SUBJECT: FLEET MANAGEMENT SYSTEM REPLACEMENT

BID #: ESC-0326-21 **OPEN DATE: 2021-03-17**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: COMPETITIVE SEALED PROPOSAL SUPPLY CONTRACT – PERIOD OF SERVICE WILL COMMENCE UPON EXECUTION OF CONTRACT FOR A PERIOD OF FIVE (5) YEARS, WITH ONE (1) ADDITIONAL TERM OF UP TO THREE (3) YEARS

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: HIGHEST SCORING RESPONSIVE, RESPONSIBLE BIDDER BASED ON THE EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 34 **NUMBER RECEIVED:** 2 **OTHER:** 1

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to ASSET WORKS after final negotiations for FLEET MANAGEMENT SYSTEM REPLACEMENT, in the reduced amount of $1,261,591.04 from $1,885,855.00. The total award includes the 5-year SAAS solution is $1,261,591.04. The period of service will commence upon execution of contract for five (5) years, with one (1) additional term of up to three (3) years.

FUNDING SOURCE: 53106.113002.564270.003963.00000000.00000.0000000. To be executed by formal contract through the Office of General Counsel and process by purchase order(s).

Attachments: Recommendation Memo, Supplier Proposal/Order Form, Previous Awards

Analyst: _____ RUBEN OLA

RESPECTFULLY SUBMITTED: _____ DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Paul Freeman, Enterprise Application Manager, Information Technologies Division

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(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

CITY OF JACKSONVILLE

DATE: September 22, 2023

TO: Dustin L. Freeman, Chief of Procurement Division

THRU: Paul Freeman, Enterprise Applications Manager

FROM: Thomas Ossi, Technology Contract and Records Manager

Paul Freeman Digitally signed by Paul Freeman Date: 2023.09.22 14:32:40 -04'00'

Thomas Ossi Digitally signed by Thomas Ossi Date: 2023.09.22 14:25:40 -04'00'

SUBJECT: **ESC-0326-21 - FLEET MANAGEMENT SYSTEM REPLACEMENT - AWARD RECOMMENDATION**

The Information Technologies Division (ITD) submitted an Invitation to Bid (ITB) to the Procurement Division for solicitation of the Fleet Management System Replacement Bid # ESC-0326-21. This turnkey solution will provide professional services, installation, configuration, hardware, and support services to efficiently manage all the Fleet Management requirements.

The evaluation description criteria and maximum points for each category are provided in the evaluation matrix. The total maximum points a supplier can score is 100. The services were awarded based on the evaluation criteria. The term of the agreement will commence upon contract execution, final acceptance and continue for five (5) years.

The bid opened on March 17, 2021. The Procurement Division received two (2) supplier responses and one (1) no bid. The Procurement Division forwarded the bid tabulation sheet and the bid responses to ITD and Fleet Management for review.

SUPPLIER	OVERALL SCORE
AssetWorks, Inc.	**190.50**
TT Faster LLC d/b/a Faster Asset Solution	180.75

ITD Management requested to engage in negotiations with AssetWorks, Inc. as the highest ranking, responsive, responsible bidder based on points received. The suppliers bid exceeded ITD's available and/or allocated funds. Therefore, under Section 126.201(d) (4) Negotiations, and 126.201(n), Ordinance Code, ITD was approved to enter into negotiations on December 16, 2021, to discuss an adjustment of the bid base price. ITD discussed the award with John Crane, National Account Manager with AssetWorks, Inc., and he agreed to meet our budget requirements. ITD Management recommends awarding the bid to AssetWorks, Inc. as the highest ranking, responsive, responsible bidder. The agreed upon pricing for year one $669,540.04, year two $138,650.00, year three $144,688.00, year four $151,028.00 and year five $157,685.00 for a total bid amount of $1,261,591.04.

FUNDING SOURCE: 53106.113002.564270.003963.00000000

Tracy Geake Digitally signed by Tracy Geake Date: 2023.09.22 14:28:53 -04'00'

Your favorable consideration of ITD's request is appreciated.

Attachments: AssetWorks, Inc. Order Form / CSPEC Award / SOW / AssetWorks Master SaaS Agreement / System Test Requirements

CC: Crisencio Tongol, Chief of Fleet Management
Erik Preacher, Fleet Management Administrator
Elizabeth Brown, IT Operations Manager
Stephen Herczeg, Applications Project Manager

BID TABULATION SHEET

			TT FASTER LLC dba FASTER ASSET SOLUTION	ASSET WORKS	
TITLE: FLEET MANAGEMENT SYSTEM REPLACEMENT BID NO: ESC-0326-21 OPEN DATE: 03/17/2021 PURCHASING ANALYST: RUBEN OLA NO. INVITED: (34) No. Received: (2) No Bids: (1) RECORDED BY: J. Hernandez, BID ANNOUNCER: R. Barnett					
Item #1 - For an On Premise Solution, the Vendor shall provide a detailed breakdown for a minimum of two environments (UAT and Production)			$865,857.00	$854,124.00	
Item #2 - For a Hosted/SAAS Solution, the Vendor shall provide a detailed breakdown for a minimum of two environments (UAT and Production)			$1,022,550.00	$1,031,731.00	
		TOTAL PRICE	$1,888,407.00	$1,885,855.00	
ITEM NO.	DESCRIPTION (Attachment B-Evaluation Criteria)	POINTS			
1	COST: The proposer submitting the lowest cost to the City shall receive the maximum number of points for cost. Each sub-sequentially higher cost shall be divided into the lowest cost received and the products score % will be multiplied by the maximum points available to render the points. Score = ((Lowest Bid)Next Low Bid) X 30	30	29.96	30.00	
2	REQUREMENT RESPONSE: All requirements will be evaluated and scored based on the contractor response and how the product is able to meet the requirements. Maximum of sixty (60) points	60	56.79	56.84	
3	REFERENCES: Proposer submitted five (5) customer references where the proposer has successfully provided five (5) consecutive years of experience providing Fleet Management Software solutions. References should contain the following: Point of Contact, Phone Number, Address, Email Address, Description of Services Verified references will be awarded two (2) points each for a maximum of 10 points.	10	6.00	6.00	
	Total Points	100	92.75	92.84	
ITEM NO.	DESCRIPTION (Attachment B1-On-Site or Virtual Evaluation Criteria)	POINTS			
1	PRESENTATION: Implementor's overall presentation, knowledge and understanding of the solution.	15	15.00	14.33	
2	SYSTEM FUNCTIONALITY: Demonstrations of the end user proceeding through daily operations for vehicle repair and fleet management, to include but not limited to: work order entry, work order approval, workflow, warranty, recall, maintenance flags, sublet service entry, work order auditing, accounting functions (A/P and A/R), vehicle lifecycle analysis, vehicle replacement, asset tracking and out-of-box reporting.	35	31.67	35.00	

3	OVERALL EASE OF USE: Intuitiveness of the solution to the novice user, user friendliness of the system, and ease of navigation between applications and work processes.	30	26.00	29.33	
4	SYSTEM FLEXIBILITY: Ability for the City's systems administrator to make configuration changes to the system.	10	7.67	9.00	
5	REPORT CREATION: Ability to quickly produce ad-hoc or custom reports.	10	7.67	10.00	
	Total Points	100	88.00	97.66	
	GRAND TOTAL POINTS	200	180.75	190.50	
	Business/Corporate References:		✓	✓	
	Insurance Agent Acknowledgement Form:		✓	✓	
	Conflict of Interest:		✓	✓	
	Addendums (1,2,3):		1,2,3	1,2,3	
	COMMENTS:				

SCORING MATRIX - (B) (EVALUATION CRITERIA)

ESC-0326-21 FLEET MANAGEMENT SYSTEM REPLACEMENT

TOTAL POINTS	30 Points	60 Points	10	OVERALL	Rank
CRITERIA	COST: The proposer submitting the lowest cost to the City shall receive the maximum number of points for cost. Each sub-sequentially higher cost shall be divided into the lowest cost received and the products score % will be multiplied by the maximum points available to render the points. Score = ((Lowest Bid)Next Low Bid) X 30	REQUREMENT RESPONSE: All requirements will be evaluated and scored based on the contractor response and how the product is able to meet the requirements. Maximum of sixty (60) points	REFERENCES: Proposer submitted five (5) customer references where the proposer has successfully provided five (5) consecutive years of experience providing Fleet Management Software solutions. References should contain the following: Point of Contact, Phone Number, Address, Email Address, Description of Services Verified references will be awarded two (2) points each for a maximum of 10 points.	TOTAL POINTS (100)	
TT FASTER LLC dba FASTER ASSET SOLUTION					
Reviewer 1 (Cris Tongol)	29.96	58.25	6.00	94.21	
Reviewer 2 (Erik Preacher)	29.96	56.65	6.00	92.61	
Reviewer 3 (Steve Herczeg)	29.96	55.48	6.00	91.44	
Average	29.96	56.79	6.00	92.75	2.00
ASSET WORKS					
Reviewer 1 (Cris Tongol)	30.00	57.86	6.00	93.86	
Reviewer 2 (Erik Preacher)	30.00	58.06	6.00	94.06	
Reviewer 3 (Steve Herczeg)	30.00	54.60	6.00	90.60	
Average	30.00	56.84	6.00	92.84	1.00

SCORING MATRIX - (B-1) (ON-SITE OR VIRTUAL DEMONSTRATION EVALUATION CRITERIA)

ESC-0326-21 FLEET MANAGEMENT SYSTEM REPLACEMENT

Total Points	15 Points	35 Points	30	10 Points	10 Points	OVERALL	Rank
Criteria	PRESENTATION: Implementor's overall presentation, knowledge and understanding of the solution.	SYSTEM FUNCTIONALITY: Demonstrations of the end user proceeding through daily operations for vehicle repair and fleet management, to include but not limited to: work order entry, work order approval, workflow, warranty, recall, maintenance flags, sublet service entry, work order auditing, accounting functions (A/P and A/R), vehicle lifecycle analysis, vehicle replacement, asset tracking and out-of-box reporting.	OVERALL EASE OF USE: Intuitiveness of the solution to the novice user, user friendliness of the system, and ease of navigation between applications and work processes.	SYSTEM FLEXIBILITY: Ability for the City's systems administrator to make configuration changes to the system.	REPORT CREATION: Ability to quickly produce ad-hoc or custom reports.	Total Points (100)	
TT FASTER LLC dba FASTER ASSET SOLUTION							
Reviewer 1 (Cris Tongol)	15.00	30.00	30.00	10.00	10.00	95.00	
Reviewer 2 (Eric Preacher)	15.00	35.00	25.00	6.00	5.00	86.00	
Reviewer 3 (Steve Herczeg)	15.00	30.00	23.00	7.00	8.00	83.00	
Average	15.00	31.67	26.00	7.67	7.67	88.00	2.00
ASSET WORKS							
Reviewer 1 (Cris Tongol)	15.00	35.00	30.00	10.00	10.00	100.00	
Reviewer 2 (Eric Preacher)	15.00	35.00	30.00	8.00	10.00	98.00	
Reviewer 3 (Steve Herczeg)	13.00	35.00	28.00	9.00	10.00	95.00	
Average	14.33	35.00	29.33	9.00	10.00	97.66	1.00

AssetWORKS

ORDER FORM

AssetWorks Inc.
998 Old Eagle School Road, Suite 1215
Wayne, PA 19087

Order #: Q-11122-1
Date: 5/12/2023
Expires On:6/30/2023

Ship To
City of Jacksonville
Fleet Mgmt. Division
2581 Commonwealth Ave.
Jacksonville, Florida 32254

Bill To
City of Jacksonville
Fleet Mgmt. Division
2581 Commonwealth Ave.
Jacksonville, Florida 32254

Unless Customer has a separate written and signed agreement with AssetWorks, this Order Form is subject to the terms of the AssetWorks Online Master Agreement located at https://www.assetworks.com/tc-fleet/ which are hereby incorporated into this Order Form. Parties agree to be bound by those terms and conditions.

EAM Annual SaaS Fees

Description	Annual Total
SaaS - EAM Annual Fee	USD 115,200.00
SaaS - CAM Annual Fee	USD 17,900.00
Reporting Module	Implementation services included in scope
Shop Activity Module	Implementation services included in scope
Customer Access Module	Implementation services included in scope
KPI/Dashboards Module	Implementation services included in scope
MAXQueue Integration Module	Implementation services included in scope
Motor Pool Module	Implementation services included in scope
Motor Pool Reservations Module	Implementation services included in scope
MobileFocus Enterprise Module Includes Fleet Connect and SmartApps	Implementation services included in scope
Crystal Reports Server OEM Edition - with 1x report writer	Implementation services included in scope
Esri GIS Integration	Services not included in scope
EAM Connect Module	Services not included in scope
Capital Planning Module	Services not included in scope
Total:	**USD 133,100.00**

Optional EAM SaaS Additional Environments

Description	Annual Total
SaaS - EAM Additional Environment Annual Fee	USD 18,000.00
SaaS - CAM Additional Environment Annual Fee	USD 12,000.00
Total:	**USD 30,000.00**

SaaS Setup Fees

Description	Line Total
SaaS EAM Environment - One Time Setup Fee (Prod & Test)	USD 5,000.00
SaaS Reporting Environment - One Time Setup Fee	USD 2,500.00
SaaS EAM Additional Environment - One Time Setup Fee	USD 2,500.00
SaaS CAM Environment - One Time Setup Fee (Prod & Test)	USD 500.00
SaaS CAM Additional Environment - One Time Setup Fee	USD 500.00
Total:	**USD 11,000.00**

Implementation Services

Description	Line Total
Project Management Services	USD 46,125.00
Project Kickoff & Orientation	USD 4,920.00
System Setup Services (onsite services - 1 trip)	USD 9,060.16
System Setup Services (remote)	USD 3,280.00
System Design Services	USD 19,680.00
Data Conversion Services	USD 19,680.00
Data Conversion Services - Detailed Work Order History (10 years) - Optional	USD 28,700.00
MobileFocus Implementation Services - SmartApps	USD 9,840.00
MobileFocus Implementation Services - FleetConnect	USD 9,840.00
Training Services (2 trips)	USD 24,679.68
Technical Lead Interface Consulting Onsite Services (2 trips - 1 week / 2 resources)	USD 18,860.00
Testing Services	USD 57,400.00
Go Live & Post Go Live Support Services (3 trips)	USD 32635.20
Post Go Live Services	USD 16,400.00
Total:	**USD 301,100.04**

Custom Interfaces

Description	Line Total
External Fuel System Interface (Fuel to AW)	USD 9,020.00
Requisition and Purchase Order Interface (AW to ERP / ERP to AW)	USD 22,140.00
Billing Module Output File Interface (AW to ERP)	USD 16,400.00
Accounts Interface (ERP to AW)	USD 15,580.00
Parts Issues to Work Orders (TPH to AW)	USD 16,400.00
Commercial Vendor Transactions Flat File (ERP to AW)	USD 32,800.00
Total:	**USD 112,340.00**

CAM Implementation Services

Description	Line Total
CAM Phase 1 - Assets, Analytics and Planning Deployment	USD 52,480.00
CAM Phase 2 - Procurement & Disposal Deployment	USD 29,520.00
Total:	**USD 82,000.00**

Grand Total:	**USD 669,540.04**

SaaS Fee Year Two $138,650.00
SaaS Fee Year Three $144,688.00
SaaS Fee Year Four $151,028.00
SaaS Fee Year Five $157,685.00

AssetWORKS

STATEMENT OF WORK

City of Jacksonville, Florida

SOW-11122

AssetWORKS
Enterprise Asset Management (EAM)

AssetWorks EAM/FleetFocus Asset and Maintenance Management Applications

May 12th, 2023

998 Old Eagle School Road Suite 1215 | Wayne, PA 19087 | T: 610.687.9202 | F: 610.971.9447 | www.assetworks.com

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AssetWorks EAM/FleetFocus Introduction

AssetWorks is pleased to partner with City of Jacksonville, Florida (COJ) for a successful implementation of the AssetWorks EAM/FleetFocus asset and maintenance management application for its Fleet assets. This Statement of Work (SOW) identifies the tasks required for the implementation of the AssetWorks EAM/FleetFocus solution. This SOW is based on AssetWorks' current understanding of the requirements and AssetWorks' previous experience with similar engagements.

AssetWorks recommends COJ Fleet Management (FM) Division use AssetWorks' expertise and consulting resources to ensure a timely and cost-effective implementation. AssetWorks offers a variety of services ranging from workflow re-engineering to general business and technical consulting.

To best facilitate the implementation, AssetWorks urges Fleet Management (FM) Division and Information Technologies Division (ITD) to formally identify a core team of members from each of the critical business groups who will participate in or be affected by the project implementation. This involvement must come from all parties. This core team should be both technically qualified and knowledgeable of their groups' business practices. These individuals will be responsible for working with AssetWorks to spearhead the system configuration, data mapping, and workflow tasks to ensure a feasible and effective production rollout.

Circumstances may necessitate changes to the tasks and/or time estimates, at which time AssetWorks and COJ will discuss these changes in good faith at their earliest opportunity.

AssetWorks EAM/FleetFocus Project Task Descriptions

WBS A.1.0 Project Management and Planning Services

Project kick-off and planning

AssetWorks will facilitate a remote project kick-off meeting wherein we will review the project timeline, identify roles and responsibilities, and discuss status reporting with COJ staff.

AssetWorks recommends COJ appoint a core project team for the implementation stage with representatives from all functional or operational areas of COJ's business. This core group must have the authority and charter to make appropriate decisions regarding the implementation. The core group representatives should have complete knowledge and familiarity with the Division of Fleet Management operations and objectives. They will form most of the roll-out team later in the project. COJ project team will define their roles and responsibilities and establish project standards and controls.

COJ will appoint a dedicated Project Manager, Subject Matter Project Leads, and supporting personnel from the designated COJ functional and operational areas. COJ Project Manager will lead the overall COJ project team and be responsible for COJ personnel and resources on the project. The Project Leads will be responsible for providing the required assistance to AssetWorks with the configuration and implementation of AssetWorks EAM/FleetFocus and for facilitating decisions among the core maintenance group.

Project management and oversight

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

- Serve as the main point of contact for COJ Project Manager
- Coordinate of project resources and work so that milestones are met in an efficient manner; tasks will be designed to minimize implementation time and cost while taking into consideration resource and time constraints such as COJ staff availability
- Work with COJ to manage risks throughout the project
- Present bi-weekly progress reports to COJ Project Manager and/or to COJ Project Sponsors; project activities with more detail will be tracked in the Application Design Guide and be provided on a more frequent basis as project activities increase or decrease based on project phase.
- Attend project related meetings as needed to ensure timely resolution to open issues and action items
- Develop project deliverables
- Manage approval/sign-off processes
- Manage action items
- Manage scope control
- Maintain project schedule and scheduled meetings

Commented [JB1]: [illegible]

Commented [JB2R1]: [illegible]

The AssetWorks Project Manager will ensure that sufficient resources are available to implement the system in accordance with the project requirements. The AssetWorks Project Manager will monitor the project resources to

ensure quality delivery of services and that the deliverables are completed in accordance with the project requirements.

AssetWorks will assign a Professional Services Manager to provide additional subject matter expertise, monitor the project resources and budget, and ensure quality delivery of services. The Professional Services Manager is COJ's first escalation point for any issues arising during the project while the Program Manager will provide executive level communication and support.

Deliverables for Project Management Services

- Complete Project Kick Off
- Update to relevant status reports prior to status meetings
- Maintain and provide updates to the project plan throughout the duration of the implementation
- Manage action items, issues and risks
- Facilitate bi-weekly status meetings

COJ is responsible for all deliverables not specifically included above or required in the ESC-0326-21 RFP responded to by Asset Works.

WBS A.2.0 Hardware Acquisition

AssetWorks recommends the following hardware configuration and hardware specifications for the COJ's implementation. Any recommendations noted in this SOW are subject to change and defer to AssetWorks EAM/FleetFocus product documentation available on AssetWorks' customer site, the Community.

Workstation Specifications

Workstation Recommendations

- Microsoft Windows Workstation (Laptop or Desktop) with supported Operating System
- and compatible/supported browser.
- Recommended resolution: 1920 x 1080
- Minimum supported resolution: 1024 x 768*
- * Most areas of the web application are certified utilizing a standard resolution of 1920 x 1080. The lower resolution of 1024 x 768 can be utilized in most areas, but pages viewed at this resolution may cause layout inconsistencies or require scrolling to view all areas of a screen. 1000+ Mbps Ethernet NIC

Laser Wedge Scanners

- DataLogic Gryphon
- QuickScan I QM2400
- USB

Label Printers

- Intermec printers supporting the IPL programming language
- All Zebra printers supporting the ZPL and EPL programming languages

Tablet / Mobile specification recommendations

- Screen Size: minimum specifications are 8" for EDGE and 5" for SmartApps
- Supported Mobile Browsers: Chrome and Safari (Microsoft EDGE is not supported for mobile)
- Supported Mobile OS: Android v.9 and above Apple iOS v.14 and above

Additional Requirements for Any Configuration

In addition to the above, AssetWorks also recommends COJ procure the following:

- An appropriate number of printers
- AssetWorks recommends 19" monitors to take better advantage of the AssetWorks EAM/FleetFocus screen and window capabilities.

Customers are responsible for any site preparation or construction or communications or cabling infrastructure. This is mainly for customers implementing projects with additional hardware such as for KeyValet, FuelFocus, etc. If this is the case, further scope will be listed later in the statement of work or supporting AssetWorks Product documentation surrounding those requirements and is available upon request.

WBS A.3.0 Software Installation Services

Database and applications

As part of going SaaS with AssetWorks, we will create the non-production (Test & QA) and production AssetWorks EAM/FleetFocus environments as well as a reporting environment. AssetWorks Customer Care will work with the AssetWorks Project Manager to schedule the installations and provide updates accordingly for project schedule purposes. Please note, if an on-premise install is later selected this language will be updated accordingly but for the purposes of this SOW it is assumed to be SaaS.

Once installed, the URL and login information to the production and non-production system will be provided to COJ. It is recommended, when possible, that the COJ have separate workstations and/or tablets for technicians to login to the system to maximize the efficiency of capturing real-time labor and avoid the delays in updating work orders with notes, labor, etc. that would come with shared computers. All workstation and browser recommendations are contained within product documentation and can be provided on request. A chart is listed below, however that is subject to change with new releases and updates from the AssetWorks Product Management team.

COJ will also be provided with the details of the reporting instance's connection information.

Operating Systems & Browsers

Operating Systems & Browsers

Operating Systems

Supported for use of Graphical User Interface (GUI)

	64-bit Windows 8.1	64-bit Windows 10	64-bit Windows 11
20.0.x	x	x	
20.1.x	x	x	
21.0.x		x	
21.1.x		x	
22.0.x		x	
22.1.x			x

Graphical User Interface Network Protocol Support

All network protocols supporting TCP/IP

Browser Versions

Supported for use of Web Modules on both Desktop and Tablet Operating Systems

	IE 11	Edge Chromium	Chrome
20.0.x	x	x	x
20.1.x	x*	x	x
21.0.x		x	x
21.1.x		x	x
22.0.x		x	x
22.1.x		x	x

Primary certifications performed in Windows-based desktop operating system environments. Other supported operating systems or platforms may have specific limitations per-device based on hardware or software.

Internet Explorer compatibility mode is not supported.

Firefox has known compatibility issues and is not recommended.

*Mapping is not supported if using IE11.

Deliverables for Software Installation Services

- Installation of AssetWorks software in a production and non-production environment (Test & QA) – total of three (3) environments
- Reporting database connection information for use with the Crystal report writer license

WBS A.4.0 System Design & Configuration Services

System Overview & Discovery Session

Shortly after the project kick off meeting, AssetWorks will send to COJ a series of current state questionnaires for COJ to fill out and return to AssetWorks. These questionnaires cover topics such as work order management, materials management, fuel and financial tracking and billing.

Once returned, AssetWorks will schedule a session to review these with the customer and ask further questions. This information is critical to understanding FM's daily operations, key drivers and project expectations and helps to jumpstart the system design and setup consulting sessions.

AssetWorks will also conduct, post kick-off meeting a short "Day in the Life" overview session of the basic shop activity portals and user-role based workflows commonly used in a maintenance organization.

System Design & Setup Consulting

AssetWorks will lead system setup sessions to complete the coding conventions for equipment numbering, equipment classes, repair codes, PM schedules, PM parameters, PM checklists, and other items. AssetWorks will also review the setup for all the modules being implemented as part of this project.

COJ's preparation for this engagement includes the assimilation and distribution of relevant inventory, purchasing, operations, and maintenance data prior to the meeting. The goal for these meetings is to achieve at least 90% of the standard coding schemes and business practices required for system roll-out. The coding schemes listed on the agenda will be defined based on best practices with AssetWorks making recommendations as we better understand FM's standards (e.g., tasks (6-9 digit), work accomplished codes, condition ratings, position, etc.) and also with maintenance classes like NAFA or AWPA.

Deliverables for System Setup Consulting Services

- Conduct multiple remote sessions (approximately 10-12) to review core codes, starter database and discuss initial workflow design conversations; System Setup Consulting services are fulfilled at the conclusion of the sessions with the understanding additional follow-up is to occur during the System Configuration Services phase.

Finalize data definition and workflows

COJ will take "action items" from the System Set-up Consulting sessions to finalize the definition of all relevant AssetWorks EAM/FleetFocus data elements and work processes, including maintenance, parts management, procurement, and other job functions. COJ's deliverable for this task is to complete documentation of COJ's definitions for all applicable FleetFocus data elements.. This deliverable is a critical prerequisite to the configuration of the system. AssetWorks will work with COJ to prepare this documentation. It is recommended to work on these items as soon as possible following setup overview sessions to ensure a more complete comprehension of the material being covered.

During the data definition process, COJ will also be asked to start collecting certain data as the items are covered during the system setup consulting sessions. This data may be converted and loaded to the application based on the project timeline in conjunction with the other setup tasks for the various modules licensed.

AssetWorks will also work with COJ team to configure AssetWorks EAM/FleetFocus per the discussed workflow in the system setup consulting sessions. This configuration will build on the setup defined with COJ core team and will focus on specific decisions, such as location options, department settings, etc. With guidance from AssetWorks, COJ will be required to perform setup tasks as assigned by AssetWorks.

Configure and Review Pre-Setup Starter Database Modules and Portals

AssetWorks will review settings to setup desired workflow and provide an orientation for the following FleetFocus modules; only the modules listed below are in scope for setup and configuration services:

- Enterprise Portal – The Enterprise Portal module is a web-based alternate end user interface to the base application logic. To users familiar with the graphic user interface (GUI) screens, it provides a familiar look-and-feel to grid and tabs, function buttons, and screen menus, while removing the need for a client-side installation. Users have access to all the same screens and functions as through the GUI but access the screens through a standard web browser. It is primarily used for application setup and system administration management of AssetWorks EAM/AssetWorks EAM/FleetFocus in complement to the Shop Activity web portals.
- Shop Activity Module – The Shop Activity module manages workflow driven portals for activity happening in a shop or out in the field and with an external customer.
    - Work Management Module - The Shop Activity Work Management Portal is designed to provide supervisors with access to all the screens and functions required during their workday. Supervisors can use the portal to do the following: view and assign work, view current status of employees on the shop floor, view equipment repair history, service requests, and messages, request or post parts for work orders, create and update test results related to work orders, complete PM checklists for PM and inspection services, enter complaint, cause, and correction detail for repairs performed, add comments and notes to work orders, create new work orders, create new service requests, and assign employees to existing work orders.
    - Technician Module - The Shop Activity Technician Portal is designed to provide technicians with access to all the screens and functions required during their workday. Technicians can use the portal to do the following: view work assigned to them, log on and off of tasks, view equipment repair history, service requests, and messages, request or post parts for work orders and view status of past requests and postings, add comments and notes to work orders, create and update test results related to work orders, complete PM checklists for PM and inspection services, enter complaint, cause, and correction detail for repairs performed, create new work orders, manage service requests, and print work orders.
    - Storekeeper Module - The Shop Activity Storekeeper Portal is designed to provide storekeepers with access to all the screens and functions required during their workday. Storekeepers can use the portal to perform the following functions: manage part requests or requisitions, order parts, and create new parts.
    - Service Request Module - The Service Request Portal is designed for deploying and displaying Service Request entries. It gives your organization the option to relieve the burden on shops or call centers that record requests from employees and operators for asset maintenance or vehicle service by allowing individuals to log the requests themselves. Using the kiosk feature eliminates the need for each operator to have a login for entering and displaying vehicle service requests.

- Notification Module – The Notifications module provides instant alerts of important information and scenarios for better communication and tracking. A collection of out-of-the-box notification scenarios are provided. AssetWorks will assist in the configuration of up to 3 "out of the box" notifications for customer use. This module is included in base AssetWorks EAM/AssetWorks EAM/FleetFocus.
- AdHoc Query Module - The Ad Hoc Query Module provides secure ad hoc query capabilities. It allows users to build their own queries, format the display of the results, export the results, and save queries for future use and sharing with others. AssetWorks will review a sampling (3) of the created, out of the box ad hoc queries. AssetWorks will not create brand new custom reports. AssetWorks will show COJ how to adapt one report and in addition, how to setup permissions for reports. This module is included in base AssetWorks EAM/AssetWorks EAM/FleetFocus.

- Reporting Module – The Reporting Module takes data stored in your database and reformats it into information that can assist in effectively managing operations. At the same time, it opens visibility into your operations by publishing professional reports over a zero-client, browser interface. The Reporting Module will provide standardized reports as well as accessibility to real-time data and report automation using Crystal Reports; training on Crystal Designer is not included.
- KPI/Dashboards Module - The Dashboard Module provides real-time access to your database through easy-to-interpret, out-of-the-box gauges and charts. Dashboard elements provide instant insight into your maintenance key performance indicators via a standard web browser. You may provide access to dashboards to anyone in your organization with an authenticated login, without the need to install any software on their machines. AssetWorks will review and make the following dashboards available for use:
  - Fleet Availability
  - Work Order Aging (WO's by # of Days Opened)
  - Direct vs Indirect Labor last 7 days
  - Pending Service Request's by Session Location (*uses the logged in Users location to filter SRs)

- Motor Pool Module – The Motor Pool module allows for the setup of a motor pool asset types, rates by meter, duration (i.e., Day), etc. and allows for manual dispatching options.
- Motor Pool Reservations Module – The Reservations Module allows your customers to create, view and modify their motor pool reservations through a web-based portal. It also provides the option to email confirmation tickets to users requesting reservations. The Reservations Module improves efficiency by providing users with instant access to the information they need to streamline the reservation process.
- MAXQueue Integration Module – The MAXQueue Designer is a tool that manages the MAXQueue integrations that have been created. You can enable, disable, start and stop integrations, configure custom settings, name your MAXQueue instance and enable or disable data events. The MAXQueue Viewer is a tool that allows you to enable logging, view statistics about the performance of active workflows, and provide graphs that display the logging and statistics. Both tools are part of the MAXQueue integration module that is used for all custom and out of the box AssetWorks EAM/FleetFocus integrations.
- Customer Access Module – The Customer Access Module is designed to provide maintenance department administrators with an easy to use, browser-based, real-time view into information regarding the vehicles and assets in their departments. It provides a link to enter service requests on vehicles, display assets assigned to the user's department, display open work orders for assets assigned to the user's department, and enter meter readings and usage tickets for assets.
- MobileFocus Enterprise - MobileFocus is a suite of software applications that allow integration of system applications with mobile devices. This makes the applications portable, enabling employees to access and update data related to work orders, asset meter readings, asset main records, part transactions, PMs and inspections and submit service requests from where the work occurs rather than "tied" to a PC or kiosk.

- Billing Module – The Billing Module is designed for review, adjustment and editing of transactions, for the purpose of billing out work order transactions, fuel transactions, end of the month charges, special fees, motor pool usage and more. A short overview will be given on this module and setup to support the Billing Module Output File Interface listed in the Technical Services section. The scope of services to setup this module is listed in the Technical Services section with the interface details.

The following modules are included in the AssetWorks EAM/FleetFocus license, however due to the requirements of this project to implement only Fleet assets and components they are not included in this SOW. Below is a list of those modules and descriptions and when ready COJ can request an amended SOW to include services for those additional asset types.

- Mapping Module
- EAM Connect Module *(FleetConnect is included in this SOW and listed below in technical services; if further services for additional EAM asset types are elected in the future this module will be utilized as it is the same as FleetConnect but tailored more for EAM specific asset types.)*
- Capital Planning Module
- Esri Integration Module

Module system orientation sessions are approximately each 2 hours in length covering one or more of the topics listed above. AssetWorks maintains a "Project Implementation Guide" checklist covering System Setup and various configuration tasks as well as several detailed "options" setup guides that record decisions at a detailed level as to various options and workflow settings in the application. Utilizing that guide, AssetWorks will schedule sessions with COJ and recommend the types of resources required.

In addition, AssetWorks will consult with COJ to configure the modules to facilitate the workflows for the maintenance and back-office functions. Configuration includes:

- Assigning user groups for specific functions
- Initializing (out of box) notifications to facilitate business processes
- Creating custom menus for specific user groups

Deliverables for System Configuration Services

- Setup configuration completed in the production database
- Production database available to re-fresh (database restore) the non-production database (Test & QA as needed) for customer review.
- Overview of all customer purchased modules and setup of those modules with decided workflows and processes from system setup consulting sessions.

WBS A.5.0 Data Conversion Services

Data Loading

AssetWorks will provide a training session for data loading for COJ administrators as well as working with COJ staff for at least two initial data loading efforts to ensure full understanding and efficiency for the COJ team. A user with a solid understanding of Microsoft Excel will likely be able to grasp this tool and process very quickly. COJ staff will

use the AssetWorks Data Loader tool to load its data into AssetWorks EAM/FleetFocus. Data loading tasks occur during the System Design and Configuration Services phase so that the project progresses naturally with items being taught and configured to encourage customer retention and engagement to meet project schedules.

Assist with Data Loads for Equipment, Parts and Summary Cost History

AssetWorks will provide its standard data conversion guide to COJ with any customization appropriate to the COJ project in terms of specific data conversion items discussed in system setup/design that would need to be accounted for in this phase. It will outline the process and expectation for both parties during the data conversion process.

COJ will extract the agreed-upon data from its current systems and files (paper, PDFs, XLS, etc.) where it stores data to be converted. AssetWorks will consult with COJ on data "scrubbing" or "cleansing" legacy COJ data but will not be responsible for the final cleansed data. COJ will be responsible for providing AssetWorks the final files (AssetWorks to provide templates) that will be used to populate AssetWorks EAM/FleetFocus with approved and "clean" COJ data.

AssetWorks will provide Microsoft Excel™ templates to assist in loading data into AssetWorks EAM/FleetFocus. COJ will convert only the data that maps into AssetWorks EAM/FleetFocus. Data that does not map into AssetWorks EAM/FleetFocus will not be converted. Further, only data elements that can be entered on a AssetWorks EAM/FleetFocus screen are part of this conversion. COJ, with assistance from AssetWorks, will use FleetFocus' data loading processing feature to load the data on these screens. AssetWorks will load the data elements defined below in the scope as AssetWorks responsibility. The data elements that AssetWorks will load is master equipment records, master part records and summary cost history which are the more complex data loads requiring multiple data elements to load final records.

COJ will provide the data in the properly formatted spreadsheets (per AssetWorks' specification) for loading into AssetWorks EAM/FleetFocus. AssetWorks makes the following assumptions about the data from COJ's legacy system(s):

- The data files to be loaded into AssetWorks EAM/FleetFocus will be text-based flat files with one row of data per asset or per part.
- AssetWorks will not provide services to manipulate or move data from COJ files into AssetWorks provided data templates.
- COJ will provide the data to load into in the format of the data load files provided
- COJ will provide each test data file and each production data file in the same format.
- COJ will use default values for any data element that AssetWorks EAM/FleetFocus requires that is not in the data file.
- COJ will convert only master equipment records, master part records and summary cost history (summed totals of data by year and month) records.
- AssetWorks will convert only these fields for summary cost history:
  - Fuel Quantity and Cost
  - Alternative Fuel and Cost
  - Repair Labor
  - Repair Parts

- Repair Commercial Labor
- Repair Commercial Parts
- PM Labor
- PM Parts
- PM Commercial Labor
- PM Commercial Parts
- Meter Readings
- Equipment Downtime hours
- Fixed Monthly Costs – broken out to 7 fields

- AssetWorks will provide services to load historical work order detail for 10 years of work order history for active COJ assets.
- AssetWorks will provide services to load the next PM due date and last meter PM performed information as part of this scope of work, shortly before going live.
- AssetWorks will not provide services to convert current open or historical purchase order or receipt detail from a legacy system.
- AssetWorks will assist in the form of troubleshooting errors in data load runs and providing direction in the mapping of legacy data elements to AssetWorks EAM/FleetFocus fields.
- AssetWorks will load a maximum of 4,500 fleet active assets as well as defined active components; active defined as the ability to write a work order for the asset or component.
- AssetWorks will load a maximum of 5 inventory locations with a maximum of 15,000 parts per inventory location. AssetWorks will review the 5 inventory location's data prior to load for data integrity purposes to ensure it supports application functionality however, the customer is responsible for the accuracy of the data such as descriptions, part numbers and prior to go live, the quantity on hand and current part price. After the initial 2 inventory locations are loaded, AssetWorks will train the customer on how to load additional inventory locations. The customer will be responsible for ensuring all parts in the data loads were loaded fully into the application and AssetWorks will assist in training on how to verify this using the application and various out of the box reports or ad hoc queries as required. It is acknowledged that COJ may or may not need to load parts based on the requirements of their RFP but time has been allowed if parts are needed for this project.
- All data loads by AssetWorks indicates a one-time load for the major pieces of data of equipment, parts and summary cost history. After initial load, data is to be updated manually in the AssetWorks EAM/FleetFocus system by the customer for incremental changes up to go live and cutover into a Production system. The customer can utilize the data loader tool and the system bulk edit tool for data changes that are considered sizable by the customer; AssetWorks will train the customer on how to utilize these tools and provide assistance as they use them. These data loads are typically done towards the end of the project and shortly before testing, training and go live to minimize any manual updates that might need to be done.
- There will be other data required to load as part of the project such as accounts, departments and operators, etc. and these will be loaded by COJ but with assistance from AssetWorks as needed and after receiving data loader training from AssetWorks. This will help to ensure the COJ continues to learn the system and how the data loading process occurs for future system maintenance and updates.
- All data loads are to be reviewed by AssetWorks to ensure data is optimal before being loaded to the Production system before the go live cutover, even if JAX is loading the data.

Detailed Work Order History Conversion

The customer will extract their posted transactional work order history data from its current system(s). AssetWorks will consult with the customer on data "scrubbing/cleansing" legacy customer data but will not be responsible for the final cleansed data or the actual "scrubbing/cleansing" efforts. The customer will be responsible for populating FleetFocus with approved and "clean" customer data per FleetFocus standards such as conforming to field lengths and validations.

AssetWorks will provide Microsoft Excel™ templates to assist in loading data into FleetFocus. The customer will convert only the data that maps into FleetFocus. Data that does not map into FleetFocus will not be converted. Only data elements that can be entered on a FleetFocus screen are part of this conversion. The customer, with assistance from AssetWorks, will use FleetFocus' History Import Tool to load the data on these screens. Generic references may be used for data elements where the reference is not loaded to the FleetFocus database or items that are decided to be defaulted to codes new to the FleetFocus implementation to assist with standardized reporting or historical and new data to now be consolidated and reporting on in FleetFocus only.

The customer will provide the data in the properly formatted spreadsheets (per AssetWorks' specification) for loading into FleetFocus. AssetWorks makes the following assumptions about the data from the customer's legacy system(s):

- The data loading tool requires network connectivity to a configured and connected FleetFocus Application.
- The data requires the following standards:
    - The data files will be text-based flat files (CSV) with one row of data per transaction per work order.
    - The customer will use default values for any data element(s) that FleetFocus requires that is not in the data files.
    - The data will not include any commas in the data files as the import file format is in CSV.
    - Only free form text (no HTML to be converted) will be mapped to the Notes field in FleetFocus.
    - The customer will remove any "zero" cost rows before providing data.
    - The data files will support reversal transactions for both labor and parts entries. Labor and parts reversal postings require a single line entry for the original posting and a secondary line entry for the reversal charge noted with a reversal flag.
    - The data files will also support labor and part reversals as a single line item where the customer manually sums the positive number of the original and the reversal transaction amount and enters that as the final charge.
    - All data must conform to the length and validation of FleetFocus fields (ex: EQ numbers are 20 characters).
    - Dates need to be provided in a YYYY-MM-DD HH24:MI:SS or a YYYY-MM-DD format.
    - All data must remove all special characters from the data since they will cause unexpected results in the application, such as:
        - Single quotes
        - Ampersands
        - Percent
        - Underscore
        - Forward slash

  - Plain text usage of characters such as < or > may be interpreted by the browser as HTML tags and could be considered a security risk.
  - Character sets that are not 8-bit.
  - Accepted characters are A-Z, 0-9, hyphen (-), period (.), and space ( ).
- Only posted transactional work order history will be converted for labor, parts and commercial line items; pm or inspection checklist detail or test results will not be converted, only the labor and parts associated with the high level pm or inspection task.
- The customer will provide each test and production data file in exactly the same format.
- The customer will work with AssetWorks to run the files into a non-production environment before running into a production environment; data is to be provided and run in one time to production. Multiple re-pulls of data may result in a change order.
- The customer will provide written sign off that they have tested the data conversion and agree it is ready to be run into a production environment; if there are issues encountered after sign-off and entry to production and additional professional services are required, a change order will be necessary.
- AssetWorks will work with the customer to convert only up to **10 years** of detailed work order history for active equipment; history on inactive, sold, or legacy equipment will not be converted. If additional years or amounts of data are requested, it will require a change order.
- AssetWorks will provide assistance in the form of troubleshooting errors in batch runs and providing direction in the mapping of legacy data elements to FleetFocus fields.

Conversion of Specific Data

AssetWorks and COJ will jointly resolve issues arising out of the data translation, including codes (if any) to be changed. AssetWorks will help COJ finalize the data mapping and identify the sources for each data element. COJ will be responsible for mapping old codes into new codes (i.e., translating) within the data set to be converted.

Data Conversion Testing and Validation

After AssetWorks and COJ have jointly documented the data mapping and data load process, COJ will test the results from the data extractions. This process will require involvement from ITD personnel supporting the existing systems.

Deliverables for Data Conversion Services

- One-time load of Fleet Equipment and Component data (adheres to limits listed above)
- One-time load of Parts Inventory data (adheres to limits listed above)
- One-time load of Summary Cost History (adheres to limits listed above)
- One-time load of 10 years of work order detail history (adheres to scope listed above)
- Delivery of data load training to customer system administration staff.

WBS A6.0 Technical Services

Existing AssetWorks EAM/FleetFocus Integrations and Initiatives Matrix

AssetWorks will provide services to implement the following existing AssetWorks EAM/FleetFocus integrations. Services are to include setup in AssetWorks EAM/FleetFocus, installation of the integration, configuration in MAXQueue (proprietary middleware), testing in a non-production environment and rollout in a production environment. The following existing integrations have been included:

Existing Integration / Initiative Name	Functional Description
MobileFocus SmartApps	**MobileFocus SmartApps Scope** AssetWorks will provide services to install SmartApps and perform base AssetWorks EAM/FleetFocus configuration to support the apps used by the customer as well as test the configuration. • The Inspections App will provide for three "test results" setup and be conducted as a train the trainer for the Customer to complete any additional test results needed. • All end users must have an AssetWorks EAM/FleetFocus user account (password required on user account) created with an attached operator account. • SmartApps does not support single sign on (SSO). • Where applicable, standard training materials will be utilized; scope does not include customized training materials. • Training is delivered as "train the trainer" for system administrators; end user training is not included unless otherwise noted. • Customer may be required to upgrade if new features are available for the module that are considered necessary for the project success. • Customer will be responsible for working with the AssetWorks' Professional Services to move the module into a production environment. • Costs for these services are fixed and do not include applicable taxes. Milestones are to be billed based on acceptance policy as noted with the amounts and descriptions in the milestone schedule of this SOW.
MobileFocus FleetConnect	**MobileFocus FleetConnect Scope** <u>Install / Configure</u> • Install the MobileFocus licenses for the AssetWorks EAM/FleetFocus application. • Configure the data services on the server for use of the mobile solution.

Existing Integration / Initiative Name	Functional Description
	• Configure the AssetWorks EAM/FleetFocus application for MobileFocus use on tablet devices. This will include the review and setup of users for using Mobile Focus on tablet devices and the setup of the program security options to designate user groups who will have access to the specific Mobile Focus modules. Training • AssetWorks will provide a structured training session to the users of the MobileFocus solution to include preparation and delivery of standard training materials to facilitate learning the MobileFocus workflows, and a guided walk-through of the solution to facilitate users learning to use the MobileFocus functionality. • Training will be oriented both towards system administrators and end users; includes a maximum of 24 trainees at 2 sessions, each for 12 users. Post Go Live • AssetWorks will conduct regular check-in/status meetings to review use and issues, as well as additional troubleshooting and coaching for up to 10 business days post go live after which the project will be turned over to AssetWorks' Customer Care. **MobileFocus Fleet Connect Assumptions** • AssetWorks assumes that up to 24 users will be trained in the use of the Mobile Focus FleetConnect application. • Where applicable, standard training materials will be utilized; scope does not include customized training materials. • Customer may be required to upgrade if new features are available for the module that are considered necessary for the project success. • Customer will be responsible for working with the AssetWorks' Professional Services to move the module into a production environment. • Costs for these services are fixed and do not include applicable taxes. Milestones are to be billed based on acceptance policy as noted with the amounts and descriptions in the milestone schedule of this SOW.

Custom Interface Development

AssetWorks standard procedures for developing an interface include the following tasks:

- Create a preliminary specification which includes interface testing cases
- COJ project team reviews the preliminary specification
- AssetWorks updates the specification

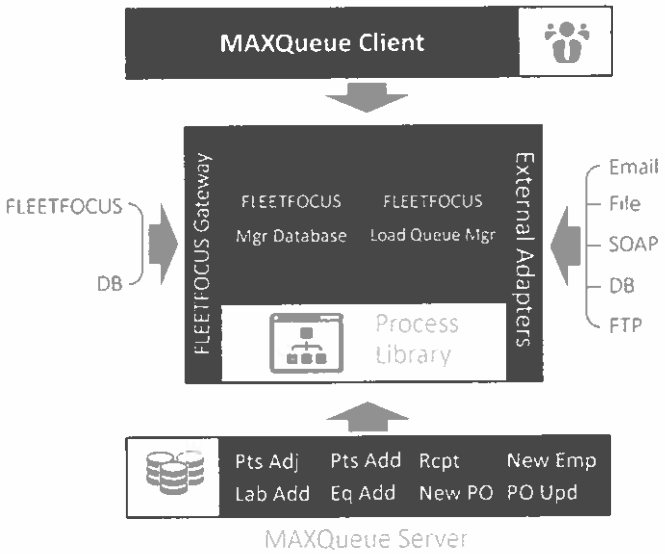
- COJ project team provides final approval of the specification
- AssetWorks builds and unit tests interfaces on AssetWorks R&D servers before delivering the interfaces install package. The package is only delivered after the interface has passed the AssetWorks QA process.
- AssetWorks and COJ incorporate interface into the test environment
- AssetWorks and COJ perform integration testing of the interface
- COJ installs interface once testing is complete
- AssetWorks Professional Services provides logs of interfaces in the test environment to AssetWorks Support for review and acceptance.
- AssetWorks Support approves the logs and approves for COJ to move the interface into the Production environment with assistance from AssetWorks for the installation in Production to ensure they are installed successfully.
- AssetWorks Support provides ongoing assistance for the interface based on the approved specification design, if anything is requested outside of that specification design and once the interface is in Production a change order will be requested.

AssetWorks will provide interface planning services to develop a roadmap for the integration between AssetWorks EAM/FleetFocus and COJ's other systems, as described below. The project team will discuss and specify the data elements required, the time of the exchange, and the method of data exchange. AssetWorks and the project team will develop a mutually acceptable plan and schedule for the work to be completed and identify the resources and timeframe required for the efforts. AssetWorks assumes COJ will involve the appropriate staff to reach consensus and decisions on all interface specifications during the discussion and according to the proposed timeline.

When interfacing to applications such as Enterprise Resource Planning (ERP) systems, AssetWorks makes use of XML (eXtensible Markup Language) data streams. Using XML, external applications access MAXQueue, the AssetWorks EAM/FleetFocus integration module, to interact directly with the AssetWorks EAM/FleetFocus components in real-time, applying all the standard AssetWorks EAM/FleetFocus business rules and processing logic. This has the same effect on the data as if it was manually keyed into a standard AssetWorks EAM/FleetFocus page.

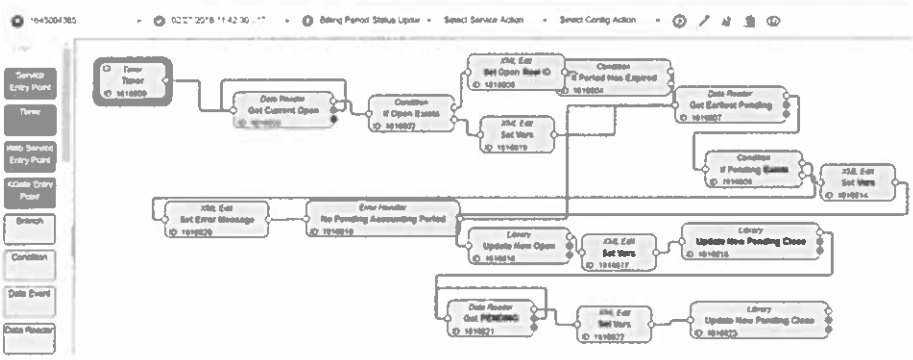
AssetWorks can create an on-demand or scheduled batch interface that uses text files to update or extract records in AssetWorks EAM/FleetFocus. When AssetWorks EAM/FleetFocus has been interfaced to export data to flat file legacy systems, programs are created that insert rows into the target transaction file. In some cases, intermediary staging tables are used in lieu of file transfers. Using MAXQueue, users can setup recurring schedules to execute individual interfaces. For inbound batch integrations, AssetWorks EAM/FleetFocus looks in a standard file directory or to a staging table for incoming data. When data is found, AssetWorks EAM/FleetFocus processes the data through MAXQueue in the same manner as the real-time interfaces. For outbound data, when the interface is executed, AssetWorks extracts the data into either a data file or a staging table.

In general, MAXQueue supports a wide range of communication methods and protocols and the ability for different topic subscribers to use different protocols and processes (example: a real-time purchasing interface connecting to a SOAP (Service Oriented Architecture Protocol) server and pulling down XML documents, side-by-side with a batch-driven interface that uses FTP (File Transfer Protocol) to pass a formatted text file).



MAXQueue includes a user interface which may allow interfaces to be configured by customers and typically provides the customer with the flexibility to control when and how often interfaces are processed.

When a business event occurs in an AssetWorks product or in the external system, the other product receives pertinent data for further processing, storage, or both. Typically, the data has been completely processed in the initiating product before being passed and it is simply stored in the receiving product for reference purposes.



AssetWorks is proposing the following interfaces with COJ's other enterprise systems. For each of the following scenarios, AssetWorks has provided the proposed workflow or interface. These recommendations are based on our experience, and best practices for maintenance system integration.

AssetWorks is willing to discuss alternative, more (or less) extensive integration options and designs with COJ to ensure the optimum solution upon further discovery with COJ. However, for the basis of this SOW, the following assumptions and designs have been incorporated as the basis for the pricing provided. The project team will define a detailed specification for each interface before any development work begins.

AssetWorks has included an onsite visit for one week (up to 4 days) for two resources (Technical and primary consultant) to review the interfaces and discuss the specs, mapping and workflow details.

Commented [JB7]: Resources (2 - technical and main consultant) being onsite for a week to do spec writing

Custom Interface Matrix

Interface Name	Functional Description
Billing Module File Output Interface	**Billing Module Implementation Scope and Assumptions** AssetWorks will provide services to implement the Billing Module in AssetWorks EAM/FleetFocus and provide technical and functional support for out of the box application functionality. AssetWorks will also install a MAXQueue package, configure module settings, setup billing types, test, train, and support remotely. Billing Module includes transactions for assets for the following items in FleetFocus: work order (labor, parts, commercial) charges, fuel, direct issues (labor, parts, commercial), recurring charges (depreciation, insurance, lease expense, licensing, monthly, other fixed 1, other fixed 2, other fixed 3, replacement), motor pool, special fees, base usage (base rate end of period usage charges), and usage ticket charges. All these items expect to use AssetWorks EAM/FleetFocus standard

Interface Name	Functional Description
	fields and functionality and does not consider re-purposed data fields or functionality being used in an unintended manner within FleetFocus. Billing Module only bills transactional line items and does not bill based on the header status (ex: closed) of a work order. This allows for greater flexibility in gathering charges regardless of status or a re-open of a work order. All transactions that are set to bill on an asset based on the billing type associated with that asset will automatically be added to additional tables in the application which are separate from the main tables for data. This is in the event the customer wants to manipulate a charge before billing is run and allows for different billing per asset if required per the customer defined billing types. The transactions are automatically added to customer defined "periods" in the application and can be used by an interface for seamless billing. If the Customer chooses to not bill a certain transaction in a period, they are able to manually move out any transactions that should not billed from the current period to the next accounting period; this is not a common occurrence but can be helpful based on various situations. Then the current period can be locked to ensure no new transactions go into that period once billed and customers can bill the new and/or moved transactions later or continue to move transactions from period to period as needed. • Billing Module only supports line-item percentage markups. • Billing Module does not support Work Order header overhead costs or small parts markups. • Billing Module is not location based but rather by account or department in terms of rollups and viewing transactions within a specified period. Training is done directly for identified system administrators and utilizes standard training materials; scope does not include customized training materials. Training will include module functions, workflows and an overview of the out of the box Billing Module reports. **Billing Module File Output Interface Scope and Assumptions** AssetWorks will provide the services to specify and build an A/P output with the customer's A/P (ERP) system. The interface assumes a one-way send of transactional data from AssetWorks EAM/FleetFocus to ERP on AssetWorks EAM/FleetFocus status change for periods setup in the AssetWorks Billing Module. Once the status change is made for a Billing Module period, MAXQueue will poll for that change on a customer defined timer to send the data as needed, such as monthly (trigger defined in final business process workflows with AssetWorks.) and include

Interface Name	Functional Description
	transactions posted in that period for use in upload to an ERP system and not in a Crystal report format. The interface assumes a standard AssetWorks EAM/FleetFocus billing process with workflow setup in the AssetWorks' Billing Module (see scope and assumptions for separate Billing Module Implementation Services). Output will only include data available in the tables populated by the billing module (all tables starting with "ACCT_") and assumes there is no additional rules outside of the base AssetWorks EAM/FleetFocus application logic and basic rollup or tallying for transactions (group by Account, Work Order or Department, etc.). The customer will provide the services to have the A/P (ERP) system load and process the data. If any other data or custom processes are to be included in the file a re-quote will be needed. The interface will create a custom flat file output (format is to be determined) to be sent to a shared network drive or FTP site from which the customer's billing application will process the file. Costs for these services are fixed and do not include applicable taxes. Milestones are to be billed based on acceptance policy as noted with the amounts and descriptions in the milestone schedule of this SOW.
Commercial Vendor Transactions Flat File (Vendor CSV to AW) Interface	AssetWorks will provide services to specify and build a one-way (Vendor to AW) Commercial Vendor Transactions (sometimes referred to as "sublet") Interface (external system to provide a flat file) to the Direct Charges – No Work Order – Commercial screen in AssetWorks EAM/FleetFocus. • Interface assumes a maximum of 10-20 fields being sent to the to the AssetWorks EAM/FleetFocus Direct Charges – No Work Order – Commercial screen related to create a commercial transaction on the work order. Once the transaction is processed on this screen, key tasks can be set to ensure the PM updates on assets/vehicles. Assumes all "supporting" data will have been pre-loaded into the AssetWorks EAM/FleetFocus system, including (but not limited to): * Equipment * Vendor - including vendor contract and contract line item (if necessary) * Task * Account * Department * Fail/cause ID - if applicable Interface will include up to 3 lookups for the three tasks COJ will send in their file for

Commented [JB8]: COJ please review final scope as follow-up to call with Erik on 5.10.23.

Commented [FP9]: Will this cover all of COJ fields?

Commented [JB10R9]: We have found this to be more than enough in our experience

Commented [JB11R9]: [illegible] review when we looking at scope

Commented [JB12R9]: For processes expected to cover 5.0 hrs [illegible]

Interface Name	Functional Description
	"Oil Change, Tire Change or Car Wash". These can also be created as variables in the interface and the corresponding FleetFocus/AssetWorks EAM task. This interface will not create equipment records or any of the records called out by the above assumption. This interface will process charges to the screen noted above and not to a work order. No work order functionality will be used as part of this interface. Processing invoice payments is also not included in this interface. Costs for these services are fixed and do not include applicable taxes. Milestones are to be billed based on acceptance policy as noted with the amounts and descriptions in the milestone schedule of this SOW.
Parts Issues to Work Orders (TPH to EAM) Interface	**Parts Issues to Work Orders (TPH to EAM)** • AssetWorks will provide services to specify and build a one-way interface from TPH (The Parts House) to AssetWorks EAM/FleetFocus to issue part transactions to work orders from a flat file. • All transactions will come as one part number, per work order, per line item in the file. • Any reversals will be clearly delineated in the file as a distinct line item and processed as such. • Part information in the transaction expected is Part number, part description, date, time, quantity, price (final sales price) and AssetWorks EAM/FleetFocus full Work Order ID (ex: LOC-YEAR-SEQ Number). • Assumes all parts will be posted as Not from Inventory (NFI) and that the interface will not match to a full working part record in the system or reduce inventory as inventory will be managed in TPH. • Assumes all transactions have a working AssetWorks EAM/FleetFocus full Work Order ID (ex: LOC-YEAR-SEQ Number) or an error will occur. • Assumes date and time matches within the open and close dates of the work order timeframe or an error will occur. • This interface assumes and is valid for inserts of part issue transactions to an existing AssetWorks EAM/FleetFocus work order and does not create new work orders or re-open existing work orders. • Costs for these services are fixed and do not include applicable taxes. Milestones are to be billed based on acceptance policy as noted with the amounts and descriptions in the milestone schedule of this SOW.
External Fuel Interface – Fuel to AW	AssetWorks will provide services to build and process a fuel interface for an external fuel system into AssetWorks EAM/FleetFocus (FA). The interface will expect a single flat file that contains all fuel data across the organization. The File will be loaded to a

Interface Name	Functional Description
	shared location or FTP location for AssetWorks (if FTP location, a login must be granted with read/write permissions) to pick up for processing and then archiving/file deletion. One file format is required across the organization with one agreed upon overall data mapping from external fuel system to FA fields. Data sent in the file is required to contain appropriate information to enter or lookup FA specific code data such as employee/operator ID, etc. Mapping will be able to be configured only for Fuel Types, but must apply generically across all files, or be unique across all, in that the data can only link to one code within FleetFocus. Example: File(s) can contain "UNL" and "UN" both which map to AssetWorks EAM/FleetFocus' s fuel code of "UN" for unleaded. But the values of "UN" within the files cannot be mapped to two different values within AssetWorks EAM/FleetFocus; there must only be one fuel type that "UN" or "UNL" matches. Utilizing only a flat file, the interface will go one direction from external fuel system to AssetWorks EAM/FleetFocus to create a fuel transaction (AW fuel tickets) on either the External or Internal Fuel Ticket screen (dependent on the fields utilized) with a maximum of twenty (20) fields being sent per fuel ticket line. Basic fields for inclusion in a fuel ticket assumes the following to be sent within the file: o Date/Time o Meter (at time of fueling) o Equipment ID (must match FA ID or match to an associated fuel card ID on fleet equipment record) o Fuel Type o Quantity o Total Price • The interface will only process fuel items; fluids or other product IDs (car wash, etc.) are not included in this quote. • The interface will not include update to the operator/employees records with any inserts, updates or deletes of those data records. • The interface assumes usage of all AssetWorks EAM/FleetFocus settings out of the box, no additional rules outside of standard application logic to be used such as advanced lookups or data transformations. • The interface assumes usage of the standard MAXQueue error handler, no additional processing rules for errors will be used. • If more fields/details, multiple screens or advanced logic is required, it will require a change order.

Interface Name	Functional Description
	• The rules for all locations/departments and configurations will be the same, aside from given outlined mapping ability noted above. If other different rules are needed, a requote will be required. • Customer is responsible for coordinating FTP file transfers. • All services will be performed remotely using web teleconferencing. • Testing is client responsibility within 45 days of interface delivery by AssetWorks. Costs for these services are fixed and do not include applicable taxes. Milestones are to be billed based on acceptance policy as noted with the amounts and descriptions in the milestone schedule of this SOW.
Requisition and Purchase Order Interface (AW to ERP / ERP to AW)	**Requisition and Purchase Order Interface Scope & Assumptions:** Users will enter a requisition in AssetWorks EAM/FleetFocus using the Parts Requests, Requisitions, and/or Replenishment screens. Once the transaction is successfully processed in FleetFocus, the request will be sent to the ERP purchasing system. AssetWorks EAM/FleetFocus will not provide the workflow (edits, data entry rules, budget checks, etc.) that might exist in the ERP. Customer will provide the services to have ERP process this requisition into ERP Purchasing. If the requested item does not yet exist in ERP, the customer will create the item in the item master (Part Master) table in ERP, assuming the system of record is AssetWorks EAM/FleetFocus for all item masters. In each transaction sent to ERP, AssetWorks will include AssetWorks EAM/FleetFocus data elements required by ERP to create a new item master record, if one must be created. FleetFocus will be the system of record for all item information, including on-hand quantity, on-hand value, current unit price, warranty information, and other related items. Commercial transactions (defined as items a vendor may do on behalf of the organization) can include labor, parts and misc. fees and each item will be provided on a single line item if processed on a requisition. Customer will provide services to send a "Release" transaction to AssetWorks EAM/FleetFocus when customer has created and approved the Purchase Order. Customer must store the AssetWorks EAM/FleetFocus Requisition number and the associated line numbers in their ERP to send back to AssetWorks EAM/FleetFocus for the system to match up the new customer Purchase Order to the correct and existing Requisition in AssetWorks EAM/FleetFocus. AssetWorks will provide the services to process this update from ERP and update the request in AssetWorks EAM/FleetFocus. This scope of work assumes customer will be able to use AssetWorks' standard purchasing interface formats. The interface will not connect or communicate directly with ERP. Customer will manually review and re-process any errors encountered. This scope is for a two-way interface (out to AssetWorks

Interface Name	Functional Description
	EAM/FleetFocus) to customer (by Requisition) and back from customer to AssetWorks EAM/FleetFocus (Purchase Order) as defined above. Assumes the customer is using Enterprise Purchasing and not Classic Purchasing with "quick orders". The Requisition and Purchase Order interface assumes that the system of record is the following for the items required as part of the interface. • Requisition – AssetWorks EAM/FleetFocus • Purchase Order – Customer ERP • Receipt – AssetWorks EAM/FleetFocus *(no receipts interface in scope)* • Part Master – AssetWorks EAM/FleetFocus • Part quantities and pricing – AssetWorks EAM/FleetFocus Costs for these services are fixed and do not include applicable taxes. Milestones are to be billed based on acceptance policy as noted with the amounts and descriptions in the milestone schedule of this SOW.

WBS A.8.0 Testing Services

Prepare Test Plan

AssetWorks will first provide its standard AssetWorks EAM/FleetFocus test plan for COJ review. On a time and materials basis, AssetWorks will customize the standard test plan to reflect test cases for the mutually agreed upon items of the RFP. The specific items included are to be entered as a mutually agreed upon exhibit to the contract COJ will note to AssetWorks as the project progresses if a test case is no longer required or can be handled through another means with configuration, training, and general demonstration. COJ is responsible for any additional changes to the test plan after testing is complete. The test plan will consist of but not be limited to the following functional and data validation test cases:

- Add and modify equipment primary information
- Add and modify parts primary information
- Open a repair order and a PM order for an equipment unit
- Charge labor to the work orders and verify the charges of hours and costs
- Charge inventory parts to the work orders and verify the charges of quantity and cost as well as proper inventory relief
- Charge commercial charges to the work orders and verify the charges of labor and parts
- Close the repair and PM orders
- Verify work order charges (labor, parts and/or commercial services)
- Adjust parts inventory both upward and downward
- Click on and generate a standard Crystal reports
- Verify a sample of asset master records

Commented [JB14]: COJ to do final review on this section

Commented [HS15R14]: 1. How to budget for T&M
2. "Test cases for any areas marked as No, Requires Customization and/or "Fleet Non-Y Responses" are not included" - I don't see why these requirements should be less important to be tested than any others, unless it is a requirement we agreed could be dropped
3. I still prefer "AssetWorks will first provide its standard AssetWorks EAM/FleetFocus test plan customized to ensure all RFP functional requirements are met."

Commented [HS16R14]: Further discussion is needed. Need to know what total cost will be

Commented [JB17R14]: Cost resolved and budget increased to 280

- Verify a sample of part master records

Commented [HS18]: This is redundant and [illegible] the section above

Testing Methodology

AssetWorks organizes its user testing into functional groups and works with COJ to identify the appropriate internal group to participate in testing for their designated functional group(s). Prior to the testing session, AssetWorks will verify the security and access control functions for User Groups with COJ. Each group will work through all test cases for a functional group in a single session and document the results. At the end of the testing session, all results are to be submitted to AssetWorks to review with COJ.

Commented [FP19]: [illegible]

Commented [JB20R19]: [illegible]

Commented [JB21R19]: [illegible]

If a test case was unable to be completed, the cause will be determined, whether it is further training and/or additional configuration needed. If the failed result is not related to training or configuration, it will be submitted to AssetWorks Customer Care to be reviewed and resolved or passed to AssetWorks Product Management for further analysis. Depending on those results, it may require the customer to either upgrade immediately or in a future release and/or decide if the item is critical for the initial go live phase. The core COJ project team will make this decision with AssetWorks acting in an advisory role.

The test cases will be repeated until all cases are documented as passed, by each designated group at COJ for each relevant functional group as determined by project needs. Note that a project team may opt to not elect to use all core system functionality for the initial project launch. As such, the group will discuss, document, and agree to remove specific test cases in this even from the standard test plan.

All core functional groups are listed below but not limited to these example topics in associated testing areas:

1. Purchasing - replenishment, purchase orders, receipts
2. Asset Management - campaign/recalls, adding/modify equipment
3. Work Management - work orders, service requests, logging time, part requests
4. Materials Management - issuing parts, adding parts, inventory counts, inventory transfers

Testing Document Example:

AssetWORKS

Add and Modify Equipment Primary Information The following tests will all be performed in the Enterprise Portal Screens				
Test #	Test & Expected Result	Pass/ Fail	Comments	Tester
1	**Add and Modify Equipment Primary records** **Add records** 1. Click Screens 2. Search for Fleet Equipment, Component or Stationary Equipment 3. Click New icon 4. Enter the following required fields: • Basic Info - Equipment ID • Basic Info - Model year • Basic Info - Manufacturer ID • Basic Info - Model ID • Basic Info - Equipment type • Basic Info - Description • Basic Info - Serial number • Meter Info - Equipment class for meter types • Classes - Equipment class for: Maintenance • Classes - Equipment class for: PM Program • Classes - Equipment class for: Standards • Classes - Equipment class for: Rental rates • Classes - Equipment class for: Resources • Classes – Asset category ID • Locations - Location type: Assigned PM • Locations - Location type: Assigned Repair • Assignments - Department ID • Assignments - Department to notify for PM • Accounts - Account ID for Assignment/WO (depends on option) • Status - Life cycle status code ID • Authorization – Work orders (set to Y as needed) • Authorization – Usage tickets (set to Y as needed) • Authorization – Fuel tickets (set to Y as needed)			

Support System Test Plan Execution

AssetWorks will support the core COJ team as they test the AssetWorks EAM/FleetFocus application features to display the converted data in the test environment, according to the above standard test plan and methodology. The objective is to be able to run through the various testing scenarios, validate the data and system configuration, identify areas for adjustments, and facilitate retesting where needed.

This test plan will be executed according to the schedule agreed upon by COJ and AssetWorks during the project. AssetWorks will provide remote support for system testing for up to 280 hours (80 hours of testing support/ 200 hours unique test script development). COJ will perform and document the test results within 30 days of receiving the standard test scripts.

Commented [HS22]: I believe Paul had asked for 80 hours.

Commented [HS23R22]: Let's reconfirm that this is THE testing support vs. just a piece of it though

Commented [JB24R22]: AW agreed to and added in additional budget of 80 total for more testing support

Deliverable for Testing Services

- Deliver AssetWorks EAM/FleetFocus out of the box user test scripts to COJ for review
- Deliver customized test plan to COJ based on scope and limitations noted above
- Support the customer with questions as customer performs and documents test results

WBS A.9.0 Training Services

The training will be role-based and will differ for trainees from the various organizational and functional areas. Each COJ trainee will have the basic skills in the overall use of AssetWorks EAM/FleetFocus and strong knowledge of how to use the application in his or her specific job function or area of expertise. The deliverables will not include remedial training for computer skills or any computer-based training.

Training Overview

AssetWorks will provide up to 96 hours (additional hours in training line item are used for preparation for training) of system administration and training in the configured base application and add-on modules for the roll-out of AssetWorks EAM/FleetFocus (according to the project plan) for up to ten users per class (assuming COJ's training facility has enough workstations for these training sessions). All training will be held at one central location. The topics and workflows included in the training will be those finalized by COJ team during the system setup and follow-up tasks. However, COJ should remain especially sensitive to necessary last-minute procedural changes or clarifications based on trainee feedback.

Training Preparation

AssetWorks will provide its standard training plan with the courses listed below, standard training materials and begin scheduling and planning for the training. AssetWorks has provided within the 96 hours above a total of 8 hours of updates to training materials for minor updates to COJ workflows such as removing unnecessary sections, etc. COJ is authorized to tailor the standard training materials to apply branding and match workflows specific to COJ. AssetWorks training materials assume all users are familiar with a Windows environment; the AssetWorks training will not include any Windows or remedial computer training.

Commented [HS25]:

Commented [JB26R25]:

The training will cover work order functions; parts and labor posting functions; and other common features and transactions. The topics and workflows included in the training will be those finalized by COJ team during the system setup and follow-up tasks. Any deviations in the defined and agreed upon workflow will cause delays and added costs to the training.

AssetWorks will provide a master electronic version for COJ Project Manager. COJ will produce and provide copies (across all roles) of the final training materials for use during the training sessions. COJ will be authorized to reproduce and use any training materials for ongoing training within COJ.

Training Courses

Technician Portal Training

In this course, participants will learn how to use the AssetWorks EAM/FleetFocus Technician portal as a maintenance tool to manage tasks they perform on a day-to-basis. In hands-on exercises, participants will practice accessing the system, clocking in and out, viewing work status and assignments, managing individual time reporting, posting time to work order tasks, changing/adding tasks to work orders, requesting parts, completing PM checklists, and creating service requests.

- Technician Portal overview
- Review of Critical Coding structures

    - Task codes
    - Work Accomplished Codes
    - Work Delay Codes
    - Priority Codes
- Technician Portal – Work Orders
    - Clock in and out
    - Using the Asset Viewer
    - View work status and assignments
    - Job on and off tasks *(real-time)*
    - View work order history
    - Find existing work orders
    - Putting work orders in delay
    - Work Order Main page and action buttons
    - Modify tasks
    - Request parts and commercial services
    - Add notes to work orders and tasks
    - Search for existing work orders
    - Work order postings *(after the fact)*
    - Complete PM checklist items *(as needed)*
    - Finish work order
    - View personal daily timesheet
    - Generating technical portal reports
- Technician Portal – Indirect time tracking

Work Management Portal Training

In this course, participants will learn how to use the AssetWorks EAM/FleetFocus Work Management portal to manage the daily operations within the maintenance areas. In hands-on exercises, participants will practice creating repair and PM work orders, directing employee assignments, accessing equipment work order history, managing service requests, generating shop schedules and multi-unit work orders, and executing reports. Training will cover the areas below and additional areas necessary to answer questions regarding shop operations.

- Work Management Portal overview
- Gadgets & Layout options
- Review of Maintenance Coding structures
    - PM class codes
    - PM checklist items
    - Task codes, etc.
- Filtering in the Work Management Portal
- Using the Asset Viewer
- Work Orders – Repair
- Equipment Due for PM/Inspection
- Work Orders – PM

- Work Order assignment
- Parts Requests
- Shop Calendar
- Employee Management
- Time Sheets
- Commercial Charges
- Work Orders – Posting Charges *(after the fact)*
- Work Orders – Reviewing Charges
- Work Orders – Finishing/Closing
- Work Orders – Printing
- Work Order Summary
- Work Order – Multi-unit *(as needed)*
- Historical Costs
- Service Requests/Defects
- Generating Work Management Portal reports

Storekeeper Portal Training

In this course, participants will learn how to use the AssetWorks EAM/FleetFocus Storekeeper Portal as a tool to manage part transactions coming from the shop daily. In hands-on exercises, participants will practice issuing parts, cancelling part requests, creating new parts, ordering parts on a requisition or purchase order, receiving parts, and returning parts to stock and a vendor.

- Enterprise Portal
  - System Operation & Navigation
  - Using the Filter to Search for Data
  - Part Primary
  - Part Location
  - Vendor/Part Information

- Storekeeper Portal
  - Overview
  - Part request management
  - Part request detail
  - Set Notify flag
  - Issue parts
  - Ordering from part requests
  - Purchase order management
  - Updating purchase orders
  - Creating purchase orders
  - Line-item overview
  - Receiving parts
  - Deleting lines on a purchase order
  - Returning parts to a vendor

- Creating a new part
- Editing an existing part
- Direct Issues
- Generating Storekeeper Portal reports

Enterprise Purchasing & Inventory Management Training

In this course, participants will learn how to use AssetWorks EAM/FleetFocus to manage more complex areas of inventory management including enterprise purchasing setup, enterprise purchasing flows and replenishment management and inventory counts.

- Enterprise Purchasing Workflow
- Enterprise Purchasing codes
- Enterprise Portal
  - Inventory Replenishment
  - Cross References
  - Vendor Contracts
  - Historical Costs
  - Inventory Counts

Generating Enterprise Purchasing reports

Fleet Administrator and Equipment Management Training

In this course, participants will learn how to use AssetWorks EAM/FleetFocus for managing the master equipment records, defining technical specifications/subsystems and recording fuel information. In hands-on exercises, participants will practice entering new assets, entering, and updating subsystems and properties information, campaign management, accident tracking, and posting fuel records.

- Intro to AssetWorks EAM/FleetFocus
  - Enterprise Portal introduction
  - System Operation & Navigation
  - Using the Filter to Search for Data
- Fleet Equipment – Adding & Disposing assets
- Component - Adding/Disposing assets
- Component Relationships
- Assignment History
- Subsystems and Parts
- Accident tracking
- Multi-Unit Projects & Recall Campaigns
- Historical Costs
- Equipment Renumbering

- Meter Readings – Assignments – Usage
- Fuel Management
  - Setting up assets for fueling
  - Internal Fuel Tickets
  - External Fuel Tickets
  - Automated Fuel Tickets
- Generating Equipment Management reports

Application Administrator Training

In this course, participants will learn the basics of managing the AssetWorks EAM/FleetFocus system from an application administrator perspective. It will cover adding and deactivating users, creating user groups, setting up UI controls, applying screen rights and viewing logs, setting up portals and general system admin rights as well as many other features.

- Admin Mode
  - UI Controls
  - Bulk Edit
- Control Rights
- Screen Rights
- Report Rights
- User Security
  - Options
  - Users
  - User Groups
- Employee & Operator – adding and disabling
- Table Management
- End of Period
- Activity Log
- Web Administration
  - Confirm Version
  - Health Check
  - System Logs
  - View Database Model
  - Adding and managing tabs / module types
    - Quick Links
    - Welcome
    - Announcements
    - Events
    - Contacts
- Web Modules Configuration
  - Web Module - Gadgets & Layout options (i.e., Work Management Portal, etc.)
  - Asset Profiles
- MAXQueue Designer Overview *(optional – pending project requirements)*

Reporting & AdHoc Query Training

In this course, participants will learn the basics of reporting in the AssetWorks EAM/FleetFocus system. It will cover both how to run existing Crystal reports, add them to favorites, set filters, and schedule them. This session will also cover the basics of the AssetWorks EAM/FleetFocus AdHoc Query module that allows an end user to create simple queries of data from the system. This training does not cover creating or modifying out of the box Crystal reports or any SQL language queries.

- Running Crystal Reports
- Scheduling Reports
- Exporting Reports
- Running Ad Hoc Reports
- Creating Ad Hoc Reports (*review 3 sample reports and set up one basic new queries*)

Customer Access & Service Request Training

In this course, participants will learn the basics of the AssetWorks EAM/FleetFocus Customer Access module. This module is used for end users outside of the asset maintenance operation to view equipment, update operators on assets, view open work orders on assets by department and enter in meter readings, service requests and usage tickets.

- View Assets
- Run Asset report
- Update Operators
- View Work Orders
- Run Work Orders report
- Enter Meter Readings
- Enter Service Requests
- Enter Usage Tickets

COJ will identify at least one "key user" on each shift to closely support the cutover, particularly after the training concludes. This individual will be responsible for answering initial end user questions and, most importantly, working with AssetWorks to ensure that subsequent changes or alterations are implemented to the internal documented procedures by COJ. AssetWorks recommends that these "key users" be those that attended the core team training sessions described above.

Deliverables for Training Services

- Deliver AssetWorks EAM/FleetFocus standard training agenda
- Deliver AssetWorks EAM/FleetFocus electronic standard training material; not customized
- Deliver AssetWorks EAM/FleetFocus Technician Portal training
- Deliver AssetWorks EAM/FleetFocus Work Management Portal training
- Deliver AssetWorks EAM/FleetFocus Storekeeper Portal training
- Deliver AssetWorks EAM/FleetFocus Enterprise Purchasing & Inventory Management training

- Deliver AssetWorks EAM/FleetFocus Application Administrator training
- Deliver Reporting & AdHoc Query Training
- Deliver Customer Access & Service Request Training

WBS A.10.0 Production Roll-Out Services

Production Cut Over

COJ will commence live operations using AssetWorks EAM/FleetFocus. AssetWorks staff will provide up to 200 hours of go live preparation, on-site and remote "go live" assistance for COJ operation. This step is critical to success.

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

AssetWorks will remain closely involved during this very critical period. AssetWorks will provide the following deployment/ go-live support schedule:

- Go Live Prep – system cutover preparation – onsite with one resource (40 hours)
- Week 1 – Go live – onsite support with one resource (40 hours)
- Week 2 – onsite support with one resource (40 hours)
- Week 3 – remote support (40 hours)
- Week 4 – remote support (40 hours)

Of course, additional on-site and off-site support is available to COJ under a separate Statement of Work.

After this second week of go live AssetWorks will begin to transition COJ to our Customer Care department for follow up support and ticket management, however the following schedule noted above will still be adhered by professional services for implementation support

Deliverable for Production Roll-Out Services

- Customer begins use of AssetWorks EAM/FleetFocus in a live production operation

Commented [FP27]: Please define how many resources will be onsite vs. remote for go-live. Also, please note that for the 1st week, COJ will like for all resources to be onsite for go-live.

Commented [JB28R27]: See below in text reviewed by COJ that one resource will be onsite during the go live week. The hours can be utilized to what works best for COJ, we suggest one week onsite and the following week remote. Each will be for one week as support in the project budget

Commented [JB29R27]: Per discussion please see the new deployment schedule, overall budget and breakdown. Travel will also be calculated for all time onsite has been increased

Commented [HS30]: I believe Paul requested 40 hours go-live prep

Commented [JB31R30]: Added

AssetWORKS

STATEMENT OF WORK

City of Jacksonville, Florida

Q-07120

CAM

AssetWorks EAM/FleetFocus Capital Asset Management Module

CAM Standard Implementation

03.12.21

AssetWorks CAM Introduction

AssetWorks is pleased to assist City of Jacksonville, FLORIDA (COJ) with the implementation of the Capital Asset Management (CAM) application. This Statement of Work (SOW) identifies the tasks required for the implementation of the Capital Asset Management (CAM) solution. This SOW is based on AssetWorks' current understanding of the requirements and AssetWorks' previous experience with similar engagements.

To best facilitate the implementation, AssetWorks urges COJ to formally identify a core team of members from each of the critical business groups who will participate in or be affected by the project implementation. This involvement must come from all parties. This core team should be both technically qualified and knowledgeable of their groups' business practices. These individuals will be responsible for working with AssetWorks to spearhead the system configuration, data mapping, and workflow tasks to ensure a feasible and effective production rollout.

The CAM project will begin some of its activities in coordination with the AssetWorks EAM/FleetFocus project as asset design is discussed but the bulk of activities will happen post go live of AssetWorks EAM/FleetFocus.

Circumstances may necessitate changes to the tasks and/or budget estimates, at which time AssetWorks and COJ will discuss these changes in good faith at their earliest opportunity and will execute, if necessary, a change order to the SOW and budget.

CAM Project Overview

CAM is a software tool that helps an organization better manage the overall lifecycle of its assets. The CAM module is integrated with the FleetFocus application and includes four core modules: Analytics, Planning and Budgeting, Procurement, and Asset Disposal.

This Statement of Work outlines the services to be delivered by AssetWorks to COJ for the implementation of the current production CAM release. The production version of CAM will include the following functionality:

1. CAM User Interface
2. Security: user roles, users, system flags
3. References: codes, departments, vendors, locations, people
4. Events: notifications and tasks
5. Asset Register and Design: asset main, category, spec type, attributes, specifications, and options
6. History Journals: usage journals (time, distance, count), maintenance journal, energy journal, capital journal
7. Analytics: category reference life-cycle cost models, custom life-cycle cost analysis, maintenance forecasts, MRU calculation, and asset analysis
8. Planning: replacement parameters, replacement scoring, plan generation, plan adjustment, plan export/import, plan forecast, budget manager, and budget lines
9. Procurement: asset requests, requests approvals, order builder, orders, production, delivery allocation, delivery export/import, receipt, acceptance, assembly, and mobile receipt/inspection
10. Disposal: disposal steps, remarketing profile, settlement and reconciliation, and internal auctions
11. Reporting: Integrated on-line reporting module, including ad-hoc reporting, dashboards and visualizations.

AssetWorks proposes to implement this project in three phases. The goal is to bring CAM live as quickly as possible and setup the interfaces to have the CAM and FleetFocus databases in sync. Once assets and history are loaded, the Analytics and Planning modules are ready for use. The three phases are:

1. Analytics and Planning Modules

2. Procurement Module
3. Disposal Module

The detailed implementation plan outlined in this Statement of Work document describes the services that the AssetWorks Professional Services team will deliver to ensure a successful implementation of the FleetFocus application. Functionality will be implemented based on what is available at the time of deployment.

CAM Enhancements

If during the implementation, if it is determined that custom functionality, enhancements, or modifications are needed to support COJ process or workflows, AssetWorks will prepare detailed design specifications with a fixed cost estimate and timeline to complete the development. AssetWorks will be solely responsible for all enhancement development and will deliver the updated application code in a schedule release. This SOW assumes no enhancements.

Commented [FP32]: Do we know of any custom functionality, enhancements or modifications that are required and can be incorporated into the cost of the project at this time

Commented [JB33R32]: At this time no enhancements to CAM have been identified

CAM Interfaces

All out of the box CAM integrations with FleetFocus are included in the base CAM application and will be configured during the setup phase. Any interfaces required to COJ's ERP systems, other maintenance systems, or external applications will be identified and quoted separately from this SOW. Each interface will have a detailed design specification, fixed cost estimate and delivery timeline which will be presented to COJ for review and acceptance. AssetWorks will have responsibility for the CAM portion of all interfaces, with COJ or vendor resources handling the external applications side of the interface. Interfaces will be delivered based in an AssetWorks CAM release. This SOW assumes no interfaces.

CAM Licensed Modules

- Analytics and Planning
- Procurement
    - Mobile Receipts and Inspection App
- Asset Disposal
- Ad Hoc Report Writer

CAM-1 Complete Project Start-up and Kick-Off Meeting

<u>Project Management</u>

AssetWorks will assign a Project Manager to lead the CAM implementation and coordinate all AssetWorks project activities. The AssetWorks Project Manager will ensure that enough resources are available to implement the system in accordance with the project requirements. The AssetWorks Project Manager will monitor the project resources to ensure quality delivery of services and that the deliverables are completed in accordance with the project requirements.

AssetWorks Project Manager will report directly to the PMO Manager (Project Director). While the Project Manager is the primary contact, the Project Director is COJ's first escalation point for any issues arising during the project, while the Program Manager will provide executive level communication and support.

AssetWorks expects COJ will appoint a Project Manager, who will lead the overall COJ project team and be responsible for the COJ personnel and resources on the project. AssetWorks recommends a System Administrator be designated who will be responsible for the configuration, implementation, and administration of the CAM module and server as the primary technical contact during the implementation.

In addition to the Project Manager and System Administrator, AssetWorks recommends COJ appoint a core project team for the project implementation with Subject Matter Experts (SME) familiar with COJ's asset management business processes and procedures. The SMEs will serve as the functional lead and Key Users for their business area and will have responsibility for leading discussions and making decisions regarding the implementation and configuration of the functionality relevant to its operation. The core group representatives should have complete knowledge and familiarity with COJ's operations and objectives and will form most of the roll-out team later in the project.

Throughout the project, AssetWorks Project Manager will conduct bi-weekly (occurrence pattern can be adjusted as necessary based on project schedule) scheduled status meetings with COJ to review the project progress to-date, the status of all open issues, review new issues that have arisen since the last meeting and discuss any changes to project timelines and deliverables. AssetWorks will deliver these status meetings in a format and schedule as agreed upon during the Kick-off meeting. If it is determined that changes to the format and schedule are required, then a meeting shall be held to agree upon a modified approach for managing and delivering project status updates. Based on the meeting, it will be determined if a change order is required.

AssetWorks maintains for each implementation an Issues Log. The Issue Log lists any issue that has been identified as impacting the delivery of the project. This may include issues related to application functionality, stability, and performance; known software errors and bugs; configuration questions; items related to loading and converting data; training; documentation; custom development and other project deliverables. The log is maintained by AssetWorks and will describe the overall issue, identify specific users responsible for the resolution, the expected delivery date, and the outcome/resolution of the issue.

The Project Manager is also responsible for generating all invoices for project services and deliverables in accordance with the agreed upon project payment schedule. The Project Manager is the first point of contact regarding any billing disputes and has responsibility for collecting all outstanding project invoices.

Commented [FP34]: [illegible]

Commented [JB35R34]: [illegible]

CAM-1.A Project Startup Call

This initial project management task is to initiate the start-up of the project by scheduling a Project Start-Up conference call with COJ. AssetWorks will commence the project upon receipt of the fully executed Professional Services Agreement or an official notice to proceed.

Upon receipt of notice to proceed, AssetWorks will initiate the Project Start-Up conference call with COJ's designated Project Manager to discuss how to kick-off the implementation. Key points for this initial call include:

12. Introducing key members of the AssetWorks and COJ project teams.
13. Scheduling of the Project Kickoff meeting.
14. Reviewing key project deliverables, terms, and conditions.
15. Distributing the CAM Implementation Questionnaire.
16. Forming the core team.

CAM-1.B Implementation Questionnaire

Once the Notice to Proceed is received, AssetWorks will provide COJ with our standard CAM Implementation Questionnaires. The Questionnaires are separated by module/functionality and are intended to gather basic information regarding COJ asset management's current processes and procedures.

The questionnaire covers the following topics:

1. System Setup
2. Asset Design
3. Asset History
4. Lifecycle
5. Planning & Budgets
6. Procurement
7. Production/Assembly
8. Disposal
9. External Systems

COJ will have the responsibility of completing the questionnaires to the best of their ability by the schedule start of the Project Kickoff meeting. AssetWorks will review the questionnaire prior to the Kickoff Meeting and generate a list of questions and topics for review during that initial meeting.

CAM-1.C CAM Sandbox Conversion Site Installation

AssetWorks maintains a sandbox conversion environment during the implementation phase for all customers, including those that will maintain their own production environment. The purpose of the conversion site is to allow the customer and AssetWorks to jointly setup and configure the CAM application in a mutually accessible environment before applying the settings to the final production environment. This also allows hosted customers time to assemble their environments without delaying the start of the project while hardware is acquired, installed and configured.

Commented [FP36]: Is it possible to have more than one environment?

Commented [JB37R36]: See scope below in CAM-1 noting 3 environments

Commented [JC38]: They have already included an additional Q&A environment I assume CAM could be used there as well? I will check with Bob Carney

Commented [JB39R38]: @update with final decision of 3 environments

Commented [JB40R38]: See scope below in CAM-1 noting 3 environments.

As soon as receiving notice to proceed, AssetWorks will setup a conversion site in our Wayne, PA data center to begin the project. Each customer has their own conversion environment with a specific URL. AssetWorks will install our CAM Starter Database instance in our shared CAM database server to support the environment. An initial COJ Administrator User will be created to allow the customer access to the site. AssetWorks will also have a user that we will use to access the environment. This will allow logs to note which user updated the database.

Once the conversion environment installation is completed, AssetWorks will send to COJ the URL link and the username and password of the initial Administrator user. AssetWorks and COJ will test the link and once completed CAM will be ready for loading and training.

In total, COJ will receive for CAM a production and two (2) non-production (Test & QA) environments – total of three (3) environments.

CAM-1.D Data Export and Conversion Database Setup

CAM has integrated data loader functionality that supports the mass insertion of data into CAM, as well as the ability to mass updated existing CAM records. This function uses Excel-based templates that are loaded with data

extracted from the legacy fleet or asset management system. This initial task will be to get the data needed from FleetFocus, or other legacy system, and populate the templates. The templates will be reviewed by AssetWorks prior to the Kickoff meeting and any gaps or new data required will be reviewed during the Kick-off meeting. There may be data required to load as part of the project by COJ. This data will be loaded by COJ if requested but with assistance from AssetWorks as needed and after receiving data loader training from AssetWorks.

As this project is not on premise to the customer, the database will be installed in the AssetWorks secure conversion environment by AssetWorks, where the AssetWorks CAM support team will have direct access to run the extraction scripts that are needed to populate the template, and in some cases load the CAM database directly using conversion scripts. In this scenario, AssetWorks takes responsibility for running the sql extraction scripts and copying the extracted data into the CAM loader templates.

CAM-1.E CAM Hosted Environment Installation

AssetWorks provides a hosted production environment for CAM customers. The hosted environment has shared application and database servers, with each customer having their own database instance and specific URL. All hosted customers are setup in an Oracle database environment.

AssetWorks will install two CAM environments in our Wayne, PA data center following the notice to proceed: Production and Sandbox. Additionally, an AssetWorks hosted conversion environment will be used to support the conversion and testing of the application prior to production delivery. The sandbox environment will serve as the test environment once CAM is live in production. AssetWorks will install the production site immediately after the project kickoff. A starter database will be installed as the production and conversion database.

Once the production environment installation is completed, AssetWorks will send to COJ the URL link and the username and password of the initial Administrator user. AssetWorks and COJ will test the link and once completed CAM will be ready for loading and training.

CAM-1.F Project Kick-Off

The Project Kick-Off Meeting is devoted to introducing the core project team to the AssetWorks team, the project implementation methodology, and the FleetFocus application. After completing this session, the project team will understand the implementation process and will be prepared to start collecting the data required to setup and configure the system.

This meeting is typically about a half day and includes discussion and review of the following topics:

17. Orientation on the CAM system,
18. Project plan tasks and timeline,
19. System Implementation Steps (CAM Implementation Steps document)
20. Assignment of customer responsible tasks,
21. Contract deliverables,
22. Change management procedures,
23. The data loading process, and
24. Review the implementation questionnaire and data template gap analysis.

Based on discussions during the Kick-off Meeting, the AssetWorks Project Manager will revise the project plan and assign AssetWorks and COJ project resources to various tasks in the plan. Following the Kick-off Meeting, an updated project schedule will be delivered to COJ by AssetWorks.

COJ will assist in facilitating this session. COJ will provide a suitable meeting facility, with a projector and will be responsible for inviting attendees. AssetWorks will provide COJ with soft copies of the orientation materials, which will include presentation materials outlining the project objectives and product information. COJ will be responsible for producing and distributing any hard copies of orientation materials.

Milestone Responsibility Matrix

CAM-1: Complete Project Start-up and Kick-Off Meeting Milestone

WBS #	Milestone #	WBS Activity Name	AW Responsibility	COJ Responsibility
CAM-1.A		Project Startup Call	• Introduce team • Schedule AssetWorks (AW)-COJ kick off meeting • Schedule AW resources	• Attend call • Form core team
CAM-1.B		Implementation Questionnaires	• Distribute questionnaires and provide deadline for return • Review questionnaires prior to project kick off	• Distribute questionnaires internally and submit by mutually agreed deadline
CAM-1.C		CAM Sandbox Conversion Site Installation	• Create sandbox conversion environment in Wayne PA • Distribute login credentials to COJ	• Test link to ensure correct connection and login to confirm authentication
CAM-1.D		Export FF Database	• AW will install the FA Database in conversion environment	• COJ to ensure FF database is ready with correct assets for AW to pull
CAM-1.E		CAM Installation	• AW install DEV CAM on AW servers as well as Test and Prod	• COJ to provide installation information internally for team access to the AW provided

WBS #	Milestone #	WBS Activity Name	AW Responsibility	COJ Responsibility
				environments for Test and Prod
CAM-1.F		AssetWorks-COJ Project Kick-Off	• Conduct AW-COJ kick off meeting with contents of 2.F as described	• Attend meeting and collaborate with AW PM on schedule, tasks and present COJ objectives, etc.
	CAM-1	**Complete Project Start-Up and Kick Off Meeting Milestone**		

CAM-2 Deployment Phase 1 - Analytics and Planning Modules

CAM-2.A CAM Setup and Configuration

System Setup Workshops

Following the kickoff meeting, COJ and AssetWorks will begin to setup up the CAM module. A series of workshops will be held with AssetWorks and COJ subject matter experts and CAM administrators to review how the application is setup and maintained.

AssetWorks will walk through each of the setup and configuration screens to instruct COJ on the purpose of the reference, its role in the application and work-flows, key decisions and assumptions that must be made in the definition of codes, and how to configure the data to support desired future-state outcomes.

During the setup phase, AssetWorks and COJ may setup and configure some settings and load sample codes with recommended configurations in the test environment. In some cases, some of the references that can be extracted from FleetFocus will be loaded during this session. It will be COJ's responsibility to make the corresponding setup and configuration in the production environment for data that is not loaded through the loader process with assistance from AssetWorks as needed and after receiving data loader training from AssetWorks. This will help to ensure the COJ continues to learn the system and how the data loading process occurs for future system maintenance and updates. Any manual updates required are typically smaller subsets of data such as lists of codes with guidance from AssetWorks

Commented [FP41]: Need clarification on this statement

Commented [JB42R41]: There will be smaller subsets of data, codes that can easily be entered manually due to size (ex. 10-20 items) that are not necessary to be loaded through a tool and/or the tool was not built to load to those screens due to size. This is not a large effort for COJ

Commented [JB43R41]: [redacted] please do final review

Commented [JB44R41]: COJ to do final review on this section and accept changes

System Administration

During the system administration workshop, AssetWorks and COJ will review the Administration menu and focus on setting up:

25. Enterprise
26. System Flags
27. Code Maintenance
28. Key reference objects: Departments, Locations, Vendors
29. System-Assembly Codes
30. Job/Task Reason Transformation
31. Application Security: Roles and Users

Asset Design

CAM can support both complex and simple assets. AssetWorks will conduct an Asset Design workshop. During that workshop, AssetWorks and COJ will:

- Determine which assets will be maintained in CAM
- Categorize asset types into groups with a common component structure, lifecycles, and vocation.
- Determine the component structure of each asset type
- Create the Component Types to define the components and assign to categories
- Load and configure the Attributes that are common to the component and specific to the unit
- Create component Specifications (year, make, model, or generic description)
- Assign Options to Specifications

- Assign Specifications to Component Types
- Create valid Component/Specification combinations by Category

VIN Decode

A new CAM function supports the use of VIN validation and decoding. The Assets template includes the asset number, VIN, year, make, and model. AssetWorks will submit this template through our VIN decode process and use that to validate that the VIN is entered correctly and generate a standard make, model definition as well as populate several standard attributes that are generated through the decode process.

AssetWorks will provide the validated list to COJ to review, and in some cases select the appropriate body style and configuration where the VIN does not provide a specific match. This data will be used to standardize the make, model, and description of the asset before it is loaded into CAM.

Asset data extracted from FleetFocus and the VIN decode process will be reviewed to determine what changes and updates are needed to support the CAM future state. Additionally, COJ will have responsibility to identify specific truck body information and clarify configurations where multiple configurations are returned.

During this workshop, we will also discuss how complex assets are purchased and assemble and the types of components that make up the asset category.

Asset History

AssetWorks and COJ will review the available asset history needed to load the CAM Data Mart. The review will look at the completeness and accuracy of the data to make determination as to what history data will be loaded into CAM. Among the data that will be reviewed is:

Asset Maintenance History – At the Job/Task level, the use of reason, system, and assembly codes. The recording of labor hours, labor costs, part costs and commercial costs (labor, parts, miscellaneous and taxes). We will review the customers labor rate methodology and history, and the use of markup rates. We will also review how warranty costs are managed and how credits are applied. The result of this review will be the configuration of the Job Reasons on the Transformation screen, grouping repair reasons into the CAM cost buckets and determining which are target and non-target reasons.

Downtime History – Is downtime being tracked and are maintenance and operating shifts used. How is downtime valued in the organization? Are rental rates available for substitute equipment.

Energy (Fuel) History – How are fuel transactions captured, what are the sources for transactions, and how are the products defined. The Energy Types table will be setup

Utilization – Understanding how meter types are setup and defined, what are the sources for meter readings, how accurate is the data, and how frequently are meter readings captured. This will be used to setup Meters on Component Types and Specifications.

Capital Costs – How were original acquisition costs recorded. How is post-delivery upfitting and prep costs captured and treated. What depreciation terms are in use, including method, term, and salvage percentage.

Which is the system of record for calculating monthly deprecation and how are those expenses applied. How are write-offs and write-ups recorded. This will be used to setup Category Life-Cycle parameters.

Attributes

CAM can capture user defined attributes (Items or user-defined fields) that can record data about the asset. AssetWorks and COJ will review the current asset and specification attributes, extracted from FleetFocus to determine which attributes will be maintained in CAM, which will be required to be entered in CAM, and which attributes will be maintained in FleetFocus. Also, we will review the standard attributes that are generated by the VIN decode functionality and the attributes that are used to update code and other data fields needed to create units in FleetFocus. The Attribute Master list will be updated. We will also discuss setting up validations and default values.

Interface System of Record

CAM maintains an Interface System of Record that determines for specific data records if CAM or FleetFocus is the system of record, and if changes to a record in the other system will be inserted into CAM, update an existing CAM record or are ignored. AssetWorks will walk COJ through this matrix to make determinations if any of the default settings should be changed.

COJ will be responsible for configuring CAM Categories to determine how each Category and Asset will be sent from CAM to FleetFocus (whole asset or as components). Specific FleetFocus codes will be setup as Attributes in CAM and assigned to Components and Categories as needed. Default values can be setup on the Category and will be loaded as the assets value in FleetFocus.

Customer Configuration Tasks

CAM enforces referential integrity at the database level; any electronic data conversion cannot be executed until all referenced data elements are loaded. The method used for loading the data will often depend on the number and type of records to be loaded, the availability of electronic sources to convert from, and the complexity of the reference. For many references, it is far easier to simply key in the code and required description.

During the workshops, AssetWorks and COJ will setup many of the minor code sets (10-20 codes to be setup manually) and setup sample records that can be used as templates or models for the setup of other records. COJ will take action items from the configuration process to finalize the definition of all relevant data elements and references. These definitions will be used by COJ to configure the application with AssetWorks assistance and guidance. This configuration will build on the setup defined with COJ core team during the workshops and will focus on setting up and configuring the following:

Commented [JB45]: To be discussed. COJ is responsible for action items and to configure the system based on tasks given by AssetWorks.

32. Events: Notifications and Tasks
33. Asset Model: Category, Component Types, Specification build out
34. Attributes: Asset and Specification updates
35. Category Lifecycle and Planning Defaults
36. Building the Approval Matrix
37. Creating Request Profiles

Templates will be provided to facilitate some of the larger data setups, with smaller sets updated manually. COJ will have responsibility for loading all manually entered records that cannot be sourced from a legacy system in both test and production environments and loaded through a template.

CAM-2.8 Data Loading

Commented [FP46]: [illegible]

The set of tasks in this phase will focus on setting up the CAM production database in preparation for deployment. The CAM data loader and its templates will be used to load the production database.

Data Extraction and Data Loading Process

AssetWorks has developed a template-based data loader process to load CAM. Because CAM will be integrated with FleetFocus, many of the reference codes (i.e.: Departments, Vendors and Locations) and asset related records will be loaded through the data loading process; while other, smaller code sets will be setup manually during the System Setup Workshops.

Empty templates are exported directly from the CAM application. There is one template for each record set.

The source of data will depend on the completeness of data in the maintenance system(s) that CAM will integrate with to populate the Data Mart. For FleetFocus customers most data required in CAM can be sourced directly from FleetFocus, assuming the data is loaded in FleetFocus. If key data is missing in FleetFocus, other sources can be used to populate CAM conversion templates for loading into CAM. For example, if components and purchase costs are not in FleetFocus, but exist in a fixed asset system, data extracted from the fixed asset system could be used to populate CAM.

For the initial production database load, AssetWorks will get the COJ production database in the SaaS environment to AssetWorks so that we can run the preproduction SQL extracts to populate the Templates. See Data Export and Conversion Site Setup under Project Start-Up.

If COJ cannot export the FleetFocus database to AssetWorks to run the CAM data loader, then COJ will have responsibility for running the SQL to extract data from FleetFocus and any other source application that will be used to populate the templates. AssetWorks will provide the SQL to extract from FleetFocus. COJ will have responsibility for developing the scripts to extract data from non-AssetWorks sources. COJ will also have the responsibility for executing the data loader import process to populate the preproduction database and make all corrections as needed.

Once the templates are populated, COJ will be responsible for reviewing each template and completing all missing required fields. AssetWorks will provide a description of the contents of each field, its format and valid values (depends on field type and rules). Fields that are not required can be populated to provide additional detail to the record.

Where references are modified or new references are introduced, it will be COJ's responsibility to update the other templates where the references are found, or for providing AssetWorks with a cross-walk table showing the old value and the new value for the field. For example, if a new Category code is being used, the Category on the Asset Template record must be updated to the new code, or an 'IS-WAS' mapping on separate table must be provided. It is highly recommended that once CAM is deployed, the Category codes in CAM be synchronized with

the source codes in the legacy system, and that the CAM Category code be assigned to the units in the legacy system.

Data is loaded into CAM using the template Import process within the CAM application. The populated templates are selected from a file directory and the data is imported into CAM following the same process as data manually entered on a screen inside CAM. The import process generates a result file that identifies each record successfully loaded (passed all validations), and all records that failed the validation and the reason for the failure. Those records that failed in the result file will be edited and resubmitted until all records are successfully loaded. AssetWorks will run the initial data loader process in the preproduction environment and work directly with COJ to correct data as needed. In addition, AssetWorks will execute their process to ensure that the data is loaded into the production environment. Once the data has been loaded into production, COJ with AssetWorks guidance will be responsible for verifying and confirming the accuracy of the data.

System Reference Codes

AssetWorks will review with COJ the source of all references and data objects to determine which can be loaded electronically using templates and which must enter manually. During the setup workshops, AssetWorks will review the templates and discuss the data that needs to be loaded into the templates, and what COJ must do to populate and prepare the templates for loading. Data that cannot be loaded with a template will be entered manually by COJ.

The first set of templates that will be run will be those that setup the key references needed to build assets:

System Admin Templates

1. Departments
2. Location
3. Vendors
4. System Codes
5. System Assembly Codes

Asset Structures

In order to load assets, several underlying codes and data structures must be put into place:

Asset Structure Templates

6. Category Group
7. Category Type
8. Category Subtype
9. Category
10. Component Groups
11. Component Types
12. Category Components

The setup and configuration of these templates will be reviewed during the Asset Design step.

Assets

The CAM module has an Asset Register that contains records for each asset managed in CAM. The initial data load will focus on loading all active, inactive, ordered, and assets in the disposal process into CAM. Assets that have been sold in the last 3-7 years will also be loaded to provide additional data for the Life-Cycle Cost Models. AssetWorks will review with COJ the quality of the sold asset data and make a recommendation on how far back to load sold units into CAM.

The following templates will be loaded, in order, through the data loading process:

Asset Templates

13. Energy Types
14. Commodities
15. Manufacturers
16. Make
17. Model
18. Trim
19. Specifications
20. Planning Specifications
21. Assets (Active)
22. Assets (Sold in last x years)
23. Components
24. Asset Component Cost

Attributes

Attributes are a mix of standard FleetFocus fields that are needed to setup a unit in FleetFocus, but are not standard fields in CAM, and user-defined asset and specification fields to capture additional information about the asset and specification. These can be used to populate items and attributes in FleetFocus.

Initially, CAM will be populated with the existing Unit and Spec Items from M5 and Attributes from FA. The validations and values setup in FleetFocus will be loaded to the assets and specs in CAM. The following templates will be used.

Note, that not all FleetFocus Items and Attributes need to be loaded in CAM. Attributes that should be setup in CAM are those that can be captured before the asset is accepted in CAM, and those that are needed in CAM to support analytics and reporting in CAM.

Attribute Templates

25. Attribute Master List: Asset, Spec, FleetFocus, VIN
26. Category Attributes
27. Asset Attribute Validations
28. Asset Attribute Values
29. Component Attributes
30. Spec Attribute Validations
31. Spec Attribute Values

Run Data Load Cleanup Script

AssetWorks has a series of scripts that are used to complete the data load. These scripts set standard flags, link data objects together, and other clean-up actions that are not captured on the templates. These scripts will be executed by AssetWorks.

Asset History Batch Load

The CAM module has an Asset Register that contains records for each asset managed in CAM and a Data Mart that has several journals containing historical transactions: maintenance, usage, energy and capital. The Data Mart is linked to FleetFocus, or the legacy maintenance system, and is updated on regular basis via interfaces.

The CAM History Journal contains a series of journal tables containing historic transaction data from the legacy system. The History Journal is used to support Life-Cycle calculations and other analytic functions in CAM. Once CAM is in production, an interface with the legacy system will be used to update the CAM History Journal. While the interface can also be used to initially load the History Journal, it is may be more efficient to initially populate the application through a conversion process. AssetWorks will review COJ' historical records and make recommendations on what the best approach to populate the initial data may be.

The following considerations and assumptions will apply to each of the journals in the CAM History Journal:

Maintenance Journal – The Maintenance Journal includes individual job-level transactions loaded from the legacy system. Each journal transaction will include at a minimum the asset, system-assembly, location, date, reason, labor hours, labor cost, part cost and commercial cost. These transactions are typically loaded from the legacy maintenance system and generally do not require manipulation before processing. A review of reason codes will be made to determine which costs are maintenance and repair, non-maintenance, accident/damage, or capital improvements. This will be used to classify the costs in CAM. If detailed transactions are not available from the legacy system, periodic or life-to-date costs can be used to load historical values.

Usage Journal – The Usage Journal capture historic meter readings by type of meter and reading date. In FleetFocus this comes directly from the Meter Journal and is converted based on the meter type to one of the Usage Journals in CAM: Distance, Time, or Count. If detailed transactions are not available from the legacy system, or if the meter journal only contains recent history, periodic or life-to-date meter or usage amounts can be used to construct a Usage Journal in CAM.

Energy Journal – The Energy Journal in CAM is made up of fuel transactions, containing the asset, date, meter if available, type (diesel, CNG, electricity, etc.), quantity and cost. The transactions would come from either the legacy maintenance system or a fuel management system. If detailed transactions are not available from the legacy system, or if the fuel system only contains recent history, periodic or life-to-date fuel quantity and cost amounts can be used to construct an Energy Journal in CAM.

Capital Journal – The Capital Journal contains historical purchase and capital improvement costs. This includes asset or component number, purchase cost, date, vendor plus some additional attributes about the transaction. The Capital Journal may also contain depreciation, adjustments and disposal data as well. The journal should have at a minimum the original purchase cost of the asset, but if available any capitalized improvements and a breakdown of costs by asset or component. This data may come from the legacy system if captured, but may also come from a fixed asset or procurement system. A template may be used to capture data not contained in

FleetFocus and used to establish the historic purchase cost of assets not created in CAM. Once CAM is implemented, the Capital Journal will be populated as units are acquired and disposed in CAM.

Data Loading Review

AssetWorks and COJ will participate in a WebEx review of the loaded data. Using the preproduction site, AssetWorks will walk through the CAM application with COJ and review the loaded data. The objective will be to ensure that the data was loaded accurately and as completely as possible. Any issues and significant gaps will be identified in an issues log and a plan will be developed on how these will be addressed. Some items may not be critical for CAM functionality, which can be deferred to after deployment. Where data is critical to success use of CAM functionality, those will need addressed before deployment.

Update Data as Necessary

AssetWorks and COJ will make any updates needed to the data issues identified during the review. This may require editing data using a full template, scripting changes, or in worse cases, dropping records and reloading using the template. AssetWorks will recommend the best solution and work with COJ to make the updates. If templates must be reloaded or edited, it will be up to COJ to make those edits.

CAM Production Database Delivery

All preproduction work will be done in the AssetWorks conversion environment. Once the database is fully loaded and all required configurations and setup completed, the loaded CAM database will be exported and delivered to AssetWorks Customer Care team COJ for installation in the current FleetFocus instance. AssetWorks will assist with the import and test that the data was imported correctly.

CAM-2.C CAM-FleetFocus Interface Configuration

Once CAM has been loaded and installed in a production environment, AssetWorks will assist COJ with the configuration of the CAM to FleetFocus integrations. AssetWorks will provide instruction to COJ on how to finalize the setup and configuration of the interfaces provided by AW.

Apply FleetFocus Patch

There are several interfaces that will be setup and installed in FleetFocus. The CAM-FleetFocus integrations are initiated from FleetFocus. Depending on the version of FleetFocus in production, a patch may need to be installed that inserts the CAM Interfaces into FleetFocus. Within FleetFocus, the CAM integrations will be setup in the Interface Manager and/or MAXQueue.

The following interfaces will be setup:

FleetFocus to CAM

- CAM Maintenance Export – Exports maintenance history from FleetFocus to CAM. History is summarized by work order and job/task. The repair reason is included for each record, along with labor hours, labor cost, part cost and commercial repair costs.
- CAM Energy Export – Exports energy transactions, including date, energy type, quantity and cost

- CAM Downtime Export – Exports downtime hours if captured in FleetFocus
- CAM Meter Export – Exports the meter journal, including meter type, date and reading
- CAM Capital History Export – Exports capital journal transactions updated in FleetFocus (Depreciation, capital adjustments, salvage, etc.)
- CAM Unit Export – Exports new unit records entered directly in FleetFocus and updates unit records for changes in assignment, location, status and some codes.

Remotely Configure CAM and FleetFocus Services

AssetWorks will remotely connect to the customer's FleetFocus and CAM environments, and with the assistance of COJ will configure the interface services to connect CAM with FleetFocus. This will include setting on system users and parameters required to execute the interfaces.

Setup MAXQueue

AssetWorks will provide instruction and support assistance with the setup of the setup and configuration of MAXQueue in FA.

Activate FleetFocus to CAM Interfaces

For Phase 1 only the FleetFocus to CAM interfaces are needed. These will be used to sync CAM to FleetFocus by updating asset assignment and status. The history interfaces will also be run periodically to load asset history into the CAM data mart.

A test of the interfaces will be made and review of the loaded data in each application to determine if the configuration loaded all data as expected. After the test, the CAM Production environment will be fully configured. AssetWorks and COJ will conduct a final review of the interface configuration before declaring the application ready to deploy.

CAM-2.D Readiness Testing

A Readiness Review is used to verify CAM is ready for deployment. The purpose of this review is to walk through the work-flow process using a test environment to verify that the processes and system are functioning in accordance to the specifications for the tested function.

During this review, the focus will be on:

38. **Data Loading/Conversions** – Was the legacy data correctly mapped and transformed into CAM? Are there missing data elements that have not been converted that are available from an electronic source, or that need to be manually loaded?
39. **Application Configuration** – Has the application been configured correctly to support planned work flows and is the data processed according to the expected configuration? Are the user roles correctly defined and authorizations assigned to meet expected workflows?

CAM Sandbox environment will be used to test application settings and functionality in a controlled environment using COJ data and configuration settings. The source of the test data will be the completed pre-production database schema installed in CAM Sandbox.

AssetWorks will first provide its standard test plan for COJ review. On a time and materials basis, AssetWorks will customize the standard test plan to reflect test cases for the mutually agreed upon items of the RFP. The specific items included are to be entered as a mutually agreed upon exhibit to the contract. COJ will note to AssetWorks as the project progresses if a test case is no longer required or can be handled through another means with configuration, training, and general demonstration. COJ is responsible for any additional changes to the test plan after testing is complete.

The actual testing will be the responsibility of COJ with AssetWorks participating in a review of the results at the end of the task. COJ will be responsible for executing the test plan using sample COJ data. COJ will document for each item the data used during the test and the outcome of the test.

For Phase I the following functionality will be tested.

Analytics

For the Analytics Module, testing will focus on the following functionality:

- Category Lifecycle and Replacement Parameter setup
- Life-Cycle Cost Models – Reference and Custom
- Scoring
- Asset Replacement Forecast
- Maintenance Forecasts
- Maintenance Repair Unit Calculations
- Repair vs Replacement Model

Planning and Budgets

The Planning and Budget Module will be tested to ensure that CAM can properly create, maintain and assign a plan to a budget, and that the Budget displays the planned assets correctly. The functionality to be reviewed includes:

- Plan Manager – generate baseline strategic plans, standalone and parent-child tactical replacement plans, a growth plan and a contingency plan
- Plan Forecasts – view the results of plans
- Plan Adjustment – make edits to a plan
- Plan Adjustment Export – export an excel version of a plan, make edits and import
- Budget – create a budget, setup default funding sources and authorization, and assign plan(s)
- Budget Lines – view assets from plan assigned to the budget.

FleetFocus to CAM Interfaces

The interfaces between FleetFocus and CAM will be tested as part of the previous tests as the analytics is dependent on the data mart to build models and analyze data. The interfaces will be reviewed to ensure all assets updates are being made in CAM from FleetFocus, and that asset data is being sent to CAM.

Review Test

AssetWorks and COJ will meet to review the test and its results. Where the results of the test did not meet expectations, these items will be reviewed with AssetWorks to determine if the data entered was invalid; if the application requires additional configuration; if the application must be reconfigured and if the failure was caused by a failure in the application code. Any items requiring modification to the application code will be scheduled into a planned patch or release depending on the severity of the issue and its impact to COJ's ability to go-live.

CAM-2.E Analytics and Planning User Training

This phase includes the final set of tasks needed to bring the CAM production environment live with the Analytics and Planning modules. The phase begins after the testing of the application's readiness for deployment. When the application is ready to deploy the production database will have the asset register and history updated through the CAM interfaces. AssetWorks will provide training support to end users/trainers using the test or sandbox environment with COJ's data.

The purpose of these workshop is two-fold: one is to provide general training on the application workflows so that users can understand how the application is configured to support their planned processes; and second to familiarize the principal users and system managers on how to use the application support their job functions.

AssetWorks recommends that COJ designate internal CAM module Trainers that will participate in this training and will provide training and support to new users and to casual CAM user.

The training will be organized into workshops focused on a CAM module and function. This will allow COJ to schedule attendees to attend sessions that are relevant to their job functions. The following outlines each workshop and the topics that will be covered

Analytics

- Setting up life-cycle parameters
- Life-Cycle Reference Models
- Custom Life-Cycle Modeling
- Asset Scoring
- Maintenance Forecasts
- MRU Analysis
- Asset Profile

Planning & Budgets

- Setting up planning parameters
- Building Plans: Baseline, Strategic, Tactical, Growth and Contingency plans
- Plan Manager Setup
- Plan Adjustment and Forecast
- Parent/Child Plans
- Plan Export/Import
- Budget Manager Setup and Authorization
- Budget Validation and Approval

Reporting

- Running Standard Reports
- Building Reports
- Dashboards

System Admin

- System Jobs
- Interfaces
- Interface Reject Manager
- Event Manager

CAM-2.F Analytics and CAM Go-Live Deployment

The final task of this phase is the actual production roll-out of CAM. This task requires the completion of Application Training, the completion of any acceptance testing, and the CAM system to be "live" on its production environment.

The process of bring CAM live will be the publishing of the Production URL to the CAM user community. Users will at that point have the ability to begin using the CAM to build life cycles, analyze assets, forecast maintenance costs, calculate MRU, build and maintain plans, setup budgets and attach plans.

Depending on the amount of time between when the original converted data was extracted from FleetFocus, it may be possible to simply run the CAM Unit Export interface to load units that have been added and updated in FleetFocus. If there is any long lag between data extraction and go-live, it may require use of the CAM data loaders to load new assets or assets changes. In that case, COJ will update the asset and specification templates, as necessary, to update the production database with new assets, specifications and attributes added from the legacy source database since the last execution of the data loader templates. A second run of the templates will update the disposal status on units since the last date of the Asset Register data upload.

The initial CAM deployment will focus on the rollout of the CAM Analytics and Planning functionality:

1. Analytics – Once CAM is fully loaded, all of the analytic functionality is available for use. One of the initial tasks will be to setup the System Jobs to generate Category Reference Life-Cycle Models, Maintenance Forecast and MRU Calculators. AssetWorks and COJ will setup the jobs and following execution, view the results in the analytics module screens.
2. Planning – One of the first tasks following go-live is to run a baseline master plan. This plan includes all CAM assets and uses the current settings on the Category Planning Parameters to forecast every assets next and subsequent replacement over a 30-year horizon. This will serve as baseline reference of the asset replacement needs from the time that CAM was first put into production. Tactical plans for upcoming budget years can be generated. Additionally, a plan can be developed manually to match the current purchasing plan before running plans.
3. Budgets – Assets from previous budgets may be on order, or out-to-bid. COJ has the option of using their legacy process to complete these assets and transition all new budgets/plans to CAM for the next fiscal year, or use a Budget Request process to build the open budgets and manually create requests for the outstanding items, associating them to a budget and begin tracking those assets through the procurement

process.

Milestone Responsibility Matrix

CAM-2: Deploy Analytics and Planning in Production Milestone

WBS #	Milestone #	WBS Activity Name	AW Responsibility	COJ Responsibility
CAM-2.A		CAM System Setup Workshops	• Conduct various system setup workshop meetings including key sessions on system administration, asset design, VIN decode, Asset History, Attributes, Interface system of record and	• Core team to attend all workshops • COJ to perform configuration tasks as noted in SOW (CAM 2.A)
CAM-2.B		Data Loading	• Run pre-production scripts to populate CAM templates • Send CAM templates to COJ for review • AW to advise on templates and required data needed • AW to run in COJ reviewed and approved final data templates to Pre-Prod and any necessary scripts • AW to send fully loaded and configured CAM pre-prod database to COJ •	• Verify FleetFocus PROD database is ready for AW to pull • Review populated templates and complete missing required fields
CAM-2.C		CAM-FleetFocus Interface Configuration	CAM-FleetFocus Interfaces to Install and Configure	• Work with AW to take part in setup and configuration

WBS #	Milestone #	WBS Activity Name	AW Responsibility	COJ Responsibility
			• CAM Maintenance Export • CAM Energy Export • CAM Downtime Export • CAM Meter Export • CAM Capital History Export • CAM Unit Export	of MAXQueue interfaces in Test and Production
CAM-2.D		Readiness Testing	• AW to provide customized test plan of primary functional and data validation tests. • AW to participate in review of COJ's testing results	• COJ to modify customized plan to expand on specific processes not in customized set. • COJ to test and document results of workflows to confirm data setup is complete and expected results occur.
CAM-2.E		Analytics and Planning User Training	• AW to conduct the Analytics, Planning & Budgeting, Reporting and System Admin workshop training classes	• COJ to attend the Analytics, Planning & Budgeting, Reporting and System Admin workshop training classes
CAM-2.F		Analytics and CAM Go-Live Deployment	• AW to support go live cutover	• COJ to participate in go live cutover
	CAM-2	**Deploy Analytics and Planning in Production Milestone**		

CAM-3 Deployment Phase 2 – Procurement Module

CAM-3.A Procurement Setup and Training

The setup of the Procurement module and training will occur simultaneously. AssetWorks will walk thru the procurement functionality with COJ and discuss the supporting data that must be setup to request, order, track, receive and accept an asset. Users will be taught how each function works and the steps required to complete the process.

Review Procurement Functionality and Current Processes

During the initial review of the Implementation Questionnaire and Business Process Review, AssetWorks and COJ will have discussed the current workflow for procuring assets. In this workshop, the current process workflow will be reviewed, with focus on how the process must adapt to the CAM functionality, and how CAM work-flow will be adapted to the COJ workflows. AssetWorks and COJ will map out the general process, with COJ responsible for fully documenting the process and developing operating procedures in support of the new COJ process.

Commented [FP47]: Further discussion is needed for clarification purposes

Request Setup

The first part of this workshop will focus on setting up the Request Denial Reasons, Cost Types, and Commodities needed on Code Maintenance.

AssetWorks will review COJ's request Approval Responsibility process to define what approvals, if any, will be setup in CAM and how users and departments are setup to support the intended process. AssetWorks and COJ will define the approval workflows, setup the Approval Responsibilities, assign those to users and departments and build Approval Rule Sets.

Additionally, Request Profiles can be used to restrict a user's ability to request certain categories, specifications and options. AssetWorks will review how profiles are maintained and assigned.

Option Setup

Assets requests can include one or more options that users can select during the request and order process. During this workshop, we will review how options are setup on the Option Master Catalog, options groups can be used to organize options, how options are assigned to components, and setup on specifications. We will review the source of options and how the templates are used to upload options to the Catalog and configure options on the specification. Option Groups will be defined and setup. Some sample specifications supplied by COJ will be reviewed and their options setup in CAM.

Acceptance Checklist Setup

The CAM Receipt and Acceptance mobile application allows the user to while at the asset, complete a user-defined checklist. AssetWorks will walk thru the setup of the checklists, and how checklists can be assigned to specific categories of assets by Component Type. A couple of sample checklists based on examples provided by COJ will be used to construct inspection checklists in CAM.

Production Date and Step Setup

Complex assets that are assembled by multiple vendors that are paid separately through separate PO's, have multiple components that require serial numbers, or have production schedules and steps that must be monitored are tracked through the CAM Production functionality. During this workshop, AssetWorks and COJ will review the setup of production steps and dates, identify which categories will be tracked by this functionality and setup one or two model workflows. As part of this setup, the Date List and Production Reasons will be setup on Code maintenance. Production Steps and Dates will be setup on select Categories and will be used as a template to setup other categories with similar build processes.

CAM-3.B Customer Procurement Template Setup

This step is a follow-up to the previous step for COJ to complete loading the data templates needed to setup the underlying data needed to complete the procurement process. The customer will have responsibility for completing the following templates:

Options – setup the following templates, or build through the application:

1. Option Master Catalog
2. Option Component Types
3. Spec Options

Checklists – setup in the application additional checklists and assign to the Component Types

Request Attributes – Using the Asset Attribute by Category template to select which attributes will appear on the Request to be completed before the Request is approved.

Production – setup in the application or using the following templates, production steps and dates

1. Date List (Production/Disposal)
2. Category Production Steps
3. Category Production Steps Components
4. Category Production Dates

CAM-3.C Load Test Environment

The data templates populated in the prior task will be used to setup the procurement data in the test environment. The templates will be loaded in the following sequence:

1. Vendors
2. Option Master Catalog
3. Option Component Types
4. Spec Options
5. Asset Attributes By Category
6. Date List (Production/Disposal)
7. Category Production Steps
8. Category Production Steps Components
9. Category Production Dates

CAM-3.D CAM to FleetFocus Interface Configuration

Implementing production means assets will originate in CAM and then push to FleetFocus. This task will focus on installing, configuring and test those interfaces

Apply FleetFocus Patch

If necessary, a patch will be applied to FleetFocus to update the CAM to FleetFocus interfaces, otherwise the interfaces that were installed with the FleetFocus to CAM interfaces will be activated. The CAM to FleetFocus interfaces are:

- CAM Unit Import – Imports new assets into FleetFocus once the asset has all FleetFocus required fields entered. Depending on system of record, select changes to CAM records may also be imported.
- CAM Item Import – Imports CAM Attribute updates to FleetFocus as either items or user-defined fields
- CAM Warranty Import – Warranty Profiles can be assigned to options. If selected, the warranty profile in CAM will be exported to FleetFocus to setup the unit warranty terms.

Remotely Configure CAM and FleetFocus Services

AssetWorks will remotely connect to the customer's FleetFocus and CAM environments, and with the assistance of COJ will configure the interface services to connect the additional CAM interfaces with FleetFocus. This will include setting on system users and parameters required to execute the interfaces.

Setup /MAXQueue

Commented [FP48]: Further discussion is needed

AssetWorks will complete the setup and configuration of MAXQueue in FA for the out of the box CAM interfaces with COJ shadowing to learn how these are setup and tested.

Activate CAM to FleetFocus Interfaces

For Phase 2 only the CAM to FleetFocus interfaces will be tested. These will be used to load assets, specifications and warranty profiles into FleetFocus. A test of the interfaces will be made and review of the loaded data in each application to determine if the configuration loaded all data as expected. After the test, the CAM Production environment will be fully configured. AssetWorks and COJ will conduct a final review of the interface configuration before declaring the application ready to deploy.

CAM-3.E Test Procurement Workflows

Before moving into production, using the test environment and the data loaded from the test templates, COJ will have responsibility for testing the CAM work-flow screens. AssetWorks will provide a test script to guide the testers, who will use their own data to complete the test. The screens that will be tested include

Procurement

For the Procurement Module, testing will focus on the following functionality:

- Approve Asset Requests from a Budget
- Generate a manual Asset Request

- Requests – Update request assets and options, change spec, split request, deny request, approve request Build Intangible request and approve
- Build Orders – Add components/intangibles to new or existing orders
- Orders – Add vendor, rename order, adjust order schedule and prices, approve order adjustments, open order, close order
- Delivery Export/Import – Export vendor and schedule worksheets, edit worksheets and import
- Production – track asset through production steps and dates, update serial number on components, test access by different users
- Allocation Agreement – Setup large multiweek delivery schedule
- Allocation Adjustments – Assign deliveries against locations and assets
- Receive Components – Receive asset components at a location
- Receive Intangibles – Receive intangible order
- Receive and Accept App – Receive assets, verify options, complete checklist, update attributes, reject asset, accept asset
- Acceptance – Review inspection results, update required attributes, reject component/asset, and accept component/asset
- Assembly – Assemble asset by assigning receive components to the primary component.

CAM-3.F Load Production

COJ will be responsible for populating the required data load templates. Once completed, COJ will use the templates to populate the production environment(s) and AssetWorks will load data to production. COJ will be available to respond to errors as AssetWorks loads the data and will be responsible for verifying the data once loaded.

Update Templates as Necessary

The data loader templates used to load the test environment will be updated by COJ as necessary to address any issues discovered during Testing

Load Options, Checklists, Attributes, Production Steps

The templates for options, attributes and production steps will be used to load the CAM production database. AssetWorks will assist COJ with providing scripts to copy the inspection checklists from test to production, or COJ can manually recreate them or develop new ones in production.

Load Component Types and Specifications

Use the data loader templates to load options, cost types and attribute updates to Component Types, and then load the options on the Specifications.

Load Component Types and Specifications

Use the data loader templates to load attributes and production steps to Categories.

CAM-3.G Procurement Production Deployment

This phase includes the final set of tasks needed to bring the CAM production environment live with the Procurement module. The phase begins after the testing of the application's readiness for deployment.

Production User Training

AssetWorks will provide training support to end users/trainers using the test or sandbox environment with COJ data. AssetWorks recommends that COJ designate internal CAM module Trainers that will participate in this training and will provide training and support to new users and to casual CAM user that may need to submit and approve requests. The training will be organized into workshops focused on a CAM module and function. This allows COJ to schedule attendees to attend sessions that are relevant to their job functions. The following outlines each workshop and the topics that will be covered

- Specification Setup
  - Specification Maintenance
  - Option Maintenance
  - Warranty Profiles
- Requests
  - Automatic and Manual Request Creation
  - Request Management and Approval
  - Build Orders
- Orders
  - Orders
  - Delivery Allocation
  - External Production
  - Delivery Export/Import
- Receipt/Acceptance
  - Receive Components
  - Receive Intangibles
  - Mobile Receipt/Acceptance (If SmartApps are licensed)
  - Accept/Reject
  - Assembly

Setup Open Requests/Orders

Any open orders or pending requests can be setup in CAM to complete their procurement in CAM and load the received assets into FleetFocus using the CAM interfaces. AssetWorks will lead a workshop to guide COJ procurement users with setting up manual requests and adding them to open orders matching their current outstanding orders.

The other option is to receive the outstanding orders directly into FleetFocus and begin a new request/order cycle in CAM. A lot will depend on the timing of the Production module go-live and where COJ is in its cycles.

CAM-3.H Procurement Production Go-Live

The final task is the actual production roll-out for each location. This task requires the completion of the production data loading, completion of any pre-production testing, and user training workshops. The CAM system will already be "live" on its production environment after completing Phase 1. At this point the Production Module will be live and used to process requests, manage orders, and receive/accept assets. AssetWorks will provide support to COJ as it begins to use the procurement module.

Milestone Responsibility Matrix

CAM-4: Deploy Procurement in Production Milestone

WBS #	Milestone #	WBS Activity Name	AW Responsibility	COJ Responsibility
CAM-3.A		Procurement Setup and Training	• Conduct procurement workshop to setup and train on current workflows from questionnaires and how to adapt them to CAM	• Participate in procurement workshop to setup and train on current workflows from questionnaires and how to adapt them to CAM
CAM-3.B		Customer Procurement Template Setup	• Provide standard load templates for procurement setup	• Complete the templates for all procurement setup • Manually configure functionality not supported with a template
CAM-3.C		Load Test Environment	• Load templates in TEST; see list in section 5.C of SOW	• Review and resolve any errors that come back from loading templates in TEST
CAM-3.D		CAM to FleetFocus Interface Configuration	• Install and configure, and provide assistance in the testing of interfaces from CAM to FleetFocus	• Assist with the install, configuration, and testing of interfaces with AssetWorks assistance.
CAM-3.E		Test Procurement Workflows	• Provide test scripts to COJ on procurement workflows	• Test procurement workflows using AssetWorks

WBS #	Milestone #	WBS Activity Name	AW Responsibility	COJ Responsibility
			• Review COJ's results and advise on changes needed in application if required	provided scripts and document results
CAM-3.F		Load Production	• Assist COJ in loading templates in PROD; see list in section 5.C of SOW and CAM-1.D for details. • Assist with reviewing and resolving any errors that come back from loading templates in PROD	• Update templates previously used in TEST, post testing phase if required • Load templates in PROD; See CAM 1.d for details. • Review and resolve any errors that come back from loading templates in PROD
CAM-3.G		Procurement Production Deployment	• Provide train the trainer user training on procurement functionality	• Designate internal trainers to attend training on procurement functionality
CAM-3.H		Procurement Production Go Live	• AW to support go live cutover	• COJ to participate in go live cutover
	CAM-3	**Deploy Procurement in Production Milestone**		

CAM-4 Deployment Phase 3 – Asset Disposal

This is an optional phase that will depend on if CAM will be used to manage the all or some of the asset disposal process, or that process will occur in FleetFocus or another system. Following the Business Process Review, during the future state discussion it will be determined if CAM will be incorporated into the disposal process partially, fully, or not at all. If some or all of CAM will be deployed to support asset disposal, the following tasks will be included.

CAM-4.A Review Disposal Work-Flow

During the initial review of the Implementation Questionnaire and Business Process Review, AssetWorks and COJ will have discussed the current workflow for disposing assets. In this workshop, the current process workflow will be reviewed, with focus on how the process must adapt to the CAM functionality, and how CAM workflow will be adapted to the COJ workflows. AssetWorks and COJ will map out the general process, with COJ responsible for fully documenting the process and developing operating procedures in support of the process.

CAM-4.B Setup Disposal Codes and Steps

The CAM disposal process has a series of disposal steps that are linked to a disposal status. The CAM disposal statuses are often linked to the FleetFocus disposal statuses and life-cycle codes. The disposal codes are setup on code maintenance. The disposal steps use Dates setup on code maintenance as well. AssetWorks and COJ will design the workflow for the disposal steps and create the dates needed for each step in the process. The dates will be setup manually.

CAM-4.C Load Disposal Steps to Test

In the test environment, the disposal steps and dates for the base workflow will be setup on a default Category for each of the various disposal processes that may exist. If the process is the same for all types of assets, a default category can be setup and copied with a script. Otherwise, a custom set of scripts will be needed to copy multiple workflows, or all setup manually by COJ.

CAM-4.D Test Disposal Processes and Interface

The disposal process can be closely tied into the FleetFocus disposal process, with CAM or FleetFocus updating each other when a statuses change. This step will require the FleetFocus CAM Export interface to be setup based on the planned workflow setting the Interface System of Record for each disposal related field. The interface and process will be tested to track an asset through the process in CAM and FleetFocus to verify that the process works as planned and that the two applications are updated as expected.

CAM-4.E Load Production

Once the testing of the process and interfaces are completed, the CAM production database will be setup. Disposal codes and dates will be manually setup on code maintenance by COJ. AssetWorks will execute a script to copy the final disposal steps from test to the production categories.

CAM-4.F Disposal User Training

A training workshop will be provided to CAM users that will have responsibility for managing the disposal process. The training will focus on the following:

- Tracking assets through the disposal steps and changing disposal dates
- Setting up an assets remarketing plan
- Settlement and reconciliation of a disposed asset

CAM-4.G Disposal Go-Live

The CAM application is already live. The completion of the disposal step setup and user training will activate the Disposal module in CAM. Users will begin to manage assets through the disposal processes. AssetWorks will provide support as users begin to become familiar with the processes

Milestone Responsibility Matrix

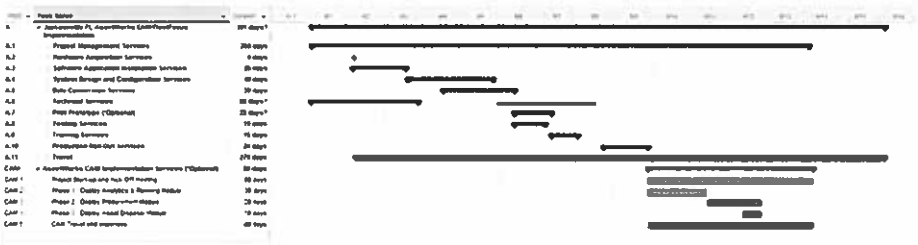
CAM-5: Deploy Asset Disposal in Production Milestone

WBS #	Milestone #	WBS Activity Name	AW Responsibility	COJ Responsibility
CAM-4.A		Review Disposal Workflow	• Conduct disposal workflow workshop to define and design disposal workflows in CAM	• Participate in disposal workshop and document process and SOPs to support new processes in CAM
CAM-4.B		Setup Disposal Codes and Steps	• Setup disposal codes in CAM one base workflow	• Document decisions made for setup • Manually setup dates for disposal steps
CAM-4.C		Load Disposal Steps to Test	• Load disposal steps to TEST for one base workflow	• If multiple steps are required COJ will need to do so manually • *Note: a custom script may be able to achieve this
CAM-4.D		Test Disposal Processes and Interface	• Provide test scripts to COJ on disposal workflows and interface • Review COJ's results and advise on	• Test disposal workflows and interface using AssetWorks provide scripts and document results

WBS #	Milestone #	WBS Activity Name	AW Responsibility	COJ Responsibility
			changes needed in application if required	
CAM-4.E		Load Production Environment	• Load disposal steps from TEST to PROD via a script	• COJ to manually setup disposal codes and dates in PROD
CAM-4.F		Disposal User Training	• Provide train the trainer user training on disposal functionality	• Designate internal trainers to attend training on disposal functionality
CAM-4.G		Disposal Go Live	• AW to support go live cutover	• COJ to participate in go live cutover
	CAM-4	**Deploy Asset Disposal in Production Milestone**		

AssetWorks EAM/FleetFocus Preliminary Schedule

AssetWorks proposes the following schedule to accomplish the tasks described below. This schedule is subject to change and dependent upon individual conditions and circumstances encountered during the project. AssetWorks will work with COJ's project team during project kick-off to finalize the project schedule, which might extend or reduce the timeline below.



Professional Services engagements have an 8-12 week lead time from contract execution. Named AssetWorks resources are assigned after contract execution.

AssetWorks EAM/FleetFocus Milestone Schedule

Professional services for AssetWorks EAM/FleetFocus other than custom interfaces, enhancements and existing integrations/initiatives will be provided on a **Time & Materials** basis. Any custom interfaces, enhancements and existing integrations/initiatives listed in the Technical Services section of the SOW will be provided on a **Fixed Fee** basis with specific milestone amounts and adheres to the milestone schedule listed below. Each milestone payment noted will include a 10% retainage, which will be released at the completion of the project. Also, all payments are based on the delivery to and acceptance by COJ of each deliverable as identifed in the SOW and to follow the terms as noted below.

Commented [FP49]: Need to update the payment schedule to reflect the 10% retainage

Commented [JB50R49]: To be further discussed

Commented [JB51R49]: 10% retainage fee on milestones noted to be applied

Commented [JB52]: AW is accepting 45 days but will note again that this will delay the project schedule as was originally proposed

i. COJ and AssetWorks will produce a mutually agreeable project schedule within twenty (20) days of the project kick-off meeting to include tasks to a WBS level three (Detailed Project Schedule).

ii. COJ will test all deliverables within 45 days of delivery of the items in the COJ Development environment. If the items have been tested and accepted, they will move to the COJ's QA environment.

iii. Once the delivered items have been tested, accepted, and signed off by COJ, the deliverables can be installed and configured in the production environment based the Detailed Project Schedule.

iv. If COJ does not accept final Deliverables as noted in this scope of work, then COJ shall provide a written notice of items of all specifications that do not conform to the scope of SOW and the signed specifications of any custom interfaces within seven (7) business days for AssetWorks to respond.

v. AssetWorks shall have twenty (20) days to cure or such additional time as COJ may agree to in writing.

vi. AssetWorks shall correct the reproducible aspects of the problem or failure within twenty (20) days from date of AssetWorks receipt of notice of the problem or failure, or, if the problem cannot be corrected within 20 days, provide a plan for correction of the deficiency

or next steps needed. Problems or failures that do not re-occur or cannot be repeated by AssetWorks, or by the COJ in AssetWorks presence, shall not be considered a failure.

vii. AssetWorks may not invoice until they have received Acceptance of each Deliverable in writing provided timelines noted above have been met by COJ for actions and response times outlined.

viii. Installation of deliverables in a production environment constitutes acceptances however if an item later is not performing to the approved specification for interface deliverables it will be noted by COJ to AssetWorks Customer Care for review and resolution.

ix. Payment shall be in accordance with the terms of the Agreement and the amounts noted in the milestone chart noted below.

Milestone Schedule

Milestone #	Milestone Name	Milestone Amount (Minus Retainage)	Retainage Amount (10%)	Full Milestone Amount (USD)
Milestone 1	Deliver Billing Module Output File Interface Specification	$7,380	$820	$8,200
Milestone 2	Deliver Billing Module Output File Interface	$7,380	$820	$8,200
Milestone 3	Deliver Accounts Interface Specification	$6,642	$738	$7,380
Milestone 4	Deliver Accounts Interface	$7,380	$820	$8,200
Milestone 5	Deliver Commercial Vendor Transactions Interface Specification	$7,380	$820	$8,200
Milestone 6	Deliver Commercial Vendor Transactions Interface	$7,380	$820	$8,200
Milestone 7	Deliver Parts Issues to Work Orders Interface Specification	$7,380	$820	$8,200
Milestone 8	Deliver Parts Issues to Work Orders Interface	$7,380	$820	$8,200
Milestone 9	Installation of FleetConnect Data Services	$4,428	$492	$4,920
Milestone 10	Delivery of FleetConnect Training	$4,428	$492	$4,920
Milestone 11	Installation of SmartApps in Production Environment	$4,428	$492	$4,920
Milestone 12	Delivery of SmartApps Training	$4,428	$492	$4,920
Milestone 13	Deliver External Fuel Interface Specification	$3,690	$410	$4,100
Milestone 14	Deliver External Fuel Interface	$4,428	$492	$4,920
Milestone 15	Deliver Purchase Request and Purchase Order Interface Specification	$11,070	$1,230	$12,300

Milestone 16	Deliver Purchase Request and Purchase Order Interface	$8,856	$984	$9,840

Optional Services

Any items listed as optional in the AssetWorks Order Form and not noted in the above Statement of Work can be added upon request. A full scope, deliverables and pricing will be appended into this SOW and presented back to the customer for review and prior to any final contract signatures.

Commented [JB53]: Previous Optional Services items removed as we have the final selection of services

AssetWorks EAM/FleetFocus & CAM Standard Assumptions

The following general assumptions apply to this proposal:

General & Pricing

- Professional services for **AssetWorks EAM/FleetFocus** other than custom interfaces, enhancements and existing integrations/initiatives will be provided on a **Time & Materials** basis.
- Professional services for **AssetWorks CAM** other than custom interfaces, enhancements and existing integrations/initiatives will be provided will be provided on a **Time & Materials** basis.
- Any custom interfaces, enhancements and existing integrations/initiatives listed in the Technical Services section of the SOW will be provided on a **Fixed Fee** basis with specific milestone amounts and adheres to the milestone schedule listed above.
- All milestone payments noted in the milestone chart will include a 10% retainage which will be paid at project completion.
- All professional services delivered will be invoiced at the beginning of each month following their delivery or per the milestone schedule payments listed above.
- For all time and materials work provided in this Scope of Work as noted above, a signed change order and/or other legally approved amendment must be provided from the customer in order to proceed with the billing of additional costs not contained in this scope of work.
- Any onsite services provided are done so as a minimum of three (3) days onsite and require a minimum of eight (8) hours a day to be billed by an AssetWorks' resource or four (4) hours if the resource is available for an additional half day.
- Only those optional modules identified in the accompanying license agreement are to be implemented and are included in this Statement of Work.
- Optional modules purchased after implementation has begun will require a change order or separate statement of work for services related to installation, configuration and training.
-
- This Statement of Work does not include any costs associated with third party vendors or software not already provided by AssetWorks that may be needed to complete the implementation.
- AssetWorks is the author, owner, distributor and sole source provider of fleet management software, professional services and maintenance services for the AssetWorks EAM/FleetFocus™ family of products which includes AssetWorks EAM/FleetFocus, FA, MS, MCMS, M4 and AssetWorks EAM/FleetFocus™. Use of the products is subject to the Software License Agreement.
- If this order is abandoned/paused by the COJ for any reason mid-effort, the COJ will be billed for all AssetWorks time incurred at the current contracted labor rate.

Commented [JB54]: Added per discussion with COJ to keep the projects of FleetFocus and CAM similar in pricing and management; allows for potential savings and better flexibility on hours can be used for assisting COJ

Commented [HS55R54]: Yes, need to discuss

Commented [JB56R54]: Accepted per 4.24.23 discussion

Commented [JB57]: Adjusted for retainage

Commented [JB58]: Travel included in T&M fee to be worked into final updated pricing

Project Delays

- When Professional Service days are contracted, they are removed from AssetWorks' capacity and considered sold to the customer, and as a result AssetWorks makes financial plans based upon the revenues it expects to achieve from the full performance of the contract. It is impossible for AssetWorks to know in advance whether or under what circumstances it would be able to resell the service days if the customer does not use them, either as the result of delaying or canceling meetings, tasks or deliverables. In most instances, when customers do not use the contracted time, AssetWorks is unable to resell those days or services. Even when days or services may be resold, it is costly to re-market the services, and such efforts divert effort to do so. While customer days have been held out of AssetWorks' capacity planning, AssetWorks may have turned away or delayed the start of other customers in order to meet AssetWorks' commitment to the customer. For these reasons, AssetWorks and the customer agree that in the event of delay or cancellation of scheduled project tasks and meetings at the customer's request within two weeks of execution, AssetWorks shall be due compensation equal to the contracted amount to deliver the services cancelled.

Commented [JB59]: [illegible]

Customer Resources

- All functional and operational groups who will be using and/or impacted by the new system should participate in all the sessions which will be conducted once. Repeating previously run sessions may require a change order for additional project budget.
- COJ will provide the resources described in this Statement of Work to insure a successful implementation of the products.
- COJ will appoint a single point of contact for the duration of the project. This person should have project management responsibilities and decision-making authority. This person will be the focal point of contact for AssetWorks' Customer Support department.
- All key COJ project team resources will be committed to the project as of the project start date.
- COJ commits to training appropriate functional and technical resources as required.
- COJ is responsible for all manual data entry.
- COJ will have all of the necessary and appropriate personnel at all of the meetings for the purpose of defining the requirements of the system. If additional meetings are required to repeat discussions due to the unavailability of COJ resources, additional cost will be invoiced.
- AssetWorks will provide on-site training to COJ (as outlined above) in a classroom environment suitable for training. AssetWorks recommends class size to not exceed 10 users to ensure proper attention can be given to individual users and maintain the needed pace to ensure training sessions are completed in a timely manner consistent with the training schedule.
- COJ will be responsible for preparing the training facility. The training facility should include hardware comparable to that found in the actual work place. Some end-user training can take directly in the storerooms or on the shop
- All training sessions will be reviewed with minor modifications to the course based on final COJ decided workflows however modifications to the standard application training materials with be the responsibilty of COJ.
- COJ will make appropriate technical resources available to AssetWorks' consultants.
- AssetWorks will need assistance from COJ to coordinate training and roll-out schedules, communications with field personnel and setting up training sites.

Infrastructure

- COJ will provide a project work area and infrastructure at the centralized implementation location appropriate for the size of the combined COJ/AssetWorks project team. This infrastructure should include

desks, chairs, telephones, and workstations with network access to printers and to the applications and implementation databases.

- AssetWorks' consulting estimates do not include installation and/or configuration of any computer hardware and peripheral equipment.
- COJ will be responsible for installing and configuring computer hardware and peripheral equipment such as printers and bar code equipment (if applicable).
- Acquisition, installation, testing, support, and tuning of any additional required application software, hardware, RDBMS, other software, peripherals and communications infrastructure will be the responsibility of COJ.
- COJ will verify that the hardware environment is installed, configured and operating over the network before scheduling the Software Installation.
- COJ is responsible for providing browser access to the AssetWorks EAM/FleetFocus™ application.
- COJ is responsible for providing and maintaining TCP/IP connectivity with sufficient bandwidth from all user workstations to the AssetWorks EAM/FleetFocus™ servers.
- COJ will receive all standard, out-of-the-box reports with the purchase of the reporting module; the reporting module leverages the Crystal Reports Server OEM Edition license. A non-production and production reporting environment will be implemented.
- COJ will utilize a single production AssetWorks EAM/FleetFocus™ database. A Dev and Test (two additional non-production) database instances will also be available.

Commented [JB60]: 2 non-production instances included now in addition to Prod, making a total of 3. COJ had listed 3 in addition to prod, adjusted

Project Management and Risk Factors

- COJ and AssetWorks will agree on scope, services, and deliverables for any optional modules included that are outside the RFI requirements prior to the Notice to Proceed.
- COJ project manager will be responsible for obtaining any required authorizations, approvals and/or signoffs by COJ related to project deliverables and project progression in a timeframe in alignment with the project work plan. Delays to this process as well as any COJ tasks not completed within the work plan timeframe will be subject to the Change Order Management process, delayed deadlines, and the possibility of increased services fees.
- This Statement of Work does not include the expenses associated with COJ or COJ resources assigned to the project.
- COJ remains responsible for all integration effort not described in this Statement of Work
- The project schedule is contingent upon the timely attainment of several external milestones that are outside the control of AssetWorks. Examples include but are not limited to the acquisition of the requisite software licenses and hardware and the approval of requisite capital appropriation requests as required.
- Circumstances may necessitate changes to the tasks and/or time estimates, at which time AssetWorks and COJ will discuss these changes in good faith at their earliest opportunity.
- This proposed Statement of Work includes implementation support for only those optional modules, interfaces, and modifications listed in the task list. Any change to the proposed Statement of Work, particularly the implementation services, data conversion, interfaces, and application modifications, will be documented and follow the same procedures for new enhancements or change orders.
- Unless otherwise noted, all integration, enhancement and report development effort quoted in this proposed Statement of Work are an estimate based on AssetWorks' experience providing similar services for other clients based on our current understanding of the requirements. AssetWorks will develop a detailed Development Specification for all services before proceeding with any development.
- This Statement of Work includes services to determine COJ's requirements and preparing the development specifications and quotes for only those development items identified in this Statement of Work. Any requirement analysis and specification work for additional items not identified in this Statement of Work would be done on a time and materials basis.

Technical Services / Interfaces

Custom Reports Standard Terms

- All custom reports require a licensed and installed Reporting Module in a non-production and production environment for reports to be run from the AssetWorks EAM/FleetFocus web portal.
- If AssetWorks is contracted to make modifications to a customer created report and identifies areas with incorrect design and/or data, AssetWorks will notify the customer immediately. If the customer requires AssetWorks to resolve the issue, it will require a change order.
- Customer is responsible for working with AssetWorks' Professional Services to provide their business process and identify specific system data mapping/elements requirements for the purposes of developing an approved functional and technical specifications for AssetWorks' Development to proceed with building a custom report.

Product Enhancements Standard Terms

- For all product enhancements, full and final design details will be determined by AssetWorks Product Management during the internal scoping process and discussed with the customer. Exact naming conventions and fields are subject to change upon creation of the specification document and final design by AssetWorks.
- For all product enhancements, if the quoted design details are requested to change, all other noted scope and assumptions are negated and a re-quote or change order will be required.

Custom Interfaces Standard Terms

- The custom interface(s) assumes usage of all AssetWorks EAM/FleetFocus settings out of the box (i.e., user security rights by screen level, no PMs on repair orders, requirement of work accomplish codes on tasks, etc.), no additional rules outside of standard application logic are to be used such as advanced lookups or data transformations unless noted above in the scope and assumptions.
- The custom interface(s) assumes that only fields currently available within AssetWorks EAM/FleetFocus are available to be sent and all fields utilized adhere to the AssetWorks EAM/FleetFocus data type and field length of the specific field, unless noted above in the scope and assumptions.
- Interface is quoted for only supported versions and only for a specific version if noted above in the scope and assumptions.
- This interface will be delivered in a future release if specified above or a custom package for customer's current version, as determined by AssetWorks during development phase. Interfaces are quoted for only supported versions and assumed logic is quoted utilizing the latest major build release.
- Interface errors or rejects will be sent to the MAXQueue error handler to review/reprocess. Customer is responsible for the management of errors/rejects; standard error processing rules and logic of AssetWorks EAM/FleetFocus will apply.
- Customer is responsible for any errors outside of AssetWorks EAM/FleetFocus from any external system, and these will not be processed through AssetWorks EAM/FleetFocus.
- Customer is responsible for working with AssetWorks' Professional Services to provide their business process and identify the external system data mapping/elements requirements (i.e., web services, XML, APIs, etc.) for the purposes of developing an approved functional and technical specifications for AssetWorks' Development to proceed with building a custom one-time integration.
- Customer is responsible for coordinating and sending requested sample data files, web services schemas, coordinating FTP file transfers and any other technical information such as the required

external system mapping of data elements and/or files requested by AssetWorks for functional and technical specification(s) creation, development and/or quality assurance purposes.

- Customer is responsible for building their side of the interface(s) for the external system(s) to push and pull data based on the direction specified as part of the interface.
- If using web services or APIs, the customer must provide a fully maintained web service and API from the external system. The interface must meet the standard interface requirements provided in the Asset Works "Interface Data Exchange Methods - Reference Guide" document and assumes the 3rd party technology is available within the AssetWorks EAM/FleetFocus standards to be able to access these methods and services. The customer's system must be capable of providing AssetWorks with the proper services and/or connections so that AssetWorks EAM/FleetFocus can distinguish data updates such as "INSERT" and "UPDATE" data and send items using triggers rather than timers. AssetWorks EAM/FleetFocus will process each change in this method specified, as it is received. AssetWorks EAM/FleetFocus assumes no call backs from 3rd party system web services or APIs that require additional data transformations.
- If the integration is scoped to accept attachment transfers, the customer must send one file per transaction and must send them in the AssetWorks EAM/FleetFocus supported format.
- All custom interface(s) require a licensed and installed MAXQueue Integration Module in a non-production and production environment.

Commented [JB61]: For discussion

Commented [JB62R61]: Document sent to COJ

Commented [FP63]: Is the license fee included in the project cost?

Commented [JB64R63]: Yes MAXQueue licensing is included

Custom Deliverable(s) Standard Terms

- All technical services must be re-quoted if not signed with 60 days of delivery of the quote.
- AssetWorks reserves the right to adjust the above quoted delivery version and standard delivery timeline if this quote is not signed within 60 days of initial delivery or earlier if noted above.
- Signed functional and technical specification(s) take precedence on all design and development.
- Development delivery timelines will be set upon signature of the specification by the customer; average scheduling is within a 90-day delivery window post-signature, though can vary based on date of signature. These dates will be coordinated as part of the project plan once specifications are signed.
- For AssetWorks to begin development, a customer approved custom deliverable specification(s) with data mapping to the AssetWorks EAM/FleetFocus database must be reviewed, approved, and signed by the customer; this includes any iterations after the initial approval.
- Approval of all functional and technical specifications are required by the customer within 45 days of delivery by AssetWorks or AssetWorks reserves the right to adjust the delivery version and delivery timeline.
- Testing is the customer's responsibility and expected to be completed within 45 days of delivery of the custom deliverable(s) by AssetWorks, unless otherwise noted. If the custom deliverable(s) is a product enhancement, the Customer will be required to complete testing in the first available version containing the product enhancement, including an early delivery release if made available.
- All services will be performed remotely using web teleconferencing, unless otherwise noted.
- Non-production and production are required to be on a generally available (GA) release and the supported version(s) per assumptions noted above for custom deliverable(s).
- Customer may be required to upgrade, if AssetWorks EAM/FleetFocus business logic changes in future releases that impacts the dependencies for the custom deliverable(s). Upgrade services for AssetWorks EAM/FleetFocus are not included, unless otherwise noted.
- If a customer's internal systems (i.e., ERP) require any additional analysis, configuration and/or development to support the proposed custom deliverable(s), AssetWorks assumes the customer will provide internal resources to immediately resolve any work and/or process resolution needed to support the agreed upon project timeline. If AssetWorks is required to assist, a change order will be necessary.

Commented [JB65]: Discussion

Commented [JB66R65]: AW has accepted the 45 days for testing but encourages COJ to do 30 days to keep on the project schedule

- Customer will make appropriate technical resources available to AssetWorks' consultants and have all of the necessary and appropriate personnel at meetings for the purpose of defining the requirements of the system and project.
- Customer will appoint a single point of contact for the duration of the project. This person should have project management responsibilities and decision-making authority. This person will be the focal point of contact for the AssetWorks' Professional Services and Customer Care team.
- Customer is responsible for the setup of all AssetWorks EAM/FleetFocus data that is required to support the custom deliverable(s), unless otherwise noted.
- AssetWorks assumes customer utilizes an internal system administrator to maintain all aspects of AssetWorks EAM/FleetFocus configuration, user training and system administrator duties as required to support this custom deliverable(s).
- Customer will be responsible for working with the AssetWorks' Professional Services and Customer Care teams to move the custom deliverable(s) into a production environment.

Logistical and Scheduling Support

AssetWorks will need assistance from COJ to coordinate training and roll-out schedules, communications with field personnel and setting up training sites.

Procedures for Handling Change Orders

If there is a change to the scope, or additional requirements to the project, these will be documented in the project change log, and the AssetWorks PM will review these potential changes with the COJ PM to determine the need and priority for the change. If the change is something that will be required, then the next determination would be who will be responsible for executing the change, if the change will result in a change of scope requiring additional support or effort from AssetWorks a formal change order request will be developed and provided to COJ for review and approval to be added to the scope of work. Any changes to the scope of work will be reflected in the project decision log and will result in updates to the project scope of work, schedule, and budget, including the addition of any additional milestones. Only after all parties agree on the need for the change, and the plan for integrating the change into the overall implementation project plan, would AssetWorks begin work on this change.

Confidentiality

This proposed Statement of Work (SOW) contains CONFIDENTIAL INFORMATION of AssetWorks LLC. In consideration of the receipt of this document, COJ agrees to not reproduce or disclose this information except to COJ employees directly involved on a "Need to Know" basis.

3. SECTION 4 – DESCRIPTION OF SERVICES AND DELIVERABLES

The following areas have been identified as system and functional requirements. The contractor is responsible for becoming familiar with the Fleet business requirements to ensure the proposed system fully supports these requirements.

Section #	Requirement Category
4.1	Asset Management & Tracking
4.2	Parts & Inventory Management
4.3	Work Order Management
4.4	Preventative Maintenance Scheduling
4.5	General Requirements
4.6	Reporting
4.7	Search & Query
4.8	Accounting/Billing
4.9	Vendor Tracking
4.10	Warranty Requirements
4.11	Fuel Management
4.12	Equipment Planning, Budgeting & Availability Tracking
4.13	Vehicle Pool
4.14	System Administration & Configuration
4.15	Interfaces
4.16	User Portal
4.17	Disposal
4.18	Dashboard
4.19	Training & Support
4.20	Security
4.21	Technical Requirements
4.22	Performance & Business Continuity
4.23	Exit Strategy
4.24	Testing & Acceptance
4.25	Data Conversion
4.26	Implementation & Post-Implementation
4.27	Contractor Questionnaire
4.28	Glossary

4.1. Asset Management & Tracking

Fleet is responsible for tracking all City owned mobile assets, which includes vehicles and various kinds of mobile equipment (such as forklifts). Assets are tracked from acquisition to disposal. The following requirements identify the type of information that must be recorded and tracked.

Asset Management & Tracking (AT)		
Number	**Requirement**	**Response (Y,N,T,C)**
AT 1	The solution must provide the ability to capture and track all pertinent data on each active, inactive, and sold piece of equipment including, but not limited to the following fields: • Asset Number • Year • Make • Model • VIN/Serial Number: unique number • License: unique number for license plate • APWA Code • Gross Vehicle Weight • Body Serial Number • Chassis Serial Number • Department • Division • Billing Code • Color • Vendor purchased from • Location address where asset is stored • Assigned Contact • Priority level of importance of the asset • Fuel Type • Main Meter (odometer/hour meter) • Auxiliary Meter • Group Code • Fuel tank capacity • Aux Fuel Tank Capacity • Main Engine Make, Model, Serial #, # Cylinder, Liters, Horsepower, Fuel Type • Aux Engine Make, Model, Serial #, # Cylinder, Liters, Horsepower, Fuel Type • Acquisition Date ex. 02/21/2016 • Acquisition Cost • PO Number • Title • In Service Date • Life Expectancy Months • Out of Service Date	

	• Disposal Date • Replaced Asset Number • Disposal Cost captured • Dispose Vendor • Sale Proceeds • Capitalized Cost	
AT 2	The solution must support an equipment-specific labor rate for automatically calculating labor cost for repairs (e.g. different labor repair costs for small, light, and heavy equipment).	
AT 3	The solution must provide easy access to *at-a-glance* snapshot information for a given asset including information such as most recent preventative maintenance (PM), meter reading, work order and lifecycle costing.	
AT 4	The solution must provide the ability to track multiple engines per vehicle. Example: A 70' boat may have four engines and each engine must be tracked.	
AT 5	The solution must provide asset lifecycle tracking including notification of when an asset is to be replaced. ***Notifications can be built in FleetFocus on any triggering event including replacement criteria; this is custom. If using the optional CAM module (Capital Asset Management), replacement notifications are standard with this optional module.*	Y**
AT 6	The solution must track replacement history and link replacement assets to the assets replaced.	
AT 7	The solution must contain contacts to track anyone and everyone related to a piece of equipment with the ability to specify custom roles related to assets and start and end dates for their connection to the asset.	
AT 8	The solution must provide the ability to assign assets to an agency or authorized employee and track all pertinent information related to the assignment, such as agency name, employee name, assignment begin date, assignment end date, etc.	
AT 9	The solution must track asset history (such as date acquired, date assigned, purchase costs, repair history, etc.) and provide the ability to query historical information.	
AT 10	The solution must provide the ability to define availability of each individual asset by hours and days.	
AT 11	The solution must provide the ability to create user-defined asset/equipment usage codes.	
AT 12	The solution must provide the ability to attach components to an asset, while maintaining full asset records, warranties and PM schedules for each. Example: A tractor can have multiple attachments such as an auger, a bucket, a forklift, etc. The solution must allow Fleet to capture and track all the information for each attachment (component/asset record, warranty, PM schedule, etc.) as well as the tractor.	
AT 13	The solution must provide the ability to enter and track notes /comments related to assets that include searchable content such as subject lines.	

Commented [JB1]: COJ - This would just be "Messages", if COJ wants an actual text, email, in-application notification it would be custom notification.

Commented [HS2R1]: This is acceptable to CoJ.

AT 14	The solution must provide the ability to correct/change an asset number and maintain all relevant data with the record.	
AT 15	The solution must provide the ability to track multiple meter types and provide the ability to capture the following meter readings including, but not limited to: • Actual Meter Reading • Meter Reading at Acquisition • Life Expectancy by Months / Hours • Year to Date • Life to Date • Etc.	

4.2. Parts & Inventory Management

Currently most Parts and Inventory Management is outsourced. Some items that are needed regularly in the shop areas (such as oil) are stocked in-house. The solution must have the necessary functionality to perform these functions whether they are performed internally or continue to be outsourced.

Parts & Inventory Management (PTS)		
Number	**Description**	**Response (Y,N,T,C)**

PTS 1	The solution must maintain all pertinent data on each part in inventory including, but not limited to, the following data:
	• Part Number
	• Part Description
	• In Stock Quantity
	• Item Cost
	• Capitalized Cost
	• Issue Details (examples: Asset #, Quantity, Work Order #)
	• Last Issue to Work Order date
	• Part Category or classification
	• Part Type or distinct usage
	• Part Status
	• % Mark Up for the individual part
	• Location
	• Alternate Location
	• Vendor Name
	• Substitute Part(s)
	• Stock Quantities for max, low and safe
	• Reorder Point
	• Order Lead Time
	• Mean Time Between Failure
	• Auto Order
	• Last Receipt
	  ○ Invoice
	  ○ Date Received
	  ○ Quantity	

PTS 2	The solution must provide an audit trail of all system transactions. All data changes must be date/time stamped and the User ID that made the changes must be captured. System transactions that must be tracked include, but are not limited to, changes to the following: • Unit cost • Count • Return to inventory • Return to vendor • Deleted orders	

	• Deleted receipts • Transfers among warehouses/storerooms	
PTS 3	The solution must track purchases by: • Vendor • Vendor Invoice • Date • Work Order Number • Purchase Order Number • Part Number • Description • Etc.	
PTS 4	The solution must track parts in multiple storerooms.	
PTS 5	The solution must allow the transfer of inventory among storerooms.	
PTS 6	The solution must provide the ability to track all parts warranties.	
PTS 7	The solution must allow the user to view parts that are located in: • One storeroom • All storerooms • Specific storerooms	
PTS 8	The solution must provide the ability to track and report replacement parts and components by Original Equipment Manufacturer (OEM) and by OEM equivalent part number.	
PTS 9	The solution must automatically post the parts issued, with associated cost, to the work order.	
PTS 10	The solution must provide the ability to charge parts to a work order and to a department.	
PTS 11	The solution must provide the ability for the user (with proper security access) to markup the price of parts by a user-defined percentage.	
PTS 12	The solution must allow the user (with proper security access) to manually input inventory count.	
PTS 13	The solution must compare the manually input inventory count to the system inventory count and identify any discrepancies.	
PTS 14	The solution must include bar code system functionality to be used for receiving parts, issuing parts and inventory control.	
PTS 15	The solution must allow the user to enter notes for each part. The note field should be free-form text and must contain a subject line to aide in searching/querying.	
PTS 16	The solution must allow the user to obtain a snapshot of inventory for any given date and time.	
PTS 17	The solution must allow the user to track part repair history and track trends by:	

Commented [JB3]: COJ - Part records can have notes, but there's no subject line or searchability of notes.

Commented [HS4R3]: This is acceptable to CoJ.

	• Part Issues • Notes • Work Orders	
PTS 18	The solution must allow the user to easily and quickly view the following part information: • Number In stock • Number in return bins • Number available • Number on order • Price • Markup • Last issue date • Last receipt date • Activity over the last 12 months • Etc.	
PTS 19	The solution must provide functionality that allows the user to: • Cross-reference different vendor part numbers for a given part • Find acceptable substitutes for a given part	
PTS 20	The solution must allow the user to order, receive and issue a part on a work order from a single screen.	
PTS 21	The solution must provide comprehensive searching capability to allow fast onscreen viewing of data, including but not limited to, the following information: a) Vendor b) Part Number c) Part Name d) Part Description e) Part Category f) Part Type g) Default Vendor h) Part Notes i) Part Usage j) Part Status k) Cost	
PTS 22	The solution must allow users to access the part record (view the part detail) by selecting the part.	
PTS 23	The solution must provide the ability to differentiate between a stocked or non-stocked part record.	
PTS 24	The solution must provide the ability to track the issuance of all stocked and non-stocked parts to a specific piece of equipment.	
PTS 25	The solution must allow users to view (online) all system transactions (history) by part. Transactions must include, but are not limited to, the following: a) Issues b) Returned (Number Returned and Date Returned)	

Commented [JB5]: COJ - unsure why notes are listed here; you cannot do trending on notes.

Commented [HS6R5]: We have no issue with this.

	c) Received (Number Received and Date Received) d) Received Returned e) Transferred In (Number Transferred In and Date Transferred In) f) Transferred Out (Number Transferred Out and Date Transferred Out) g) Adjusted Up (Number Adjusted Up and Date Adjusted Up) h) Adjusted Down (Number Adjusted Down and Date Adjusted Down) i) End-of-Period Quantity j) Costs (Unit, Shipping, Extended Cost by Month or by Year)	
PTS 26	The solution must allow the user (with proper security access) to change a part number. The change must be captured and reflected in the part history.	
PTS 27	The solution must provide functionality that enables the user to merge part records into one part number while retaining historical data.	
PTS 28	The solution must provide an option to track warranty and receipt information for non-stocked parts' issues.	
PTS 29	The solution must track all credits to vendors by: • Purchase Order Number • Invoice Number • Work Order • Date • Type • Description	
PTS 30	The solution must provide the ability for the user to create, modify, store and print lists identifying the parts required/used for specific repairs. Each list must specify the following: • Equipment number • Year • Make • Model • Class	
PTS 31	The solution must have the ability to track core parts.	
PTS 32	The solution must: a) Provide the functionality for the user to track the storage locations of every item in inventory. b) Be capable of supporting an unlimited number of alternate locations for every inventory item.	
PTS 33	The solution must provide for the automated calculation of minimum and maximum inventory levels and provide recommended order quantities.	
PTS 34	The solution must display an alternate location's inventory level when: a) There isn't sufficient on-hand quantity to fulfill the request or b) The present location does not stock the requested part	

PTS 35	The solution must allow for the cross referencing of multiple part/item numbers to a main part/item number.	
PTS 36	The solution must provide the ability to print bar code labels for bins and parts.	

4.3 Work Order Management

Fleet work orders are created for vehicle/equipment services and repairs completed on site by Fleet personnel as well as offsite by Fleet contracted vendors. Data from the work orders is imperative to the customer billing and invoicing processes.

Work Order Management		
Number	**Description**	**Response (Y,N,T,C)**
WO 1	The solution must provide the ability to create/configure work orders statuses. Examples: Approved, Complete, Release Billing, Waiting for Material, Hold, etc.	
WO 2	The solution must provide the ability to allow work orders to be created upon request (i.e. as needed).	
WO 3	The solution must track vehicle/equipment preventative maintenance status (PM status) and alert Fleet personnel when a vehicle is due for PM servicing.	
WO 4	The solution must provide the ability to automatically generate work orders from invoices from file formats such as csv, xls, xlsx, etc.	
WO 5	The solution must capture and identify preventative maintenance services and other applicable repairs on work orders that have been generated from an invoice.	
WO 6	The solution must provide the ability to create a work order using a single screen (i.e. the user does not have to navigate through multiple screens and tabs to enter the required information).	
WO 7	The solution must generate unique work order numbers and prevent the creation of duplicate work orders.	
WO 8	The solution must provide the ability to capture pertinent information on the work order relative to fleet management. Such information includes but is not limited to: • agency receiving the service • repair shop • agency account information • parts required • equipment requirements • etc.	
WO 9	The solution must provide "real-time" work in progress dashboards/screens that display data such as work order statuses, assigned tasks, location of work, assigned labor, etc.	

Commented [JB7]: COJ - we should remove this as we now have the "Commercial Vendor Transactions Flat File (Vendor CSV to AW) Interface" which is the workflow that needed this. This would be a customization if was needed as it is not OOTB in the system.

Commented [HS8R7]: Not including this is acceptable to CoJ.

WO 10	The solution must have the ability to capture preventative maintenance (PM) services, other repairs, external vendors and miscellaneous costs/credits on a single work order.	
WO 11	The solution must provide the ability to automatically change work order status based on actions taken per business rules.	
WO 12	The solution must provide the ability for authorized personnel to manually change work order status per business rules.	
WO 13	The solution must provide alerts to notify Fleet personnel of any active warranties, required preventative maintenance (PM) or recalls for vehicles/equipment and any associated component(s) when a work order is opened.	
WO 14	The solution must provide the ability to display all active warranties and PM due messages for vehicles/equipment and associated component(s).	
WO 15	The solution must provide the ability to set estimated completion dates/deadlines and capability to provide automated updates to requestors if desired.	
WO 16	The solution must have the ability to use wild cards to complete work order searches. Example: The user enters a portion of a name and the system provides the ability to select from a list of work orders meeting the wild card criteria.	
WO 17	When generating a new work order, the solution must have the ability to identify previously ordered parts that have not been installed on a vehicle/equipment to prevent duplicate orders.	
WO 18	The solution must provide the ability to capture and track pertinent work order data. Data to be tracked include but is not limited to: cost, labor hours, downtime, materials, etc.	
WO 19	The solution must have the ability to assign work orders to external contractors and vendors with the ability to track the associated costs for these services.	
WO 20	The solution must have the ability to capture information about each employee assigned to a work order such as employee name, employee number, labor hours, total hours worked, etc.	
WO 21	The solution must have the ability to calculate and track total hours and total costs charged to a work order.	
WO 22	The solution must perform edits and validations as required based on business rules. Example: The system must prevent a vehicle from inadvertently being assigned to another agency when it has already been assigned.	
WO 23	The solution must provide the ability to archive and retrieve detail work order, historical repair data for the life of the vehicle/equipment.	
WO 24	The solution must provide the ability to cancel work orders, and if parts or labor costs have been charged to the work order, must have the ability to adjust or reverse charges.	

WO 25	The solution must maintain an audit trail of any work order cancellations or adjustments.	
WO 26	The solution must provide the ability to configure and maintain selection data relative to fleet management such as repair codes, repair reason codes, etc.	
WO 27	The solution must provide the ability to configure fee structures per business rules including service costs, mark ups, etc.	
WO 28	The solution must provide the ability to select the appropriate repair code/repair reason for each work order. Examples of repair reasons include: Modification, Warranty, Recall, Preventative Maintenance, etc.	
WO 29	The solution must have the ability to track multiple repair reasons per work order. Summary reporting of these reasons must also be provided.	
WO 30	The solution must have the ability to require specific authorization for finalizing a work order.	
WO 31	The solution must have the ability to require specific authorization for reopening a finalized closed work order.	
WO 32	The solution must allow the addition of authorized user defined costs to the work order including description and mark ups.	
WO 33	The solution must track modification to work order costs including who made the modifications, date/timestamp, modification reason, etc.	
WO 34	The solution must provide the ability to enter and update a narrative, such as a complaint, cause and correction section, on each work order.	
WO 35	The solution must provide the ability to utilize industry standard repair work coding scheme, such as Vehicle Maintenance Report Standards (VMRS) codes and/or in house defined codes.	
WO 36	The solution must provide the ability to capture rework (when repeat repairs occur) based upon user-defined criteria, and automatically notify the user of repeat repairs when creating the work order.	
WO 37	The solution must provide the ability to capture time when equipment is available for operational use (for uptime/downtime calculation) based upon user-defined criteria.	
WO 38	The solution must have the ability to automatically add a flat administrative fee to each work order.	
WO 39	The solution must prevent a user from closing a work order with incomplete associated task checklists.	
WO 40	The solution must provide the ability to identify scheduled versus unscheduled downtime.	
WO 41	The solution must provide the ability to markup labor costs at a rate based on vehicle or equipment category. Labor rates must have effective beginning and end dates.	No**

Commented [JB9]: COJ - review notes from AW from RFP.

Commented [HS10R9]: Not including this is acceptable to CoJ.

	***Markups can be set for parts, labor, and sublet work at the department or shop location level. Labor rates can be defined by task, skill/certification, employee, shop location, department, or overall default labor rate. However, these rates do not have the ability to set effective dates or ending dates.*	
WO 42	The solution must have the ability to create, print and maintain repair cost estimates prior to performing the work.	
WO 43	The solution must provide the ability to calculate and print or email repair estimates for customers.	
WO 44	When opening a work order, the solution must have the ability to flag a unit that is scheduled for replacement to avoid spending time on units scheduled for replacement.	
WO 45	The solution must have the ability to set an optional warning flag to appear when a job for a warrantable item is added to a work order.	
WO 46	The solution must have the ability to set a flag when the replacement part is under warranty.	
WO 47	The solution must have the ability to identify the primary equipment as in or out of service.	
WO 48	The solution must have the ability to display all work orders by user defined search parameters. Information to be displayed includes but is not limited to: • Date and time opened • Date and time closed • Meter reading • Location • Unit number • Work order number • Job code user defined and/or VMRS • Job description with detailed cause, complaint, and correction narrative or code • Job status • Scheduled/unscheduled (target and non-target) • Warranty – work unit – technician – class code	
WO 49	The solution must provide the ability to search and filter on work order data fields including but not limited to: • Equipment ID • Location • Job code user defined and/or VMRS • Work order status • Reason for visit • Work order number • Repair cause code- job description with detailed cause, complaint, and • correction narrative • Job status • Scheduled/unscheduled (target and non-target)	

	• Warranty • Work unit – technician – class code	
WO 50	The solution must provide the ability to allow charges to be made to finalized work orders with appropriate rights.	
WO 51	The solution must maintain audit trails for all charges to finalized work orders.	
WO 52	The solution must have the ability to charge commercial costs back to a work order.	
WO 53	The solution must include technology that allows vendor invoice numbers to be reused on a different work order when it is not a duplicate service charge. Example: After a period of time (sometimes as little as a year), some vendors reuse the same vendor number. The system must allow this new invoice (that may repeat the number from a previous invoice issued by this vendor) to be associated with a new work order.	
WO 54	The solution must provide the ability to display a detailed equipment maintenance history with user defined search parameters that include, but are not limited to: • Work order status • Job code user defined and/or VMRS • Repair reason (cause code) • Maintenance location • Assigned location • Technician • Agency or Department	
WO 55	The solution must have the ability to view online all work in progress and work completed for the day.	
WO 56	The solution must provide the ability to identify and capture parts, labor for tasks, etc. for services rendered without specific unit information to calculate respective costs (e.g. overhead, etc.) for these jobs. Example: The system provides the ability to charge a public safety agency for repairs completed on an inflatable boat.	
WO 57	The solution must provide the ability to calculate employee and shop productivity.	
WO 58	The solution must provide the ability to determine shop staffing needs e.g., vehicle equivalency analysis.	
WO 59	The solution must provide the ability to create a shop / technician planning and scheduling program.	
WO 60	The solution must provide the ability to display future Inspection intervals (state inspection, emission inspection, etc.)	
WO 61	The solution must provide the ability to allow the user to select any or all open work requests as jobs on the work order.	
WO 62	The solution must provide the ability to generate a current labor display. This display should show all active employees and the specific task they are currently performing.	

Commented [JB11]: COJ - An MRU value can be tracked in FA but FA does not generate this; CAM holds more of this functionality.

Commented [HS12R11]: This is acceptable to CoJ.

WO 63	The solution must provide the ability to track and defer non-safety repairs (e.g. defective armrest, air conditioning, rip in seat etc. versus brakes, headlights, horn etc.) and not show the vehicle or equipment as out of service.	
WO 64	The solution must provide a process to notify personnel when back-ordered parts are received.	
WO 65	The solution must provide the ability to automatically notify the customer via email when the equipment is ready for pick up.	
WO 66	The solution must provide the ability to allow a work order to have a credit balance.	
WO 67	The solution must provide the ability to record all commercial or external vendor repairs to enable analysis by cause and repair code.	
WO 68	The solution must provide the ability to view all work orders online in real time by status.	
WO 69	The solution must provide the ability to defer repairs and automatically include them on the next opened work order for that piece of equipment.	
WO 70	The solution must provide the ability to assign deferred repairs to a specific technician and/or shop. Note: See Exhibit 5.4 for a list of on-site fleet shops.	
WO 71	The solution must provide the ability to track service process procedures to a specific repair for a specific piece of equipment.	
WO 72	The solution must provide the ability to create work order or direct charge documents to capture billing that relates to a cost center of an asset.	
WO 73	The solution must provide the ability to charge labor hours using flat rate labor charges.	
WO 74	The solution must provide the ability to manage vehicle/equipment recall campaigns.	
WO 75	The solution must provide the ability to configure an automatic log off after the system has been idle for a specified period of time. The solution must allow the automatic log off time to be defined by authorized Fleet personnel / system administrator.	
WO 76	The solution must provide a Labor planning calendar that displays pertinent information such as scheduled tasks, scheduled indirect labor, online request and certificates.	
WO 77	The solution must have the ability to track and manage all technician time, including non-billable labor hours.	
WO 78	The solution must have the ability to track repairs in real-time.	
WO 79	The solution must provide the ability for the technician to add work order notes from the technician workstation screen.	

WO 80	The solution must provide the ability to track staff training and certifications.	
WO 81	The solution must contain a customer portal that automatically sends alerts and notifications to customers.	
WO 82	The solution must have the ability for customers to request repairs for equipment online.	
WO 83	The solution must provide the ability for customers to review repair history of their vehicles.	

4.4 Preventative Maintenance Scheduling

The following section identifies the requirements for creating, scheduling and tracking recurring preventative maintenance activities.

Preventative Maintenance Scheduling (PM)		
Number	**Description**	**Response (Y,N,T,C)**
PM 1	The solution must provide the ability to create, schedule, and track the status of recurring preventative maintenance (PM) activities such as safety checkpoints, parts, materials, frequencies/service intervals, and estimated/actual time spent on these activities.	
PM 2	The solution must provide the ability to track all scheduled maintenance.	
PM 3	The solution must provide the ability to generate recurring maintenance schedules on a daily, weekly, monthly, quarterly or annual basis. In addition, it must be capable of defining customized intervals on a user-defined basis.	
PM 4	The solution must provide the ability to track equipment information, including but not limited to: • Manufacturer • Model • Serial Number • Service Dates • Warranty Expiration Dates	
PM 5	The solution must provide the ability to maintain PM historical information on assets and equipment for the lifecycle of the vehicle.	
PM 6	The solution must: a) Provide the ability for the user to schedule planned maintenance activities based on mileage, specific dates, days of the week, days of the month, etc. b) Allow Fleet personnel to modify scheduled planned maintenance as necessary. Example: Safety inspections should be scheduled at 9,000 miles or 6 months, whichever occurs first.	
PM 7	<u>Alerts</u> The solution must: a) Provide alerts to notify the user when scheduled maintenance/service is due. Examples: - An alert would notify the user when maintenance is due on a vehicle - An alert would be displayed when the system user opens a work order for a vehicle for which maintenance is due. b) Provide recall alerts. c) Allow the user to add the preventative maintenance job to an existing work order or to create a new work order. d) Automatically satisfy the alert and automatically update the scheduled maintenance calendar when the preventative maintenance job is complete.	

	e) Provide alerts to notify the user when a warranty is in effect or near the expiration date.	
PM 8	The solution must allow for out-of-cycle PM (performing PM early or late) such as preparing a vehicle for a trip or completing PMs that are missed. Audit functions shall identify any PM performed out-of-cycle.	
PM 9	The solution must provide the ability to perform batch operations (such as oil changes) on selected individuals or groups of PM schedules.	
PM 10	The solution must provide the ability to track detailed task activities (checklist) within individual or groups of PM work orders.	

4.5 General Requirements

The following section identifies the general requirements needed in the Fleet Management system.

General Requirements (GEN)		
Number	**Description**	**Response (Y,N,T,C)**
GEN 1	The solution must provide a variety of help features including but not limited to the following: • Spell Check • Grammar Check • Mail Merge • Help Functionality	
GEN 2	The solution must allow users to add and/or update words to the spell check dictionary.	
GEN 3	The solution must provide drilldown capability to related records. Example: When viewing information about a vehicle, the user must be able to navigate to all work orders pertaining to that vehicle.	
GEN 4	The solution must provide the ability to configure and track various types of statuses based on business rules. Examples: • Approved • Completed • In Progress • Etc.	
GEN 5	The solution must provide the ability to update statuses based on business rules. Example: Statuses may update automatically based on an action or they may be updated manually.	

Commented [JB13]: COJ - Grammar Checks and Mail Merge are not included.

Commented [HS14R13]: This is acceptable to CoJ.

GEN 6	The solution must provide the ability for the user to select a method of receiving notifications (e.g., email, text, etc.).	
GEN 7	The solution must provide the ability to establish and track Service Level Agreements (SLAs) based on business rules. Example: Allow Fleet to establish a period of time to complete a task and trigger notifications/alerts for overdue tasks.	
GEN 8	The solution must provide the ability to save and print a system generated document and reprint it with its original values.	
GEN 9	The solution must provide the ability for users to create and scan barcode labels for parts, work orders, assets, storage locations (bins), etc.	
GEN 10	The solution must allow users (with proper security access) to remotely access the system.	
GEN 11	The solution must have the ability to work with and capture results from auxiliary devices such as bar code scanners, digital signature devices, tablets, etc. The solution must allow the captured results to be attached to the work order. Example: The technician should have the ability to capture his/her notes on a tablet device while in the vehicle/equipment. The supervisor should have the same ability to capture his/her notes while in the office.	
GEN 12	The solution must automatically adjust the screen image to the size of the device (e.g., mobile devices and tablets). This is sometimes referred to as "responsive design".	
GEN 13	The solution must provide the ability to capture/accept electronic signatures.	
GEN 14	The solution must allow the user to override or manually enter data if auxiliary devices (such as bar code scanners or signature pads) are off-line.	
GEN 15	The solution must automatically record transactions that do not end successfully.	
GEN 16	The solution must alert the user when a transaction does not end successfully.	
GEN 17	The solution must allow authorized users access to information archived from prior fiscal years.	
GEN 18	The solution must prevent the deletion of data (records) based on business rules.	
GEN 19	The solution must allow or prevent the deletion of supporting documentation based on business rules.	
GEN 20	The solution must provide the ability to access the history of all activities pertaining to a work order.	
GEN 21	The solution must provide an audit trail of all system transactions. The audit information must be easily retrievable by the system administrator.	
GEN 22	The solution must date/time stamp all changes to data fields and identify the User ID that made the change (audit trail).	

GEN 23	The solution must display the last date and time each user logged onto system.	
GEN 24	The solution must record or capture information about each unauthorized access attempt such as User ID, workstation, date and time.	
GEN 25	That solution must allow the user to manage batch submission of reports or jobs. This functionality should permit the user to schedule when the request should be executed, to choose whether to view results on the screen or to print the results, and to manage printing of the report.	
GEN 26	The solution must provide the ability for the user to track the following by department and vehicle: • Number of Accidents and associated costs • Number of Incidents and associated costs	
GEN 27	The solution must provide the ability for the user to forecast and prepare an annual operating budget using historical data (cost of fuel, parts, labor, overhead etc.) **Fully Supported through the CAM module. The historical data from the maintenance system is used within CAM to create the forecasted replacement lists. Maintenance, Utilization, and overhead costs are utilized by CAM to perform the forecasting function. Budgets can then be set up based on the replacement plans selected.	Y**
GEN 28	The solution must have the ability to maintain an equipment list with details of permanent or removable components.	
GEN 29	The solution must have the ability to list the detailed history of equipment costs by month and year, including all costs broken out by accidents, maintenance, fuel, other fluid quantities, miles per gallon, and cost per mile calculations.	
Upload Attachments		
GEN 30	The solution must provide the ability to upload attachments/documentation including pictures and media of various sizes and types.	
GEN 31	The solution must link uploaded information to the applicable source (e.g. work order).	
GEN 32	The solution must provide the ability to delete (remove) attachments based on defined business rules.	
GEN 33	The solution must provide the ability to print all attachments or choose the desired attachments to print.	

Commented [JB15]: COJ - Added RFP notes for clarification on the "Y".

Commented [HS16R15]: This is acceptable to CoJ.

Commented [JB17]: COJ - No "Print All Attachments" option included.

Commented [HS18R17]: This is acceptable to CoJ.

4.6 Reporting

Querying/Searching and reporting options must be provided in order to report on day-to-day transactions, historical information, key performance indicators and other required metrics. The user must have the option of creating ad hoc reports as well as utilizing canned reports. See Exhibit 5.2 for examples of current reports used by Fleet.

Reporting (REP)		
Number	**Description**	**Response (Y,N,T,C)**
REP 1	The solution must allow users to search by data field(s), select the information to be displayed and produce a report in a specific layout. Examples: • Search by department/customer and display all vehicles that are Out-of-Service. • Search by vehicle information (year, make, model, and/or acquired date) and choose to display the number of accidents/incidents in which those vehicles have been involved.	
REP 2	The solution must provide the ability to configure data queries and ad-hoc reports using key data elements maintained within the system. Examples: • Query and report on the number of work orders that are not completed. • Query and report on the number of work orders that were completed during a specified time.	
REP 3	The solution must allow wild card searches by all key data fields. Examples: • Vehicle Number • Purchase Order Number • Etc.	
REP 4	The solution must provide the ability to obtain metrics and calculations. Examples: • Number of windshield replacements due to accidents versus vandalism during a specific time. • Number of work orders created annually • Etc.	
REP 5	The solution must provide the ability to create custom reports that can be saved and reused.	
REP 6	The solution must provide the ability to report on key data elements in the system and provide drill down capabilities.	
REP 7	The solution must provide the ability to create and maintain form/document templates for internal use and supplemental customer support.	
REP 8	The solution must provide the ability to create and maintain form/document templates for system generated notifications such as emails and letters to internal (customers) and	

	external (vendors) users.	
REP 9	The solution must enable the user to tailor standard reports. Examples of tailoring a report include, but are not limited to, the following: • Specifying sort or filter criteria • Adding or removing columns • Providing an option to print details & summaries • Providing an option to save for reuse	
REP 10	The solution must provide the ability to review/research activity trending. Examples: • Determine length of time required to replace an alternator. • Determine if the length of time required to replace an alternator has changed over the last year.	
REP 11	The solution must allow the user to create a report that identifies preventative maintenance that is: - due - overdue and - completed within a specified date range.	
REP 12	The solution must provide the ability for the user to: a) Review/research activity trending b) Perform trend analysis	
The following reports are required by Fleet Management. The solution must provide them as canned reports or allow them to be generated as ad hoc reports.		
REP 13	The solution must allow the user to create a report that identifies the vehicles and equipment that are out-of-service due to incomplete repairs *(that affect the safe operation of the equipment).* Note: The user must be able to exclude the vehicles and equipment that have deferred maintenance that does not affect the safe operation of the equipment.	
REP 14	The solution must allow the user to create a report listing all open work orders within a specified date range.	
REP 15	The solution must allow the user to create a Surplus Parts Report that tracks lack-of-activity for user-defined periods of time.	
REP 16	The solution must provide the ability for the user to generate accident and damage repairs report by vehicle/equipment number and fiscal year.	
REP 17	The solution must provide the ability to generate a Warranty Repairs report.	
REP 18	The solution must have the ability to identify: a) Completed PMs	

	b) PMs due During a specified date range and specified variances.	
REP 19	The solution must have the ability to maintain a report that lists basic work order information including total dollars, and total hours open for each work order with a summary count of work orders for each repair type reason.	
REP 20	The solution must have the ability to create a report that lists utilization by specified meter within a timeframe by vehicle/equipment, class, and/or department.	
REP 21	The solution must have the ability to provide a list of outside work performed with labor hours and cost totals for each vendor.	
REP 22	The solution must have the ability to provide totals by technician and shop for direct, indirect labor hours, total labor hours, costs, number of vehicles, and work orders, and provide a chart depicting direct vs. indirect labor hours by repair descriptions.	
REP 23	The solution must allow the user to create a list of all receipts by vendor for: a) All parts b) A category of parts c) Specific part numbers	
REP 24	The solution must provide the functionality that allows for the creation of a report that identifies transactions that "errored out" or did not successfully transmit from the parts provider (currently The Parts House) to the new system.	C
Additional Reporting Requirements		
REP 25	The solution must allow users to create reports that are currently produced and required. Examples of required reports include, but are not limited to, the following: • Cost Per Mile (CPM) • Annual Mileage Per Vehicle • Average Age of Fleet • Average Miles Per Gallon • Average Maintenance Cost per Vehicle Class	
REP 26	The solution must provide the ability to print reports and search result lists.	
REP 27	The solution must provide the ability to export report and search results with the ability to distribute in various formats (e.g. pdf, xlsx, csv, etc.).	
REP 28	The solution must provide sortable columns in search result lists. Example: Date fields sort chronologically in ascending and descending order.	
REP 29	The solution must provide reporting scalability options including the ability to filter report results.	
REP 30	The solution must allow agencies external to Fleet to search for information and reports based on user role.	

Commented [JB19]: COJ - error messaging will be handled in the MAXQueue portal now that the "Parts Issues to Work Orders (TPH to EAM) Interface" is in scope.

Commented [HS20R19]: This is acceptable to CoJ.

REP 31	The solution must provide the ability to configure and schedule automatic report distribution. Example: Reports may be distributed by user, department/division, frequency, and distribution method.	
REP 32	The solution must display the total number of records found in a query result set.	
REP 33	The solution must provide the following pagination properties in a query result set: • number of pages • one-click navigation to the first • one-click navigation to last page • next and previous pages	
REP 34	The solution must allow the user to create custom reports that can be saved and re-used.	
REP 35	The solution must have the ability to list assets in need of replacement and project costs with the ability to choose whether to show an asset's children. This should include year, make, model, department, and acquired date with ability to sort by license/unit number or alias.	
REP 36	The solution must allow users to easily create charts and graphs from data captured in the system. Example: Create a chart that depicts the number of scheduled repairs versus unscheduled repairs per customer by month for the past 12 months.	

REP 37	The solution must allow the user to create summary reports, charts and graphs.
	
	Examples include, but are not limited to:
	
	• A report that depicts the percentage of time that vehicles are available to users during a specified time. The report must be sortable by all the fields included on the report.
	
	• A chart/graph that depicts a summary of distribution of repairs for various repair type reasons by month
	
	• A report containing the following:
	  o Summary of the # of work orders by maintenance shop
	  o Number of preventative maintenance work orders by preventative maintenance Type
	  o Parts received and issued by storeroom for a specific date
	
	• A chart/graph that depicts the number of repairs performed by month and associated reason codes. Fields may include Part #, Repair Reason Code, Number of Repairs, Month and Year.	

REP 38	The solution must have the ability to maintain a productivity percentage report comparing paid dollars vs. earned dollars for each technician showing cost to labor dollars percentage.	
REP 39	The solution must allow the user to create a billing report containing, at a minimum, the following fields: • Department • Account number	

	• Vehicle • Operational/Fuel Costs & Total • Fixed Base Costs & Total • Replacement Costs & Total	
REP 40	The solution must capture all changes/deletions made to existing records (audit trail logs). At a minimum, the following information must be captured for every change/deletion: • Date & Time of the change • User that made the change • Original value • New value	
REP 41	The solution must allow users to create reports to identify all the changes and deletions made (audit trail).	
REP 42	The solution must allow the user to create a report depicting the average number of hours it has taken to complete a specific repair. Note: This information could be used to establish repair labor standards for the department.	
REP 43	The solution must allow the user to create a report that identifies equipment that has required repeat repairs within a specific time.	

4.7 Search & Query

The following section details the requirements surrounding searching and querying.

Search & Query (SQ)		
Number	**Description**	**Response (Y,N,T,C)**
SQ 1	The solution must have the ability to search by: • Keyword • Part of a keyword • Exact word	
SQ 2	The solution must allow the user to search using multiple search criteria such as part number, part description & work order number by themselves or some combination of part number, part description & work order number.	
SQ 3	The solution must allow users to search for: • All back orders • Orders not received • All orders received	

SQ 4	The solution must allow users to search by data field(s), select the information to be displayed and produce a report in a specific layout. Example: A customer wants a list of all 2013 Chevrolet vehicles in ascending Model order. The report must contain the Year, Manufacturer, Model and Asset #.	

Sample Data Fields (Parameters)	Search Criteria
Year	2013
Manufacturer	Chevrolet
Model	
Asset #	
Serial #	
Color	
Engine	
Vendor #	
Vendor Name	
Asset Tag	
Type	

Resulting Report			
Year	Manufacturer	Model	Asset #
2013	Chevrolet	Colorado	1058-20
2013	Chevrolet	Colorado	1058-14
2013	Chevrolet	Colorado	1030-00
2013	Chevrolet	Colorado	1182-20
2013	Chevrolet	Silverado	1042-65
2013	Chevrolet	Silverado	1040-82
2013	Chevrolet	Tahoe	1041-97
2013	Chevrolet	Tahoe	1085-52

SQ 5	The solution must allow the user to type in a single character or a string of characters within any field that has a drop down table, and the solution must immediately place the cursor at that alphabetic location within the table. (e.g., in a drop-down list of states, the user types "Wa" and is taken directly to Washington). Note: Sometimes this is referred to as autocomplete typing.	
SQ 6	A customer must be able to search the system by pre-determined data fields (data fields configurable by the System Administrator) and the results of the search must be displayed to the customer online. Example: See example above in SQ5. Instead of a report, the search result would be displayed online.	
SQ 7	The solution must provide functionality that allows users to search using a wildcard feature. This enables searches on partial field information.	
SQ 8	The solution must provide functionality that allows users to search by "Soundex' (Example: Smyth versus Smith)	N

Commented [JB21]: COJ - this is not part of FleetFocus FA.

Commented [HS22R21]: Not including this in the Fleet Focus portion of the implementation is acceptable to CoJ.

SQ 9	The search functionality must not be case sensitive.	
SQ 10	The elements of the search results must be selectable and when selected must display the associated detail information (drill down capability on the search results). Example: When a user searches for all work orders in a Closed status, he/she must be able to select one of those work orders and the details of that work order will be displayed.	
SQ 11	The solution must provide functionality that allows the user to query on any field and for any data set that has been entered into the system, including comments.	No, only validated fields not comments.
SQ 12	The solution must allow the user to save and/or archive searches or queries for future use.	
SQ 13	The solution must allow the user to execute a query interactively or to schedule the query.	
SQ 14	The solution must provide security functionality to control which users can perform queries.	
SQ 15	The solution must have the ability to provide the number of records searched and the number of records returned from a query.	
SQ 16	The solution must allow the extraction of search/query results into multiple formats including Word, Excel, PDF, etc.	
SQ 17	The solution must allow the user to subset a completed search and re-search the subset.	
SQ 18	For audit purposes, the solution must log the following information for all queries requested and responses provided: • User ID • Date and Time • Field • Values Requested • Results Returned	

Commented [JB23]: COJ - No, only validated fields not comments.

Commented [HS24R23]: This is acceptable to CoJ.

4.8 Accounting/Billing

The following section identifies Fleet's accounting/billing requirements.

Accounting/Billing (ACC)		
Number	**Description**	**Response (Y,N,T,C)**
ACC 1	The solution must provide the ability to compare actual labor charges to flat rate charges.	
ACC 2	The solution must provide the ability to calculate cost of ownership by individual equipment.	
ACC 3	The solution must provide the ability to calculate cost of operations (such as fuel, parts, labor, insurance, etc.) by individual equipment ID.	
ACC 4	The solution must provide the ability to track shop operational and overhead costs vs. revenue.	
ACC 5	The solution must provide the ability for the user to generate income and expense reports by various parameters and combinations of parameters. Examples: - Vehicle/Equipment ID Number - Type of Repair - Type of Repair, Facility, Department, Division, Program - Etc.	
ACC 6	The solution must provide the ability to generate all income and expense reports by accounting period, year-to-date and life-to-date.	
ACC 7	The solution must provide the ability to calculate vehicle replacement based on user-defined criteria.	
ACC 8	The solution must provide the ability for the user to track contractual blanket orders and subsequent purchase orders.	
ACC 9	The solution must automatically update the system when payment has been received. Example: When an agency pays fleet for servicing the agency's vehicles, the system must be updated to indicate that payment has been received.	Customization
ACC 10	The solution must receive payment updates from the city's financial system (currently Oracle Financials). Example: When fleet authorizes payment to outside vendors (for car washes, etc.) the system must be updated to indicate that the payment has been made.	Customization
ACC 11	The solution must allow the user, with appropriate authority, to manually update the system when payment has been received. ** *This would be a function of the ERP/Finance system and could be a part of the proposed integration with FleetFocus and the Finance system*	N**

Commented [JB25]: COJ - Payment for services is not recorded in FA; this was discussed as being in your ERP. We will send the billing though to the financial system in the "Billing Module File Output Interface" for them to be able to pay in the ERP when processed.

Commented [HS26R25]: This is acceptable to CoJ.

Commented [JB27]: COJ - this item is handled through the "Commercial Vendor Transactions Flat File (Vendor CSV to AW) Interface".

Commented [HS28R27]: This is acceptable to CoJ.

Commented [JB29]: COJ - See note on ACC 9.

ACC 12	The solution must record and track blanket purchase order funds.	
ACC 13	The solution must provide the ability to receive manual invoices from vendors. Functionality must be available for Fleet to manually enter received invoices into the system.	
ACC 14	The solution must provide the ability to electronically receive invoices from vendors.	Customization
ACC 15	The solution must provide the ability to charge, track and report on non-vehicular costs (direct bill). <u>Examples</u> • Credit must be applied when: o COJ receives payment from an insurance company for an accident (accident reimbursement) o Fleet personnel work on/repair a Fleet vehicle • Debit must be applied when a Fleet vehicle is used for a trip – the customer is charged for the fuel used and a daily charge (tripper charge)	
ACC 16	The solution must interface with a fuel control & reporting system (currently EJ Ward System) to allocate fuel expenses to the appropriate vehicle/equipment, per business rules.	Customization
ACC 17	The solution must provide the ability to manage automatic notifications. Examples: • Allow authorized users to enable automatic email notifications to customers (automatically send emails to customers that have not paid for services Fleet provided). • Allow authorized users to prevent automatic emails to customers for late payments. ***Notifications are part of the standard offering within FleetFocus, but does not manage notifications related to finance/ERP system.*	No**
ACC 18	The solution must generate unique authorization numbers for repairs provided by external vendors.	
ACC 19	The solution must provide the ability for the estimated repair cost to be updated with the actual repair cost when the actual cost is known. Note: This allows Fleet to track available funds without accessing the financial system. ***FleetFocus provides standard estimate work orders which can be converted to open work orders as needed.* *Tracking the cost to funding sources without accessing the financial system requires the optional CAM module. CAM has the ability to create budgets specifically for the fleet replacement. These budgets can be accessed by the appropriate individuals within the organization. This allows the users the ability to see the information without access the financial system.*	Y**

Commented [JB30]: COJ - this is handled through the Commercial Vendor Transactions Flat File (Vendor CSV to AW) Interface scope as defined in the SOW. We cannot process any invoice but ones that conform to the interface.

Commented [HS31R30]: This is acceptable to CoJ.

Commented [JB32]: COJ - ACC 16 to conform to scope in the "External Fuel Interface – Fuel to AW" item in the SOW.

Commented [HS33R32]: This is acceptable to CoJ.

Commented [JB34]: COJ - this was noted as no; comments submitted in the RFP have been added back.

Commented [HS35R34]: Not including this is acceptable to CoJ.

Commented [JB36]: COJ - comments submitted in the RFP have been added back.

Commented [HS37R36]: This is acceptable to CoJ.

ACC 20	The solution must have the ability to generate a detailed billing report for each customer.	
Loan Fund		
ACC 21	The solution must track the amount that Fleet must charge agencies (charge back) for purchasing vehicles on their behalf.	
ACC 22	The solution must allow the user, with appropriate authority, to assign the following: • Interest rate • Period of Amortization (Term/number of months)	
ACC 23	The solution must calculate the monthly payment utilizing the cost of purchase, customization cost (up fitting) and interest rate to charge the agency a flat monthly payment using straight-line depreciation.	

4.9 Vendor Tracking

The following section identifies the vendor tracking requirements needed in the Fleet Management system.

Vendor Tracking (VEN)		
Number	**Description**	**Response (Y,N,T,C)**
VEN 1	The solution must provide the ability to track the activities of vendors performing work for the City and tied to city assets. Example: Maintenance services provided on Date X, related to equipment Y, at a cost of Z.	
VEN 2	The solution must have the ability to store contact information for vendors.	
VEN 3	The solution must allow authorized users to create vendor account profiles. Vendor account profile information will include, but not be limited to, business: • Name • Address • Telephone # • Email Address • Invoice Method Preference (receive invoices via Email, Fax, Paper) • Etc.	
VEN 4	The solution must allow authorized users to modify vendor account profiles. Example: Allow users to make modifications such as address changes. However, business rules may require the system to prevent users from deleting vendor profiles if any activity associated with it.	

VEN 5	The solution must track pertinent vendor information (based on business rules)	
VEN 6	The solution must provide the ability to generate and print a transaction history of all payments made to a vendor.	
VEN 7	The solution must provide the ability to generate template forms and emails using data from the system. Example: The solution can generate emails requesting payment to a vendor that includes vendor content previously entered in the system.	Customization

Commented [JB38]: COJ - this was never scoped/discussed and is a customization; AW requests to remove from this document.

Commented [HS39R38]: Not including this is acceptable to CoJ.

4.10 Warranty Requirements

The following section identifies the warranty requirements needed in the Fleet system.

Warranty Requirements (WAR)		
Number	**Description**	**Response (Y,N,T,C)**
WAR 1	The solution must allow users to track warranty claims submitted to manufacturers and vendors.	
WAR 2	The solution must alert the user when a repair is covered under a warranty when opening a work order.	
WAR 3	The solution must mark warranty credit transactions to provide a historical record of reimbursements.	
WAR 4	The solution must notify the user prior to issuing a new item that the old item was still under warranty.	
WAR 5	The solution must track warranty by usage and time. It also must report all occurrences of warranty failure to aid in locating quality problems within vendor- supplied goods.	
WAR 6	The solution must provide a list of items that have failed during the warranty period.	

4.11 Fuel Management

The following section details the fuel management requirements needed in the Fleet system.

Fuel Management (FUEL)		
Number	**Description**	**Response (Y,N,T,C)**
FUEL 1	At a minimum, the solution must track fuel consumption and cost by the following: • Individual Vehicle/Equipment • Department • Division • Agency • Operator • Date/Time • Etc.	
FUEL 2	The solution must allow the user to view the following costs (online): • Fuel • Operational Fluids as well as the associated meter reading.	

FUEL 3	The solution must provide search capabilities for fuel transactions by fueling site, user-selected date range or equipment number.	
FUEL 5	The solution must provide the ability to import meter (odometer/hour meter) and relative information via the interface with the City's fuel management solution.	Customization
FUEL 6	The solution must allow users to review and edit fuel exceptions prior to posting in software system.	

Commented [JB40]: COJ - covered as documented in the SOW under External Fuel Interface – Fuel to AW.

Commented [HS41R40]: This is acceptable to CoJ.

4.12 Equipment Planning, Budgeting and Availability Tracking

Fleet is responsible for maintaining the budget to acquire or replace vehicles and equipment. The solution must include functionality that tracks and calculates metrics required to forecast equipment budgeting and replacement. Fleet also tracks vehicle downtime and plans for accommodations or replacement based on vehicle availability. The solution must include functionality to manage vehicle availability.

Equipment Planning, Budgeting and Availability Tracking (EQP)		
Number	**Description**	**Response (Y,N,T,C)**
Equipment Planning and Budgeting		
EQP 2	The solution must provide the ability to identify equipment eligible for replacement based on user-defined criteria.	
EQP 3	The solution must provide the ability to track and retrieve pertinent information regarding equipment replacement such as year replaced, mileage, replacement costs, cost per mile (CPM), etc.	
EQP 4	The solution must provide the ability to query equipment utilization to assist with procurement planning. ***Fully Supported through the CAM module. CAM takes the equipment utilization into consideration for procurement planning. This information is taken directly from the fleet management system and used with a number of the calculations for the replacement planning. The plans can be added to budgets, so that the procurement specialist can see how the budgets are affected. Historical data regarding the utilization of the vehicle will be available at the asset level details as well.*	Y**
EQP 6	The solution must provide the ability to maintain a list of established suppliers.	
EQP 7	The solution must provide the ability to maintain and retrieve an expected delivery date per purchase order and class code by budget year. ***Fully Supported through the CAM module. CAM provides the ability to keep track of the expected delivery date as well as the actuals. This provides a workflow that can keep track of anything that may be delivered late by the manufacturer.*	Y**

Commented [JB42]: COJ - added in commentary from the RFP response.

Commented [HS43R42]: This is acceptable to CoJ.

Commented [JB44]: COJ - added in commentary from the RFP.

Commented [HS45R44]: This is acceptable to CoJ.

EQP 8	The solution must provide the ability to create and maintain a forecasted equipment replacement cost for future budget years. ***Fully Supported through the CAM module. Replacement plans can be configured and managed through CAM. The application provides multiple parameters to choose from that will help determine the replacement list. Once the lists are generated through the automated process, the plan can be assigned to a budget. This will allow for the replacement costs to be deducted from the budget. If assets need to be moved to another budget year, CAM can perform the recalculations easily.*	Y**
Equipment Availability Tracking		
EQP 10	The solution must track equipment downtime including the number of hours a work order is open or other factor that identifies that equipment is currently not in service.	
EQP 11	The solution must provide downtime analysis of work by total and averages of including, but not limited to: • Class of equipment • Work order number • Department/Division	
EQP 12	The solution must provide the ability to report user downtime by cause.	
EQP 13	The solution must provide an online review of downtime by status.	

Commented [JB46]: COJ - added in commentary from the RFP.

Commented [HS47R46]: This is acceptable to CoJ.

4.13 Vehicle Pool

Fleet Management is responsible for managing and providing pool vehicle services for City agencies. A charge-back process is completed to bill the agencies for usage of pool vehicles.

Vehicle Pool (VP)		
Number	**Description**	**Response (Y,N,T,C)**
VP 1	The solution must provide the ability for authorized users to reserve vehicles online.	
VP 2	The solution must provide the ability for authorized users to query and retrieve reservations.	
VP 3	The solution must have a reservation copy feature to allow for duplication of recurring reservation requests.	
VP 4	The solution must allow for the entry of a "no rental period" or "preparatory duration," to assist in scheduling reservations. The preparatory duration time is the time required to prepare a returned unit for its next reservation.	
VP 5	The solution must provide an online screen or tab that displays all changes or modifications to the rental record.	
VP 6	The solution must provide the ability to print both vehicle pool tickets and invoices.	
VP 7	The solution must be capable of billing vehicle pool charges to specific Departments or other agencies as part of the application's standard billing functionality.	
VP 8	The solution must provide the ability to maintain an online list of units of a specified type available at the time of dispatch.	
VP 9	The solution must provide the ability to prevent double booking of reservations.	
VP 10	The solution must provide a reporting feature that lists upcoming reservations by user defined date criteria.	
VP 11	The solution must automatically flag a pool vehicle as not available for reservation or dispatch when the vehicle is in the shop for repair (i.e. vehicle has an opened work order).	
VP 12	The solution must provide the ability for a user to flag a pool vehicle as not available for reservation or dispatch during a user defined date range when the vehicle becomes unserviceable or is scheduled for a PM.	
VP 13	The solution must provide an annual usage report that details utilization and costs by department, division, agency, etc.	

4.14 System Administration & Configuration

The solution provider must configure all necessary proposed functionality for the City and work closely with the City's functional experts to finalize the configurations.

System Administration & Configuration (SA)		
Number	**Description**	**Response (Y,N,T,C)**
SA 6	The solution must provide the ability to add, edit, delete and deactivate users.	
SA 7	The solution must provide the ability to create and assign user roles.	
SA 8	The solution must provide the ability to assign a user to more than one role (e.g. A person may be both a system administrator and a superintendent).	

4.15 User Portal

The user portal is used to provide electronic communication between the fleet system and internal and external agencies. The following section details the user portal requirements needed in the Fleet system.

User Portal (PORT)		
Number	**Description**	**Response (Y,N,T,C)**
PORT 4	The solution must allow agencies to request repair service via the portal.	
PORT 5	The solution must automatically notify agencies via email when equipment is ready for pickup.	
PORT 6	The solution must provide the ability to generate automatic email notifications. Examples: To notify that preventative maintenance is due, to confirm a scheduled appointment, to notify that an asset is reaching end-of-life, etc.	

4.16 Disposal

The following section identifies the requirements for tracking information relating to the removal of an item from service.

Disposal (DSPL)		
Number	**Description**	**Response (Y,N,T,C)**
DSPL 1	The solution must allow the removal of a vehicle from service (dispose of vehicle).	
DSPL 3	The solution must allow the user to identify all vehicles that have been permanently removed from service along with each vehicle's disposal details (salvage value, date of disposal, etc.).	

4.17 Dashboard

The following section identifies the requirements for creating and modifying dashboards and gauges and graphs.

Dashboard (DSHB)		
Number	**Description**	**Response (Y,N,T,C)**
DSHB 1	The solution must allow users to modify existing dashboards, create new dashboards and change the look and feel of any dashboard gauge or graph. Dashboards must be configurable to provide overview of real-time key performance indicators (KPIs). Examples of KPIs include, but are not limited to, the following: • Percent of direct labor hours versus indirect labor hours for the current month • Number of overdue preventative maintenance tasks for the current month • Average vehicle in shop turn-around-time for the current month • Outsourcing repair costs for the month • Number of required annual safety inspections that have not been completed	

4.18 Technical Requirements

The solution must adhere to the City's technical requirements as defined below.

Technical Requirements (TEC)		
Number	**Description**	**Response (Y,N,T,C)**
TEC 4	The solution must provide the ability to prohibit record deletions.	
TEC 14	The solution must provide the ability to view the entire history of data captured even if it has been archived.	

4.19 Testing & Acceptance

The solution provider will be required to provide a testing strategy and plan (including scripts) as a project deliverable to the City, along with the ability to provide four system environments: development/configuration, Quality Assurance (QA - testing), training, and production.

Commented [JB48]: COJ - we have defined language in the SOW for what we are providing as part of the project so I think we need to remove this item.

Commented [HS49R48]: Not including this is acceptable to CoJ.

Testing & Acceptance (TST)

Number	Description
TST 10	In addition to the test plan, the solution provider must provide the following deliverables: • Completed test scripts and/or use case scenarios or for all test types (unit, system, integration, parallel, performance, and security testing) • Traceability matrix of functional requirements • Documented test results and reports for all test variations • Defect tracking reports including information such as severity, status, etc. • Test summaries for all variations of test types (unit, system, integration, parallel, performance, and security testing) • Documentation of the problem resolution process • Performance test metrics, including response time metrics • User acceptance testing sign-off documentation • Any other deliverable defined per City specifications

AssetWORKS

ASSETWORKS MASTER SaaS AGREEMENT

The AssetWorks SaaS Master Agreement ("Agreement") is between the City of Jacksonville, a consolidated political subdivision and municipal corporation existing under the laws of the State of Florida ("City or "Customer"), and AssetWorks Inc. ("AssetWorks"). It consists of the terms and conditions listed below, as well as the details on the Order Form (together, the "Agreement"). It is effective on the date this Agreement is signed by both parties ("Effective Date").

The Order Form is subject to the following terms and conditions unless Customer has a separate written and signed agreement with AssetWorks. Your right to use the products and services is conditioned upon acceptance of this Agreement.

These terms shall apply to the products, software, and services on the Order Form as applicable.

1. AGREEMENT OVERVIEW

AssetWorks provides cloud-based services through a Data Center ("Data Center") and provides associated services to support customers that wish to outsource the operation and maintenance of computer applications listed in the Order Form.

This Agreement describes the services to be provided by AssetWorks, the respective responsibilities of the parties, the service level objectives ("SLOs"), and the problem management process. This Agreement incorporates the following Attachments that shall be considered an integral part of this Agreement:

- Attachment 1 Scope of Services
- Attachment 2 Service Level Objectives
- Attachment 3 Insurance Requirements
- Attachment 4 AssetWorks Statement of Work dated May 12, 2023
- Attachment 5 City's RFP (Bid No. ESC-0326-21) (as amended by the parties)
- Attachment 6 AssetWorks Response to the RFP
- Attachment 7 AssetWorks Order Form dated May 12, 2023

Any conflict between the terms of the Agreement and any attachment shall be resolved in the following order of priority, but only to the extent of any conflict: the Agreement, the Insurance Requirements, AssetWorks Statement of Work, AssetWorks Order Form, the City's RFP, AssetWorks Response to the RFP, the Scope of Services, and the Service Level Objectives.

During the term of this Agreement, Customer is granted a non-exclusive, restricted license to use the Software in its own business. Customer has no right to use the Software in processing work for third parties. Use of the Software is subject to the license limitation as stated in the Order Form. Enterprise Pricing is based upon Customer's estimated asset count at the time of this Agreement. Pricing under this Agreement is subject to increase in the event Customer merges with another entity, is subject to a change in control, or should Customer's asset count increase.

2. SERVICES

AssetWorks will perform the services ("Services") as described in the Scope of Services, set forth in Attachment 1.
The general scope of services addressed by this Agreement includes the operation, maintenance, and support of the:

- Database software for the Applications hosted under this Agreement
- Database security
- Data Center server operation

The scope of services specifically excludes operation and maintenance of the following:

- Customer hardware, including Customer's servers, printers, network hardware (including routers and switches) and other Customer site computing equipment;
- Customer application software other than noted in the Scope of Services;
- Customer Local Area Networks ("LAN"); and
- Customer network infrastructure for connecting to the Internet and to the AssetWorks Data Center.

The Services shall be provided subject to the Terms and Conditions, which follow.

3. TERM

The Term of the Agreement shall commence as of the Effective Date and shall continue for five (5) years ("Initial Term") unless terminated earlier as set forth below. At the end of the Initial Term, the Agreement shall renew for successive one-year terms upon written agreement of the parties.

4. FEES AND PAYMENT

Customer shall pay AssetWorks the applicable fees as set forth in the Order Form. AssetWorks shall invoice Customer monthly, in advance, and all invoiced fees shall be due and payable in accordance with the provisions of the Florida Local Government Prompt Payment Act. Monthly invoices shall include charges defined in the Order Form. All payments shall be made in United States Dollars without deduction for any taxes or withholding or other offset. The pricing on the Order Form is based upon the quantities listed at the time of purchase. In the event that the number of licenses, assets or sites changes the pricing is subject to change.

Any amounts not paid when due will be subject to interest from 30 days after the due date accrued at the rate of one percent per month, compounded monthly, on the unpaid balance. AssetWorks must invoice Customer any interest accrued in order to be entitled to the interest payment. Interest payments that are accrued during billing disputes should be credited back to the Customer if said dispute is found to be through no fault of the Customer.

A Customer will be considered delinquent if payment in full is not received forty-five (45) days from the due date of the invoice. AssetWorks reserves the right to suspend or terminate this Agreement and/or Customer access to the Service if the Customer account becomes delinquent and is not cured within ten (10) days of notice to Customer by AssetWorks. Customer will continue to be charged and hereby agrees to pay for Service during any period of suspension. Customer's failure to pay any invoice after this ten (10) day period shall constitute a material default hereunder and shall entitle AssetWorks to exercise any and all rights and remedies provided herein or at law including a suspension of Services under the Agreement. If Customer or AssetWorks initiate termination under any provision of the Agreement, Customer will be obligated to pay the balance due on their account for the remainder of the Initial Term computed in accordance with the Order Form. Customer agrees that they may be billed for such unpaid fees. In the event of a dispute between the parties that does not result in a termination of the Agreement, Customer agrees to make all Monthly Service Fee payments due under the Agreement pending the resolution of the dispute.

Upon termination for whatever reason and regardless of the nature of the default (if any), Customer agrees to pay AssetWorks in full for Services provided to Customer and all other amounts due under this Agreement within 45 days of the invoice date.

5. CUSTOMER RESPONSIBILITIES

The Customer is responsible for:

- Assigning a primary and alternate Customer representative (designated key personnel) to coordinate all communications and activities related to AssetWorks services.
- Providing user identification data and determining the appropriate security profile for each user. Customer will control security at the Application level.
- All printing. No print job will print at the Data Center and all physical printing requirements will be handled by the Customer.
- The purchase and installation of printers at Customer's sites for the Application being utilized as defined in the Scope of Services.
- Installation, operation, and maintenance of all workstation software and Customer's LAN, existing data communications configuration, hardware, or software required at the Customer's site except as otherwise stipulated in the Scope of Services. AssetWorks network and network responsibility extends from the AssetWorks routers at AssetWorks' sites to all connected equipment at AssetWorks' sites.
- Testing updates and fixes applied by AssetWorks to Applications used by Customer. With the exception of emergency fixes, Customer will test updates and fixes prior to their introduction to the Production environment within a mutually agreed upon time frame.
- Testing upgrades. Upgrades will be moved to production by the AssetWorks at the end of the Customer testing period unless specific problems are documented in writing to AssetWorks.
- Diligent analysis of suspected problems to determine their specific nature and possible causes before calling the AssetWorks for assistance. Notwithstanding this diligence requirement, Customer is responsible for informing AssetWorks of any problems encountered in a timely manner.

6. OWNERSHIP OF SOFTWARE AND DATA

Customer shall not obtain any ownership rights, title or interest in the software, hardware or systems developed or employed by AssetWorks in providing Services under the Agreement. AssetWorks shall not obtain any ownership rights, title or interest to Customer's data files. Upon expiration or termination of the Agreement for any reason, AssetWorks agrees to provide Customer with a copy of Customer's data files, as they exist at the date of expiration or termination or in another format mutually agreed upon by the Parties.

7. WARRANTY DISCLAIMER/LIMITATION OF LIABILITY

Except as expressly set forth herein, AssetWorks disclaims all warranties relating to the services or deliverables provided hereunder, including but not limited to any warranty of fitness for a particular purpose or merchantability. AssetWorks shall not be liable for any punitive, indirect, incidental, special, or consequential damages, including but not limited to lost data or lost revenues or profits, however arising, even if AssetWorks has been advised of the possibility of such damages. Except to the extent such damages are covered by the insurance required in this Agreement, AssetWorks' liability for any and all damages (including attorneys' fees) arising from or relating to this Agreement (whether arising in breach of contract or warranty, tort, strict liability, statutory liability, or otherwise) shall in no event exceed fees paid to AssetWorks under this Agreement during the previous 12-month period. The parties acknowledge and agree to the foregoing liability risk allocation. Any claim by Customer against AssetWorks relating to this agreement must be made in writing and presented to AssetWorks within six (6) months after the date on which this Agreement expires or is otherwise terminated.

8. TERMINATION FOR DEFAULT

A Default shall occur if:

(1) a party fails to perform any of its material obligations under the Agreement and such failure remains uncured for 30 days after receipt of written notice thereof; or

(2) a party ceases to conduct business, becomes or is declared insolvent or bankrupt, is the subject of any proceeding relating to its liquidation or insolvency which is not dismissed within 90 days or makes an assignment for the benefit of creditors.

If Default occurs, the non-defaulting party, in addition to any other rights available to it under law or equity, may withhold its performance hereunder, terminate Customer access to the Service, or may terminate the Agreement by written notice to the defaulting party. Unless otherwise provided in the Agreement, remedies shall be cumulative and there shall be no obligation to exercise a particular remedy.

9. GOVERNING LAW; VENUE

Unless prohibited by law, this Agreement shall be governed and construed in accordance with the laws of the State of Florida without regard to choice of law principles. Unless prohibited by law, the parties agree that the sole jurisdiction and venue for actions related to

the subject matter hereof shall be the state and U.S. Federal courts in Duval County, Florida, and both parties consent to the jurisdiction of such courts and waive any objections regarding venue in such courts.

10. ASSIGNMENT

Neither the Agreement nor any duties or obligations hereunder shall be assigned or transferred by either party without the prior written approval of non-assigning party, which approval may be withheld in the reasonable judgment of the non-assigning party. Customer agrees that AssetWorks may assign its obligations in the event of a reorganization, but AssetWorks shall remain responsible for performance under the Agreement. All fees will remain intact as outlined in the Order Form throughout the Initial Term.

11. SEVERABILITY

If any provision of the Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall nevertheless continue in full force without being impaired or invalidated in any manner.

12. ENTIRE AGREEMENT

The Agreement and any schedules and exhibits thereto contain the entire agreement and understanding of the parties with respect to the subject matter hereof, and supersedes and replaces any and all prior or contemporaneous proposals, discussions, agreements, understandings, commitments, representations of any kind, whether oral or written, relating to the subject matter hereof or the Services to be provided hereunder.

13. FORCE MAJEURE

Neither party shall be liable for any failure of or delay in performance of its obligations (except for payment obligations) under this Agreement to the extent such failure or delay is due to acts of God, acts of a public enemy, fires, floods, power outages, wars, civil disturbances, sabotage, terrorism, accidents, insurrections, blockades, embargoes, storms, explosions, labor disputes (whether or not the employees' demands are reasonable and/or within the party's power to satisfy), failure of common carriers, Internet Service Providers (or ISPs), or other communication devices, acts of cyber criminals, terrorists or other criminals, acts of any governmental body (whether civil or military, foreign or domestic), failure or delay of third parties or governmental bodies from whom a party is obtaining or must obtain approvals, authorizations, licenses, franchises or permits, inability to obtain labor, materials, power, equipment, or transportation, or other circumstances beyond its reasonable control (collectively referred to herein as "Force Majeure Occurrences"). Any such delays shall not be a breach of or failure to perform this Agreement or any part thereof and the date on which the obligations hereunder are due to be fulfilled shall be extended for a period equal to the time lost as a result of such delays. Neither party shall be liable to the other for any liability claims, damages or other loss caused by or resulting from a Force Majeure Occurrence.

14. WAIVER

No provision of the Agreement may be waived unless in writing, signed by both of the parties hereto. Waiver of default of any provision of the Agreement shall not operate or be construed as a waiver of any subsequent default of such provision, nor shall a waiver of any one provision of the Agreement be deemed to be a waiver of any other provision.

15. AMENDMENTS, SUPPLEMENTS

The Agreement may be amended or supplemented only by the mutual written consent of the parties' authorized representative(s).

16. BINDING EFFECT, BENEFITS

The Agreement shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns. Notwithstanding anything contained in the Agreement to the contrary, nothing in the Agreement, expressed or implied, is intended to confer on any person other than the parties hereto or their respective successors and assigns, any rights, remedies, obligations or liabilities under or by reason of the Agreement.

17. NOTICES

All notices under the Agreement will be in writing and will be delivered by personal service, certified mail, postage prepaid, or overnight courier to such address as may be designated from time to time by the relevant party, which initially shall be the addresses set forth at the top of this Agreement. Any notice sent by certified mail will be deemed to have been given five (5) days after the date on which it is mailed.

18. HEADINGS

The Section headings in the Agreement are inserted only as a matter of convenience, and in no way define, limit, or extend or interpret the scope of the Agreement or of any particular Article or Section.

19. AUTHORIZATION

Each of the parties represents and warrants that the Agreement is a valid and binding obligation enforceable against it and that the representative executing the Agreement is duly authorized and empowered to sign the Agreement.

20. RELATIONSHIP OF PARTIES

The relationship of the parties shall at all times be one of independent contractors. Nothing contained herein shall be construed as creating any agency, partnership, or other form of joint enterprise between the parties.

21. CONFLICTING PROVISIONS

This Agreement and the Order Form are intended to be read and construed in harmony with each other, but in the event any provision in any attachment conflicts with any provision of this Agreement, then the terms on the Order Form shall be deemed to control, and such conflicting provision to the extent it conflicts shall be deemed removed and replaced with the governing provision therein. Terms on a Customer invoice which are intended to add additional or conflicting terms to this Agreement are specifically rejected and do not become part of the Agreement unless incorporated onto the Order Form.

22. COUNTERPARTS

The Order Form may be executed simultaneously in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

23. COUNSEL

By execution of the Order Form, each of the Parties acknowledges and agrees that it has had an opportunity to consult with legal counsel and that it knowingly and voluntarily waives any right to a trial by jury of any dispute pertaining to or relating in any way to the transactions contemplated by the Agreement, the provisions of any federal, state or local law, regulation or ordinance notwithstanding.

24. MISCELLANEOUS TERMS

(1) **Maximum Indebtedness.** As required by section 106.431, *Jacksonville Ordinance Code*, the City's maximum indebtedness, for all products and services under this Contract shall be a fixed monetary amount not-to-exceed **Five Hundred Seventy-Two Thousand One Hundred Ninety-Four and 00/100 Dollars ($572,194.00).**

(2) **Insurance.** AssetWorks shall comply with the Insurance provisions attached hereto as Attachment 3.

(3) **Retention of Records/Audit.** As required by section 126.108(a), *Jacksonville Ordinance Code*, AssetWorks and its subcontractors shall maintain all business records directly pertinent to the performance of the Services ("Records") and shall make such Records available at all reasonable times for examination by the City during the period of this Agreement and for three (3) years from the date of final payment under this Agreement during AssetWorks' regular business hours.

(4) **Compliance with Laws.** As required by section 126.108(b), *Jacksonville Ordinance Code*, AssetWorks shall comply with any and all federal, state, and local laws, rules, regulations, and ordinances, as the same exist and may be amended from time to time applicable to AssetWorks. Such laws, rules, regulations, and ordinances may include, but are not limited to, chapter 119, Florida Statutes (Florida Public Records Law), and section 286.011, Florida Statutes (Florida Sunshine Law), as they apply to the purchase contemplated in this Agreement. If any of the obligations of this Agreement are to be performed by a subcontractor, AssetWorks will ensure that the provisions of this section will be incorporated into and become a part of the subcontract.

(5) **Non-discrimination.** As required by section 126.404, *Jacksonville Ordinance Code*, AssetWorks represents that it has adopted and will maintain throughout the term of this Agreement a policy of nondiscrimination against any person with regard to race, color, sex (including pregnancy), sexual orientation, gender identity or expression, religion, political affiliation, national origin, disability, age, marital status, veteran status, or any other impermissible factor in recruitment, hiring, compensation, training, placement, promotion, discipline, demotion, transfers, layoff, recall, termination, working conditions, and related terms and conditions of employment. AssetWorks agrees that, on written request, it will permit reasonable access to its records of employment, employment advertisement, application forms, and other pertinent data and records, by the Executive Director of the Jacksonville Human Rights Commission, or successor agency or commission, for the purpose of investigation to ascertain compliance with the nondiscrimination provisions of this section; provided, however, that AssetWorks shall not be required to produce for inspection records covering periods of time more than one year prior to the day and year first written above. AssetWorks agrees that, if any of the Services to be provided pursuant to this Agreement are to be performed by a subcontractor, the provisions of this section will be incorporated into and become a part of the subcontract.

(6) **Public Records.**

a. Article 1, section 24, Florida Constitution, guarantees every person access to all public records, and section 119.011, Florida Statutes, provides a broad definition of public records. Any specific information that AssetWorks claims to be a trade secret or otherwise exempt from the Florida Public Records Law must be clearly identified as such by AssetWorks on all copies furnished to Customer. Customer agrees to notify AssetWorks of any third-party request to view such information, but it is AssetWorks' obligation to obtain a court order enjoining disclosure. If AssetWorks fails to obtain a court order enjoining disclosure within five (5) business days of AssetWorks' receiving notice of the request, Customer may release the requested information. Such release shall be deemed for purposes of the CSA and this Agreement to be made with AssetWorks' consent and will not be deemed to be a violation of law, including but not limited to laws concerning trade secrets, copyright, or other intellectual property.

b. In accordance with section 119.0701, Florida Statutes, AssetWorks shall:

   i. Keep and maintain public records required by the City to perform the Services; and

   ii. Upon request from the City's custodian of public records, provide the City with a copy of the requested records or allow records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided for in chapter 119, Florida Statutes, or as otherwise provided by law; and

   iii. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Agreement term and following completion of this Agreement if AssetWorks does not transfer the records to the City; and

   iv. Upon completion of the Agreement and upon the City's request, transfer to the City at no cost all public records in possession of AssetWorks or keep and maintain public records required by the City to perform the Services. If AssetWorks transfers all public records to the City upon completion of the Agreement, AssetWorks shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If AssetWorks keeps and maintains public records upon completion of the Agreement, AssetWorks shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City upon request from the City's custodian of public records in a format that is compatible with the City's information technology systems.

The above requirements apply to AssetWorks if AssetWorks is a "Contractor" as defined in section 119.0701, Florida Statutes.

IF ASSETWORKS HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO ITS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE AGREEMENT, CONTACT THE CITY'S CUSTODIAN OF PUBLIC RECORDS AT (904) 255-7674;

PRR@COJ.NET; CITY OF JACKSONVILLE, PUBLIC RECORDS REQUEST, 214 NORTH HOGAN STREET, SUITE 1180, JACKSONVILLE, FLORIDA 32202.

(7) **Government Contracting**. Pursuant to section 287.05701, Florida Statutes, as amended, AssetWorks is hereby notified that, in awarding contracts to vendors, the City may not:

a. Request documentation or consider a vendor's social, political, or ideological interests when determining if the vendor is a responsible vendor; and

b. Give preference to a vendor based on the vendor's social, political, or ideological interests.

(8) **Use of Subcontractors; Flow-Down Provisions**. Except to the extent the use of subcontractors is consented to in writing by Customer, AssetWorks shall not be allowed to subcontract or assign any of its duties and obligations hereunder. In all cases, AssetWorks will be responsible for the acts or omissions of its subcontractors. AssetWorks shall ensure that all relevant contractual obligations will flow down to the subcontractors and will be incorporated into the subcontracts (including the obligations relating to insurance, indemnification, delays, intellectual property rights, public records, nondiscrimination, audits, security, location of services, termination, transition assistance, warranties, and the manner in which the Services are to be performed).

(9) **Illicit Code**. AssetWorks shall ensure that no Illicit Code (as defined herein) is coded or introduced into Customer's systems by AssetWorks or AssetWorks' representatives. In the event that any Illicit Code is found to have been coded or introduced into any software provided by AssetWorks or Customer's systems by AssetWorks or AssetWorks' representatives, AssetWorks shall, at no cost to Customer, assist Customer in reducing the effects of the Illicit Code, including assisting Customer in mitigating and restoring any damaged or lost data. "Illicit Code" means any program, routine, device, or other undisclosed bomb, virus, software lock, Trojan horse, drop-dead device, worm, malicious logic, or trap door that has the effect of deleting, disabling, deactivating, interfering with, or otherwise harming the Customer's software, hardware, data, any transmitting or activating computer program, or any hardware-limiting or services-limiting function (including, but not limited to any key, node lock, time-out, or other similar functions), whether implemented by electronic or other means.

(10) **Indemnification**. AssetWorks shall indemnify and defend the City and its members, officers, officials, employees, and agents (collectively, the "City Indemnified Parties") from and against, without limitation, any and all third-party claims, suits, actions, losses, damages, injuries, liabilities, fines, penalties, costs, and expenses of whatsoever kind or nature, which may be incurred by, charged to, or recovered from any of the foregoing City Indemnified Parties for:

a. General Tort Liability. For any negligent act, error or omission, recklessness, or intentionally wrongful conduct on the part of AssetWorks that causes injury (whether mental or corporeal) to persons (including death) or damage to property, whether arising out of or incidental to AssetWorks' performance of the Agreement, operations, services, or work performed hereunder; and

b. Intellectual Property Liability. AssetWorks will defend, at its own expense, any action brought against Customer to the extent that it is based on a claim that the Software supplied by AssetWorks infringes a Worldwide patent or copyright, and AssetWorks will pay those costs and damages finally awarded against Customer in any such action that are attributable to any such claim; provided, such defense and payments are conditioned on the following: (1) that AssetWorks shall be promptly notified in writing by Customer following its receipt of any such claim; (2) that AssetWorks shall have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise, provided that the settlement of any claim to which Customer is a named party shall be subject to the approval of the Jacksonville City Council; (3) should the Software become, or in AssetWorks' opinion is likely to become, the subject of a claim of infringement of a Worldwide patent or copyright, then Customer shall permit AssetWorks, at its option and expense, either to (A) procure for Customer a non-infringing license to use the Software; (B) modify the Software so that it becomes non-infringing; (C) procure for Customer a depreciated credit for the Software and accept its return. Depreciation shall be an equal amount per year over the lifetime of the Software, which the parties agree shall be 5 years. AssetWorks shall have no liability to Customer under any provision of this clause with respect to any claim of patent or copyright infringement that is based on Customer's unauthorized use or combination of the Software with Software or data not supplied by AssetWorks as part of the Software.

If the City exercises its rights and obligations under this section, AssetWorks will (1) provide reasonable notice to the City Indemnified Parties of the applicable claim or liability, and (2) allow City Indemnified Parties, at their own expense, to participate in the litigation of such claim or liability to protect their interests. **The scope and terms of the indemnity obligations herein described are separate and apart from and shall not be limited by any insurance provided pursuant to the Agreement or otherwise. Such terms of indemnity shall survive the expiration or termination of the Agreement.**

(11) **Taxes**. Customer is generally exempt from any taxes imposed by the State of Florida or the Federal Government. Exemption certificates will be provided upon request. Notwithstanding anything to the contrary herein, AssetWorks shall not include any state, local, or federal taxes in any prices quoted to Customer.

(12) **E-Verify**. In accordance with section 448.095, Florida Statutes, AssetWorks shall register with and utilize the E-Verify System operated by the United States Department of Homeland Security to verify the employment eligibility of all new employees hired during the term of this Agreement and shall expressly require any subcontractors performing work or providing services pursuant to this Agreement to likewise utilize the E-Verify System to verify the employment eligibility of all new employees hired by the subcontractor during the term of this Agreement. If AssetWorks enters into a contract with a subcontractor performing work or providing services on its behalf, AssetWorks shall also require the subcontractor to provide an affidavit stating that the subcontractor does not employ, contract with, or subcontract with an unauthorized alien. Information on registration for and use of the E-Verify System can be obtained via the internet at the Department of Homeland Security website: http://www.dhs.gov/E-Verify. AssetWorks shall provide evidence of compliance with this provision to the City. Failure to comply with this provision shall be a material breach of this Agreement, and the City may choose to terminate this Agreement in its sole discretion. AssetWorks may be liable for all costs associated with the City securing the same services, including, but not limited to, higher costs for the same services and rebidding costs (if necessary).

AssetWorks Inc.

Name: _____

Title: _____

Sign: _____

Date: _____

City of Jacksonville

Name: _____

Title: _____

Sign: _____

Date: _____

Attachment 1

Scope of Services

All of the services, functions, processes, and activities described below will be collectively described as the "Services" for purposes of this Agreement.

Application
Application refers to the software provided by AssetWorks pursuant to this Agreement.

Support Software
Support Software includes the operating system, utilities, database software, and all necessary licenses required to operate the Application and provided by AssetWorks as part of the Services.

Hardware
Server infrastructure.

Database Instances
AssetWorks will maintain a single Production Database instance. This Production Database will provide the daily, real-time transaction data to the Application users.
In addition to the Production Database, AssetWorks will maintain one additional, non-production Database (Test). Upon request by Customer, AssetWorks will populate these additional Databases with Customer's Production data up to 4 times in any 12-month period at no additional cost.

Backups
Full database and incremental file system backups are taken each night and stored at an offsite facility. Backup data is retained for 14 days.

Hours of System Operations
The Application will be accessible and available to the Customer and capable of any and all normal operating functions 24 hours a day, seven days a week except for periods of Scheduled Maintenance and previously approved outages. AssetWorks will not be held responsible for inaccessibility arising from communications problems occurring anywhere beyond the AssetWorks side of the router resident at the Data Center, nor will these hours of unavailability be counted as unavailable.

Data Center Maintenance
AssetWorks will complete routine maintenance on the Application according to the published schedule. AssetWorks will publish schedules for subsequent years on its Customer Support web site. AssetWorks will provide at least 30 days' notice to any changes in the schedule.
If AssetWorks is required to perform additional maintenance outside of the Scheduled Maintenance window, it will notify the Customer in writing of its request. The Customer and the AssetWorks will mutually agree on the downtime, which will then be considered a period of Scheduled Maintenance.

Application Maintenance
1. Correction of Deviations.
In the event that the Customer encounters an error and/or malfunction ("Deviation") in the Software, the Customer shall communicate the circumstances and any supporting information to AssetWorks. Upon receipt, AssetWorks will respond as follows:
   a. In the event that, in the mutual and reasonable opinion of AssetWorks and Customer, there exists a Deviation that does not constitute a serious impediment to the normal intended use of the Software, AssetWorks will correct the Deviation and distribute the correction in accordance with AssetWorks' normal Software revision schedule.
   b. In the event that, in the mutual and reasonable opinion of AssetWorks and the Customer, there exists a Deviation that does constitute a serious impediment to the normal intended use of the Software, AssetWorks will take such steps as are required to correct the Deviation with all due dispatch. Corrections will be applied and distributed to the latest software release. AssetWorks will have no obligation to provide development support for an issue that can be resolved by Customer installing a revision to the software.
2. Software Revisions.
The Software may be revised by AssetWorks as a result of the correction of Deviations and/or the release of upgrades or improvements or modifications designed to improve the performance of the Software and/or to increase the capabilities of the Software (hereafter "Revisions").
3. Telephone Hotline Assistance.
AssetWorks shall make available technically qualified personnel to respond to all reasonable telephone requests, Monday through Friday, excluding State holidays, during normal business hours, that may be made by the Customer relating to the application and operation of the Software. At other times such personnel are available by beeper for emergencies.
4. Technical Literature.
AssetWorks shall make available to the Customer on line all technical literature that is considered by AssetWorks to be relevant to the Software and its use within the scope of Customer's operations.
5. Proper Use.
   a. The Customer agrees that all reasonable effort shall be taken to ensure that neither the Software nor data files are misused.
   b. In the event that the Customer or its agents misuses the Software or data files, including, but not limited to, inserting, updating, deleting or otherwise modifying data through a means other than the Software, although AssetWorks is not obligated to correct such misuse, AssetWorks shall be entitled to attempt to correct the situation, if possible, at Customer's expense.
   c. In the event that diagnostic assistance is provided by AssetWorks, which, in the reasonable opinion of AssetWorks and the Customer, relates to problems not caused by a Deviation in the Software, such assistance shall be at the Customer's expense.

Attachment 2

Service Level Objectives

This Service Level Agreement ("SLA") is intended to provide an understanding of the level of service to be delivered by AssetWorks for the Services specified in Attachment 1. The service levels set forth below apply to the Services provided by AssetWorks under the Agreement.

AVAILABILITY

AssetWorks will use commercially reasonable efforts to provide Services with an average of 99% Availability (as such term is hereinafter defined) for each quarter during the Term. For purposes of the Agreement, "Availability" during any quarter refers to an Authorized User's ability to log into the Application during such quarter, and will be calculated in accordance with the following formula:
$x = (y - z) / y * 100$

Where,

- "x" is the Availability of the Application during the quarter;
- "y" is the total number of hours in such quarter minus the number of hours during such quarter that the Customer is unable to log into the Application because of (a) regularly scheduled maintenance windows for the Application and for times in which Customer has been notified in writing (including e-mail) by AssetWorks in advance thereof; (b) a Force Majeure Event; (c) non-performance of hardware, software, ISP connections, and other equipment that is not provided by AssetWorks or certified by AssetWorks for use in conjunction with the Services (except as such non-performance is directly or indirectly caused by AssetWorks).
- "z" is the number of hours in such month during which the Customer is unable to log into the Application (other than for reasons set forth in the definition of "y" above); provided that AssetWorks has been notified or is otherwise aware (or reasonably should be aware) of Customer's inability to utilize the Application.

FEE ADJUSTMENT

In the event that AssetWorks does not meet the Availability levels set forth below, the amount of fees payable by Customer will be reduced as follows:
In the event the average Availability for the Application is less than ninety nine percent (99%) during any two consecutive quarters, Customer will receive a credit to its account with AssetWorks of five percent (5%) of the amount of a quarter's aggregate Services Fees paid or payable by Customer to AssetWorks.
AssetWorks' obligation to provide Customer with fee adjustments as set forth above is conditioned on Customer providing detailed written notice to AssetWorks of its contention that AssetWorks was unable to meet the applicable Availability levels. Upon receipt of such notice, AssetWorks shall have thirty (30) calendar days to investigate the contention. If, at the end of the thirty (30) calendar day period it is determined that AssetWorks did in fact fail to meet the applicable Availability levels, Customer will receive the appropriate credit to its account during the next invoice cycle.
The remedies set forth in this Section of this Attachment shall be Customer's sole remedy and AssetWorks' entire liability in the event of a breach of this Attachment 2, including the failure of any Availability measurements to meet the thresholds set forth above.

Attachment 3

Insurance Requirements

Without limiting its liability under the Agreement, AssetWorks shall at all times during the term of the Agreement procure prior to commencement of work and maintain at its sole expense during the life of the Agreement (and AssetWorks shall require its, subcontractors, laborers, materialmen, and suppliers to provide, as applicable), insurance of the types and limits not less than amounts stated below:

Insurance Coverages

Schedule	*Limits*	
Cyber Liability & Data Storage	$1,000,000	Per Claim and Aggregate

Such insurance shall be on a form acceptable to the City and shall cover, at a minimum, the following:

- Data Loss and System Damage Liability (when applicable)
- Security Liability
- Privacy Liability
- Privacy/Security Breach Response Coverage, including Notification Expenses

Such Cyber Liability coverage must be provided on an Occurrence Form or, if on a Claims Made Form, the retroactive date must be no later than the first date of the Agreement.

Commercial General Liability	$2,000,000	General Aggregate
	$2,000,000	Products & Comp. Ops. Agg.
	$1,000,000	Personal/Advertising Injury
	$1,000,000	Each Occurrence
	$ 50,000	Fire Damage
	$ 5,000	Medical Expenses

Such insurance shall be no more restrictive than that provided by the most recent version of the standard Commercial General Liability Form (ISO Form CG 00 01) as filed for use in the State of Florida without any restrictive endorsements other than those reasonably required by the City's Office of Insurance and Risk Management. An Excess Liability policy or Umbrella policy can be used to satisfy the above limits.

If AssetWorks will be performing its services onsite, then AssetWorks must maintain the additional below coverages:

Automobile Liability $1,000,000 Combined Single Limit
(Coverage for all automobiles owned, hired, or non-owned used in performance of the Agreement)

Such insurance shall be no more restrictive than that provided by the most recent version of the standard Business Auto Coverage Form (ISO Form CA0001) as filed for use in the State of Florida without any restrictive endorsements other than those that are required by the State of Florida, or equivalent manuscript form, must be attached to the policy equivalent endorsement as filed with ISO (i.e., mandatory endorsement).

Workers' Compensation	Florida Statutory Coverage	
Employer's Liability	$100,000	Each Accident
	$500,000	Disease Policy Limit
	$100,000	Each Employee/Disease

Such insurance shall cover AssetWorks (and, to the extent they are not otherwise insured, its subcontractors) for those sources of liability that would be covered by the latest edition of the standard Workers' Compensation policy, as filed for use in the State of Florida by the National Council on Compensation Insurance (NCCI), without any restrictive endorsements other than the Florida Employers Liability Coverage Endorsement (NCCI Form WC 09 03), those that are required by the State of Florida, or any restrictive NCCI endorsements that, under an NCCI filing, must be attached to the policy (i.e., mandatory endorsements). In addition to coverage for the Florida Workers' Compensation Act, where appropriate, coverage is to be included for the Federal Employers' Liability Act, USL&H and Jones, and any other applicable federal or state law.

Additional Insurance Provisions

A. **Certificates of Insurance.** AssetWorks shall deliver to the City Certificates of Insurance that show the corresponding City Contract or Bid Number in the description, Additional Insureds, Waivers of Subrogation, and Primary & Non-Contributory statement as provided below. The certificates of insurance shall be mailed to the City of Jacksonville (Attention: Chief of Risk Management), 117 W. Duval Street, Suite 335, Jacksonville, Florida 32202.

B. **Additional Insured.** All insurance except Workers' Compensation shall be endorsed to name the City and its members, officials, officers, employees, and agents as Additional Insured. Additional Insured for General Liability shall be in a form no more restrictive than CG2010 and CG2037, Automobile Liability CA2048.

C. **Waiver of Subrogation**. All required insurance policies shall be endorsed to provide for a waiver of underwriter's rights of subrogation in favor of the City and its members, officials, officers, employees, and agents.

D. **AssetWorks' Insurance Primary**. The insurance provided by AssetWorks shall apply on a primary basis to, and shall not require contribution from, any other insurance or self-insurance maintained by the City or any of its members, officials, officers, employees, or agents.

E. **Deductible or Self-Insured Retention Provisions**. All deductibles and self-insured retentions associated with coverages required for compliance with the Agreement shall remain the sole and exclusive responsibility of the named insured AssetWorks. Under no circumstances will the City and its members, officers, directors, employees, representatives, and agents be responsible for paying any deductible or self-insured retentions related to the Agreement.

F. **AssetWorks' Insurance Additional Remedy.** Compliance with the insurance requirements of the Agreement shall not limit the liability of AssetWorks or its subcontractors, employees, or agents to the City or others. Any remedy provided to the City or its members, officials, officers, employees, or agents shall be in addition to and not in lieu of any other remedy available under the Agreement or otherwise.

G. **Waiver/Estoppel**. Neither approval by the City nor failure to disapprove the insurance furnished by AssetWorks shall relieve AssetWorks of AssetWorks' full responsibility to provide insurance as required under the Agreement.

H. **Carrier Qualifications**. The above insurance shall be written by an insurer holding a current certificate of authority pursuant to chapter 624, Florida Statute, or a company that is declared as an approved Surplus Lines carrier under chapter 626, Florida Statutes. Such Insurance shall be written by an insurer with an A.M. Best Rating of A- VII or better.

I. **Notice**. AssetWorks shall endeavor to provide an endorsement issued by the insurer to provide the City 30-days' prior written notice of any change in the above insurance coverage limits or cancellation, including expiration or non-renewal. If such endorsement is not provided, AssetWorks, as applicable, shall provide said 30-days written notice of any change in the above coverages or limits, coverage being suspended, voided, cancelled, expiration, or non-renewal.

J. **Survival**. Anything to the contrary notwithstanding, the liabilities of AssetWorks under the Agreement shall survive and not be terminated, reduced, or otherwise limited by any expiration or termination of insurance coverage.

K. **Additional Insurance**. Depending upon the nature of any aspect of any project and its accompanying exposures and liabilities, the City may reasonably require additional insurance coverages in amounts responsive to those liabilities, which may or may not require that the City also be named as an additional insured.

L. **Special Provisions**. Prior to executing the Agreement, AssetWorks shall present the Agreement and this Attachment 3 to its Insurance agent affirming: (1) that the agent has personally reviewed the insurance requirements of the Agreement, and (2) that the agent is capable (has proper market access) to provide the coverages and limits of liability required on behalf of AssetWorks.

Attachment 4

AssetWorks Statement of Work dated May 12, 2023

[See attached.]

Attachment 5

City of Jacksonville RFP Bid No. ESC-0326-21

[See attached.]

Attachment 6

AssetWorks Response to the RFP

[See attached.]

Attachment 7

AssetWorks Order Form dated May 12, 2023

[See attached.]

BID TABULATION SHEET

TITLE: FLEET MANAGEMENT SYSTEM REPLACEMENT
BID NO: ESC-0326-21
OPEN DATE: 03/17/2021
PURCHASING ANALYST: RUBEN OLA
NO. INVITED: (34) No. Received: (2) No Bids: (1)
RECORDED BY: J. Hernandez, BID ANNOUNCER: R. Barnett

		TT FASTER LLC dba FASTER ASSET SOLUTION	ASSET WORKS
Item #1 - For an On Premise Solution, the Vendor shall provide a detailed breakdown for a minimum of two environments (UAT and Production)		$865,857.00	$854,124.00
Item #2 - For a Hosted/SAAS Solution, the Vendor shall provide a detailed breakdown for a minimum of two environments (UAT and Production)		$1,022,550.00	$1,031,731.00
	TOTAL PRICE	$1,888,407.00	$1,885,855.00

ITEM NO.	DESCRIPTION (Attachment B-Evaluation Criteria)	POINTS			
1	COST: The proposer submitting the lowest cost to the City shall receive the maximum number of points for cost. Each sub-sequentially higher cost shall be divided into the lowest cost received and the products score % will be multiplied by the maximum points available to render the points. Score = ((Lowest Bid)Next Low Bid) X 30	30	29.98	30.00	
2	REQUREMENT RESPONSE: All requirements will be evaluated and scored based on the contractor response and how the product is able to meet the requirements. Maximum of sixty (60) points	60	56.79	56.84	
3	REFERENCES: Proposer submitted five (5) customer references where the proposer has successfully provided five (5) consecutive years of experience providing Fleet Management Software solutions. References should contain the following: Point of Contact, Phone Number, Address, Email Address, Description of Services Verified references will be awarded two (2) points each for a maximum of 10 points.	10	6.00	6.00	
	Total Points	100	92.75	92.84	

ITEM NO.	DESCRIPTION (Attachment B1-On-Site or Virtual Evaluation Criteria)	POINTS			
1	PRESENTATION: Implementor's overall presentation, knowledge and understanding of the solution.	15	15.00	14.33	
2	SYSTEM FUNCTIONALITY: Demonstrations of the end user proceeding through daily operations for vehicle repair and fleet management, to include but not limited to: work order entry, work order approval, workflow, warranty, recall, maintenance flags, sublet service entry, work order auditing, accounting functions (A/P and A/R), vehicle lifecycle analysis, vehicle replacement, asset tracking and out-of-box reporting.	35	31.67	35.00	

3	**OVERALL EASE OF USE:** Intuitiveness of the solution to the novice user, user friendliness of the system, and ease of navigation between applications and work processes.	30	26.00	29.33
4	**SYSTEM FLEXIBILITY:** Ability for the City's systems administrator to make configuration changes to the system.	10	7.67	9.00
5	**REPORT CREATION:** Ability to quickly produce ad-hoc or custom reports.	10	7.67	10.00
	Total Points	100	88.00	97.66
	GRAND TOTAL POINTS	200	180.75	190.50
	Business/Corporate References:		✓	✓
	Insurance Agent Acknowledgement Form:		✓	✓
	Conflict of Interest:		✓	✓
	Addendums (1,2,3):		1,2,3	1,2,3
	COMMENTS:			

SCORING MATRIX - (B) (EVALUATION CRITERIA)

ESC-0326-21 FLEET MANAGEMENT SYSTEM REPLACEMENT

TOTAL POINTS CRITERIA	30 Points COST: The proposer submitting the lowest cost to the City shall receive the maximum number of points for cost. Each sub-sequentially higher cost shall be divided into the lowest cost received and the products score % will be multiplied by the maximum points available to render the points. Score = ((Lowest Bid)Next Low Bid) X 30	60 Points REQUIREMENT RESPONSE: All requirements will be evaluated and scored based on the contractor response and how the product is able to meet the requirements. Maximum of sixty (60) points	10 REFERENCES: Proposer submitted five (5) customer references where the proposer has successfully provided five (5) consecutive years of experience providing Fleet Management Software solutions. References should contain the following: Point of Contact, Phone Number, Address, Email Address, Description of Services Verified references will be awarded two (2) points each for a maximum of 10 points.	OVERALL TOTAL POINTS (100)	Rank
TT FASTER LLC dba FASTER ASSET SOLUTION					
Reviewer 1 (Cris Tongol)	29.96	58.25	6.00	94.21	
Reviewer 2 (Erik Preacher)	29.96	56.65	6.00	92.61	
Reviewer 3 (Steve Herczeg)	29.96	55.48	6.00	91.44	
Average	29.96	56.79	6.00	92.75	2.00
ASSET WORKS					
Reviewer 1 (Cris Tongol)	30.00	57.86	6.00	93.86	
Reviewer 2 (Erik Preacher)	30.00	58.06	6.00	94.06	
Reviewer 3 (Steve Herczeg)	30.00	54.60	6.00	90.60	
Average	30.00	56.84	6.00	92.84	1.00

SCORING MATRIX - (B-1) (ON-SITE OR VIRTUAL DEMONSTRATION EVALUATION CRITERIA)

ESC-0326-21 FLEET MANAGEMENT SYSTEM REPLACEMENT

Total Points	15 Points	35 Points	30	10 Points	10 Points	OVERALL	Rank
Criteria	PRESENTATION: Implementor's overall presentation, knowledge and understanding of the solution.	SYSTEM FUNCTIONALITY: Demonstrations of the end user proceeding through daily operations for vehicle repair and fleet management, to include but not limited to: work order entry, work order approval, workflow, warranty, recall, maintenance flags, sublet service entry, work order auditing, accounting functions (A/P and A/R), vehicle lifecycle analysis, vehicle replacement, asset tracking and out-of-box reporting.	OVERALL EASE OF USE: Intuitiveness of the solution to the novice user, user friendliness of the system, and ease of navigation between applications and work processes.	SYSTEM FLEXIBILITY: Ability for the City's systems administrator to make configuration changes to the system.	REPORT CREATION: Ability to quickly produce ad-hoc or custom reports.	Total Points (100)	
TT FASTER LLC dba FASTER ASSET SOLUTION							
Reviewer 1 (Cris Tongol)	15.00	30.00	30.00	10.00	10.00	95.00	
Reviewer 2 (Eric Preacher)	15.00	35.00	25.00	6.00	5.00	86.00	
Reviewer 3 (Steve Herczeg)	15.00	30.00	23.00	7.00	8.00	83.00	
Average	15.00	31.67	26.00	7.67	7.67	88.00	2.00
ASSET WORKS							
Reviewer 1 (Cris Tongol)	15.00	35.00	30.00	10.00	10.00	100.00	
Reviewer 2 (Eric Preacher)	15.00	35.00	30.00	8.00	10.00	98.00	
Reviewer 3 (Steve Herczeg)	13.00	35.00	28.00	9.00	10.00	95.00	
Average	14.33	35.00	29.33	9.00	10.00	97.66	1.00

REQUEST FOR PROPOSAL
FLEET MANAGEMENT SYSTEM REPLACEMENT
For
City of Jacksonville, Florida

1. SECTION 1 – SPECIFIC INFORMATION REGARDING THIS RFP

1.1 Introduction

The City of Jacksonville ("**Buyer or City**") intends to hire one or more firms ("**Contractor, Consultant, Bidder or Recipient**") to provide the services described in Section 1.2 of this Request for Proposal ("**RFP**"). Persons interested in submitting a response to this RFP (a "**Response**") should carefully review this RFP for instructions on how to respond and for the applicable contractual terms. This RFP is divided into the following sections:

Section 1	Specific Information Regarding this RFP
Section 2	General Instructions
Section 3	General Terms and Conditions of Agreement
Section 4	Description of Services and Deliverables
Section 5	Exhibits
Attachment A	Response Format
Attachment B	Evaluation Criteria
Attachment B-1	On-Site or Virtual Demonstration Evaluation Criteria
Attachment C	Equal Business Opportunity Program Requirements
Attachment D	Services Contract
Attachment E	Disqualified/Probationary Vendor List
Attachment F	Indemnification
Attachment G	Insurance Requirements
Attachment H	Protest Procedures
Form 1	Price Sheet
Form 2	Conflict of Interest Certificate
Form 3	Insurance Agent Acknowledgment
Form 4	Business/Corporate References
Form 5	No Bid Form

In the event of conflicting provisions, the following sections of this RFP will have priority in the order listed: Section 1, Section 4, Section 2, Section 3, the Attachments, and the Forms.

1.2 Scope of Services

The City is requesting proposals to replace the current Fleet Management system with a new system. Fleet Management currently uses Tivoli.

The Fleet Management Division (Fleet) is responsible for motor vehicles and equipment owned or leased by the city and its independent agencies. The division performs preventative and regular maintenance and repairs, keeps detailed maintenance and service records, prepares replacement schedules, coordinates vehicle inventory and maintenance and ensures quality control of repair orders. It also coordinates the movement of vehicles, tracks usage and cost statistics on each vehicle, purchases new equipment, and manages the city's fueling operations.

The purpose of this document is to solicit proposals from qualified contractors in order to obtain a third party solution that replaces the current system, addresses the needs of Fleet Management and best fulfills the requirements detailed in this RFP document. The services provided by the selected contractor shall include implementation, post-implementation, maintenance and on-going support.

The new system will provide management of work orders, assets and parts & inventory. It will also enable scheduling and tracking vehicle repairs and preventative maintenance, billing and invoicing, remote user access and provide alerts and reporting capabilities. Please see Section 4 for a full description of the services and deliverables required under this RFP.

Current Environment

The current Fleet Management System (IBM Tivoli Asset Management) was implemented in 2009; there are approximately 179 users. In 2017, Fleet created 45,000 work orders, performed 8,700 preventative maintenance services, managed well over 3,000 assets and dispensed six million gallons of fuel. During the first half of 2018, Fleet purchased 551 new pieces of equipment.

1.3 Term of Agreement

The initial term of agreement will commence upon execution of the Contract and will continue for a period of five (5) years after the solution is fully implemented and accepted by the Buyer Buyer will have the option, in its sole discretion, to renew for one (1) additional term of up to three (3) years. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Requirements for Providers

The Contractor must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submitting an RFP, the Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

1. Contractor must have the ability to obtain and maintain liability insurance as required by the City of Jacksonville and must submit with their response, a signed affidavit from their insurance provider stating they can provide all required coverage at the levels required by the RFP or a "FOR BID PURPOSES ONLY" certificate of insurance evidencing all coverages, limits and additional provisions as required by the RFP.

4. SECTION 4 – DESCRIPTION OF SERVICES AND DELIVERABLES

The following areas have been identified as system and functional requirements The contractor is responsible for becoming familiar with the Fleet business requirements to ensure the proposed system fully supports these requirements

Section #	Requirement Category
4.1	Asset Management & Tracking
4.2	Parts & Inventory Management
4.3	Work Order Management
4.4	Preventative Maintenance Scheduling
4.5	General Requirements
4.6	Reporting
4.7	Search & Query
4.8	Accounting/Billing
4.9	Vendor Tracking
4.10	Warranty Requirements
4.11	Fuel Management
4.12	Equipment Planning, Budgeting & Availability Tracking
4.13	Vehicle Pool
4.14	System Administration & Configuration
4.15	Interfaces
4.16	User Portal
4.17	Disposal
4.18	Dashboard
4.19	Training & Support
4.20	Security
4.21	Technical Requirements
4.22	Performance & Business Continuity
4.23	Exit Strategy
4.24	Testing & Acceptance
4.25	Data Conversion
4.26	Implementation & Post-Implementation
4.27	Contractor Questionnaire
4.28	Glossary

Instructions

For each requirement:

If the requirement:	Insert the following in the *Response* column
Will be met with no customization	Y
Will not be met	N
Requires third party software*	T
Will be met with customization*	C

*Please provide details for those requirements that require third party software and those that require customization.

4.1. Asset Management & Tracking

Fleet is responsible for tracking all City owned mobile assets, which includes vehicles and various kinds of mobile equipment (such as forklifts). Assets are tracked from acquisition to disposal The following requirements identify the type of information that must be recorded and tracked

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Asset Management & Tracking (AT)		
Number	**Requirement**	**Response (Y,N,T;C)**
AT 1	The solution must provide the ability to track assets from acquisition to disposal.	
AT 2	The solution must provide the ability to capture and track all pertinent data on each active, inactive, and sold piece of equipment including, but not limited to the following fields: • Asset Number • Year • Make • Model • VIN/Serial Number, unique number • License: unique number for license plate • APWA Code • Gross Vehicle Weight • Body Serial Number • Chassis Serial Number • Department • Division • Billing Code • Color • Vendor purchased from • Location address where asset is stored • Assigned Contact • Priority level of importance of the asset • Fuel Type • Main Meter (odometer/hour meter) • Auxiliary Meter • Group Code • Fuel tank capacity • Aux Fuel Tank Capacity • Main Engine Make, Model, Serial #, # Cylinder, Liters, Horsepower, Fuel Type • Aux Engine Make, Model, Serial #, # Cylinder, Liters, Horsepower, Fuel Type • Acquisition Date ex. 02/21/2016 • Acquisition Cost	

	• PO Number • Title • In Service Date • Life Expectancy Months • Out of Service Date • Disposal Date • Replaced Asset Number • Disposal Cost captured • Dispose Vendor • Sale Proceeds • Capitalized Cost	
AT 3	The solution must support an equipment-specific labor rate for automatically calculating labor cost for repairs (e.g. different labor repair costs for small, light, and heavy equipment).	
AT 4	The solution must provide easy access to *at-a-glance* snapshot information for a given asset including information such as most recent preventative maintenance (PM), meter reading, work order and lifecycle costing.	
AT 5	The solution must provide the ability to track multiple engines per vehicle. Example: A 70' boat may have four engines and each engine must be tracked	
AT 6	The solution must provide asset lifecycle tracking including notification of when an asset is to be replaced.	
AT 7	The solution must track replacement history and link replacement assets to the assets replaced.	
AT 8	The solution must contain contacts to track anyone and everyone related to a piece of equipment with the ability to specify custom roles related to assets and start and end dates for their connection to the asset.	
AT 9	The solution must provide the ability to assign assets to an agency or authorized employee and track all pertinent information related to the assignment, such as agency name, employee name, assignment begin date, assignment end date, etc.	
AT 10	The solution must track asset history (such as date acquired, date assigned, purchase costs, repair history, etc.) and provide the ability to query historical information.	
AT 11	The solution must provide the ability to define availability of each individual asset by hours and days.	
AT 12	The solution must provide the ability to create user-defined asset/equipment usage codes.	
AT 13	The solution must provide the ability to attach components to an asset, while maintaining full asset records, warranties and PM schedules for each. Example: A tractor can have multiple attachments such as an auger, a bucket, a forklift, etc. The solution must allow Fleet to capture and track all the information for each attachment (component/asset record, warranty, PM schedule, etc.) as well as the tractor.	

AT 14	The solution must provide the ability to enter and track notes /comments related to assets that include searchable content such as subject lines	
AT 15	The solution must provide the ability to correct/change an asset number and maintain all relevant data with the record	
AT 16	The solution must provide the ability to track multiple meter types and provide the ability to capture the following meter readings including, but not limited to • Actual Meter Reading • Meter Reading at Acquisition • Life Expectancy by Months / Hours • Year to Date • Life to Date • Etc	

4.2. Parts & Inventory Management

Currently most Parts and Inventory Management is outsourced. Some items that are needed regularly in the shop areas (such as oil) are stocked in-house. The solution must have the necessary functionality to perform these functions whether they are performed internally or continue to be outsourced.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Parts & Inventory Management (PTS)		
Number	**Description**	**Response (Y,N,T,C)**

PTS 1	The solution must maintain all pertinent data on each part in inventory including, but not limited to, the following data:
	• Part Number
	• Part Description
	• In Stock Quantity
	• Item Cost
	• Capitalized Cost
	• Issue Details (examples: Asset #, Quantity, Work Order #)
	• Last Issue to Work Order date
	• Part Category or classification
	• Part Type or distinct usage
	• Part Status
	• % Mark Up for the individual part
	• Location
	• Alternate Location
	• Vendor Name
	• Substitute Part(s)
	• Stock Quantities for max, low and safe
	• Reorder Point
	• Order Lead Time
	• Mean Time Between Failure
	• Auto Order
	• Last Receipt
	  ○ Invoice
	  ○ Date Received
	  ○ Quantity	

PTS 2	The solution must provide a fully functional Parts Inventory and Management module.	
PTS 3	The solution must provide an audit trail of all system transactions. All data changes must be date/time stamped and the User ID that made the changes must be captured. System transactions that must be tracked include, but are not limited to, changes to the following: • Unit cost	

	• Count • Return to inventory • Return to vendor • Deleted orders • Deleted receipts • Transfers among warehouses/storerooms	
PTS 4	The solution must track purchases by. • Vendor • Vendor Invoice • Date • Work Order Number • Purchase Order Number • Part Number • Description • Etc.	
PTS 5	The solution must track parts in multiple storerooms	
PTS 6	The solution must allow the transfer of inventory among storerooms	
PTS 7	The solution must provide the ability to track all parts warranties	
PTS 8	The solution must allow the user to view parts that are located in • One storeroom • All storerooms • Specific storerooms	
PTS 9	The solution must provide the ability to track and report replacement parts and components by Original Equipment Manufacturer (OEM) and by OEM equivalent part number.	
PTS 10	The solution must automatically post the parts issued, with associated cost, to the work order.	
PTS 11	The solution must provide the ability to charge parts to a work order and to a department	
PTS 12	The solution must provide the ability for the user (with proper security access) to markup the price of parts by a user-defined percentage	
PTS 13	The solution must allow the user (with proper security access) to manually input inventory count.	
PTS 14	The solution must compare the manually input inventory count to the system inventory count and identify any discrepancies.	
PTS 15	The solution must include bar code system functionality to be used for receiving parts, issuing parts and inventory control.	
PTS 16	The solution must allow the user to enter notes for each part. The note field should be free-form text and must contain a subject line to aide in searching/querying	

PTS 17	The solution must contain a comprehensive parts tracking module which includes, but is not limited to, the following functionality: • Recording all parts • Ordering • Receiving • Returning • Transferring • Adjusting	
PTS 18	The solution must allow the user to obtain a snapshot of inventory for any given date and time.	
PTS 19	The solution must provide the following inventory methods for the pricing of individual parts: • First-In First-Out (FIFO) • Averaging • Last-In First-Out (LIFO)	
PTS 20	The solution must allow the user to track part repair history and track trends by: • Part Issues • Notes • Work Orders	
PTS 21	The solution must allow the user to easily and quickly view the following part information: • Number In stock • Number in return bins • Number available • Number on order • Price • Markup • Last issue date • Last receipt date • Activity over the last 12 months • Etc.	
PTS 22	The solution must provide functionality that allows the user to: • Cross-reference different vendor part numbers for a given part • Find acceptable substitutes for a given part	
PTS 23	The solution must allow the user to order, receive and issue a part on a work order from a single screen.	
PTS 24	The solution must provide comprehensive searching capability to allow fast onscreen viewing of data, including but not limited to, the following information: a) Vendor b) Part Number c) Part Name d) Part Description e) Part Category	

	f) Part Type g) Default Vendor h) Part Notes i) Part Usage j) Part Status k) Cost	
PTS 25	The solution must allow users to access the part record (view the part detail) by selecting the part.	
PTS 26	The solution must provide the ability to differentiate between a stocked or non-stocked part record.	
PTS 27	The solution must provide the ability to track the issuance of all stocked and non-stocked parts to a specific piece of equipment	
PTS 28	The solution must allow users to view (online) all system transactions (history) by part. Transactions must include, but are not limited to, the following: a) Issues b) Returned (Number Returned and Date Returned) c) Received (Number Received and Date Received) d) Received Returned e) Transferred In (Number Transferred In and Date Transferred In) f) Transferred Out (Number Transferred Out and Date Transferred Out) g) Adjusted Up (Number Adjusted Up and Date Adjusted Up) h) Adjusted Down (Number Adjusted Down and Date Adjusted Down) i) End-of-Period Quantity j) Costs (Unit, Shipping, Extended Cost by Month or by Year)	
PTS 29	The solution must allow the user (with proper security access) to change a part number. The change must be captured and reflected in the part history.	
PTS 30	The solution must provide functionality that enables the user to merge part records into one part number while retaining historical data.	
PTS 31	The solution must provide an option to track warranty and receipt information for non-stocked parts' issues.	
PTS 32	The solution must track all credits to vendors by: • Purchase Order Number • Invoice Number • Work Order • Date • Type • Description	
PTS 33	The solution must provide the ability for the user to create, modify, store and print lists identifying the parts required/used for specific repairs. Each list must specify the following: • Equipment number • Year	

	• Make • Model • Class	
PTS 34	The solution must have the ability to track core parts.	
PTS 35	The solution must: a) Provide the functionality for the user to track the storage locations of every item in inventory. b) Be capable of supporting an unlimited number of alternate locations for every inventory item.	
PTS 36	The solution must provide for the automated calculation of minimum and maximum inventory levels and provide recommended order quantities.	
PTS 37	The solution must display an alternate location's inventory level when: a) There isn't sufficient on-hand quantity to fulfill the request or b) The present location does not stock the requested part	
PTS 38	The solution must allow for the cross referencing of multiple part/item numbers to a main part/item number.	
PTS 39	The solution must provide the ability to print bar code labels for bins and parts.	

4.3 Work Order Management

Fleet work orders are created for vehicle/equipment services and repairs completed on site by Fleet personnel as well as offsite by Fleet contracted vendors Data from the work orders is imperative to the customer billing and invoicing processes

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Work Order Management		
Number	**Description**	**Response (Y,N,T,C)**
WO 1	The solution must provide the ability to configure work orders to capture data based on the business needs required by fleet management processes	
WO 2	The solution must provide the ability to create/configure work orders statuses. Examples: Approved, Complete, Release Billing, Waiting for Material, Hold, etc.	
WO 3	The solution must provide the ability to allow work orders to be created upon request (i.e as needed).	
WO 4	The solution must track vehicle/equipment preventative maintenance status (PM status) and alert Fleet personnel when a vehicle is due for PM servicing.	

WO 5	The solution must provide the ability to automatically generate work orders from invoices from file formats such as csv, xls, xlsx, etc.	
WO 6	The solution must capture and identify preventative maintenance services and other applicable repairs on work orders that have been generated from an invoice	
WO 7	The solution must provide the ability to create a work order using a single screen (i.e. the user does not have to navigate through multiple screens and tabs to enter the required information).	
WO 8	The solution must generate unique work order numbers and prevent the creation of duplicate work orders.	
WO 9	The solution must provide the ability to capture pertinent information on the work order relative to fleet management. Such information includes but is not limited to: • agency receiving the service • repair shop • agency account information • parts required • equipment requirements • etc.	
WO 10	The solution must provide "real-time" work in progress dashboards/screens that display data such as work order statuses, assigned tasks, location of work, assigned labor, etc	
WO 11	The solution must have the ability to capture preventative maintenance (PM) services, other repairs, external vendors and miscellaneous costs/credits on a single work order.	
WO 12	The solution must provide the ability to automatically change work order status based on actions taken per business rules	
WO 13	The solution must provide the ability for authorized personnel to manually change work order status per business rules	
WO 14	The solution must provide alerts to notify Fleet personnel of any active warranties, required preventative maintenance (PM) or recalls for vehicles/equipment and any associated component(s) when a work order is opened.	
WO 15	The solution must provide the ability to display all active warranties and PM due messages for vehicles/equipment and associated component(s).	
WO 16	The solution must provide the ability to set estimated completion dates/deadlines and capability to provide automated updates to requestors if desired.	
WO 17	The solution must have the ability to use wild cards to complete work order searches. Example: The user enters a portion of a name and the system provides the ability to select from a list of work orders meeting the wild card criteria.	
WO 18	When generating a new work order, the solution must have the ability to identify previously ordered parts that have not been installed on a vehicle/equipment to prevent duplicate orders.	

WO 19	The solution must provide the ability to capture and track pertinent work order data. Data to be tracked include but is not limited to: cost, labor hours, downtime, materials, etc.	
WO 20	The solution must have the ability to assign work orders to external contractors and vendors with the ability to track the associated costs for these services.	
WO 21	The solution must have the ability to capture information about each employee assigned to a work order such as employee name, employee number, labor hours, total hours worked, etc.	
WO 22	The solution must have the ability to calculate and track total hours and total costs charged to a work order.	
WO 23	The solution must perform edits and validations as required based on business rules. Example: The system must prevent a vehicle from inadvertently being assigned to another agency when it has already been assigned.	
WO 24	The solution must provide the ability to archive and retrieve detail work order, historical repair data for the life of the vehicle/equipment.	
WO 25	The solution must provide the ability to cancel work orders, and if parts or labor costs have been charged to the work order, must have the ability to adjust or reverse charges.	
WO 26	The solution must maintain an audit trail of any work order cancellations or adjustments.	
WO 27	The solution must provide the ability to configure and maintain selection data relative to fleet management such as repair codes, repair reason codes, etc.	
WO 28	The solution must provide the ability to configure fee structures per business rules including service costs, mark ups, etc.	
WO 29	The solution must provide the ability to select the appropriate repair code/repair reason for each work order. Examples of repair reasons include: Modification, Warranty, Recall, Preventative Maintenance, etc.	
WO 30	The solution must have the ability to track multiple repair reasons per work order. Summary reporting of these reasons must also be provided.	
WO 31	The solution must have the ability to require specific authorization for finalizing a work order.	
WO 32	The solution must have the ability to require specific authorization for reopening a finalized closed work order.	
WO 33	The solution must allow the addition of authorized user defined costs to the work order including description and mark ups.	
WO 34	The solution must track modification to work order costs including who made the modifications, date/timestamp, modification reason, etc.	

WO 35	The solution must provide the ability to enter and update a narrative, such as a complaint, cause and correction section, on each work order.	
WO 36	The solution must provide the ability to utilize industry standard repair work coding scheme, such as Vehicle Maintenance Report Standards (VMRS) codes and/or in house defined codes.	
WO 37	The solution must provide the ability to capture rework (when repeat repairs occur) based upon user-defined criteria, and automatically notify the user of repeat repairs when creating the work order.	
WO 38	The solution must provide the ability to capture time when equipment is available for operational use (for uptime/downtime calculation) based upon user-defined criteria.	
WO 39	The solution must have the ability to automatically add a flat administrative fee to each work order.	
WO 40	The solution must prevent a user from closing a work order with incomplete associated task checklists.	
WO 41	The solution must provide the ability to identify scheduled versus unscheduled downtime	
WO 42	The solution must provide the ability to markup labor costs at a rate based on vehicle or equipment category. Labor rates must have effective beginning and end dates.	
WO 43	The solution must have the ability to create, print and maintain repair cost estimates prior to performing the work.	
WO 44	The solution must provide the ability to calculate and print or email repair estimates for customers.	
WO 45	When opening a work order, the solution must have the ability to flag a unit that is scheduled for replacement to avoid spending time on units scheduled for replacement.	
WO 46	The solution must have the ability to set an optional warning flag to appear when a job for a warrantable item is added to a work order.	
WO 47	The solution must have the ability to set a flag when the replacement part is under warranty.	
WO 48	The solution must have the ability to identify the primary equipment as in or out of service.	
WO 49	The solution must have the ability to display all work orders by user defined search parameters. Information to be displayed includes but is not limited to. • Date and time opened • Date and time closed • Meter reading • Location • Unit number • Work order number • Job code user defined and/or VMRS • Job description with detailed cause, complaint, and correction narrative or code	

	• Job status • Scheduled/unscheduled (target and non-target) • Warranty – work unit – technician – class code	
WO 50	The solution must provide the ability to search and filter on work order data fields including but not limited to: • Equipment ID • Location • Job code user defined and/or VMRS • Work order status • Reason for visit • Work order number • Repair cause code· job description with detailed cause, complaint, and • correction narrative • Job status • Scheduled/unscheduled (target and non-target) • Warranty • Work unit – technician – class code	
WO 51	The solution must provide the ability to allow charges to be made to finalized work orders with appropriate rights.	
WO 52	The solution must maintain audit trails for all charges to finalized work orders.	
WO 53	The solution must have the ability to charge commercial costs back to a work order.	
WO 54	The solution must provide the ability to separate commercial parts and labor from in house maintenance costs.	
WO 55	The solution must include technology that allows vendor invoice numbers to be reused on a different work order when it is not a duplicate service charge. Example: After a period of time (sometimes as little as a year), some vendors reuse the same vendor number. The system must allow this new invoice (that may repeat the number from a previous invoice issued by this vendor) to be associated with a new work order.	
WO 56	The solution must provide the ability to display a detailed equipment maintenance history with user defined search parameters that include, but are not limited to: • Work order status • Job code user defined and/or VMRS • Repair reason (cause code) • Maintenance location • Assigned location • Technician • Agency or Department	
WO 57	The solution must have the ability to view online all work in progress and work completed for the day.	

WO 58	The solution must provide the ability to identify and capture parts, labor for tasks, etc. for services rendered without specific unit information to calculate respective costs (e.g. overhead, etc.) for these jobs Example: The system provides the ability to charge a public safety agency for repairs completed on an inflatable boat	
WO 59	The solution must provide the ability to calculate employee and shop productivity.	
WO 60	The solution must provide the ability to determine shop staffing needs e.g., vehicle equivalency analysis.	
WO 61	The solution must provide the ability to create a shop / technician planning and scheduling program.	
WO 62	The solution must provide the ability to display future inspection intervals (state inspection, emission inspection, etc.)	
WO 63	The solution must provide the ability to allow the user to select any or all open work requests as jobs on the work order.	
WO 64	The solution must provide the ability to generate a current labor display. This display should show all active employees and the specific task they are currently performing.	
WO 65	The solution must provide the ability to track and defer non-safety repairs (e.g. defective armrest, air conditioning, rip in seat etc. versus brakes, headlights, horn etc.) and not show the vehicle or equipment as out of service	
WO 66	The solution must provide a process to notify personnel when back-ordered parts are received.	
WO 67	The solution must provide the ability to automatically notify the customer via email when the equipment is ready for pick up	
WO 68	The solution must provide the ability to allow a work order to have a credit balance.	
WO 69	The solution must provide the ability to record all commercial or external vendor repairs to enable analysis by cause and repair code.	
WO 70	The solution must provide the ability to view all work orders online in real time by status.	
WO 71	The solution must provide the ability to provide a real time single screen review of the direct/indirect labor activities for all logged on technicians.	
WO 72	The solution must provide the ability to defer repairs and automatically include them on the next opened work order for that piece of equipment.	
WO 73	The solution must provide the ability to assign deferred repairs to a specific technician and/or shop. Note: See Exhibit 5.4 for a list of on-site fleet shops.	
WO 74	The solution must provide the ability to track service process procedures to a specific repair for a specific piece of equipment.	

WO 75	The solution must provide the ability to create work order or direct charge documents to capture billing that relates to a cost center of an asset.	
WO 76	The solution must provide the ability to charge labor hours using flat rate labor charges.	
WO 77	The solution must provide the ability to manage vehicle/equipment recall campaigns.	
WO 78	The solution must provide the ability to configure an automatic log off after the system has been idle for a specified period of time. The solution must allow the automatic log off time to be defined by authorized Fleet personnel / system administrator.	
WO 79	The solution must provide a Labor planning calendar that displays pertinent information such as scheduled tasks, scheduled indirect labor, online request and certificates.	
WO 80	The solution must have the ability to track and manage all technician time, including non-billable labor hours.	
WO 81	The solution must have the ability to track repairs in real-time.	
WO 82	The solution must provide the ability for the technician to add work order notes from the technician workstation screen.	
WO 83	The solution must provide the ability to track staff training and certifications.	
WO 84	The solution must provide the ability for technicians to navigate easily among work orders. This will enable them to easily track work-in-progress.	
WO 85	The solution must contain a customer portal that automatically sends alerts and notifications to customers.	
WO 86	The solution must have the ability for customers to request repairs for equipment online.	
WO 87	The solution must provide the ability for customers to review repair history of their vehicles.	
WO 88	The solution must provide workflow functionality to route and process work orders.	
WO 89	The solution must assign routing (workflow) based on the information entered on the work order.	
WO 90	At fiscal year end, the solution must allow open work orders with pending charges to remain open and to be carried over into the next fiscal year.	

4.4 Preventative Maintenance Scheduling

The following section identifies the requirements for creating, scheduling and tracking recurring preventative maintenance activities.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Preventative Maintenance Scheduling (PM)		
Number	**Description**	**Response (Y,N,T,C)**
PM 1	The solution must provide the ability to create, schedule, and track the status of recurring preventative maintenance (PM) activities such as safety checkpoints, parts, materials, frequencies/service intervals, and estimated/actual time spent on these activities.	
PM 2	The solution must provide the ability to track all scheduled maintenance.	
PM 3	The solution must provide the ability to generate recurring maintenance schedules on a daily, weekly, monthly, quarterly or annual basis. In addition, it must be capable of defining customized intervals on a user-defined basis.	
PM 4	The solution must provide the ability to track equipment information, including but not limited to: • Manufacturer • Model • Serial Number • Service Dates • Warranty Expiration Dates	
PM 5	The solution must provide the ability to maintain PM historical information on assets and equipment for the lifecycle of the vehicle.	
PM 6	The solution must: a) Provide the ability for the user to schedule planned maintenance activities based on mileage, specific dates, days of the week, days of the month, etc. b) Allow Fleet personnel to modify scheduled planned maintenance as necessary. Example: Safety inspections should be scheduled at 9,000 miles or 6 months, whichever occurs first	
PM 7	<u>Alerts</u> The solution must: a) Provide alerts to notify the user when scheduled maintenance/service is due. Examples: - An alert would notify the user when maintenance is due on a vehicle - An alert would be displayed when the system user opens a work order for a vehicle for which maintenance is due. b) Provide recall alerts. c) Allow the user to add the preventative maintenance job to an existing work order	

	or to create a new work order. d) Automatically satisfy the alert and automatically update the scheduled maintenance calendar when the preventative maintenance job is complete. e) Provide alerts to notify the user when a warranty is in effect or near the expiration date.	
PM 8	The solution must allow for out-of-cycle PM (performing PM early or late) such as preparing a vehicle for a trip or completing PMs that are missed. Audit functions shall identify any PM performed out-of-cycle.	
PM 9	The solution must provide the ability to perform batch operations (such as oil changes) on selected individuals or groups of PM schedules.	
PM 10	The solution must provide the ability to track detailed task activities (checklist) within individual or groups of PM work orders.	

4.5 General Requirements

The following section identifies the general requirements needed in the Fleet Management system.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

General Requirements (GEN)		
Number	**Description**	**Response (Y,N,T,C)**
GEN 1	The solution must be ADA compliant per Section 508 of the Rehabilitation Act of 1973.	
GEN 2	The solution must provide a consistent look and feel across all modules.	
GEN 3	The solution must provide a user-friendly intuitive design for ease of use and navigation.	
GEN 4	The solution must provide a fully integrated solution, which avoids redundant data entry.	
GEN 5	The solution must provide the ability to integrate with standard Microsoft Office products such as MS Word, MS Excel, MS Access, MS Outlook, and Office 365.	
GEN 6	The solution must include all support software, tools, and utilities (e.g., text editors, library products, manuals, code generators, scripts) needed to perform configuration, operation and management tasks.	
GEN 7	The solution must provide a variety of help features including but not limited to the following: • Spell Check • Grammar Check • Mail Merge • Help Functionality	

GEN 8	The solution must allow users to add and/or update words to the spell check dictionary.	
GEN 9	All free-form fields must allow continuous typing without hard returns (word wrap feature).	
GEN 10	The solution must allow multiple forms of navigation including, mouse, keyboard, touch screen (for tablets), tab, programmed key, icon, etc.	
GEN 11	The solution must provide the ability to capture data based on Fleet's business rules.	
GEN 12	The solution must allow authorized personnel to manually override a business rule.	
GEN 13	The solution must store data in formats that make it easily retrievable. Example: Store Manufacturer in a separate field from Model so that Model is searchable.	
GEN 14	The solution must provide the ability for authorized users to create user-defined fields.	
GEN 15	The solution must provide drilldown capability to related records. Example: When viewing information about a vehicle, the user must be able to navigate to all work orders pertaining to that vehicle.	
GEN 16	The solution must provide the ability to configure and track various types of statuses based on business rules. Examples: • Approved • Completed • In Progress • Etc.	
GEN 17	The solution must provide the ability to update statuses based on business rules. Example: Statuses may update automatically based on an action or they may be updated manually.	
GEN 18	The solution must provide the ability for the user to select a method of receiving notifications (e.g., email, text, etc.).	
GEN 19	The solution must provide the ability to establish and track Service Level Agreements (SLAs) based on business rules. Example: Allow Fleet to establish a period of time to complete a task and trigger notifications/alerts for overdue tasks.	
GEN 20	The solution must provide the ability to save and print a system generated document and reprint it with its original values.	
GEN 21	The solution must provide the ability for users to create and scan barcode labels for parts, work orders, assets, storage locations (bins), etc.	
GEN 22	The solution must allow users (with proper security access) to remotely access the system.	

GEN 23	The solution must have the ability to work with and capture results from auxiliary devices such as bar code scanners, digital signature devices, tablets, etc. The solution must allow the captured results to be attached to the work order. Example: The technician should have the ability to capture his/her notes on a tablet device while in the vehicle/equipment. The supervisor should have the same ability to capture his/her notes while in the office.	
GEN 24	The solution must automatically adjust the screen image to the size of the device (e.g., mobile devices and tablets). This is sometimes referred to as "responsive design".	
GEN 25	The solution must provide the ability to capture/accept electronic signatures.	
GEN 26	The solution must allow the user to override or manually enter data if auxiliary devices (such as bar code scanners or signature pads) are off-line.	
GEN 27	The solution must have the ability to recognize local and remote updates in real-time.	
GEN 28	The solution must automatically record transactions that do not end successfully.	
GEN 29	The solution must alert the user when a transaction does not end successfully.	
GEN 30	The solution must allow authorized users access to information archived from prior fiscal years.	
GEN 31	The solution must prevent the deletion of data (records) based on business rules.	
GEN 32	The solution must allow or prevent the deletion of supporting documentation based on business rules.	
GEN 33	The solution must provide the ability to access the history of all activities pertaining to a work order.	
GEN 34	The solution must provide an audit trail of all system transactions. The audit information must be easily retrievable by the system administrator.	
GEN 35	The solution must date/time stamp all changes to data fields and identify the User ID that made the change (audit trail).	
GEN 36	The solution must display the last date and time each user logged onto system.	
GEN 37	The solution must record or capture information about each unauthorized access attempt such as User ID, workstation, date and time.	
GEN 38	That solution must allow the user to manage batch submission of reports or jobs. This functionality should permit the user to schedule when the request should be executed, to choose whether to view results on the screen or to print the results, and to manage printing of the report.	
GEN 39	The solution must provide the ability for the user to track the following by department and vehicle: • Number of Accidents and associated costs • Number of Incidents and associated costs	

GEN 40	The solution must provide the ability for the user to forecast and prepare an annual operating budget using historical data (cost of fuel, parts, labor, overhead etc.)	
GEN 41	The solution must have the ability to maintain an equipment list with details of permanent or removable components.	
GEN 42	The solution must have the ability to list the detailed history of equipment costs by month and year, including all costs broken out by accidents, maintenance, fuel, other fluid quantities, miles per gallon, and cost per mile calculations.	
GEN 43	The solution must allow users, with appropriate authority, to configure and edit workflow tasks and checklists by discipline.	
GEN 44	The system must be designed specifically for use by government entities and have been implemented in a government entity.	
Upload Attachments		
GEN 45	The solution must provide the ability to upload attachments/documentation including pictures and media of various sizes and types.	
GEN 46	The solution must link uploaded information to the applicable source (e.g. work order).	
GEN 47	The solution must provide the ability to delete (remove) attachments based on defined business rules.	
GEN 48	The solution must provide the ability to print all attachments or choose the desired attachments to print.	

4.6 Reporting

Querying/Searching and reporting options must be provided in order to report on day-to-day transactions, historical information, key performance indicators and other required metrics. The user must have the option of creating ad hoc reports as well as utilizing canned reports. See Exhibit 5.2 for examples of current reports used by Fleet.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Reporting (REP)		
Number	**Description**	**Response (Y,N,T,C)**
REP 1	The solution must provide a set of standard (canned) queries and reports that are common to governmental fleet management.	
REP 2	The solution must provide intuitive and robust reporting capabilities based on governmental fleet industry standards and best business practices.	
REP 3	The solution must allow users to search by data field(s), select the information to be displayed and produce a report in a specific layout. Examples: • Search by department/customer and display all vehicles that are Out-of-Service. • Search by vehicle information (year, make, model, and/or acquired date) and choose to display the number of accidents/incidents in which those vehicles have been involved.	
REP 4	The solution must provide the ability to configure data queries and ad-hoc reports using key data elements maintained within the system. Examples: • Query and report on the number of work orders that are not completed. • Query and report on the number of work orders that were completed during a specified time.	
REP 5	The solution must allow wild card searches by all key data fields. Examples: • Vehicle Number • Purchase Order Number • Etc.	
REP 6	The solution must provide the ability to obtain metrics and calculations. Examples: • Number of windshield replacements due to accidents versus vandalism during a specific time. • Number of work orders created annually • Etc.	

REP 7	The solution must provide the ability to create custom reports that can be saved and reused	
REP 8	The solution must provide the ability to report on key data elements in the system and provide drill down capabilities	
REP 9	The solution must provide the ability to create and maintain form/document templates for internal use and supplemental customer support	
REP 10	The solution must provide the ability to create and maintain form/document templates for system generated notifications such as emails and letters to internal (customers) and external (vendors) users.	
REP 11	The solution must enable the user to tailor standard reports. Examples of tailoring a report include, but are not limited to, the following • Specifying sort or filter criteria • Adding or removing columns • Providing an option to print details & summaries • Providing an option to save for reuse	
REP 12	The solution must provide the ability to review/research activity trending. Examples. • Determine length of time required to replace an alternator. • Determine if the length of time required to replace an alternator has changed over the last year	
REP 13	The solution must allow the user to create a report that identifies preventative maintenance that is: - due - overdue and - completed within a specified date range	
REP 14	The solution must provide the ability for the user to a) Review/research activity trending b) Perform trend analysis	
The following reports are required by Fleet Management. The solution must provide them as canned reports or allow them to be generated as ad hoc reports.		
REP 15	The solution must allow the user to create a report that identifies the vehicles and equipment that are out-of-service due to incomplete repairs *(that affect the safe operation of the equipment)* Note: The user must be able to exclude the vehicles and equipment that have deferred maintenance that does not affect the safe operation of the equipment.	
REP 16	The solution must allow the user to create a report listing all open work orders within a specified date range.	

REP 17	The solution must allow the user to create a Surplus Parts Report that tracks lack-of-activity for user-defined periods of time.	
REP 18	The solution must provide the ability for the user to generate accident and damage repairs report by vehicle/equipment number and fiscal year.	
REP 19	The solution must provide the ability to generate a Warranty Repairs report.	
REP 20	The solution must have the ability to identify: a) Completed PMs b) PMs due During a specified date range and specified variances.	
REP 21	The solution must have the ability to maintain a report that lists basic work order information including total dollars, and total hours open for each work order with a summary count of work orders for each repair type reason.	
REP 22	The solution must have the ability to create a report that lists utilization by specified meter within a timeframe by vehicle/equipment, class, and/or department.	
REP 23	The solution must have the ability to provide a list of outside work performed with labor hours and cost totals for each vendor.	
REP 24	The solution must have the ability to provide totals by technician and shop for direct, indirect labor hours, total labor hours, costs, number of vehicles, and work orders, and provide a chart depicting direct vs. indirect labor hours by repair descriptions.	
REP 25	The solution must allow the user to create a list of all receipts by vendor for: a) All parts b) A category of parts c) Specific part numbers	
REP 26	The solution must provide the functionality that allows for the creation of a report that identifies transactions that "errored out" or did not successfully transmit from the parts provider (currently The Parts House) to the new system.	
Additional Reporting Requirements		
REP 27	The solution must allow users to create reports that are currently produced and required. Examples of required reports include, but are not limited to, the following: • Cost Per Mile (CPM) • Annual Mileage Per Vehicle • Average Age of Fleet • Average Miles Per Gallon • Average Maintenance Cost per Vehicle Class	
REP 28	The solution must provide the ability to print reports and search result lists.	

REP 29	The solution must provide the ability to export report and search results with the ability to distribute in various formats (e.g. pdf, xlsx, csv, etc)	
REP 30	The solution must provide sortable columns in search result lists Example: Date fields sort chronologically in ascending and descending order.	
REP 31	The solution must provide reporting scalability options including the ability to filter report results.	
REP 32	The solution must allow agencies external to Fleet to search for information and reports based on user role.	
REP 33	The solution must provide the ability to configure and schedule automatic report distribution. Example: Reports may be distributed by user, department/division, frequency, and distribution method.	
REP 34	The solution must display the total number of records found in a query result set	
REP 35	The solution must provide the following pagination properties in a query result set: • number of pages • one-click navigation to the first • one-click navigation to last page • next and previous pages	
REP 36	The solution must allow the user to create custom reports that can be saved and re-used	
REP 37	The solution must have the ability to list assets in need of replacement and project costs with the ability to choose whether to show an asset's children. This should include year, make, model, department, and acquired date with ability to sort by license/unit number or alias	
REP 38	The solution must allow users to easily create charts and graphs from data captured in the system Example. Create a chart that depicts the number of scheduled repairs versus unscheduled repairs per customer by month for the past 12 months.	
REP 39	The solution must allow the user to create summary reports, charts and graphs. Examples include, but are not limited to: • A report that depicts the percentage of time that vehicles are available to users during a specified time. The report must be sortable by all the fields included on the report. • A chart/graph that depicts a summary of distribution of repairs for various repair type reasons by month • A report containing the following: Summary of the # of work orders by maintenance shop Number of preventative maintenance work orders by preventative maintenance Type Parts received and issued by storeroom for a specific date	

	• A chart/graph that depicts the number of repairs performed by month and associated reason codes. Fields may include Part #, Repair Reason Code, Number of Repairs, Month and Year.	
REP 40	The solution must have the ability to maintain a productivity percentage report comparing paid dollars vs. earned dollars for each technician showing cost to labor dollars percentage.	
REP 41	The solution must allow the user to create a billing report containing, at a minimum, the following fields: • Department • Account number • Vehicle • Operational/Fuel Costs & Total • Fixed Base Costs & Total • Replacement Costs & Total	
REP 42	The solution must capture all changes/deletions made to existing records (audit trail logs). At a minimum, the following information must be captured for every change/deletion: • Date & Time of the change • User that made the change • Original value • New value	
REP 43	The solution must allow users to create reports to identify all the changes and deletions made (audit trail).	
REP 44	The solution must allow the user to create a report depicting the average number of hours it has taken to complete a specific repair. Note: This information could be used to establish repair labor standards for the department.	
REP 45	The solution must allow the user to create a report that identifies equipment that has required repeat repairs within a specific time.	

4.7 Search & Query

The following section details the requirements surrounding searching and querying

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section

Search & Query (SQ)		
Number	**Description**	**Response (Y,N,T,C)**
SQ 1	The solution must provide the ability for users to search and/or query all fields in the system.	
SQ 2	The solution must have the ability to search by: • Keyword • Part of a keyword • Exact word	
SQ 3	The solution must allow the user to search using multiple search criteria such as part number, part description & work order number by themselves or some combination of part number, part description & work order number.	
SQ 4	The solution must allow users to search for: • All back orders • Orders not received • All orders received	

SQ 5	The solution must allow users to search by data field(s), select the information to be displayed and produce a report in a specific layout. Example: A customer wants a list of all 2013 Chevrolet vehicles in ascending Model order. The report must contain the Year, Manufacturer, Model and Asset #.	

Sample Data Fields (Parameters)	Search Criteria
Year	2013
Manufacturer	Chevrolet
Model	
Asset #	
Serial #	
Color	
Engine	
Vendor #	
Vendor Name	
Asset Tag	
Type	

Resulting Report			
Year	Manufacturer	Model	Asset #
2013	Chevrolet	Colorado	1058-20
2013	Chevrolet	Colorado	1058-14
2013	Chevrolet	Colorado	1030-00
2013	Chevrolet	Colorado	1182-20
2013	Chevrolet	Silverado	1042-65
2013	Chevrolet	Silverado	1040-82
2013	Chevrolet	Tahoe	1041-97
2013	Chevrolet	Tahoe	1085-52

SQ 6	The solution must allow the user to type in a single character or a string of characters, within any field that has a drop down table, and the solution must immediately place the cursor at that alphabetic location within the table. (e.g., in a drop-down list of states, the user types "Wa" and is taken directly to Washington). Note: Sometimes this is referred to as autocomplete typing.	
SQ 7	A customer must be able to search the system by pre-determined data fields (data fields configurable by the System Administrator) and the results of the search must be displayed to the customer online. Example: See example above in SQ5. Instead of a report, the search result would be displayed online.	
SQ 8	The solution must provide functionality that allows users to search using a wildcard feature. This enables searches on partial field information.	
SQ 9	The solution must provide functionality that allows users to search by "Soundex' (Example: Smyth versus Smith)	
SQ 10	The search functionality must not be case sensitive.	

SQ 11	The elements of the search results must be selectable and when selected must display the associated detail information (drill down capability on the search results). Example: When a user searches for all work orders in a Closed status, he/she must be able to select one of those work orders and the details of that work order will be displayed.	
SQ 12	The solution must provide functionality that allows the user to query on any field and for any data set that has been entered into the system, including comments.	
SQ 13	The solution must allow the user to save and/or archive searches or queries for future use	
SQ 14	The solution must allow the user to execute a query interactively or to schedule the query.	
SQ 15	The solution must provide security functionality to control which users can perform queries.	
SQ 16	The solution must have the ability to provide the number of records searched and the number of records returned from a query	
SQ 17	The solution must allow the extraction of search/query results into multiple formats including Word, Excel, PDF, etc	
SQ 18	The solution must allow the user to subset a completed search and re-search the subset.	
SQ 19	For audit purposes, the solution must log the following information for all queries requested and responses provided • User ID • Date and Time • Field • Values Requested • Results Returned	

4.8 Accounting/Billing

The following section identifies Fleet's accounting/billing requirements.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Accounting/Billing (ACC)		
Number	**Description**	**Response (Y,N,T,C)**
ACC 1	The solution must provide the ability to compare actual labor charges to flat rate charges.	
ACC 2	The solution must provide the ability to calculate cost of ownership by individual equipment.	
ACC 3	The solution must provide the ability to calculate cost of operations (such as fuel, parts, labor, insurance, etc.) by individual equipment ID.	
ACC 4	The solution must provide the ability to track shop operational and overhead costs vs. revenue.	
ACC 5	The solution must provide the ability for the user to generate income and expense reports by various parameters and combinations of parameters. Examples: - Vehicle/Equipment ID Number - Type of Repair - Type of Repair, Facility, Department, Division, Program - Etc.	
ACC 6	The solution must provide the ability to generate all income and expense reports by accounting period, year-to-date and life-to-date.	
ACC 7	The solution must provide the ability to calculate vehicle replacement based on user-defined criteria.	
ACC 8	The solution must provide the ability for the user to track contractual blanket orders and subsequent purchase orders.	
ACC 9	The solution must automatically update the system when payment has been received. Example: When an agency pays fleet for servicing the agency's vehicles, the system must be updated to indicate that payment has been received.	
ACC 10	The solution must receive payment updates from the city's financial system (currently Oracle Financials). Example: When fleet authorizes payment to outside vendors (for car washes, etc.) the system must be updated to indicate that the payment has been made.	
ACC 11	The solution must allow the user, with appropriate authority, to manually update the system when payment has been received.	

ACC 12	The solution must record and track blanket purchase order funds	
ACC 13	The solution must provide the ability to receive manual invoices from vendors Functionality must be available for Fleet to manually enter received invoices into the system	
ACC 14	The solution must provide the ability to electronically receive invoices from vendors	

ACC 15	The solution must provide the ability to charge, track and report on non-vehicular costs (direct bill).
	<u>Examples</u>
	• Credit must be applied when
	  ○ COJ receives payment from an insurance company for an accident (accident reimbursement)
	  ○ Fleet personnel work on/repair a Fleet vehicle
	• Debit must be applied when a Fleet vehicle is used for a trip – the customer is charged for the fuel used and a daily charge (tripper charge)	

ACC 16	The solution must interface with a fuel control & reporting system (currently EJ Ward System) to allocate fuel expenses to the appropriate vehicle/equipment per business rules	
ACC 17	The solution must provide the ability to manage automatic notifications Examples • Allow authorized users to enable automatic email notifications to customers (automatically send emails to customers that have not paid for services Fleet provided) • Allow authorized users to prevent automatic emails to customers for late payments	
ACC 18	The solution must generate unique authorization numbers for repairs provided by external vendors	
ACC 19	The solution must provide the ability for the estimated repair cost to be updated with the actual repair cost when the actual cost is known Note. This allows Fleet to track available funds without accessing the financial system	
ACC 20	The solution must have the ability to generate a detailed billing report for each customer.	
Loan Fund		
ACC 21	The solution must track the amount that Fleet must charge agencies (charge back) for purchasing vehicles on their behalf	
ACC 22	The solution must allow the user, with appropriate authority, to assign the following: • Interest rate • Period of Amortization (Term/number of months)	

ACC 23	The solution must calculate the monthly payment utilizing the cost of purchase, customization cost (up fitting) and interest rate to charge the agency a flat monthly payment using straight-line depreciation.	

4.9 Vendor Tracking

The following section identifies the vendor tracking requirements needed in the Fleet Management system

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Vendor Tracking (VEN)		
Number	**Description**	**Response (Y,N,T,C)**
VEN 1	The solution must provide the ability to track the activities of vendors performing work for the City and tied to city assets. Example: Maintenance services provided on Date X, related to equipment Y, at a cost of Z.	
VEN 2	The solution must have the ability to store contact information for vendors.	
VEN 3	The solution must allow authorized users to create vendor account profiles. Vendor account profile information will include, but not be limited to, business: • Name • Address • Telephone # • Email Address • Invoice Method Preference (receive invoices via Email, Fax, Paper) • Etc.	
VEN 4	The solution must allow authorized users to modify vendor account profiles. Example: Allow users to make modifications such as address changes. However, business rules may require the system to prevent users from deleting vendor profiles if any activity associated with it.	
VEN 5	The solution must track pertinent vendor information (based on business rules)	
VEN 6	The solution must provide the ability to generate and print a transaction history of all payments made to a vendor.	
VEN 7	The solution must provide the ability to generate template forms and emails using data from the system. Example: The solution can generate emails requesting payment to a vendor that includes vendor content previously entered in the system.	

4.10 Warranty Requirements

The following section identifies the warranty requirements needed in the Fleet system

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Warranty Requirements (WAR)		
Number	**Description**	**Response (Y,N,T,C)**
WAR 1	The solution must allow users to track warranty claims submitted to manufacturers and vendors.	
WAR 2	The solution must alert the user when a repair is covered under a warranty when opening a work order	
WAR 3	The solution must mark warranty credit transactions to provide a historical record of reimbursements.	
WAR 4	The solution must notify the user prior to issuing a new item that the old item was still under warranty.	
WAR 5	The solution must track warranty by usage and time. It also must report all occurrences of warranty failure to aid in locating quality problems within vendor- supplied goods.	
WAR 6	The solution must provide a list of items that have failed during the warranty period.	

4.11 Fuel Management

The following section details the fuel management requirements needed in the Fleet system.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Fuel Management (FUEL)		
Number	**Description**	**Response (Y,N,T,C)**
FUEL 1	At a minimum, the solution must track fuel consumption and cost by the following • Individual Vehicle/Equipment • Department • Division • Agency • Operator • Date/Time • Etc.	

FUEL 2	The solution must allow the user to view the following costs (online): • Fuel • Operational Fluids as well as the associated meter reading.	
FUEL 3	The solution must provide search capabilities for fuel transactions by fueling site, user-selected date range or equipment number.	
FUEL 4	The solution must interface with the City's fuel management solution (currently EJ Ward) to monitor fuel levels and control access to fuel.	
FUEL 5	The solution must provide the ability to import meter (odometer/hour meter) and relative information via the interface with the City's fuel management solution.	
FUEL 6	The solution must allow users to review and edit fuel exceptions prior to posting in software system.	

4.12 Equipment Planning, Budgeting and Availability Tracking

Fleet is responsible for maintaining the budget to acquire or replace vehicles and equipment. The solution must include functionality that tracks and calculates metrics required to forecast equipment budgeting and replacement. Fleet also tracks vehicle downtime and plans for accommodations or replacement based on vehicle availability. The solution must include functionality to manage vehicle availability.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section

Equipment Planning, Budgeting and Availability Tracking (EQP)		
Number	**Description**	**Response (Y,N,T,C)**
Equipment Planning and Budgeting		
EQP 1	The solution must provide the ability to plan, budget, track, and prioritize the replacement and/or addition of equipment.	
EQP 2	The solution must provide the ability to identify equipment eligible for replacement based on user-defined criteria.	
EQP 3	The solution must provide the ability to track and retrieve pertinent information regarding equipment replacement such as year replaced, mileage, replacement costs, cost per mile (CPM), etc	
EQP 4	The solution must provide the ability to query equipment utilization to assist with procurement planning.	
EQP 5	The solution must provide the ability to project long-term replacements (e.g. forecasting).	

EQP 6	The solution must provide the ability to maintain a list of established suppliers.	
EQP 7	The solution must provide the ability to maintain and retrieve an expected delivery date per purchase order and class code by budget year.	
EQP 8	The solution must provide the ability to create and maintain a forecasted equipment replacement cost for future budget years.	
EQP 9	The solution must provide the ability to perform Life Cycle Analysis to include Optimum Replacement Analysis by applicable parameters such as Equipment Manufacturer, ID and Class	
Equipment Availability Tracking		
EQP 10	The solution must track equipment downtime including the number of hours a work order is open or other factor that identifies that equipment is currently not in service.	
EQP 11	The solution must provide downtime analysis of work by total and averages of including, but not limited to • Class of equipment • Work order number • Department/Division	
EQP 12	The solution must provide the ability to report user downtime by cause.	
EQP 13	The solution must provide an online review of downtime by status	

4.13 Vehicle Pool

Fleet Management is responsible for managing and providing pool vehicle services for City agencies. A charge-back process is completed to bill the agencies for usage of pool vehicles.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Vehicle Pool (VP)		
Number	**Description**	**Response (Y,N,T,C)**
VP 1	The solution must provide a completely integrated online Vehicle Pool Module that contains the following information including, but not limited to: • Reservation Requests • Reservation Approvals / Rejections • Dispatches • Returns • Billing • Number of vehicle pool reservations	
VP 2	The solution must provide the ability to determine the availability of equipment units of any type.	
VP 3	The solution must support any number of user-defined pool vehicle types, which users can assign to pool equipment units.	
VP 4	The solution must provide the ability for authorized users to reserve vehicles online.	
VP 5	The solution must provide the ability for authorized users to query and retrieve reservations.	
VP 6	The solution must determine vehicle availability and calculate the charges for reservations based on pool vehicle types (Rental Class).	
VP 7	The solution must optionally allow organizations to require an approval for reservation requests.	
VP 8	The solution must provide the ability for a customer to schedule a reservation online and receive a confirmation via e-mail. Additionally, the system must inform vehicle pool manager or staff that a reservation is added.	
VP 9	The solution must have a reservation copy feature to allow for duplication of recurring reservation requests.	
VP 10	The solution must force the entry of a valid account number for reservation charges.	
VP 11	The solution must require an update to unit meter readings at time of rental return.	

VP 12	The solution must allow for the entry of a "no rental period" or "preparatory duration," to assist in scheduling reservations. The preparatory duration time is the time required to prepare a returned unit for its next reservation.	
VP 13	The solution must provide an online screen or tab that displays all changes or modifications to the rental record.	
VP 14	The solution must provide the ability to print both vehicle pool tickets and invoices.	
VP 15	The solution must be capable of billing vehicle pool charges to specific Departments or other agencies as part of the application's standard billing functionality.	
VP 16	The solution must provide the ability to maintain an online list of units of a specified type available at the time of dispatch.	
VP 17	The solution must provide the ability to prevent double booking of reservations.	
VP 18	The solution must provide a reporting feature that lists upcoming reservations by user defined date criteria.	
VP 19	The solution must automatically flag a pool vehicle as not available for reservation or dispatch when the vehicle is in the shop for repair (i.e. vehicle has an opened work order).	
VP 20	The solution must provide the ability for a user to flag a pool vehicle as not available for reservation or dispatch during a user defined date range when the vehicle becomes unserviceable or is scheduled for a PM.	
VP 21	The solution must provide an annual usage report that details utilization and costs by department, division, agency, etc.	

4.14 System Administration & Configuration

The solution provider must configure all necessary proposed functionality for the City and work closely with the City's functional experts to finalize the configurations.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

System Administration & Configuration (SA)		
Number	**Description**	**Response (Y,N,T,C)**
SA 1	The solution must provide robust configuration options that allow the solution to be configured per Fleet's business rules. Components to be configured include but are not limited to, screens, work orders, assets, parts & inventory, vendors, notifications and alerts, forms, reports, etc. Examples: • Automatically send notification/alert to applicable on-site shop(s) when a vehicle arrives/checks-in for service. • Send email notification to customer when repair is complete.	

SA 2	The solution must be intuitive and easily configurable by the system administrator (setup workflows, create forms, reports, etc.).	
SA 3	The solution must provide user role and function-based security to control user access to system functionality and data.	
SA 4	The solution must provide the ability to customize forms and user interfaces without significant knowledge of programming languages (e.g., drag-and-drop).	
SA 5	The solution must prevent the system administrator from creating duplicate User IDs.	
SA 6	The solution must provide the ability to add, edit, delete and deactivate users.	
SA 7	The solution must provide the ability to create and assign user roles.	
SA 8	The solution must provide the ability to assign a user to more than one role (e.g. A person may be both a system administrator and a superintendent).	
SA 9	The solution must provide administration rights that can be set at multiple levels.	
SA 10	The solution must provide the ability for authorized personnel to configure/modify system access.	
SA 11	The solution must provide audit trails to log and report system administration activities. Example: Activity logs, audit trails and reports must include, but are not limited to, user account creation and user account modifications.	
SA 12	The solution must provide functionality that allows the system administrator to: • Select the type of alert/timer that is available to the user and to • Identify the alert/timer attributes (e.g., on/off, time interval, triggers, display features, etc.)	
SA 13	The solution must provide maintenance tables to manage the content available for selection in dropdown boxes, list of values, etc. Examples of maintenance tables that need to be included are Order Unit, Manufacturer, Model, etc.	
SA 14	The solution must allow the system administrator to create, edit and print user defined data fields and associated values (e.g. drop-down lists, list of values, etc.).	
SA 15	The solution must provide the ability to make fields visible or invisible depending on parameters, user rights, and access controls.	
SA 16	The solution must provide the ability to configure and generate letters, forms, and notifications.	
SA 17	The solution must enable users to specify business rules and formats for data fields, including both user-defined fields and vendor-defined fields.	
SA 18	The solution must provide tools that allow authorized users to configure new or update existing forms.	

SA 19	The solution must provide the ability to configure automatic alerts and notifications. The administrators must be able to • Configure rules and conditions to generate a notification based on stored data, a defined business rule or event • Configure and maintain alerts for individuals, businesses, organizations and locations	
SA 20	The solution must provide functionality to allow the system administrator to modify configuration parameters without the need of a programmer or support from the manufacturer (e.g., user-friendly GUIs, configurability, code, etc.).	
SA 21	The solution must provide the ability for the system administrator to configure link(s) on any screen/report to any URL (internal/external).	
SA 22	The solution must provide the ability to automatically generate template forms and emails using data from the system. Example: The solution generates an email requesting payment from a customer that includes customer content previously entered in the system	
SA 23	The solution must provide the ability to identify documents to be archived /purged from the system using configurable retention schedules	
SA 24	The solution provider must configure all necessary proposed functionality for the City and work closely with the City's functional experts to finalize the configuration and knowledge transfer	
SA 25	The solution provider must detail the potential configuration options that are available to meet the requirements.	
SA 26	The solution provider must conduct project team training on configuration tools and processes.	
SA 27	The solution provider must develop a prototype of Fleet functionality with and without interfaces in addition to conducting prototyping sessions.	
SA 28	The solution provider must produce the following configuration deliverables: • Configuration Management Plan • Configuration Specification Document • Project team training on configuration tools and processes • Any applicable process mapping Note In the response, the solution provider must describe the details of the configuration management plan.	

4.15 Interfaces

The solution must communicate with in-house and third party applications The vendor must provide seamless integration with the interfaces defined below.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Interfaces (INT)		
Number	**Description**	**Response (Y,N,T,C)**
INT 1	<u>The Parts House</u> **Interface from the Fleet parts provider (The Parts House - TPH) to the Fleet solution** TPH (external vendor) is the current external parts provider to Fleet. It is located in the same building as Fleet. The solution must interface with whatever parts provider is being used at the time of implementation to the Fleet system. This will allow the Fleet system to be updated with parts that TPH has provided to Fleet. See Exhibit 5.3.1 for fields to be included in the Interface.	
INT 2	<u>Oracle Fusion Financials</u> **Bi-directional interface with the City's financial system (Oracle Financials).** The solution must interface with the City's financial system's account receivables, general ledger and project modules. See Exhibit 5.3.2 for the required CSV file layouts. a) The interfaces from Fleet to Oracle Financials will allow Fleet to send information regarding charges incurred during the month to Oracle Financials for month-end billing. b) The interface from Oracle Financials to Fleet will allow Oracle Financials to send information to Fleet regarding: • Changes to Fleet's GL accounts (Accounts Receivable) • What Oracle Financials has paid (Accounts Payable) Information Fleet receives from Oracle Financials must include: • Customer Number • Customer Site • Amount Paid • Date Paid • Invoice Number • Chart of Account o Fund o Center o Account o Project o Activity o Interfund o Future	
INT 3	<u>EJ Ward System</u> **Interface to Fleet from the fuel control system**	

	Currently Fleet uses the EJ Ward System for fuel control and reporting. It provides Fleet with fuel usage information. The solution must interface with the EJ Ward System or whatever Fleet's fuel control and reporting system is at the time of implementation. See Exhibit 5.3.3 for fields to be included in the Interface	
INT 4	<u>Vendor Files</u> **Accept Files from vendors** The solution must accept files (for example in .csv format) from vendors and automatically update Fleet's system (per line item on the bill). See Exhibit 5.3.4 for fields to be included in the files from vendors. Note: External vendors send bills to Fleet for services rendered to Fleet (services such as car washes, tires, etc.)	
INT 5	<u>Oracle Cloud Fusion Procurement System</u> **Bidirectional Interface to the City's Procurement System** Currently Oracle Cloud Fusion Procurement is the City of Jacksonville's procurement system. The solution must provide a real-time bidirectional interface with Oracle Cloud Fusion Procurement system. See Exhibit 5.3.5 for fields to be included in the interface. a) The interface from Fleet to Oracle Cloud Fusion Procurement will automatically update the Procurement System when vendor bills are entered into the Fleet system (pay vendors). b) The interface from Oracle Fusion Procurement System to Fleet will automatically update the Fleet system when purchase orders are created in the Procurement System This interface does not currently exist but is desired by Fleet	
INT 6	Identify systems to which your proposed solution currently integrates	

4.16 User Portal

The user portal is used to provide electronic communication between the fleet system and internal and external agencies. The following section details the user portal requirements needed in the Fleet system

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section

User Portal (PORT)		
Number	**Description**	**Response (Y,N,T,C)**
PORT 1	The solution must include a user portal that provides internal and external agencies access to functions within the fleet system	
PORT 2	The solution must provide the ability for Fleet users, with appropriate authority, to identify the system modules that agencies are able to access (per business rules) via the portal	

PORT 3	The solution must provide automatic work order status notification.	
PORT 4	The solution must allow agencies to request repair service via the portal.	
PORT 5	The solution must automatically notify agencies via email when equipment is ready for pickup.	
PORT 6	The solution must provide the ability to generate automatic email notifications. Examples: To notify that preventative maintenance is due, to confirm a scheduled appointment, to notify that an asset is reaching end-of-life, etc.	

4.17 Disposal

The following section identifies the requirements for tracking information relating to the removal of an item from service.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section

Disposal (DSPL)		
Number	**Description**	**Response (Y,N,T,C)**
DSPL 1	The solution must allow the removal of a vehicle from service (dispose of vehicle).	
DSPL 2	The solution must provide the ability to maintain the following data elements (at a minimum) for the sale of equipment: • Date of Sale • Sale Number • Sale Price • Expenses (auction fees, labor costs) • Auction Company • Sold to (Purchaser Contact Information) • Net proceeds • Etc.	
DSPL 3	The solution must allow the user to identify all vehicles that have been permanently removed from service along with each vehicle's disposal details (salvage value, date of disposal, etc.).	
DSPL 4	The solution must provide the ability to track an estimated market value for vehicles and equipment.	

4.18 Dashboard

The following section identifies the requirements for creating and modifying dashboards and gauges and graphs.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Dashboard (DSHB)		
Number	**Description**	**Response (Y,N,T,C)**
DSHB 1	The solution must allow users to modify existing dashboards, create new dashboards and change the look and feel of any dashboard gauge or graph Dashboards must be configurable to provide overview of real-time key performance indicators (KPIs). Examples of KPIs include, but are not limited to, the following. • Percent of direct labor hours versus indirect labor hours for the current month • Number of overdue preventative maintenance tasks for the current month • Average vehicle in shop turn-around-time for the current month • Outsourcing repair costs for the month • Number of required annual safety inspections that have not been completed	
DSHB 2	The solution must be delivered with a library of standard gauges and graphs that give customers the ability to control the dashboard's look and feel	
DSHB 3	The solution must provide security to control a user's ability to view specific dashboards (i.e. dashboards must be viewable based on user's role)	

4.19 Training & Support

The vendor must provide a comprehensive training program as well as provide system support after implementation The following section identifies the training and support requirements needed in the Fleet system

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Training & Support (TRN)		
Number	**Description**	**Response (Y,N,T,C)**
TRN 1	The vendor must provide a comprehensive training program that includes instructor-led on-site training to facilitate successful implementation of the solution. Timing of the on-site training will be determined by the City.	

TRN 2	The vendor must conduct training in the City environment using City data, configuration settings, terminology, business processes, and scenarios.	
TRN 3	The vendor must provide trainees with workbooks, training aids, and online functional or technical system manuals prior to or during the training session.	
TRN 4	The vendor must provide training for all levels of users from management to shop floor technicians.	
TRN 5	The vendor must conduct training on configuration tools and processes.	
TRN 6	The vendor must assist with all required testing including: interface testing, QA testing, user acceptance testing, etc.	
TRN 7	The vendor must provide support services through an unlimited toll-free line from 7:00 am to 5:00 pm Eastern Time, Monday through Friday with support staff available afterhours.	
TRN 8	The vendor must provide remote diagnostic support that is included as part of annual support in the service agreement.	
TRN 9	The vendor must provide guaranteed maximum two (2) hour response time during business hours to all electronic requests for support or service.	
TRN 10	Support calls must be answered by full time support technicians that are experts in the software.	
TRN 11	The solution support personnel staff must include full time fleet professionals with experience in the municipal fleet industry.	

4.20 Security

In an effort to maintain data integrity and to mitigate data confidentiality risks, the solution must adhere to the City's Security and Privacy policies as identified in the following table.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Security (SEC)		
Number	**Description**	**Response (Y,N,T,C)**
SEC 1	The solution must have the technical capabilities to enable comprehensive audits by authorized agents of the City to ensure compliance to security as well as confidentiality requirements	
SEC 2	The solution must adhere to new transaction encryption standards and must be configurable to change as encryption standards change	
SEC 3	The service provider must provide notification of upgrades and patches and the City must be given the choice to defer them based on impact and affected system functionality	
SEC 4	The solution must provide appropriate data access, to enable compliance to agents of the City administering an audit process of the data collected	
SEC 5	The solution provider must provide delivery of the application source code and/or access to data as defined by the City's IT department during negotiation	
SEC 6	The solution provider must disclose all custodians who will have access to data (external roles)	
SEC 7	The solution must maintain regulatory compliance requirements pertaining to and defined in the HIPAA, SOX laws and PCI-DSS library	
SEC 8	The solution must store the last time and date that the password change occurred for external agencies	
SEC 9	The solution must time-out or suspend users after being idle for a specified time The user must then re-enter their password before continuing	
SEC 10	The solution must provide the ability for external agencies to create their own profile including a login User ID and Password based on business rules	
SEC 11	The solution must provide the ability to reset passwords for authorized users with user IDs outside of the active directory (AD) of the City of Jacksonville	
SEC 12	The solution must provide the ability to define system level of access depending on user role	

SEC 13	The solution must restrict viewing of information based on the permissions granted to the user's assigned role.	
SEC 14	The solution must allow the system administrator to set security permissions that apply to all groups within a specified group (e.g. department).	
SEC 15	The solution must provide the ability to have *auto* sign on for each internal user utilizing Active Directory.	
SEC 16	The solution provider must provide the ability to assign City system administrators by functional areas as well as "super" system administrators with access to all functional areas.	
SEC 17	The solution provider must provide security for confidential or sensitive data contained in the software environments by encrypting system-identified sensitive data. Example: Personally Identifiable Information (PII)	
Infrastructure Protection and Regulatory Compliance Requirements		
SEC 18	All City data must continuously reside within the continental US The solution provider will disclose the locations (city and state) where data centers, housing the City's data are located, including disaster-recovery and mirror sites.	
SEC 19	The solution must protect the City's data from unauthorized access. The solution will, at a minimum, comply with the following security and privacy requirements and standards, and maintain compliance as future versions of these regulations evolve over time: • Homeland Security Presidential Directive (HSPD-12) Common Identification Standard, August 27, 2004, where applicable • FIPS PUB 200, Minimum Security Requirements for Federal Information and Information Systems • NIST Special Pub. 800-45 Rev. 2, Guidelines on Electronic Mail Security • NIST Special Pub. 800-18 Rev. 1, Guide for Developing Security Plans for Federal Information Systems • NIST Special Pub. 800-30, Risk Management Guide for Information Technology Security Risk Assessment Procedures for Information Technology Systems • NIST Special Pub. 800-47, Security Guide for Interconnecting Information Technology Systems • NIST Special Pub. 800-53 Rev. 3, Recommended Security Controls for Federal Information Systems • Privacy Act of 1975 (5 U.S.C. Sec. 552a) • CMS requirements, which points back to NIST 800-53 rev 4 moderate baseline • Guidance from CMS including MITA Framework 2.0 and Harmonized Security and Privacy Framework	
SEC 20	The solution provider shall ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks.	

Hosted Solution Requirements		
SEC 21	If data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	
SEC 22	Compliance is required with SAS70 Type II or its successor. Annually the solution provider must provide a copy of an independent auditor's report on compliance with the standards as set forth in SAS70 Type II or its successor. Failure to provide the report or to show material compliance will be considered a breach of contract.	
SEC 23	The solution provider must maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	
SEC 24	The solution provider must provide all subscription and licensing requirements, to support Production and UAT/Dev environments, including but not limited to estimated user quantity, up-front cost, and ongoing support fees for a minimum of two environments (UAT/Production).	
SEC 25	Hosting Services must be provided on a network offering adequate performance to meet the business requirements Adequate performance is defined as 99.99% uptime, exclusive of the regularly scheduled maintenance window.	
SEC 26	The solution must provide Single Sign-On (SSO) authentication for internal user logins. (Example: Via Active Directory Federated Services).	
SEC 27	All components of the infrastructure must be reviewed and tested to ensure they protect the applicable hardware, software, and its related data assets. Tests must focus on the technical, administrative and physical security controls that have been designed into the system architecture in order to provide confidentiality, integrity, and availability.	
SEC 28	The solution provider must be solely responsible for any costs and liability associated with any breach at the location.	
SEC 29	The Solution provider must authorize the City's IT and Security to perform scheduled and random security audits, including vulnerability assessments of the Solution provider's system infrastructure and/or the application upon request.	
SEC 30	The solution provider must describe the fire detection and suppression system, physical security of and infrastructure security of the proposed hosting facility. The environmental support equipment of the solution provider website hosting facility (power conditioning, HVAC, UPS, and generator) must be acceptable to the City's IT and Security.	
SEC 31	The solution provider must agree and adhere to the City's IT requirements for upgrade and software patch implementations that would impact the integrated systems. These requirements include a method of deployment, required notifications and other interactions with the City's IT services to be defined during negotiation. The Solution provider must obtain designated City administrator approval if upgrades have any impact to the current integrated system.	

SaaS Solution Requirements		
SEC 32	The solution provider must ensure data center personnel (employees, subcontractors, and agents) comply with the requirements of this document and any additional requirements within the contract.	
SEC 33	The solution provider must facilitate the City's assessment of the contractor's continued maintenance of certifications (e.g., data center certification, SAE 16 Reporting on Controls at a Service Organization and compliance, and ISO 27001 Information Security Management Systems) and compliance with associated practices. The contractor must provide at no charge to the City the most recent third party Service Organization Control (SOC) Type 2 audit reports as well as any reports of audits conducted during the term of the contract.	
SEC 34	The contractor must provide the installation, technical support, and access to the software, third-party software, and all other development tools and software expected for the project.	
SEC 35	The solution provider must provide availability of and access to the required instances within the timelines identified in the approved implementation work plan.	
SEC 36	The solution provider must notify a designated City employee within a designated period of time after an unplanned outage and give an estimated recovery time and periodic status updates until the recovery is complete.	
SEC 37	The solution provider must notify and coordinate all solution maintenance downtime with a City Project Manager to minimize the impact of downtime windows on project activities.	
SEC 38	The solution provider must provide capacity management, which refers to the planning and control of all systems and support components (e.g., CPU, memory, disk space, tape, network bandwidth, electrical and HVAC) to ensure sufficient infrastructure resources to satisfy the City's system and application requirements.	
SEC 39	The solution provider must provide security for the software environments consistent with the security requirements established by the City.	
SEC 40	The solution provider must perform User Authentication for both internal and external users.	
SEC 41	The solution must provide Single Sign-On (SSO) authentication for internal user logins. (Example: Via Active Directory Federated Services).	
SEC 42	The solution provider must create audit logs to track changes to existing records.	
SEC 43	The solution provider must provide for failover of the environment to maintain high availability. Examples: Failed component or server	
SEC 44	The solution provider must comply with the City's Business Continuity Planning/Disaster Recovery Requirements which delineate the following: • A Recovery Point Objective (RPO) of 30 minutes or less; and • A Maximum Tolerable Downtime (MTD) of 24 hours or less.	

SEC 45	The solution provider must provide and employ system availability monitoring tools with results provided to the City on a weekly basis.	
SEC 46	The solution must provide the ability to export a copy of the full system's database in a non-proprietary format with the option of the associate table schema	
SEC 47	The Solution provider must obtain designated City administrator approval if upgrades have any impact to the current integrated system	

4.21 Technical Requirements

The solution must adhere to the City's technical requirements as defined below

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Technical Requirements (TEC)		
Number	**Description**	**Response (Y N T C)**
TEC 1	The solution must support the latest two versions of web browsers, including but not limited to Mozilla, Firefox, Internet Explorer, Microsoft Edge, Chrome, etc	
TEC 2	The solution must be compatible with MS Office 365.	
TEC 3	The solution must provide the ability to support real time and batch update processing.	
TEC 4	The solution must provide the ability to prohibit record deletions.	
TEC 5	The solution must provide the ability to run multiple environments (e.g. development/configuration, system testing, training/quality assurance, and production).	
TEC 6	The solution must provide the ability to perform bi-directional interfacing with third-party applications and legacy systems. Describe your approach to bidirectional interfaces.	
TEC 7	The solution provider must work with the City to convert and migrate required data from existing systems into the solution.	
TEC 8	The solution must be fully supported by the vendor, including software updates, patches and maintenance.	
TEC 9	The vendor must define all hardware, software and networking requirements.	
TEC 10	The vendor must be able to provide a sandbox demonstration of their product in order to exhibit how the system will operate as well as provide a rigorous user-testing environment.	
TEC 11	The solution must utilize a responsive design in order to display on different devices such as smartphones, tablets, etc.	

TEC 12	The solution must allow one or more users to view the same record simultaneously.	
TEC 13	The solution must provide transaction logging (i.e. audit trails).	
TEC 14	The solution must provide the ability to view the entire history of data captured even if it has been archived.	
TEC 15	The solution must provide the ability to clone data from one database to another database.	
TEC 16	The solution must provide the ability to clone configuration settings from one environment to another (i.e., production to training, etc.).	
TEC 17	The solution must provide the ability to perform bi-directional data flow with the City's legacy systems.	
TEC 18	All user interfaces and other deliverables in the solution must provide accessibility features in accordance with Section 508 of the Rehabilitation Act of 1973. Complete technical descriptions are provided on the following site: http://www.section508.gov.	
TEC 19	The solution must have the ability to utilize the latest technology available (such as barcoding, RFID and scanning) where feasible for technician tasks and equipment inventory management and control.	
TEC 20	The solution must contain a completely web-based portal, with the capability to set multiple levels of system access based on assigned role in the system. Example: Read-Only to view the status of an open work order without the rights to edit.	
TEC 21	There shall be no application software that requires installation on the workstation; this includes help files, executables or database software. The system must be accessible purely from a web browser. This provision provides an exception for browser "plug-ins".	
TEC 22	The vendor must identify the APIs that are currently supported.	

4.22 Performance & Business Continuity

In order to continue to provide acceptable levels of service following a disruptive incident, the solution provider must provide the following information regarding performance and business continuity capabilities.

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Performance & Business Continuity (PBC)	
Number	**Description**
PBC 1	Describe your company's approach to ensuring required availability and how it incorporates fault tolerance and fail over.

PBC 2	Provide a copy of your proposed Service Level Agreement (SLA), specifically referencing planned outage windows.
PBC 3	Describe expected system response time, and your ability to make that part of the SLA to ensure the users experience a fast and responsive solution.
PBC 4	Provide statistics on aggregate up time over the last 12 months and provide the method of calculation.
PBC 5	Provide statistics on the number of outages and the duration of outages over the last 12 months. Provide the method of calculation.
PBC 6	Describe your ability to produce outage reports that includes the level of impact to the user base.
PBC 7	The solution provider must notify City of Jacksonville (COJ) administrators of planned outages at least one week in advance (within the negotiated service level agreements).
PBC 8	The solution provider must notify City of Jacksonville (COJ) administrators within a designated period of time after an unplanned outage, and give an estimated recovery time and periodic status updates until the recovery is complete.
PBC 9	Locally hosted solutions must agree and adhere to the City's IT requirements for upgrade and software patch implementations. These requirements include method of deployment, required notifications and other interactions with the City's IT services to be defined during negotiation.
PBC 10	Describe your disaster recovery plan and your process for ensuring business continuity.
PBC 11	Describe your solution upgrade approach and its impact to the user base Examples: a) Are we able to test system updates prior to moving to production? b) Are we able to "opt out" of system updates?
PBC 12	Describe your key performance indicators (KPI). Explain the frequency of your KPI reporting to the City
PBC 13	The solution must provide full and incremental backup capability or industry-acceptable methodology from within the solution. This includes all data, attachments, and system settings.
PBC 14	Define your: • Approach to data backup and recovery • Strategy to ensure the security and integrity of the data collected • Alternative site strategies (i.e., cold, warm, hot)

4.23 Exit Strategy

The following table addresses processes that must occur if/when services with the City are terminated

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Exit Strategy (EXIT)	
Number	**Description**
EX 1	Describe your transition approach when service with your company ends.
EX 2	The solution provider must return to the City any City data in the solution or under the protection of the solution provider (under its care, custody and control) upon notice by the City in a City-specified format.
EX 3	Explain how the City's data would be removed from your service and transferred to the City or a third-party service and in what format.
EX 4	Differentiate between the responsibilities of the service provider and the responsibilities of the City during the exit process.
EX 5	The solution provider must prepare (at no cost to the City) an Exit Plan and Service Transfer Plan and must submit it to the City for approval. Note: Please describe the details of the Exit Plan and the Service Transfer Plan.
EX 6	The solution provider must review and revise the Exit Plan and the Service Transfer Plan to account for changing technologies and any changes to the scope or nature of the services at no additional costs to the City.
EX 7	Affirm that no cost will be incurred by the City of Jacksonville upon exit.

4.24 Testing & Acceptance

The solution provider will be required to provide a testing strategy and plan (including scripts) as a project deliverable to the City, along with the ability to provide four system environments: development/configuration, Quality Assurance (QA - testing), training, and production

Note: Where applicable, the Respondent is encouraged to explain how the solution will satisfy the requirements and to elaborate on any supplementary functionality available to accommodate the business needs expressed in this section.

Testing & Acceptance (TST)	
Number	**Description**
TST 1	The solution provider must designate a Quality Assurance (QA) Team to work in collaboration with the City's Quality Assurance Team.
TST 2	The solution provider must explain the overall approach as well as developing a Master Test Strategy and identifying the quality control measures and practices that will be implemented to ensure rigorous testing prior to implementation per City specifications.
TST 3	The solution provider must execute the following tests using an industry standard software development and testing methodology: • Unit (Configurations) Testing • System (Functional) Testing • Integration/Interface Testing • Parallel Testing • Performance Testing • User Acceptance Testing • Security Testing Note: In the response, the solution provider must provide the test methodology to be used.
TST 4	The solution provider must provide a classification and tracking method to facilitate the testing process, including those tools used for performance testing. The Contractor must provide training on the proposed testing tools to all City staff that are expected to use the proposed testing tools.
TST 5	The solution provider must develop and be in collaboration with the City's Quality Assurance Team for review and final approval of the following: • Unit (Configurations) Test Plan • System (Functional) Test Plan • Integration/Interface Test Plan • Parallel Test Plan • Performance Test Plan • User Acceptance Test Plan • Security Test Plan
TST 6	The City will have the responsibility for conducting acceptance testing of the entire application. The solution provider must provide assistance during such testing. The assistance must include, but will not be limited to: • Creating the acceptance testing environments • Loading configuration values and loading data • Establishing user security in accordance with the Fleet GO-Live deployment plan • Performing backups • Restoring databases

TST 7	The solution provider must provide final acceptance documentation to be reviewed and approved by the City.
TST 8	The solution provider must work with the City to ensure that at the time of cutover, the system is functioning with performance superior to that of the current system.
TST 9	The solution provider's proposed QA Plan must describe their proposed QA Team Organization, functions and responsibilities in accordance to the test requirements specified in this document.
TST 10	In addition to the test plan, the solution provider must provide the following deliverables: • Completed test scripts and/or use case scenarios or for all test types (unit, system, integration, parallel, performance, and security testing) • Traceability matrix of functional requirements • Documented test results and reports for all test variations • Defect tracking reports including information such as severity, status, etc. • Test summaries for all variations of test types (unit, system, integration, parallel, performance, and security testing) • Documentation of the problem resolution process • Performance test metrics, including response time metrics • User acceptance testing sign-off documentation • Any other deliverable defined per City specifications
TST 11	The solution provider must have the ability to provide four system environments: development/configuration, quality assurance (QA testing), training, and production.

4.25 Data Conversion

Data conversion into the operational application components of the new solution will include, at a minimum, data that is required to support ongoing business processes. The solution provider must describe the strategy, preparation, and specifications for migrating existing system data to the new solution.

Note: In the response, the Respondent must describe the details of the requested deliverables including approach and any other pertinent information

Data Conversion (DC)	
Number	**Description**
DC 1	a) The solution provider must convert the following data from the existing system (Tivoli) to the new system: All records with *Status*="Operating" or the *System Create Date* is greater than or equal to 8/1/2009. b) All associated information/tables must be converted, including but not limited to the following: • Assets • Loan Fund • Chart of Accounts • Customers • Companies • Receiving • Invoices • Labor • Crafts • People • Component Codes • Position Codes • Labor Rate Contracts • Fuel Issues • Warranties • Work Orders Note: No inventory records will be converted
DC 2	The solution provider must provide a roadmap for performing data conversion including a methodology to address assumptions, risks, limitations, and constraints as well as essential functions included in the data conversion process
DC 3	The solution provider must collaborate with the City for review and approve of all activities related to converting legacy data to the new system.
DC 4	The solution provider must include conversions required to support the transaction operations upon implementation that are consistent with the implementation plan and Go Live date.
DC 5	The solution provider must provide data conversion services, including but not limited to the following • Coordinating pre-conversion activities • Developing programming specifications • Coding of conversion programs • Building any crosswalk file structures • Performing unit and integration testing • Developing reports

	• Managing execution of dress rehearsals • Running conversion programs • Maintaining a conversion log
DC 6	The solution provider must be responsible for loading data extract files provided by the City.
DC 7	The solution provider must develop queries and reports required by the City to validate City data in the new system solution.
DC 8	The solution provider must be responsible for resolving any differences in data identification schemes.
DC 9	The solution provider must assist with data extraction from legacy systems.
DC 10	The solution provider must complete a data conversion program, including data mapping and associated crosswalks.
DC 11	The solution provider must develop a mock data conversion test plan to be reviewed by the City.
DC 12	The solution provider must execute mock data conversion testing after review and approval by the City.
DC 13	The solution provider must assist in the validation of the quality and accuracy of converting data from mock data conversion testing.
DC 14	The solution provider must provide guidance to the City on performing required data clean-up efforts identified through the mock data conversion process.
DC 15	The solution provider must assist with manual conversion of data (including non-electronic data) and crosswalks.
DC 16	The solution provider must execute the conversion processes (production) after City approval of all data conversion preparation and testing processes.
DC 17	The solution provider must assist in post data conversion processes including validating the quality and accuracy of data.
DC 18	The Contractor must provide the following deliverables: • Data Conversion Plan • Data Mapping Design Document • Conversion Program and Crosswalks • End-to-End Conversion Test Runs • Successful Completion of End–to-End Conversion Test Runs • Successfully Converted Data into Production Environment Note: In the response, the Contractor must describe the details of the data conversion plan.

4.26 Implementation & Post-Implementation

The City requires an extensive and carefully structured approach to the implementation and post-implementation of the solution application software This includes the organization and execution of cutover activities necessary to transition operations to the new system The service provider must provide on-site support throughout the entire Implementation Phase At a minimum the City requires the services described below.

Note: In the response, the Respondent must describe the details of the requested deliverables including approach and any other pertinent information.

Implementation & Post-Implementation (IMP)	
Number	**Description**
IMP 1	The solution provider must deliver a detailed Deployment Cut-Over Plan to reflect all project activities that impact deployment of the solution application software in the production environment.
IMP 2	The solution provider must document all steps required to make a successful cut-over to the production environment, including specific cut-over tasks, planned and actual dates for tasks completed, task responsibilities, task dependencies, estimated work effort required, task status, results of task completion, and sign-off for each task completed.
IMP 3	The solution provider must describe the details of the deployment plan (e g., final data conversion activities, technical preparation, system changeover, etc.)
IMP 4	The solution provider must maintain a Cut-Over Checklist that tracks each activity required to ascertain that the solution is ready for deployment
IMP 5	The solution provider must prepare procedures, establish processes, train personnel track incidents, and participate in the delivery of end-user support.
IMP 6	The solution provider must develop a Service Desk End-User Support Strategy that includes plans for using the City's service desk infrastructure and defines roles and responsibilities for the service desk and the solution provider support personnel
IMP 7	The solution provider must develop procedures for providing support that includes all activities, operations, and steps necessary to allow the contract team members to provide required functional support for City personnel
IMP 8	The solution provider must assist the City in the incorporation of the new procedures into the City's existing infrastructure.
Post-Implementation	
IMP 9	The solution provider must provide post-implementation support for three (3) months after GO-Live
IMP 10	The solution provider must provide post-implementation, maintenance and support that will consist of technical, functional and operational support, and must be provided by skilled personnel who have become familiar with the project over the course of the implementation effort
IMP 11	The solution provider must provide all consulting and implementation services necessary to keep the City current on the latest release of the solution software for the entire Implementation Phase
IMP 12	The solution provider must provide the following deliverables: • Service Desk and Support Strategy

	• Development Cut-Over (Go-Live) Plans • Production Cut-Over (Go-Live) Checklists • End-user Support Procedures • Post-Implementation Status Report of Teams Support Activities

4.27 Contractor Questionnaire

All contractors must complete the following questionnaire. For questions that are not applicable, provide a brief explanation explaining why it is not applicable to your solution.

Architecture	
What are the server platforms supported for your proposed system and the operating system versions supported for each platform?	
What are the infrastructure requirements for the application and database?	
What language was used in the development of the application?	
What are the server and hardware requirements?	
What type of database supports this application?	
What are the licensing requirements for all components of the system?	
Are there any middleware products or any required 3rd party products needed to support this application? Are these server or client based? Who is responsible to purchase the licensing?	
What are the Network Connectivity requirements?	
Is the application Citrix compliant? What versions?	
How are patches to the operating system, communicated, scheduled and installed?	

What are any special requirements surrounding your firewall?	
Can application exist on multiple environments, i.e. Prod, QA, Dev, Training, etc. Do these require additional licensing?	
What are the client web browser requirements? Are there custom configurations and setting requirements?	
What are the minimum and recommended client desktop configurations, OS, memory and CPU requirements?	
Are there additional applications that must be installed on the desktop?	
Are there any additional requirements for reporting (i.e : SSRS Reports)?	
Do you provide a data model with your solution?	
Capacity and Scalability	
What are some of the practical limitations to the number of simultaneous users supported by this application?	
What is the application's ability to retain history, i.e. how much & for how long?	
What is your sizing methodology? How do you calculate environment/server size recommendations?	
Hosted Solution	
Where is the server located and who is responsible for business continuity and disaster recovery?	
Who has physical access to the servers hosting the application and databases?	

Who owns the url? Is the domain name registered under the hosting company name or the City?	
What other customers or companies will reside on the server? What are potential risks associated with this configuration?	
Who does customer contact with application and/or server issues?	
Who is responsible for application maintenance? What is the availability and maintenance window?	
Who is responsible for server maintenance? What is the availability and maintenance window?	
In the event either contractor goes out of business, How is the code protected? Is it in Escrow?	
How does the City take ownership of data and application if either contractor goes out of business?	
What system, site and application documentation is available in the event either contractor goes out of business?	
Is the site in Compliance to Section 508 of the Rehabilitation Act?	
Describe Roll Back or Back-out Plans?	
Interfaces	
How does the application interface with the other packages (API or any other means)?	
What format is required to input data into your system? Can the system edit incoming data with predefined parameters?	
Does the application have the ability to log unacceptable incoming data?	

Does the application have the ability to receive information and updates from other systems via an interface, on a real time basis?	
Does the application have the ability to export data easily? What are the limitations?	
Does the application have the ability to export to standard Microsoft office suites (e g MS Word, MS Excel, etc) and Adobe PDF?	
Does the application integrate seamlessly with Outlook?	
Can defined business rules be overridden due to a change in business direction?	
With what operating system is the application compatible?	
Security/Control	
Does the application have the ability to run system monitoring and error reporting mechanisms for log files, production monitoring, interfaces to production monitoring tools, including any abilities to send alerts to maintenance and support staff via email?	
What are the requirements for backup and recovery of the proposed solution (i e : recommended frequency, resources needed and time required)?	
What is the business continuance and disaster recovery process?	
What are the typical release cycles, how are they tested and rolled out?	
How does the proposed system recover user sessions and system services in the event of failure (e.g., failures in hardware, software, networks, and equipment or with a loss of power)?	

Does the proposed solution integrate with Active Directory or does it provide its own authentication mechanism and security database?	
If solution provides its own security database, do administrators have the ability to add, modify and delete users, groups and assign role-based rights?	
How is the data secured? Is data encrypted?	
How is information encrypted when transmitted over a network?	
How are user sessions, secured?	
Do users have the ability to change their own password?	
Do administrators have the ability to create and assign individuals to multiple security classes / groups?	
Do administrators have ability to restrict confidential data to a single group owner?	
Does the application provide logs of computer security relevant events to provide data to support comprehensive audits of the effectiveness of, and compliance with security measures? (Who did what, from where, and when?)	
Does the applicant have the ability to segregate functionality by location, business unit, etc ?	

Performance	
Describe your load and stress testing methodology.	
If the application is Citrix compliant, describe your load and stress testing processes.	
What is the average time to create a new request? Please provide the shortest and longest time.	
Technical Training	
What are some of the technical support, training opportunities as it applies to evaluating and troubleshooting issues?	
What level of technical training is included as part of your proposed solution?	
What are some ongoing training capability/opportunities?	
What type of user account, profile, group and password administration training is offered?	
Support Services Training	
What type training for support services (Help Desk) on escalation and contact processes and procedures are provided?	
Are there any FAQ pages provided for service center associates and application users?	
Are there any troubleshooting scripts developed for the support services associates for end user support?	
What Internet or website opportunities for Help Desk and end-user training are available?	
What is your recommended infrastructure training strategy?	

Contractor Support	
What technical and user support is available? Online, client hosted and on-site?	
Describe the technical, service center and user support service level/s under the proposed maintenance agreement?	
Do you have the ability to supply technical, service center and user support 24x7?	
Describe the technical, service center and user issue/problem resolution processes, procedures and timelines?	
Do you have the ability to provide remote support? What are the technical requirements?	
Describe recommended technical, service center and user support organizations and required skill sets necessary to support your proposed solution?	
Describe the current communication process you have in place for alerts, modifications and issues?	
Project Methodology	
Describe a typical project structure and methodology used during the lifecycle.	
Describe the Communication Plan used in a typical project.	
What is the average time frame for an implementation of comparable size?	
What are the general areas of customization required and the time frame around each of these?	
Explain your Change Order process.	
What methodology is used to incorporate client modifications within your proposed solution?	

How is customization by clients managed within your release/system upgrade process?	
How is Customer Acceptance Testing Managed? And explain the sign-off process	
What is the availability of implementation resources and their experience?	

4.28 Glossary

Term / Acronym	Definition
ACH – Automated Clearing House	The primary system that agencies use for electronic funds transfer. ACH payments are electronic payments made through the Automated Clearing House (ACH) Network. Funds move from one bank account to another with the help of an intermediary that routes funds to the final destination.
AD – Active Directory	Allows network administrators to create and manage domains, users, and objects within a network. It also provides a way to organize a large number of users into logical groups and subgroups, while providing access control at each level.
ADA – Americans with Disabilities Act	Refers to Section 508 of the Rehabilitation Act of 1973 requiring ADA compliance.
Administrator	A category of system user with special training and access privileges, such as making changes to a system's configuration and viewing and modifying the account settings of end users.
API	Application programming interface.
ASD	Administrative Services Division
BRD – Business Requirements Document	The BRD defines business requirements, user classes and business functions that are to be included in a system. It usually contains an overview of the current system (at a very high level), major functions performed by the business that are needed in a system and impacted or interface systems. This document should provide all stakeholders a good understanding what the project entails.
COJ – City of Jacksonville	The city of Jacksonville, Florida (referred to as the City) throughout this document.
Customer	Fleet customers are internal and external city agencies.
ERP-Enterprise Resource Planning	Enterprise solution to manage the City's financials, budget, purchasing, human resources/payroll and budget development.
FIPS	Federal Information Processing Standards
FTP – File Transfer Protocol	Used to transfer computer files between a client and a server on a computer network.
GUI – Graphical User Interface	"Look and feel" of the screen and navigation. (pronounced "gooey")
ISO	International Organization for Standardization
ITD – Information Technologies Division	The Information Technologies Division.
MS	Microsoft
OEM	Original Equipment Manufacturer
Oracle Financials	The City of Jacksonville's financial system
Oracle Fusion	The City of Jacksonville's procurement system

PM – Preventative Maintenance	Maintenance that is regularly performed on a piece of equipment to lessen the likelihood of it failing.
Rehabilitation Act of 1973 Section 508	ADA Compliance Requirement The Rehabilitation Act requires agencies to make their electronic and information technology accessible to people with disabilities. Section 508 requires agencies to give disabled employees and members of the public access to information that is comparable to access available to others.
RFP – Request For Proposal	A type of bidding solicitation in which a company or organization announces that funding is available for a particular project or program, and companies can place bids for the project's completion.
SLA – Service Level Agreement	An agreement that defines the level of service expected – defines what the customer will receive.
SOC	Service Organization Control
SP	Service Provider
SSO	Single Sign-On
Tivoli	An IBM Enterprise Asset Management software solution
TPH	The Parts House – The company that currently provides parts to Fleet
Up fit	Customize a vehicle to the buyers or user's needs.
UAT – User Acceptance Testing	A phase of software development in which the software is tested in the "real world" by the intended audience.
VMRS	Vehicle Maintenance Report Standards – an industry standard repair work coding scheme.
WO – Work Order	A task, job or request for a customer that can be assigned or scheduled to someone.

ATTACHMENT B
EVALUATION CRITERIA

The evaluations will be based upon the following criteria, and Proposers are requested to provide, as a minimum, the information listed under each criterion. Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive. The response to each of the criterion will be evaluated relative to the other responses received and will be awarded a score based on the criteria listed. Proposers are encouraged to arrange their responses in a format that will offer ready review and evaluation of each criterion. Please note that 100 points is the maximum total for all categories combined.

Criteria	Description of Criteria	Maximum Points Available
Cost	**The proposer submitting the lowest cost to the City shall receive the maximum number of points for cost. Each sub-sequentially higher cost shall be divided into the lowest cost received and the products score % will be multiplied by the maximum points available to render the points.** *Score = ((Lowest Bid)Next Low Bid) X 30*	30
Requirements Response	**All requirements will be evaluated and scored based on the contractor response and how the product is able to meet the requirements.** *Maximum of sixty (60) points*	60
References	**Proposer submitted five (5) customer references where the proposer has successfully provided five (5) consecutive years of experience providing Fleet Management Software solutions.** **References should contain the following:** **Point of Contact** **Phone Number** **Address** **Email Address** **Description of Services** *Verified references will be awarded two (2) points each for a maximum of 10 points.*	10
Maximum Available Score		**100**

ATTACHMENT B-1
On-Site or Virtual Demonstration Evaluation Criteria

The evaluations will be based upon the following criteria. In preparation for the on-site demonstration, please adhere to and see the requirements stated in Section 4 of this document. The presenters will be evaluated relative to the other demonstrations. Please note that the on-site demonstrations categories have a combined total of 100 points.

Criteria	Description of Criteria	Maximum Points Available
Presentation	Implementor's overall presentation, knowledge and understanding of the solution. *The presenters will be evaluated relative to the other demonstrators.*	15
System Functionality	Demonstrations of the end user proceeding through daily operations for vehicle repair and fleet management, to include but not limited to: work order entry, work order approval, workflow, warranty, recall, maintenance flags, sublet service entry, work order auditing, accounting functions (A/P and A/R), vehicle lifecycle analysis, vehicle replacement, asset tracking and out-of-box reporting.	35
Overall Ease of Use	Intuitiveness of the solution to the novice user, user friendliness of the system, and ease of navigation between applications and work processes.	30
System Flexibility	Ability for the City's systems administrator to make configuration changes to the system.	10
Report Creation	Ability to quickly produce ad-hoc or custom reports.	10
	Total Maximum Available Score	100

4

SUBJECT: FLEET MANAGEMENT SYSTEM REPLACEMENT

BID #: ESC-0326-21

OPEN DATE: 2021-03-17

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: COMPETITIVE SEALED PROPOSAL SUPPLY CONTRACT – PERIOD OF SERVICE WILL COMMENCE UPON EXECUTION OF CONTRACT FOR A PERIOD OF FIVE (5) YEARS, WITH ONE (1) ADDITIONAL TERM OF UP TO THREE (3) YEARS

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: HIGHEST SCORING RESPONSIVE, RESPONSIBLE BIDDER BASED ON THE EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 34 **NUMBER RECEIVED:** 2 **OTHER:** 1

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to move forward to conduct On-Site or Virtual Software Demonstrations as outlined in Section 2.5.C.2 Evaluation of Responses with the two (2) highest scoring responsive, responsible contractors TT Faster LLC dba: Faster Asset Solution and Asset Works.

Below are the contractors with the following scoring ranking.

TT FASTER LLC dba: FASTER ASSET SOLUTION	92.84 points
ASSET WORKS	92.75 points

Attachments: Recommendation Memo, Bid Tabulation Sheet, Scoring Matrix, Terms and Conditions, Description of Services

Analyst: _____ RUBEN OLA

RESPECTFULLY SUBMITTED: _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division/CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING 0 DATE: 5/6/2021

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE 5/6/21

APPROVED ✓ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

SUBJECT: FLEET MANAGEMENT SYSTEM REPLACEMENT

BID #: ESC-0326-21

OPEN DATE: 2021-03-17

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: COMPETITIVE SEALED PROPOSAL SUPPLY CONTRACT – PERIOD OF SERVICE WILL COMMENCE UPON EXECUTION OF CONTRACT FOR A PERIOD OF FIVE (5) YEARS, WITH ONE (1) ADDITIONAL TERM OF UP TO THREE (3) YEARS

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: HIGHEST SCORING RESPONSIVE, RESPONSIBLE BIDDER BASED ON THE EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 34 **NUMBER RECEIVED:** 2 **OTHER:** 1

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to enter into negotiation with the highest scoring responsive, responsible bidder ASSET WORKS for FLEET MANAGEMENT SYSTEM REPLACEMENT, in an effort bring down the bid within available allocated funds under Procurement Code Section 126.201(d)(4)-Negotiations. The bid does not exceed by more than ten percent of the available funds and it is the best interest for the City to negotiate due to duplicated software features in the total bid amount.

Below are the contractors with the following scoring points ranking.

ASSET WORKS	190.50 points
TT FASTER LLC dba: FASTER ASSET SOLUTION	180.75 points

Attachments: Recommendation Memo, Bid Tabulation Sheet, Scoring Matrix, Previous Demo Award

Analyst: _____ RUBEN OLA

RESPECTFULLY SUBMITTED: _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division/CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING 0 DATE: 12/16/21

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE 12-16-21

APPROVED ✓ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Brian Hughes
~~Chief Administrative Officer~~
For Mayor Lenny Curry
Under Authority of
Executive Order No 2019-02