA19-FMP-OM The primary role of facility managers is to manage/oversee an operating facility. To do this, facility managers must have a working knowledge of building systems, structure, interiors and exteriors and grounds so the facility and all of its required systems function efficiently, reliably, safely, securely and in a manner consistent with existing regulations and standards. In addition, the various aspects of operations and maintenance (O&amp;M) are constantly changing due to wear or deterioration, new regulations or requirements, operational modifications, occupant expectations, and many other individual but interrelated circumstances. Managing a facility means continually managing change.</p>	\$495	15 Hours	1 Participant Minimum

## GSA Pricing IFMA's Self-Study Courses

# Essentials of FM Series

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>IFMA's Essentials of Facility Management® Series</b> TC-EALL3 Learn the language of FM through the Essentials of Facility Management®, a workshop series to help those who are new to the field of FM. This program is perfect for those just entering the facility management field, or wanting to deepen their knowledge of FM. Included in the program are three workshop series consisting of a total of 10 modules. The content focuses on basic facility management knowledge and concepts. The primary goal of this program is to address the facility manager's role in the tactical planning for scheduling and accomplishing FM tasks.	\$475	40 hours	1 Participant Minimum
611430	<b>IFMA's Introduction to Facility Management</b> TC-EITFM1_3 In this module, facility managers will be introduced to key concepts of facility management that range from the role they play in the organization to the skill sets and competencies required to effectively perform their work.	\$65	4 Hours	1 Participant Minimum
611430	<b>IFMA's Introduction to Operations and Maintenance</b> TC-EOM1_3 In this module, facility managers will be introduced to key concepts of FM operations and maintenance.	\$65	4 Hours	1 Participant Minimum
611430	<b>IFMA's The Basics of Building Systems</b> TC-EOM2_3 In this module, facility managers will receive a general overview of each of the major building systems to identify when building equipment is being serviced properly, and better understand how to manage the personnel who attend the building equipment.	\$65	4 Hours	1 Participant Minimum
611430	<b>IFMA's The Application of Technology in Operations and Maintenance</b> TC-EOM3_3 In this module, facility managers will gain an understanding of software technologies used in FM, including Building Automation Systems (BAS), Energy Management Systems (EMS), Integrated Workplace Management Systems (IWMS) as well as "cloud" and SaaS software applications.	\$65	4 Hours	1 Participant Minimum
611430	<b>IFMA's The Implications of Health and Safety in Managing Buildings</b> TC-EOM4_3 In this module, facility managers will learn how health and safety affect occupants and FM operations, addressing the standards and processes for conducting related risk assessments.	\$65	4 Hours	1 Participant Minimum
611430	<b>IFMA's Supervisory Roles in Facility Work Management</b> TC-EWM1_3 In this module, facility managers will gain an understanding of the facility supervisor's "work management" role in the organization – particularly concerning time and resource management, productivity, decision-making, communication and leadership.	\$65	4 Hours	1 Participant Minimum



## Essentials of FM Series

SIN	Course Title and Description	GSA Price	Length	Participants
611430	<b>IFMA's Applying Work Management to Building Systems</b> TC-EWM2_3 The different types of facility work are discussed along with the various work management programs used to perform work tasks. In addition, key principles of planning and scheduling work are explained. Finally, this workshop covers the basics of metrics and key performance indicators (KPIs) used in facility work management.	\$65	4 Hours	1 Participant Minimum
611430	<b>IFMA's Work Management Tools in Facility Management</b> TC-EWM3_3 In this module, facility managers will explore various work management tools utilized in an FM organization. Addressing the role of productivity in the effective management of facilities, the determination and calculation of productivity metrics is discussed along with the basics of automated work management.	\$65	4 Hours	1 Participant Minimum
611430	<b>IFMA's Managing Contractors in Facility Management</b> TC-EWM4_3 In this module, facility managers will review different types of facility contracts and how to use them to enhance the FM Function, addressing the steps necessary to write a request for proposal and ways to achieve successful partnerships with service providers.	\$65	4 Hours	1 Participant Minimum
611430	<b>IFMA's Managing and Tracking Customer Relations in FM</b> TC-EWM5_3 In this module, facility managers will gain an understanding of how to meet customer expectations and increase client satisfaction, addressing different methods of collecting customer feedback and techniques for processing both positive and negative customer feedback.	\$65	4 Hours	1 Participant Minimum





Online access to contract ordering information, terms and conditions, up-to-date pricing and the option to create an electronic delivery order are available through **GSA Advantage!®**, a menu-driven database system at [GSAAdvantage.gov](https://GSAAdvantage.gov).

## Customer Information

- 1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SIN	Recovery	SIN Title
611430	611430RC	Professional and Management Development Training

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

**Please refer to GSA Pricing Section**

- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate not applicable for this item.

**Please refer to GSA Pricing Section**

2. MAXIMUM ORDER:  
**\$1,000,000.00**

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

4. GEOGRAPHIC COVERAGE (DELIVERY AREA):  
**Domestic: 48 Contiguous States and the District of Columbia**

5. Point(s) of production (city, county, and State or foreign country).  
**IFMA  
800 Gessner, Suite 725, Houston, TX 77024  
(P): 713-623-4362 (F): 713-623-6124**

6. Discount from list prices or statement of net price.  
**Government Net Prices (discounts already deducted)**

7. QUANTITY DISCOUNTS:  
**None**
8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.  
**0%, Net 30 Days**
9. Foreign Items (list of items by country of origin):  
**Not applicable**
- 10a. TIME OF DELIVERY:  
**Specified on task order**
- 10b. EXPEDITED DELIVERY:  
**To be negotiated between the Contractor and the Ordering Activity**
- 10c. OVERNIGHT AND 2-DAY DELIVERY:  
**To be negotiated between the Contractor and the Ordering Activity**
- 10d. URGENT REQUIREMENTS:  
**To be negotiated between the Contractor and the Ordering Activity**
11. F.O.B. POINT(S):  
**Destination**
- 12a. ORDERING ADDRESS:  
**IFMA**  
**800 Gessner, Suite 725, Houston, TX 77024**  
**(P): 713-623-4362 (F): 713-623-6124**
- 12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
13. PAYMENT ADDRESS:  
**IFMA**  
**800 Gessner, Suite 725, Houston, TX 77024**  
**(P): 713-623-4362 (F): 713-623-6124**
14. WARRANTY PROVISION:  
**Standard Commercial Warranty Terms & Conditions**
15. EXPORTING PACKING CHARGES, IF APPLICABLE:  
**Not applicable**
16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):  
**Not applicable**
17. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):  
**Not applicable**

- 18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE):  
**Not applicable**
- 18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):  
**Not applicable**
19. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):  
**Not applicable**
20. LIST OF PARTICIPATING DEALERS (IF APPLICABLE):  
**Not applicable**
21. PREVENTIVE MAINTENANCE (IF APPLICABLE):  
**Not applicable**
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):  
**Not applicable**
- 22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor s website or other location.) The EIT standards can be found at: [www.Section508.gov](http://www.Section508.gov).  
**Not applicable**
23. UNIQUE ENTITY (UEI) NUMBER:  
**F542MBQ5Q8J8**
24. Notification regarding registration in System for Award Management (SAM) database:  
**Company is registered at SAM.gov**

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Learn more about IFMA credentials and training at [ifma.org](http://ifma.org)  
Contact us at [corporateconnections@ifma.org](mailto:corporateconnections@ifma.org)

