

February 26

13

FASTER Web™

Response to Fleet Management/Maintenance Information Software System

Closing Date: Tuesday, February 26, 2013 at 2:00 PM CST

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COPY

COVER LETTER

Enclosed is the RFI response being submitted by FASTER Asset Solution in response to Fleet Management/Maintenance Information Software System.

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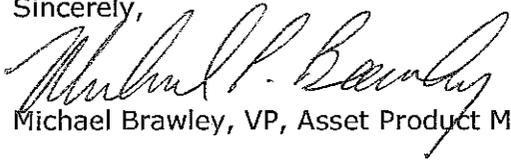
The proposed *FASTER* Fleet Management Software will provide a robust, yet easy-to-use solution to meet all the objectives of The City of Traverse City. *FASTER* Asset Solutions will allow you to efficiently manage all aspects of vehicle and asset maintenance and service; schedule and perform timely preventive and routine maintenance of all the vehicles in your fleet using general industry and/or vehicle manufacturer standards; accurately track all the costs related to your fleet facilitating reductions in fleet acquisition, maintenance, and operational costs in addition to improving the overall accuracy of budgeting and planning over the long term; efficiently maintain parts inventory in a manner that reduces overhead and increases turnaround times; and effectively manage all the labor and maintenance involved in running a top fleet. Overall partnering with a best of breed fleet management provider like *FASTER* will equip The City of Traverse City with the software, resources and support it needs to meet and exceed the needs of your customer drivers and run an efficient, successful fleet operation.

For over 30 years *FASTER* Asset Solutions has been meeting the needs of public sector fleets including municipalities like The City of Traverse City. Our staff is comprised of software analysts, database administrators, fleet professionals, project managers and fleet software trainers. Our project implementation team, which includes fleet professionals with real-life experience, will partner with your organization to identify key processes and issues specific to your site and couple them with industry best practices and standards providing you with a smooth transition. This will be accomplished through conference calls and web conferencing sessions. A site specific plan will be developed, tracked and fully executed from beginning to your go-live and acceptance.

The true value of any data system is the business intelligence it provides to run your operation efficiently and successfully. The proposed *FASTER* Fleet management System provides robust and varied business intelligence features that extend well beyond our standard reports. Standard reports based on fleet and business best practices are just the beginning. Using the *FASTER* Fleet Management System, The City of Traverse City will also have at its disposal powerful, comprehensive searching capabilities for fast onscreen viewing of data, export features, the ability to create custom reports, web deployment of reports capabilities and the potential to quickly view Key Performance Indicators of the fleet via dashboard.

FASTER comes with a level of support unmatched in any industry. We have the necessary resources, and commitment to partner with you in improving your operational efficiency and management effectiveness. We appreciate the opportunity to respond to your Request for Information.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael P. Brawley". The signature is fluid and cursive, with a large initial "M" and "P".

Michael Brawley, VP, Asset Product Manager

CONTENTSSPECIFICATIONS	1
GENERAL.....	1
EQUIPMENT MANAGEMENT AND ASSET.....	5
PMI OR PREVENTATIVE MAINTENANCE SOFTWARE	11
VEHICLE REPLACEMENT SOFTWARE.....	13
PARTS INVENTORY AND PROCESSING	16
WORKSTATIONS WORK ORDER MANAGEMENT.....	22
PREVENTATIVE MAINTENANCE SOFTWARE.....	26
FUEL MANAGEMENT	26
BARCODING	27
REPORTING CAPABILITIES.....	27
<i>REPORTING CAPABILITIES - EQUIPMENT</i>	<i>29</i>
<i>REPORTING CAPABILITIES - PARTS.....</i>	<i>30</i>
<i>REPORTING CAPABILITIES – DASHBOARD.....</i>	<i>34</i>
<i>REPORTING CAPABILITIES - WORK ORDER.....</i>	<i>34</i>
<i>REPORTING CAPABILITIES - FUEL</i>	<i>37</i>
<i>REPORTING CAPABILITIES - BILLING.....</i>	<i>38</i>
<i>REPORTING CAPABILITIES - AD - HOC</i>	<i>39</i>
TRAINING.....	39
CUSTOMER SUPPORT	39
INTERNET TECHNOLOGY	40
 PROPOSAL SUMMARY SHEET	 41
Proposal Breakdown	45
References	47
Vendor Experience and Qualifications	49
<i>Our History, Present Status & Future.....</i>	<i>49</i>
<i>Offerings and Value.....</i>	<i>49</i>
<i>Project Management Approach</i>	<i>50</i>
<i>Project Understanding</i>	<i>51</i>
<i>Integrations & Special Projects.....</i>	<i>52</i>
Exceptions.....	52
Hardware and Software Requirements.....	52
<i>Software Requirements and server configuration</i>	<i>53</i>
<i>Server Hardware Requirements.....</i>	<i>55</i>
Optional Add-ons	58
General Summary Questions	58
Training.....	60
Support and Warranty.....	60
<i>Software Warranty</i>	<i>60</i>
<i>Software Technical Support.....</i>	<i>61</i>
 ATTACHMENTS.....	 62
Sample Software Licensing Agreement	62

SPECIFICATIONS

GENERAL

General Specifications	Vendor is in Compliance (Comply)
<p>VENDOR MUST LIST ALL HARDWARE REQUIRED FOR THIS SYSTEM (See Proposal Summary Sheet).</p>	<p>Comply</p>
<p>All exchanges and conversions must be in electronic form. Conversion of present vehicle and gasoline data and all future transactions must merge with the "Veeder - Root TLS-350 - UST Monitoring System" with a "Phoenix Interface" and the "Petrovend Automated Fueling System". The new proposed system must correlate with the City's existing fuel systems.</p>	<p>FASTER Complies with tracking all vehicle and gasoline data related to exchanging fuel transactions electronically With the Petrovend Automated Fueling System via a FASTER Web standard fuel interface.</p>
<p>The proposed system currently meets all requirements and comes with the standard program at no extra cost.</p>	<p>No other vendor has more experience with <i>FASTER</i> than us. <i>FASTER</i> has migrated many customers to <i>FASTER</i> Web, our experience is second to none. We have a well-defined migration path that insures data accuracy and completeness.</p>
<p>If Vendor needs to supplement this proposal with any "Add On" Programs to meet all requirements, the "Add On" programs must be listed along with a description of what they do, and who utilizes this software (See Proposal Summary Sheet).</p> <p>"Add On" programs must already meet or exceed these specifications, <u>without</u> any additional costs to the City of Traverse City. Vendor must have already modified any necessary programs/data to meet the City's requirements</p>	<p>Comply</p> <p>All add-ons meet or exceed specifications, however add-ons by definition comes with additional cost. These costs are reflected in the SWO included in the response.</p>
<p>It is recommended that the Vendor supply a system that is a true "BROWSER-BASED" application. If supplying a different system (Please See Proposal Summary Sheet).</p>	<p>Comply</p>
<p>Vendor uses codes stored in data tables that can be accessed, viewed, printed and modified by users with appropriate levels of permission.</p>	<p>Comply</p>
<p>Vendor utilizes ATA/VMRS repair codes and APWA or NEFA equipment class codes.</p>	<p>Comply</p>

General Specifications	Vendor is in Compliance (Comply)
Vendor must provide definable security to control data access at each online screen and database table by user account.	<p>Comply</p> <p>FASTER Web security model is role based. Each site works with our fleet consultants to determine the roles within its organization and permissions are assigned to those roles. The system administrator will have the authority to set or modify any roles and their security permissions.</p>
Vendor must supply a software system to operate under a Virtual Windows 2003 or 2008 server operating system. If different, please list supported operating systems. Please list VENDOR'S requirements for a server. (See Proposal Summary Sheet).	<p>See attached hardware and software requirements.</p>
Vendor must be able to support multiple deployments with data being hosted internally or externally.	<p>FASTER Web is a true web-based system that has been designed on today's latest technology. The application can be deployed in which ever environment that is required, either hosted internally on your own intranet, or hosted externally on the internet ("in-the-cloud"). External hosting is more often than not the more expensive of these two options, as this requires the services of a third party data center. The benefits of this option are that it is a turn-key solution when internal IT support & services are not available.</p> <p>The system design supports the three primary business process functions of Asset Management, Inventory Management and Maintenance Management. The system architecture allows for multiple business units whose internal processes can differ. This Web Solution is intended to fulfill the need of those organizations that require the benefits of a browser based client that can be accessed from remote locations with any wireless enabled device where proper security has been accessed, anytime using the latest technology with minimum investment so to better manage valuable assets and reduce cost.</p>
Vendor must be able to support a 2008 Microsoft SQL relational database management system, or newer, if different please list databases supported (See Proposal Summary Sheet).	<p>Comply</p>

General Specifications	Vendor is in Compliance (Comply)
<p>Provide customizable exports to enable the City of Traverse City to interface with other systems at no extra cost.</p>	<p>Comply</p> <p>This information can be generated using FASTER's advance search capability to create an Ad-hoc report that can be exported to various file formats.</p> <p>FASTER Web uses SQL Server Reporting Services (SSRS) as its reporting engine. Traverse City will be able to create their own custom reports and custom exports using features inherent in SSRS.</p>
<p>Vendor must supply a system compatible with and operate in a 32-bit and 64-bit environment with a Windows XP/7 Professional Operating System or higher.</p>	<p>Comply</p>
<p>Vendor must provide an "off-shelf package" with user definable configurations. "Off-shelf package must allow for flexibility to match specific processing needs using software developed for a fleet software system, NOT a specifically designed software program. List the software Vendor is supplying (See Proposal Summary Sheet).</p>	<ul style="list-style-type: none"> • FASTER Web Core product <ul style="list-style-type: none"> ○ Asset Management ○ Parts Management ○ Maintenance Management ○ Accounting ○ Standard Reports • FASTER Technician Work Station • FASTER Customer Portal
<p>Supply a "real-time" processing system where all files affected by any transaction will be updated at the time of the actual transaction without the need for batch processing.</p>	<p>FASTER Web operates in "real time" where all files affected by a transaction are updated at the time of the transaction, providing accurate information to make timely business decisions.</p>
<p>Provide a graphics program as part of the standard software package – not an "Add On" special graphic program, i.e. something that is already provided in the proposed system.</p>	<p>The <i>FASTER Web</i> allows users to store additional information related to equipment, parts or work order records by providing the option of attaching images and/or .pdfs to the record. Accident reporting is a typical use for the attachment module. Pictures, diagrams, scanned documents, etc., can be accessed directly from the Equipment, Work Order, or Parts tabs, or throughout the FASTER Web solution. All .pdf files will remain as .pdf. Stores the files in the <i>FASTER</i> database, file type extensions are configurable, including JPEG/JPG, GIF, BMP, PNG, and compressed TIFF/TIF. Like all of <i>FASTER Web</i> attachments are permission driven.</p>

General Specifications	Vendor is in Compliance (Comply)
Vendor must employ a standard graphical user interface (GUI) based on industry standard screen design techniques and principles – not an individual “made up” program.	<ul style="list-style-type: none"> • Employs a graphical user interface (GUI) based on industry-standard screen design techniques and principles. • User friendly design provides a simple and easy method of accessing information in equipment records, work orders, parts, and other system data.
Show documentation providing at least one major system enhancement release every year, for the last three (3) years. (See Proposal Summary Sheet).	We have released five (5) builds to <i>FASTER Web</i> within the last 5 years. The <i>FASTER Web</i> planned release for the future is driven by customer and market needs, changes in the industry and best practices. The architecture and design of <i>FASTER Web</i> have been strategically and methodically planned so that the product will maintain the current pace of technology. Highlights of some enhancements planned for our future include taking advantage of new advancements in Silverlight and .NET technologies, advancements in telematics and providing self-service features to the enterprise
When available, Vendor shall supply applicable system updates inclusive with the annual fee.	Comply
Furnish updated documentation and necessary scripts for any database structure changes for “life of the software management program”.	Comply
Must include executable run time reports providing quick, accurate and easy access to comprehensive fleet and system data.	Comply
Provide “real time” work in progress screens that display work order statuses, assigned tasks, location of work and assigned labor and parts.	<ul style="list-style-type: none"> • Manage shop floor activity. <ul style="list-style-type: none"> - Complete tracking of all technician time, including non-billable labor hours. - Ability to view work in progress for both direct and indirect labor. - Labor planning and forecasting. - Calendar view for labor planning and forecasting.

General Specifications	Vendor is in Compliance (Comply)
Supply and support an industry standard report writing/data retrieval tool.	<ul style="list-style-type: none"> • Ability to create custom reports using SQL Reporting Services. • Powerful, comprehensive searching capability for fast onscreen viewing of data throughout the system. • Quick exporting of any search results data to Microsoft Excel for ad-hoc reporting. • Native web deployment of reports.
Please provide recommended third party product – for generating custom reports. (if other than Microsoft Reporting Services”, please list on Proposal Summary Sheet).	FASTER uses MS Reporting Services for both standard and custom reports.
Must supply a work order system based and capable of printing detailed copies of all work and labor.	<ul style="list-style-type: none"> • Create Department Work Order or Direct Charge documents to capture billing that relates to a cost center of an asset. With the capability to print technician and customer copy.
Supply an easy navigation within the application using standard “WINDOWS” functions that allows multiple applets to display simultaneously.	<ul style="list-style-type: none"> • Browser-based client can reduce client machine investments. • A browser interface design that incorporates the entire user experience. <ul style="list-style-type: none"> - Easy navigation. - Customizable views that are user specific (saved via browser cookies). - Follows fleet process flow with functionality separated out by tab. - Section 508 of the Rehabilitation Act of 1973 compliant.
Proposed program shall provide a “drop down” list for all codes displaying both the code and description.	Comply
Provide date fields selectable from a drop down calendar.	Comply
Must include a “HELP” button within the application that is reasonably easy to operate and understand.	Comply

EQUIPMENT MANAGEMENT AND ASSET

All equipment and management functions must be inclusive and combined to make one (1) complete software package. All software should meet or exceed all the following:

Equipment Management & Asset Specifications	Vendor is in Compliance (Comply)

Equipment Management & Asset Specifications	Vendor is in Compliance (Comply)
Maintain all pertinent data on each piece of equipment, including but not limited to the following fields (A meaning Alpha, N meaning Numeric):	Comply
Equipment Number	Comply
Up to 17A/N unique number which will identify equipment	Comply
Year (4 N)	Comply
Make (15 A/N)	Comply
Model (15 A/N)	Comply
Vin Number/Serial Number (20 A/N) being a unique number	Comply
License (10 A/N) unique number for license plate	Comply
Class of vehicle (10 A/N)	Comply
Department (10 A/N)	Comply
Billing Codes (codes to define how costs will be captured for the piece of equipment to be billed, multiple user defined billing schemes must be supported (10 A/N)	Comply
Color (15 A/N)	Comply
Location Codes (department and site locations) (2 A/N)	Comply
Unlimited Account Codes (this will be for both debit and credit accounts (60 A/N)	Comply
Insurance (10 A/N)	Comply
Support an optional equipment-specific labor rate for automatically calculating billing time (hours and minutes).	Comply
Provide asset management for vehicles. (tracking total asset life cycle from acquisition to disposal).	Comply
Must have an easy access for at-a-glance snapshot information for a given asset, including but not limited to, the most recent PM, meter reading, work orders and lifecycle costs.	Comply
Must have the ability to track multiple engines (adding and deleting included).	Comply

Equipment Management & Asset Specifications	Vendor is in Compliance (Comply)
<p>The lifecycle tracking must include a 15 point replacement system. 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.</p>	<p><i>FASTER</i> Web provides an online vehicle replacement program that displays vehicle replacement information calculated and captured from other locations in the system.</p> <p>There are three factors that are evaluated in determining total points assigned to any piece of equipment:</p> <p>1. Maintenance Costs Life-to-Date.</p> <p>Maintenance Costs LTD are weighted double, on a scale of 0-10, and hit its highest level (10) when the maintenance costs LTD equal the original purchase price. The points are determined by the percentage of the current LTD maintenance divided by the original purchase price.</p> <p>The points for this factor are double to identify "lemons" or high maintenance equipment.</p> <p>2. Life-to-Date mileage or hours.</p> <p>LTD miles or hours are rated on a scale of 0-5. The points are determined by the percentage of the current LTD meter divided by the expected meter life.</p> <p>3. Expended Life In Months.</p> <p>Life in months is rated on a scale of 0-5. The points are determined by the percentage of the current life in months divided by the expected life in months.</p> <p>NOTE: Though a combination of all three factors can total 20 points, the Optimum standard for replacement consideration is 15 points.</p>

Equipment Management & Asset Specifications	Vendor is in Compliance (Comply)
<p>Software must have an online display of historical cost information for each asset.</p>	<p>Displays the following history fields by month or year:</p> <ul style="list-style-type: none"> • Total Maintenance and Repair: the total maintenance and repair dollars spent on this equipment. • Maintenance: the dollars spent on parts, labor and sublet costs for PM's. • Repair: dollars spent on parts, labor and sublet costs for all other repairs (non-PM's and non-accident repairs). • Accident: dollars spent on parts, labor and sublet costs for accident repairs. • Capital: dollars spent on parts, labor and sublet costs for capital repairs. • Miscellaneous Costs: dollars spent for work order miscellaneous costs such as shop supplies, environmental fees, etc. • Fuel Cost: costs associated with fuel. • Fuel Qty: quantity of fuel used for the month or year. • Meter: type of meter. • Cost/Meter: costs attributed to this meter [(Maintenance + Repair)/Meter reading]. • Meter/Gallon: costs of meter per gallon (Meter Reading/Fuel Qty.) • Parts: total dollars spent on parts for this equipment for selected period (not PM or accident part costs). • Labor: total dollars spent on labor for selected period. • Sublet: total dollars spent on sublet costs for this piece of equipment for selected period. • Credit: total number of credit dollars given on this piece of equipment. • Accident: total dollars from accidents. • Other Fluid: amount of other fluids used in this equipment for the selected period.
<p>Display on the equipment screen should have the ability to show all parts issued, and the last date issued for each piece of equipment.</p>	<p>Comply</p>
<p>Provide unlimited user defined asset/equipment usage codes.</p>	<p>Unlimited Usage Codes allow you to further define the way or ways a given asset is used within your organization.</p>

Equipment Management & Asset Specifications	Vendor is in Compliance (Comply)
Provide the ability to attach and subtract components expandable to an Asset while maintaining a full asset record, warranties and PM schedules for each.	<ul style="list-style-type: none"> • Parent/Child asset tracking for asset components. - Full family tree shows entire association tree.
Provide unlimited notes, with the capability for an asset record, i.e. each asset has a record associated to it.	Notes capability throughout the system with flexible user-based security and subject lines for fast searching.
Ability to change any asset number (vehicle) and maintain all relevant data with the record.	Comply
Provide the ability to replace meter(s) and maintain both actual and life-to-date meter reading(s) on multiple meters.	Comply
Ability to bill each asset by multiple cost categories in user defined combinations of parts, labor, sublets, mileage, billing period charges, fuel and replacement recovery.	Comply
Provide fields for the capture of acquisition and disposal of information for each asset record, up to but not limited to:	Comply
Acquire Date (2/2/4 N; example: 08/30/2012)	Comply
Acquire cost (12 or 11.2 N)	Comply
Acquire Vendor (10 A/N)	Comply
Purchase Order number (14 A/N)	Comply
Title (20 A/N)	Comply
In service date (2/2/4 N)	Comply
Life expectancy in months (4N)	Comply
Out of service date (2/2/4/ N)	Comply
Disposal date (2/2/4/N)	Comply
Disposal Cost captured (14 or 11.2 N)	Comply
Dispose Vendor (10 A/N)	Comply
Trade in date (2/2/4 N)	Comply
Track multiple meter types and to provide the ability to capture the following meter readings:	Comply
Actual meter reading (7N)	Comply
Meter reading at acquisition (7N)	Comply
Begin fiscal year meter (7N)	Comply

Equipment Management & Asset Specifications	Vendor is in Compliance (Comply)
Life expectancy by Mile and/or hour (7N)	Comply
Support multiple mark ups for parts, labor, fuel and sublets in a percentage and/or dollar amount form which will automatically mark up the cost.	Standard billing feature provides ability to mark up at the transaction level as a percentage or as an additional dollar charge.
Track unlimited warranties for each asset by expiration date, cost, vendor and any deductible or cost for the warranty.	Equipment manufacturer and component warranty tracking from initial repair through claim reimbursement being received.
Provide unlimited user defined codes that can be assigned by asset or by group of assets.	Unlimited Asset Usage codes allow you to further define the way or ways a given asset is used within your organization. For example you can have a usage code for take home vehicles. This will help you to easily report and track data concerned with the take home vehicles.
Ability to charge multiple accounts and/or departments by percentage of cost.	<i>FASTER's</i> flexible billing features provide for configurable accounts by charge type and account elements, this allows the system to bill to the GL account level. Every functional area of the application, asset management, maintenance management, inventory management (parts and fuel), as well as pool management is integrated in real-time with the billing features. Any charge type from within the system is consolidated into a single billing statement. Billing statements can be individualized at the organizational, department or asset level. <i>FASTER's</i> fully configurable and flexible billing system, allows the user to structure multiple unique charge back systems for the various customers.
Ability to assign both credit and debit account numbers to an asset and ability to modify with permissions.	Comply

Equipment Management & Asset Specifications	Vendor is in Compliance (Comply)
Track changes in departmental ownership.	<p>An asset can be reassigned in the following ways:</p> <ul style="list-style-type: none"> • Between Departments - You can reassign assets from one department to another while maintaining all historical information • Before reassigning an asset verify all work orders are closed and all fuel transactions are posted • All components associated with a reassigned piece of equipment (via Parent/Child relationships) automatically transfer as well unless the relationship is terminated prior to performing the change • To another Number/Organization - This feature allows you to change an asset number or to move an asset from one organization to another • All the related historical information moves with the asset
Store billing period charges for historical review, reproduction and reports.	Comply
Track unlimited PM cycles for each piece of equipment in any combination by time, meters, fuel consumption, set monthly date, or set annual date.	<p><i>FASTER</i> tracks an unlimited number of primary and ancillary PMs, both individually or linked hierarchically, then will identify services due per asset by meter, time or fuel consumption, and send out email notification to customer and operator when service is due.</p>

PM OR PREVENTATIVE MAINTENANCE SOFTWARE

PM or Preventative Maintenance Software Specifications	Vendor is in Compliance (Comply)
Automatically update the next PM due when each job has been completed.	Comply

PM or Preventative Maintenance Software Specifications	Vendor is in Compliance (Comply)
Allow certain users to define the update process for calculation of next PM due using the actual transaction date and current meter or previous date and meter.	In the Setup /Asset Settings section of FASTER, the user designates how they would like the PM process to function. The user can select the setting "PM Update Early Late". The early/Late process is designated to keep PM Service intervals on the cycles established by the user.
Ability to establish a hierarchy for PM services and to define the highest level for the grouping (PM - A, PM - B, PM - C).	FASTER tracks an unlimited number of primary and ancillary PMs, both individually or linked hierarchically, then will identify services due per asset by meter, time or fuel consumption, and send out email notification to customer and operator when service is due.
Easily create a shop schedule for a list of PM's due.	Tracking of Preventive Maintenance is done per asset in the Assets module, using a Hierarchical PM schedule. PM's can be tracked by meter miles, meter hours, or time cycle. All activity is placed in the calendar for forecasting and planning. <ul style="list-style-type: none"> • Labor planning and forecasting.
Ability to define the total number and type of PM services included on the schedule.	Comply
Tracking for state inspections, annual renewals, smog inspections, boom lift, and any other site specific inspections.	FASTER provides tracking of Scheduled Actions per asset (such as vehicle registrations, emissions testing, inspections, etc.). All activity is placed in the calendar for forecasting and planning. <ul style="list-style-type: none"> • Tracking of staff training and certifications. • Recall campaign management.

VEHICLE REPLACEMENT SOFTWARE

Vehicle Replacement Software Specifications	Vendor is in Compliance (Comply)
The Vendor must provide an online vehicle replacement program that tracks and displays vehicle replacement information calculated and captured from other locations in the system and provides reporting capabilities, that includes, but is not limited to the following:	Comply
Date (date that the equipment was put in service)	Comply
Cost (the amount of money paid to acquire the equipment)	Comply
LTD (life to date) Maintenance Cost (the maintenance dollars spent to date)	Comply
Inflation rate (estimated inflation rate for the equipment)	Comply
Salvage rate (expected percentage of the cost that the user will get at the time the unit is sold or salvaged. This dollar amount is subtracted from the total cost of replacement)	Comply
Fund (budgetary funding code for replacement or equipment)	Comply
Major Grouping (administrative level group funding code)	Comply
Expected life in meters (shows the expected life from all valid meters attached to the equipment)	Comply
Expected life in months (expected time, in months that the equipment should last before replacement is necessary)	Comply
Recovery collected (life to date amount of recovery collected through the billing process or separate update program)	Comply
Condition factor (subjective administrative level input toward the equipment replacement program)	Comply
Software should automatically add to the acquisition cost any capitalization maintenance.	Comply
Costs should be tracked separately from maintenance and repair costs	Comply
Vehicle replacement automatically recalculates when capital repairs are added	Comply
Provide for online display of historical information for each piece of equipment including but not limited to the following:	Comply
Monthly and/or yearly totals by fiscal year and/or calendar year for:	Comply
Fuel	Comply

Vehicle Replacement Software Specifications	Vendor is in Compliance (Comply)
Parts	Comply
Labor	Comply
Sublet	Comply
Accident	Comply
Meter type and cost per meter	Comply
System MUST be able to display the following fields, by month and/or year or both:	Comply
Total Maintenance and Repair: the total maintenance and repair dollars spent on this equipment	Comply
Maintenance: the dollars spent on parts, labor and sublet costs for PM's	Comply
Repair: dollars spent on parts, labor and sublet costs for all other repairs (non-PM's and non-accident repairs).	Comply
Accident: dollars spent on parts, labor and sublet costs for accidents repairs	Comply
Capital: dollars spent on parts, labor and sublet costs for capital repairs	Comply
Miscellaneous Costs: dollars spent for work order miscellaneous costs such as shop supplies, environment fees, etc.	Comply
Fuel Costs: costs associated with fuel	Comply
Fuel Quantity: the quantity of fuel used for the month and/or year, or both	Comply
Meter: type of meter	Comply
Cost/Meter: costs attributed to this meter (maintenance and repair and meter reading)	Comply
Meter Gallon: costs of meter per gallon (meter reading and fuel quantity)	Comply
Parts: total dollars spent on parts for this equipment for selected period (not PM or accident)	Comply
Labor: total dollars spent on labor for a selected period	Comply
Sublet: total dollars spent on sublet costs for this piece of equipment for a selected period	Comply
Accident: total dollars from any or all accidents	Comply

Vehicle Replacement Software Specifications	Vendor is in Compliance (Comply)
Other Fluid: amount of other fluids used in this equipment for a selected period of time	Comply
Ability to recuperate the costs of special tools and training needed for equipment through the use of an equipment specific labor rate that is automatically used when maintenance is performed.	Tools can be tracked by Shop when set up as an asset, then assigned using Asset Contacts.
Provide unlimited user defined fields for each piece of equipment that is stored in a database table and provide four (4) additional fields for description and references.	<i>FASTER</i> Web Setup tab provides the ability to re-label specific fields in the system, Custom Specification_pick list values and find data dictionary information for system fields. The newly labeled fields will then come across to the reporting module and will be reflected in the reports.
Provide a way to link equipment warranties to repair costs for tracking warranty cost information.	Asset Warranty and Maintenance Work Order functions are fully integrated so that technicians and service writers are alerted when potential warranty repairs are about to be performed.
Must be able to track warranties from the initial claims to re-imburements received.	Comply
Provide a way to have direct access to unlimited stored images associated with any piece of equipment. The images can be stored in the database or on network share.	Comply
MUST have the ability to add multiple equipment records from a template including but not limited to standard fields, PM schedules and warranty schedules.	Comply
System needs to be able to maintain all pertinent data on each part in inventory included but not limited to:	Comply
Part Number (27 A/N) unique to one part	Comply
Part Description (40 A/N)	Comply
In Stock Quantity	Comply
Item Cost	Comply
Part Category and/or Classification	Comply
Part Type and/or distinct usage	Comply
Part Status	Comply
Percentage Mark-Up for the individual part or group of parts	Comply
Dollar Mark-Up the individual part or group of parts	Comply

Vehicle Replacement Software Specifications	Vendor is in Compliance (Comply)
Location	Comply
Vendor	Comply
Substitute Quantities for maximum, low and safe	Comply
Low Level	Comply
High Level	Comply
Record Point	Comply
Order Lead Time	Comply
Mean Time between Failure	Comply
Auto Order	Comply

PARTS INVENTORY AND PROCESSING

Parts Inventory and Processing Specifications	Vendor is in Compliance (Comply)
Provide an ability to perform a full audit and have a way to track capabilities, including but not limited to the following adjustments by Operator ID, date and/or time to:	Comply
Unit Cost	Comply
Count	Comply
Return to inventory	Comply
Return to vendor	Comply
Deleted Orders	Comply
Deleted receipts	Comply
Transfers from one storeroom to another	Comply
MUST supply a way to track all purchases by the following:	Comply
Vendor	Comply
Purchase Order Number	Comply
Vendor Invoice	Comply

Parts Inventory and Processing Specifications	Vendor is in Compliance (Comply)
Date	Comply
Receiver	Comply
Work Order Number	Comply
Must have the capability to add notes that are compatible to a part record. Have comprehensive parts tracking including but not limited to recording all parts, ordering, receiving, an returning and transferring	Comply <ul style="list-style-type: none"> Notes capability throughout the system with flexible user-based security and subject lines for fast searching.
Must use a perpetual inventory methodology which will allow the City to look at a "snapshot" of the City's Garage inventory for any given date and time.	Comply
Be able to research any part repair history and track trends by Parts Issue, Notes, and Work Orders.	Comply
Snapshot "at-a-glance" information for parts must be instantly available such as: in-stock, available, on-order, pricing, markup, last issue and last receipt, and any activity over the last 12 months (or more).	Comply
The ability to cross-reference different vendor numbers for any given part or find acceptable substitutes for any given part.	Comply
Must have the ability to specify unit of order, unit of multiplier, and markup individually per part.	Comply
Capability to conduct online searches for purchases by the following:	Comply
Invoice Number	Comply
Order Number	Comply
Part Number and Storeroom	Comply
Part Number	Comply
Purchase Order	Comply
Vendor	Comply
Work Order Number Part is for	Comply
Work Order Shop the Part has been ordered for	Comply
Software must have the ability to search for the following:	Comply
All back orders	Comply

Parts Inventory and Processing Specifications	Vendor is in Compliance (Comply)
Orders not received	Comply
All orders received	Comply
Track multiple part storerooms and carry a separate inventory in each storeroom for the same part numbers.	Comply
Must have online search capabilities for part records for the following:	Comply
Alternate Part Number: an equivalent/alternative part number	Comply
Part Category: code which defines the manner in which parts are grouped	Comply
Part Category Number	Comply
Description	Comply
Location	Comply
Manufacturer's Number: number given to each part by the manufacturer	Comply
Materials Safety Data Sheet Number and info	Comply
Part Number	Comply
Part Usage Code	Comply
Four (4) site defined reference fields for parts	Comply
Part Status: status of part, i.e., active and/or closed	Comply
Storeroom	Comply
Vendor	Comply
Part Warranty Type	Comply
Provide an online screen display with the following information when searching for part numbers:	Comply
Part Number	Comply
Storeroom	Comply
Description	Comply
Location	Comply
In-Stock Quantity	Comply

Parts Inventory and Processing Specifications	Vendor is in Compliance (Comply)
Unit Cost	Comply
Reorder, Safety and High Limits: this must have the ability to go to the part record by selecting a part from the list	Comply
Ability to print the online search display for part numbers in a user defined sort order and easily export results	Comply
The ability to conduct a wild card search on partial field information: partial description, partial part number, partial manufacturer number, etc.	Comply
Must include the following information on the part record line, either by month or year or both:	Comply
History of the part usage (issues, issues returned)	Comply
Received, received returned	Comply
Transferred in, Transferred out	Comply
Adjusted up and Adjusted down	Comply
End of period quantity	Comply
Costs: unit, shipping, extended cost	Comply
Needs to be able to differentiate between a stocked or non-stocked part records and offer all part capabilities for both.	Comply
Track the issuance of all stocked and non-stocked parts to a specific piece of equipment.	Comply
Ability to change a part number and have that change be reflected for all historical data.	Comply
Have a part number function that merges part records into one number while still retaining historical data.	Comply
Ability to create an order for all parts at the reorder point with the option to modify it to include or exclude any part.	Comply
Provide an option to track warranty and receipt information for non-stocked parts' issues.	Comply
Generate a surplus parts report tracking lack of activity for user defined periods of time.	Comply
Provide work lists to assist in inventory counts.	Comply
Ability to list all receipts by vendor for all parts, a category of parts and/or a specific part number.	Comply

Parts Inventory and Processing Specifications	Vendor is in Compliance (Comply)
The ability to generate a parts reorder list by vendor, category, part number or storeroom.	Comply
Provide for A- B - C classification of parts where classifications:	<i>FASTER's</i> parts usage classification process uses the part's activity and history of movement and cost to determine reorder points.
"A" parts will be the top 20% (percent) of inventory	
"B" parts are the next 30% (percent)	
"C" parts are the bottom 50% (percent) of inventory	
Have the capability to issue and charge parts to an individual or department without having to charge it to a work order. All associated costs need to be tracked through the billing report.	Comply
Provide a reasonableness percentage check on cost per parts received.	Comply
Provide an online screen notes function and print capability for all part records.	Comply
Ability to identify a mark-up percentage by part number.	Comply
Track multiple inventory storerooms and produce an audit trail for transfers among the storerooms.	Comply
Provide an EOQ calculation for the current values of the minimum level (reorder point), safety stock and maximum level from the actual order and issue history which must do the following:	
Analyze which parts should be included in the EOQ calculation as a result of the EOQ program	<i>FASTER</i> Web Captures all parts movement history in real time. Stock settings allow you to set high/low reorder level points, lead times etc. Once you set the minimum, maximum ad safety levels on the part master record, this allows the Stock Reorder feature to auto generate orders.
Automatically enter the values for minimum, maximum and safety into the parts master record	Future product enhancement See exceptions.
Support a cyclical inventory capability where every part is inventoried over a user defined number of cycles.	Comply

Parts Inventory and Processing Specifications	Vendor is in Compliance (Comply)
Have a parts list capability where lists are created, stored and printed for specific repairs on specific equipment number including but not limited to year, make, model and/or class.	Comply
Provide direct access to unlimited stored images associated with each part, i.e., MSDS sheets.	Comply
Provide parts cross referencing capability.	Comply
System must use a perpetual inventory methodology which allows the City Garage to look at a snapshot of inventory for any given date and time.	Comply
FIFO, "First In and First Out", cost of last receipt and cost averaging available for the pricing of individual parts.	FASTER supports FIFO and Cost Averaging.
Core part tracking.	Comply
Create department work order and/or direct charge documents to capture billing that relates to a cost center of an asset.	Comply
Have the ability to view work in progress for both direct and indirect labor.	FASTER is a real time software solution and our "Work-In Progress" page shows work order status and repairs on line in real time. In the Mange Shop Floor Activity feature in FASTER Web, you can view technicians "Waiting Job Assignments", Direct Labor" in real time and "Indirect Labor" as well.
Track and manage all technician time, including but not limited to non-billable labor hours.	Comply
Must have real-time repair tracking.	Comply
Tracking of staff training and certifications.	Comply
The ability to search for specific work orders and work previously performed on any piece of equipment.	Comply
Provide searches for specific repairs and/or time frames on a piece of equipment by:	Comply
Technician repairs in default shop	Comply
All repairs in default shop	Comply
All repairs in all shops	Comply
Search by asset number	Comply
Search by license number	Comply

Parts Inventory and Processing Specifications	Vendor is in Compliance (Comply)
Search by serial number	Comply
Alert technician if a repair is added that falls under warranties in effect for that piece of equipment.	Comply
Ability for the creation of technician task list.	Comply
Have the ability for quick assist between technicians and repairs without loss of tracking time.	Comply
Must have the ability for technicians to create an on-line task list.	Comply
Online part request.	Comply

WORKSTATIONS WORK ORDER MANAGEMENT

Workstations Work Order Management Specifications	Vendor is in Compliance (Comply)
Provide a simple work order add from one screen -describe in detail each step. (See Proposal Summary Sheet).	Comply
Capture PM services, other repairs, sublets and miscellaneous costs and/or credits on a single work order.	Comply
Capture multiple repair codes on a work order (such as the inclusion of a warranty repair on a PM work order) providing for detailed analysis by repair code.	Comply
Isolate all work of a specific type by a defined period and restrict the analysis to any department and/or class of equipment.	This is easily accomplished in FASTER Web using repair code reasons to isolate or specify the type of work (accident, capitulation, repaired from PM, warranty...) using the robust reporting and searching capability of FASTER you can then restrict the analysis of the data to specific departments and /or class of equipment.
Allow determination of cause, repair, work order and vehicle for any defined period on all parts issued.	Comply
Record all sublet repairs to enable analysis by cause and repair code.	Comply
Link a repair to an operator/driver/employee so driver abuse and accidents are identified, tracked, and/or billed back to the department or employee.	Comply

Workstations Work Order Management Specifications	Vendor is in Compliance (Comply)
Provide job estimates that can be converted into active work orders.	Comply
Have the capability to view all work orders online and in "real-time" by status.	Comply
Provide a real time single screen review of the direct and indirect labor activities for all logged on technicians.	Comply
Display all active warranties and PM due message for all equipment and associated component(s) when the work order is opened.	Comply
The ability to add additionally required repairs to complete the work order.	Comply
Alert the user when a repair is covered under warranty(s).	Comply
Must have the ability to defer repairs and automatically include them on the next opened work order for that piece of equipment.	Comply
Has the capability to add notes in a format capability and print them separately or with the work order.	Comply
Provide default information upon adding a work order that will display the following equipment information:	Comply
Fleet number	Comply
Organization	Comply
Status	Comply
Year	Comply
Make	Comply
Model	Comply
GVW	Comply
Drive Train	Comply
License Number	Comply
Serial number	Comply
Body serial number	Comply
Chassis Serial number	Comply
Location	Comply
Monitor Group	Comply

Workstations Work Order Management Specifications	Vendor is in Compliance (Comply)
Color	Comply
Asset Shop	Comply
Site	Comply
Class	Comply
Department	Comply
Maintenance LTD	Comply
Last Work Order	Comply
Last Work Order Status	Comply
Last PM's	Comply
Last Meter (s)	Comply
Identification Picture of equipment	Comply
Usage Code	Comply
State Rental rate	Comply
Comment field(s)	Comply
Review online, all work order detail information for quality control when a work order is closed.	Comply
The ability for a "wild card" – partial information – searches.	Comply
Alert technicians as they "sign-on" that assigned repairs are pending.	Comply
Require a specific authorization for closing a work order.	Comply
Require specific authorization for reopening a closed work order.	Comply
Automatically display a technician specific screen listing any deferred repairs upon opening any work order.	Comply
Search for a work order by each of the following, or a combination of the following:	Comply
Equipment number	Comply
Class of vehicle	Comply
Work order number	Comply
Technician identification	Comply

Workstations Work Order Management Specifications	Vendor is in Compliance (Comply)
Date in	Comply
Date Out	Comply
Date promised	Comply
Shop	Comply
Status of the work order	Comply
Department	Comply
Document symptom	Comply
Notes	Comply
Repair component	Comply
Repair group	Comply
Repair reason	Comply
Sublet invoice	Comply
Sublet vendor	Comply
Usage	Comply
Include closed work order option	Comply
Exact match	Comply
Provide an online summary review screen of all costs associated with each work order.	Comply
Allow addition of user defined costs to the work order including but not limited to the description and mark ups.	Comply
Directly produce from the work order screen existing parts and tasks lists associated with any repair. These lists may be printed or reviewed on line.	Comply
Provide for technician work order print including but not limited to and/or excluding labor hours and/or notes.	Comply
Provide direct access to unlimited stored images associated with the work order (with the ability to block certain users).	Comply
Ability to track service process procedures to a specific repair for a specific piece of equipment.	Comply
Ability to capture maintenance information for accounting and billing.	Comply

Workstations Work Order Management Specifications	Vendor is in Compliance (Comply)
Create "Department Work Order(s)" or "Direct Charge Documents" to capture billing that relates to a cost center of an asset.	Comply

PREVENTATIVE MAINTENANCE SOFTWARE

Preventative Maintenance Software Specifications	Vendor is in Compliance (Comply)
Generate a PM/annual/semi-annual inspection due to list by department, class, shop and/or date.	Comply
Support PM frequency by time, miles/hours, fuel consumption, or any combination thereof.	Comply
Automatically update when the next PM is due upon completion of the current PM.	Comply
Allow for unlimited PM's and frequency of service for each piece of equipment.	Comply
Track unlimited PM's for all components.	Comply
Provide an option for hierarchical scheduling of PM's. Include all associated components in a PM due report.	Comply
Provide the ability to manage or modify scheduled PM's.	Comply

FUEL MANAGEMENT

Fuel Management Specifications	Vendor is in Compliance (Comply)
Conversion of present gasoline data and all future transactions must merge with the "Veeder - Root TLS-350 - UST Monitoring System" with a "Phoenix Interface" and the "Petrovend Automated Fueling System". The new proposed system must correlate with the City's existing fuel and data systems.	FASTER Complies with tracking all vehicle and gasoline data related to exchanging fuel transactions electronically With the Petrovend Automated Fueling System via a FASTER Web standard fuel interface.
Have the capability to track all fueling purchased in-house or commercially.	Comply

Fuel Management Specifications	Vendor is in Compliance (Comply)
Provide the ability to track fuel by an individual and/or piece of equipment.	Comply
The ability to view online fuel and operational fluid(s) costs transactions and the accompanying meter reading.	Comply
Provide search capabilities for fuel transactions by site, user-selected date range or equipment number.	Comply
Interface with multiple onsite automated fuel systems or commercial card programs.	Comply
The ability to manually enter fuel transactions.	Comply
Maintain a perpetual inventory of fuel and other operational fluids.	Comply
Track inventory receipts, issuances, stick readings and allow for moving average fuel charges.	Comply
Track multiple alternative fuels.	Comply
Ability to edit fuel transactions before posting in the proposed software system.	Comply

BARCODING

Barcoding Specifications	Vendor is in Compliance (Comply)
The barcoding system should meet or exceed the ability to support the use of any barcoding.	Comply

REPORTING CAPABILITIES

Reporting Capabilities Specifications	Vendor is in Compliance (Comply)
Support a standard ad hoc report writer. (must supply the name of the recommended report writer on Proposal Summary Sheet C)	Comply
Provide standard reports that provide multiple sort and select criteria along with drill down capabilities.	Comply

REPORTING CAPABILITIES - EQUIPMENT

Reporting Capabilities Specifications - Equipment	Vendor is in Compliance (Comply)
<p>Scheduled Maintenance Due Report</p> <p>Comprehensive list of all PM's due within a specified date range and variable percentage of meter and/or fuel consumption.</p>	Comply
<p>Equipment History Cost and Quantity</p> <p>Detailed history of equipment costs by month and year, including, but not limited to, all costs broken out by accident; maintenance and repair; fuel and other fluid quantities; miles per gallon and cost per mile calculations</p>	Comply Asset History Report
<p>Equipment Usage</p> <p>Miles driven with in a timeframe by equipment, class and/or department.</p>	Comply Asset Utilization Report
<p>Master Equipment List</p> <p>Must include year, make, model, department, class and acquired date with the ability to sort by license number, serial number and/or employee code.</p>	Comply Asset Master List
<p>Equipment List with Meter Information</p> <p>Current and life-to-date meter information with the ability to sort by class, year, department, shop and/or site.</p>	Comply Asset Meter Report
<p>Meter Exception</p> <p>Identifies vehicles with potential invalid meter information.</p>	Comply This information is captured in the Fuel module and can be verified and corrected on line using the Rejected Transaction feature. Any changes are audited.
<p>Vehicle Replacement</p> <p>(Identifies equipment to be replaced based on the following):</p>	Asset Replacement Report
<p>In-service date and life expectancy.</p>	Comply
<p>Non-metered equipment.</p>	Comply
<p>System calculated vehicle replacement program.</p>	Comply

Reporting Capabilities Specifications - Equipment	Vendor is in Compliance (Comply)
<p>Average Equipment Age by Class</p> <p>Average age of all vehicles in each equipment class.</p>	<p>Comply</p> <p>Average Age-Cost per Meter Comparison Report</p>
<p>Equipment Audit</p> <p>Audit trail of charges to company, department, equipment key and/or deletions in the systems equipment records.</p>	<p>Comply</p> <p>Asset List with Cost Info Report</p>
<p>PM Compliance</p> <p>Completed PM's flagging those done on time and showing the compliance percentage(s).</p>	<p>Comply</p>
<p>Mileage Exception</p> <p>Vehicles outside the minimum and maximum meter reading limits to identify high or low usage.</p>	<p>Comply</p> <p>Asset Utilization Report</p>
<p>Average Age for Disposed Equipment</p> <p>Average age of disposed vehicles by company, department or class.</p>	<p>Comply</p> <p>Average Age-Cost per Meter Report</p> <p>Or via the Dashboard</p>
<p>Equipment Depreciation Report</p> <p>Based on straight line and/or running balance depreciation</p>	<p>Comply</p>
<p>Equipment List with Linked Components</p> <p>Equipment lists with details or permanent and/or removable components</p>	<p>Comply</p> <p>Asset Master List</p>

REPORTING CAPABILITIES - PARTS

Reporting Capabilities Specifications - Parts	Vendor is in Compliance (Comply)
<p>Inventory by Category</p> <p>Summary of parts inventory movement by storeroom including category, location or type and/or mark up</p>	<p>Comply</p> <p>Parts Inventory Report</p>

Reporting Capabilities Specifications - Parts	Vendor is in Compliance (Comply)
<p>Parts Issued</p> <p>Parts issued within a timeframe, quantity issued and cost with ability to sort by storeroom, work order or repair reason including:</p>	Comply
Work order or independent issue	Comply
Document number	Comply
Equipment number	Comply
Part storeroom	Comply
Part number	Comply
Part description	Comply
Full repair type	Comply
Part issue operator ID	Comply
Date	Comply
Quantity issued	Comply
True cost	Comply
Total costs	Comply
<p>Parts listing with Equipment Issued To</p> <p>List by storeroom then part number all equipment the part has been issued to</p>	<p>Comply</p> <p>Parts Issue Report by Storeroom</p>
<p>Vendor List with Purchase Order</p> <p>All vendors with basic contact and purchase order information for each</p>	Comply
<p>Parts Received by Vendor</p> <p>Parts received by vendor for a timeframe with ability to sort by vendor, purchase order number or storeroom</p>	Comply
<p>Parts Transfer List</p> <p>List all parts transferred between storerooms or returned to a vendor</p>	Comply
<p>Parts Ordered Not Received</p> <p>Part orders not received or on backorder with the ability to sort by part number, storeroom or vendor</p>	Comply

Reporting Capabilities Specifications - Parts	Vendor is in Compliance (Comply)
<p>Parts Auto Order</p> <p>Vendor list displaying parts with quantities less than or equal to the reorder level and not already on order, including the recommended order quantity</p>	<p>Comply</p> <p>Parts Order Recommendation Report</p>
<p>Backorder Parts</p> <p>Parts on backorder within a timeframe by part category then vendor; or vendor then PO. Provides a summary graph displaying the number of parts and days on backorder</p>	<p>Comply</p> <p>Orders Not Received Report</p>
<p>Parts Master List</p> <p>Parts list sorted by part number, alternate part number, manufacturer part number or catalog number, including:</p>	<p>Comply</p> <p>This information can be generated using FASTER's advance search capability to create an Ad-hoc report that can be exported to various file formats.</p>
<p>Part number and description</p>	<p>Comply</p>
<p>Alternate part number</p>	<p>Comply</p>
<p>Catalog number</p>	<p>Comply</p>
<p>Manufacturer part number</p>	<p>Comply</p>
<p>Location</p>	<p>Comply</p>
<p>Quantity in stock</p>	<p>Comply</p>
<p>Primary vendor</p>	<p>Comply</p>
<p>All reference fields</p>	<p>Comply</p>
<p>Part Warranty Listing</p> <p>Parts warranty information with part number, description, stocked/nonstocked, primary vendor, quantity, cost (true and extended), and warranty cycle, type and length</p>	<p>Comply</p> <p>This information can be generated using FASTER's advance search capability to create an Ad-hoc report that can be exported to various file formats.</p>
<p>Parts Independent Issue</p> <p>All independently issued parts with ability to sort by storeroom, independent document number, repair reason code, equipment number, year make or model</p>	<p>Comply</p> <p>Direct Charge Transactions</p>
<p>Inventory Count Sheet in Location Order</p> <p>Count sheet of part numbers in storeroom then location order</p>	<p>Comply</p>

Reporting Capabilities Specifications - Parts	Vendor is in Compliance (Comply)
<p>Parts Surplus by Storeroom</p> <p>Parts inventory above a predetermined high level displaying a graph of surplus dollars per storeroom</p>	Comply
<p>Parts Obsolescence</p> <p>Parts not issued since a specified time</p>	Comply
<p>Parts Audit Trail</p> <p>Audit trail (by range or a specific activity) of changes to cost, quantity or part number; orders received/deleted, and part number merges</p>	Comply
<p>Parts Inventory Movement Report</p>	Comply
<p>List of parts with any physical movement including receipts; return receipts; transfers in/out; issues; and issues returned</p>	Comply
<p>Totals shall include the last month, 3 months, 6 months, and 12 months</p>	Comply
<p>Parts Issued Dollar Value Report</p> <p>Dollar value of parts issued with/without markup to project revenue needed for future purchases. This report should include a graph showing dollar value issued by storeroom</p>	Comply Parts Issue Report
<p>ABC Analysis</p> <p>ABC analysis program including a listing of "A", "B", and "C" parts based on unit cost or extended value classification</p>	FASTER's parts usage classification process uses the part's activity and history of movement and is displayed and utilized on-line in the Issue Search and Stock Auto Reorder screens.
<p>Inventory Discrepancy Report</p> <p>Parts adjusted during an inventory displaying details and discrepancy percentage of distinct parts, quantity in stock and dollar value</p>	Comply
<p>Work Orders Completed Without Delay for Parts</p> <p>A monthly graph showing work orders completed with and without delay for parts</p>	Comply Active Work Orders By Shop Report

REPORTING CAPABILITIES – DASHBOARD

Reporting Capabilities Specifications - Dashboard	Vendor is in Compliance (Comply)
Vendor must provide accessible at-a-glance overview of twelve (12) key performance indicators of the garage fleet:	Comply
Shop Turnover Time	Comply
Asset Availability	Comply
PM Compliance	Comply
Vendor Compliance	Comply
Technician Productivity	Comply
Comeback Repairs	Comply
Open Work Orders by Status	Comply
Scheduled versus Non-Scheduled Repairs	Comply
Utilization	Comply
Cost Per Meter	Comply
Inventory Turns	Comply
Average Age of Asset	Comply
Provide three (3) levels of drill-down detail	Comply
Dashboard should be "role based" for use by both fleet and staff	Comply
Dashboard should provide user definable alerts and thresholds	Comply

REPORTING CAPABILITIES - WORK ORDER

Reporting Capabilities Specifications – Work Order	Vendor is in Compliance (Comply)
<p>Technicians Accountability</p> <p>Provide totals by technicians and shop for direct, indirect and total labor hours, costs, number of vehicles, and work orders. It should provide a chart depicting direct vs. indirect labor hours by repair descriptions.</p>	Comply
<p>Sublet by Vendor</p> <p>Provide a report to analyze work contracted out to commercial vendors to include labor hours and costs.</p>	Comply

Reporting Capabilities Specifications – Work Order	Vendor is in Compliance (Comply)
<p>Deferred Maintenance Report</p> <p>Provide a list of all equipment with deferred maintenance.</p>	<p>Comply</p> <p>This information can be generated using FASTER’s advance search capability to create an Ad-hoc report that can be exported to various file formats.</p>
<p>The report should provide the ability to sort by department, shop, date and class and list in summary format the total of:</p>	<p>Comply</p>
<p>Repairs</p>	<p>Comply</p>
<p>Vehicles</p>	<p>Comply</p>
<p>Estimated hours of work</p>	<p>Comply</p>
<p>Technicians for each estimated start date and group</p>	<p>Comply</p>
<p>Active Work Orders</p> <p>Provide a report listing all open work orders for a specific shop including:</p>	<p>Comply</p>
<p>equipment number</p>	<p>Comply</p>
<p>date in</p>	<p>Comply</p>
<p>number of days open</p>	<p>Comply</p>
<p>status</p>	<p>Comply</p>
<p>shop</p>	<p>Comply</p>
<p>mechanic ID</p>	<p>Comply</p>
<p>repair status</p>	<p>Comply</p>
<p>initiating repair</p>	<p>Comply</p>
<p>Maintenance Type Performance Report</p> <p>Provide a report showing labor hours and dollars for all work orders opened within a specified date range. It should also include percentages of scheduled and non-scheduled work done by repair codes for each shop.</p>	<p>Comply</p> <p>Scheduled vs. Non-Scheduled Repairs Report</p>
<p>Possible Comeback Report</p> <p>Provide a report displaying equipment with possible comeback repairs. A possible comeback is defined as the same type of repair done on the same equipment within a specified number of days.</p>	<p>Comply</p>

Reporting Capabilities Specifications – Work Order	Vendor is in Compliance (Comply)
<p>PM Labor Percentage</p> <p>Report that compares the labor for a given date range showing the ratio of PM's to Non PM's (excluding accident and capitalization repairs).</p>	Comply
<p>Indirect Labor Summary</p> <p>Provide a report showing total labor hours and cost for each type of indirect labor by technician.</p>	Comply
<p>Technician Efficiency</p> <p>Provide a report allowing benchmarking of technicians' performance for specific repairs against labor standards set up by the City's fleet operation.</p>	Comply
<p>Fleet Work Order Code by Repair Reason</p> <p>Provide a report showing work order costs totaled for:</p>	Work Order Cost Summary Report
<p>stocked parts</p>	Comply
<p>non-stocked parts</p>	Comply
<p>sublets</p>	Comply
<p>labor</p>	Comply
<p>credits</p>	Comply
<p>additional costs</p>	Comply
<p>total costs</p>	Comply
<p>These cost should be totaled for the report and subtotaled by repair reason.</p>	Comply
<p>Average Hours and Dollars for Repairs</p> <p>Provide a report to establish labor standards for repairs by showing the average hours to complete the repair on past work orders.</p>	Comply Average Repair Time and Cost
<p>Work Order Audit Reports</p> <p>Provide reports to show an audit trail of changes and deletions to work orders.</p>	Comply
<p>Scheduled VS Nonscheduled Repairs</p> <p>Provide a snapshot chart displaying the number of scheduled versus unscheduled repairs by month for the past 12 months.</p>	Comply

Reporting Capabilities Specifications – Work Order	Vendor is in Compliance (Comply)
<p>Average Work Order Completion Time</p> <p>Provide a snapshot chart displaying the average time it takes to complete work orders by month for the last 365 days.</p>	<p>Comply</p> <p>Fleet Work Order Activity Report</p>
<p>Repair Reason Frequency</p> <p>Provide a chart of repair reasons by month for the last 365 days.</p>	<p>Comply</p>
<p>Technician Productivity Percentage Report</p> <p>A productivity percentage report comparing paid hours versus productive hours for each technician showing the following:</p>	<p>Comply</p>
<p>direct labor hours</p>	<p>Comply</p>
<p>indirect labor hours</p>	<p>Comply</p>
<p>total labor hours</p>	<p>Comply</p>
<p>costs</p>	<p>Comply</p>
<p>Technician Cost to Labor Dollars Comparison Report</p> <p>A productivity percentage report comparing paid dollars versus earned dollars for each technician showing cost to labor dollars percentage.</p>	<p>Comply</p> <p>Technician Labor Activity Report</p>
<p>Parts and Tasks Lists</p> <p>Provide a report with defined parts, tasks, lists or both by equipment number and repair code.</p>	<p>Comply</p> <p>This report is generated using FASTER's advance search functionality to create an Ad-hoc report that can then be exported in various file formats.</p>
<p>Work Order Count Report</p> <p>Provides a comprehensive list of all work order numbers within a given date range.</p>	<p>Comply</p> <p>Work Order Dollar Summary</p>

REPORTING CAPABILITIES - FUEL

Reporting Capabilities Specifications – Fuel	Vendor is in Compliance (Comply)
<p>Fuel Transactions</p> <p>Provide a summary report and chart of quantity and cost of fuel type sorted by the following:</p>	<p>Comply</p>

Reporting Capabilities Specifications – Fuel	Vendor is in Compliance (Comply)
department	Comply
company	Comply
fuel type	Comply
site-pump	Comply
Equipment	Comply
Fuel Transaction by Use Code Provide a report of fuel transactions on equipment sorted by equipment usage code.	Comply Fuel Usage Detail Report
Tank Transactions Provide a list of transactions for defined fuel tanks including receipts, issues and adjustments.	Future product enhancement See exceptions.
Tank Master Record Provide a report listing basic information about fuel tanks.	Future product enhancement See exceptions.

REPORTING CAPABILITIES - BILLING

Reporting Capabilities Specifications – Fuel	Vendor is in Compliance (Comply)
Billing by Department/Account/Division Provide a billing report sorted by account codes within the department within the division.	Comply
Billing History Report Provide a billing report for a past billing period.	Comply
Equipment Financial History Report Provide an equipment billing history for a specified calendar year summarized by month, year-to-date, and life-to-date. It should provide a cost per mile for operating and total costs.	Comply Asset History Report
Billing for Individual Assets Must provide individual billing for each asset.	Comply Billing By Department and sort by individual asset number.

REPORTING CAPABILITIES - AD - HOC

Reporting Capabilities Specifications – Ad-Hoc	Vendor is in Compliance (Comply)
Vendor must have the capability to reproduce existing Mission Critical Reports that the City utilizes for their operation. (See Proposal Summary Sheet).	Comply

TRAINING

Training Specifications	Vendor is in Compliance (Comply)
Vendor must provide on-site system training for transitioning to live production with the software. The proposed pricing should include all recommended training on site. Vendor shall structure training to accommodate employees of two (2) shifts while allowing operations of both shifts to continue. (See Proposal Summary Sheet).	Comply Training is scheduled at a mutually agreed time to accommodate split shift overlap.
Provide training for all levels of users from management to shop floor technicians.	Comply
Provide a wide variety of training media including multiple manuals, Job aids and multiple instructional CD's.	Comply
Provide report writer training to the software system database. Include the recommended training in the pricing section.	Comply

CUSTOMER SUPPORT

Customer Support Specifications	Vendor is in Compliance (Comply)
Provide support services through an unlimited toll-free line from 7:30 a.m. to 6:00 p.m. EST, Monday through Friday. After hours support staff should be available in case of an emergency. All telephone, text, email, etc. support shall be free of charge.	Comply
Provide an outside consultative visit each year, free of charge for the first year, time frame being in agreement with the City Garage Superintendent and Chief Mechanic as a part of annual support/maintenance/warranty (see Proposal Summary Sheet). Please supply a detailed description of what the support, maintenance and warranty include (see Proposal Summary Sheet).	Comply

INTERNET TECHNOLOGY

Internet Technology Specifications	Vendor is in Compliance (Comply)
Include a casual user piece (preferably a web browser) that uses local Intranet as part of the system for the following:	Comply
inquiry-only access to fleet information	Comply
ability to request repair work-service request	Comply
Provide access to standard and customizable report witting tools	Comply
Access should be limited and controlled by the Administrator to the Fleet Maintenance Software.	Comply
Maintain open and standard software protocol that is consistent and supportive of future development and the growth of internet technologies.	Comply

PROPOSAL SUMMARY SHEET

DEPARTMENT OF PUBLIC SERVICES – Garage Division

Complete Fleet Management/Maintenance Information Software System

Vendor: Please complete and return these sheets

Having carefully examined the attached Request for Proposals (RFP), specifications, and any other applicable information, the undersigned proposes to furnish all items necessary for and reasonably incidental to the proper completion of this proposal. Vendor submits this proposal and agrees to meet or exceed all requirements and specifications unless otherwise indicated in writing and attached hereto.

Vendor certifies that as of the date of this proposal, Vendor or Vendor's Company is not in arrears to the City of Traverse City for debt or contract and is in no way a defaulter as provided in Section 152, Chapter XVI of the Charter of the City of Traverse City.

Vendor understands and agrees, if selected as the successful Vendor, to accept and enter into the contract attached to the Request for Proposals and Specifications from the City of Traverse City and to provide proof of the required insurance.

The Vendor shall comply with all applicable federal, state, local and building codes, laws, rules and regulations and obtain any required permits for this work.

The Vendor certifies that it is in compliance with the City's Nondiscrimination Policy as set forth in Administrative Order No. 47 and Chapter 605 of the City's Codified Ordinances.

The Vendor certifies that none of the following circumstances have occurred with respect to the Vendor, an officer of the Vendor, or an owner of a 25% or more share in the Vendor's business, within 3 years prior to the proposal:

- (a) conviction of a criminal offense incident to the application for or performance of a contract;
- (b) conviction of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or any other offense which currently, seriously and directly reflects on the Vendor's business integrity;
- (c) conviction under state or federal antitrust statutes;
- (d) attempting to influence a public employee to breach ethical conduct standards; or
- (e) conviction of a criminal offense or other violation of other state, local, or federal law, as determined by a court of competent jurisdiction or an administrative proceeding, which in the opinion of the City indicates that the vendor is unable to perform responsibility or which reflects a lack of integrity that could negatively impact or reflect upon the City of Traverse City, including but not limited to, any of the following offenses or violations of:
 - i. The Natural Resources and Environmental Protection Act.

- ii. A persistent and knowing violation of the Michigan Consumer Protection Act.
- iii. Willful or persistent violations of the Michigan Occupational Health and Safety Act.
- iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules, or regulations.
- v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.

(f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

Vendor understands that the City reserves the right to accept any or all proposals in whole or part and to waive irregularities in any proposal in the best interest of the City. The proposal will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

Vendor agrees that the proposal may not be withdrawn for a period of sixty (60) days from the actual date of the opening of the proposal.

**The below document is a Statement of Work (SOW) and associated pricing.
Pricing in this proposal is valid for 60 days.**

Software & Services			
Section	Product/Service	Description	Cost
FMIS Core COTS System Modules	011: Software Cost: Standard Active Assets	This price includes up to 400 standard active assets (which are defined as originally valued at \$5000 or greater and active). Each additional asset will be \$100.	\$40,000
	100: Unlimited Named Accounts	Unlimited user access (named accounts) included.	Included
Addon Modules	207NC: Dashboard	Dashboard Addon for New Customer Site	Included
	208: Barcoding Software	Barcoding Software for One Storeroom (allows for Label Scanning and Printing). Hardware is not included.	Included
Go-Live Data Integrations	300: Single Vendor Fuel Import Utility - New Customer	<p>New Customer Fuel Import Utility Program</p> <p>To build the fuel integration, the customer will need to provide two items to FASTER:</p> <ol style="list-style-type: none"> 1. A current Fuel Vendor's file layout definition that reflects the export file that the vendor will be required to provide you over time. 2. A current (within last 5 days) actual export file for the Fuel Vendor of disbursement transactions for which this interface is being created to import. It is important that this export file include data populated for all sites, pumps/dispensers and products. You may want to include multiple export files. FASTER will then configure a flat file import of disbursement transactions for this single fuel vendor for the Fuel Import Utility Program within the FASTER application. 	\$5,000



Data Conversion	401: Data Conversion Level-1	<p>Equipment Birth Certificates, Parts Birth Certificates, Vendor Birth Certificates, Employees/Users Records</p> <p>The customer will be responsible to provide "clean" data that will be suitable for the conversion by correcting inconsistencies. FASTER will provide pre-designed, data mapping spreadsheets for you to populate with the data related to this level of conversion. After you populate your data in the conversion spreadsheets, FASTER will then convert that data to a FASTER Web database. As part of the implementation process, FASTER Fleet Consultants will provide advice and guidance related to data cleanup and mapping.</p> <p>The inventory costing methods that FASTER Web supports are Moving Average & FIFO. FASTER Web does not support LIFO and Last Receipt.</p>	\$6,000
	402: Data Conversion Level-2	<p>Fuel Transaction Details, Work Order Transaction Details</p> <p>The customer will be responsible to provide "clean" data that will be suitable for the conversion by correcting inconsistencies. FASTER will provide pre-designed, data mapping spreadsheets for you to populate with the data related to this level of conversion. After you populate your data in the conversion spreadsheets, FASTER will then convert that data to a FASTER Web database. As part of the implementation process, FASTER Fleet Consultants will provide advice and guidance related to data cleanup and mapping.</p> <p>The inventory costing methods that FASTER Web supports are Moving Average & FIFO. FASTER Web does not support LIFO and Last Receipt.</p>	\$6,000
Configuration, Training & Implementation	500: Project Management	Implementation and Project Management Services	\$15,000
	511: System Overview & Configuration Sessions	System overview and configuration session activities take place via live remote web-based session for a 6-hour period where customer will ensure key users are able to participate.	\$6,600
	512: System Training/Go Live	Combined On Site System Training and Go Live: 12-hours of End User training sessions over two days; Two 6-hour days of oversight, preparation and additional instruction. This includes a final review of the work process and the actual "production go live" of the FASTER application. Because training is hands-on, the maximum class size is 20 attendees and includes a single training location. If additional classes are required, additional costs may apply.	\$9,600
Discounts	900: Existing WIN Customer Discount	Discount for Existing FASTER WIN Customers	-\$4,000

	<p>Unlike its competitors, FASTER does not hire consultants to fulfill its implementations. We use our own team of highly experienced professionals. And as such, we on occasion provide customers the opportunity to get a slotting discount in exchange for consideration for the timing of your implementation and go-live on FASTER. Currently, FASTER Web is winning a record number of competitive bids processes due to the fact that during the economic downturn none of FASTER's competitors have invested significantly in taking advantage of newer technologies.</p> <p>(For example due to using technologies from the early 2000s, other products have excessive scrolling or slow page-load times, which have significant impact on efficiency, and do not have the reporting flexibility. Most other products also do not have as robust integration capabilities, such as web services.)</p> <p>Therefore, this discount will apply should you be able to grant FASTER the flexibility to control the following timing of the implementation. The City of Traverse City permits FASTER to start your implantation so that Go Live will be occur either in the 2nd Quarter or the 3rd Quarter of 2013.</p>	
	<p>904: Slotting Discount</p>	<p>-\$10,470</p>
Software & Services Total		\$73,730

Upgrades & Support			
Section	Product/Service	Description	Cost
Annual Support	801: First Year Support Services	Annual support includes phone support, as well as upgrades for your <i>FASTER</i> Web software.	\$9,000
	902: Annual Support Discount	Annual support includes phone support, as well as upgrades for your <i>FASTER</i> Web software.	-\$2,460
<p><i>Annual Support includes phone support, as well as upgrades for your FASTER Web software product. Annual software maintenance is purchased or renewed every 12 months. Support services apply to FASTER Web COTS System, Add-ons and Customizations. After the initial renewal year, support costs will increase at 3% annually.</i></p>			
Support Total			\$6,540

Payment Schedule - Software, Services, Support	
Milestone	Percent Due
Contract Signing	30%
COTS Software Delivery	30%
First Year Support Due at COTS Software Delivery	100%



System Configuration and Planning	20%
Delivery of Converted Data and Go Live	15%
30 Days Post Production Go Live	5%

Post Go-Live Professional Services			
Section	Product/Service	Description	Cost
Professional Services	608: Live Remote Training Non-Standard Content	Per-Hour Training for Non-Standard Content	\$250

Proposal Breakdown

TOTAL SOFTWARE PROPOSAL: COST FOR SOFTWARE ONLY:

\$37,070

TOTAL CONVERSION PROPOSAL: COST IS A COST FOR TRANSFERING ALL REQUIRED DATA PER SPECIFICATIONS INTO THE NEW PROPOSED SYSTEM:

\$12,000

TOTAL TRAVEL/OTHER IMPLEMENTATION COSTS PROPOSAL PER SPECIFICATIONS:

\$15,000

TOTAL TRAINING PROPOSAL: COST OF TRAINING ALL ASSOCIATED PERSONNEL ASSOCIATED WITH THE PROGRAM PER SPECIFICATIONS.

\$16,200

TOTAL PROPOSAL: TOTAL COST OF PROJECT INCLUDING: SOFTWARE, IMPLEMENTATION OF PRODUCT ON SITE, CONVERSION OF DATA, TRAINING, ONE YEAR OF FREE MAINTANANCE AND SUPPORT COSTS, DELIVERY, SHIPPING, HANDLING, TRAVEL EXPENSES, CORRELATING ENTIRE FUEL SYSTEMS, AND ALL MANUALS CD's, and ETC. ASSOCIATED WITH THE PROGRAM.

\$80,270



YEARLY MAINTENANCE PROPOSAL/WARRANTY: THIS COST OR PERCENTAGE IS ASSOCIATED WITH THE SECOND (2ND), THIRD (3RD), FOURTH (4TH) AND FIFTH (5TH) YEAR FOR ONGOING SOFTWARE MAINTENANCE AND VENDOR SUPPORT COSTS:

\$6,736 or % _____ of \$ _____ For 2nd Year

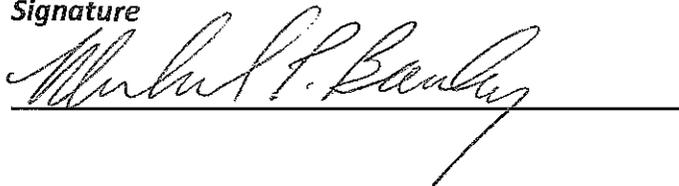
\$6,938 or % _____ of \$ _____ For 3rd Year

\$7,146 or % _____ of \$ _____ For 4th Year

\$7,361 or % _____ of \$ _____ For 5th Year

Submitted by:

Signature



Company Name

FASTER Asset Solutions

Name and Title (Print)

Michael P. Brawley VP, Asset Product Manager

Company Address

2700 International Parkway Suite 300 Virginia Beach VA, 23452

If corporation, state of incorporation Corporation

Virginia

Phone

757-623-170

Fax

757-425-5114

City, State, Zip

Virginia Beach, Virginia, 23452



References

REFERENCES: (include name of organization, contact person, daytime phone number, and length of time services have been performed).

1. City of Troy, MI

Sam Lamerato, Fleet Maintenance Superintendent

4693 Rochester Rd., Troy, MI 48098-4928

(248) 524-3390

8/7/1998 to present

2. City of Madison, WI

Bruce Nelson, Fleet Service Program Supervisor

200 N. First, Madison, WI 53704

(608) 246-4544

5/13/2007 to present

3. City of Lynchburg, VA

John McCorkhill, CFM/CAFM, Fleet Manager

1650 Memorial Ave, Lynchburg VA. 24501

(434) 455-4429

6/1/1999 to present

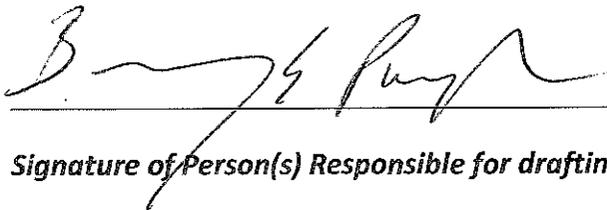
4. Fayetteville Public Works Commission, NC

Wayne Nichols, PWC Fleet Operations Supervisor

1093 Public Works Drive, Fayetteville NC. 28301

(910) 223-4292

3/5/2003 to present



Signature of Person(s) Responsible for drafting proposal

List Person's qualification

Joining FASTER in February of 2011, Barry regularly response to request for proposal for municipal and private fleets and has 17 years of experience in technology sales and service. As Product Manager for Fleet Fuel Control Systems with OPW Fueling Components, he was able to grow the product offering and increase sales significantly for four consecutive years. As National Accounts Manager for Fleet Fluid Control Systems with Lincoln Industrial, Barry developed a sales program leveraging third-party partnerships and systems integrations that resulted in substantial sales increases.

Contact person to whom inquiries should be directed, with an address, telephone number, cell number and fax number (if available).

Barry Pugh

2700 International Parkway, Suite 300 Virginia Beach VA, 23452

Office 757-623-1700 X 2302 Fax 757-425-5114

Vendor Experience and Qualifications

A statement of the Vendor's previous experience and professional qualifications

Our History, Present Status & Future

In 1982 *FASTER* Asset Solutions was founded in and is still headquartered in Hampton Roads, Virginia. Our original name was CCG Systems. We created one of the most successful fleet management systems and received wide acceptance in the marketplace. The original founding partners took on other employee stock holders as the company grew becoming a closely held corporation with stock owned by 29 employees.

Product History: The company initially brought to market the *FASTER* mainframe fleet management solution which ran on BOS. At the turn of the Millennium a *FASTER* Windows-based fleet management system replaced the BOS system as the flagship product of the company. That product grew to become one of the most dominant fleet management systems in the marketplace with over 350 customers primarily in the public sector.

In 2003 those 29-employee stockholders sold the company to an Employee Stock Ownership plan (ESOP). That ESOP provides stock ownership to employees over time. Thus ownership changed from a company owned by several employees to an ESOP owned company where ownership is distributed among all current and future employees. This was a pivotal change and provides a major competitive advantage in that ESOP's tend to create an engaged workforce that is focused on the long-term success of their customers. Simply put: We do not have the short-term profit pressures of a publicly traded company. Our customers can testify that we look at ourselves as an extended family that is committed to your aspirations and organizational goals.

In 2008 in order to eliminate market confusion between the original company name, CCG Systems, and the brand name, *FASTER* that had come to define the company; the corporate name was changed from CCG Systems to *FASTER* Asset Solutions. This also permitted a simple naming convention for the company's two flagship products: *FASTER* Win, which is the most respected and trusted Windows-based fleet management system on the market; and *FASTER* Web, which is the most advanced web-based enterprise level fleet management system on the market. No other system provides true web-based functionality nor can offer the implementation success track record *FASTER* has amassed and the gold-standard support for which *FASTER* is famous.

Offerings and Value

30 Years – Employee Owned – Only US-Based Major Fleet Management System

Best-of-Breed: *FASTER* is the best-of-breed Commercial Off the Shelf (COTS), yet easy to use, customizable and configurable fleet management system. Our web-based solution, *FASTER* Web, is the most powerful and technologically advanced fleet management system on the market. While other vendors offer web-enabled solutions that were developed with early stage web technologies, *FASTER* Web was developed based on current platforms from the ground up for a true web experience that offers better load times, better search capability and a true user experience that does not rely on endless scrolling or screen jumping. We also offer a client server, Windows-based solution, *FASTER* Win that provides a rich solution for those who prefer a non-web-based platform.

Lower Cost of Operations & Integrated Process Focus: *FASTER* is the only fleet management system that was developed by experienced fleet professionals at every stage of development. Many vendors of fleet software use a business model where their debt load requires them to sell expensive customizations in order to sustain financial viability.

Rather than selling you software and price-gouging customizations; *FASTER* provides a true robust solution. While providing ample customization capability to conform to any unique business process



you have; *FASTER* provides robust process functionality and flexible configuration that achieve greater efficiency gains, easier implementations, and lower overall cost of operations.

The Gold-Standard in Implementation and Support: Many of our customers who have used our competitors and switched can testify to the extraordinary commitment we have to our customers. You get a real technical support representative who knows the system, IT and Fleet within three rings. Yes that was rings, not days, hours or call-backs. Ask one of our more than 350 customers. Or, try it for yourself: Just call our support line: 800-753-2783. Our Support is 24 x 7 x 365. And that is Software, IT, and Fleet Consulting.

Turnkey Implementation: When you get a statement of work from *FASTER*, it is all-inclusive. There are never project overruns that stem from our implementation. While customers are free to expand the scope and number of customizations: *FASTER* never causes you to incur unplanned expenses. And your implementation not only has a dedicated project manager. But you will also be assigned a fleet consultant who is a former fleet manager who actually used *FASTER* and can be a practical consultant to you to ensure you maximize your investment and minimize the cost and disruption of an implementation.

Education-Focused: *FASTER* is an active part of the IT, Public Works and Fleet Industry providing best practice training, leadership training, as well as IT training at tradeshow and industry events. Our industry newsletters are some of the best resources available for operations and IT professionals. And *FASTER's* annual conference for Fleet and IT professionals is one of the best events of the year for practical education and networking.

Project Management Approach

FASTER is a fleet solution implemented by fleet professionals, IT professionals and former municipal fleet managers who are not only experts in the application software and its database structure, but experts in understanding municipal fleet business processes. Our implementation strategy is designed to reflect each site's uniqueness by addressing specific needs and ways to incorporate processes that encourage and track best fleet practices. Our team guides the fleet staff in setting up the application to align with the site's unique work flow processes through coding and record set up of asset management; parts inventory management, fuel management, work order/shop floor management, system administration management which provide measurements of best fleet practice indicators.

FASTER uses Microsoft Project Enterprise in conjunction with SharePoint Enterprise to manage all phases of the implementation project. *FASTER's* Project Manager (PM) will review the project methodology and planning in the kickoff meeting. And also will provide a detailed plan for each phase. As each phase of the project approaches, *FASTER's* PM will arrange meetings so to insure there is collaboration and understanding.

There is also a dedicated Web Site just for implementation. This site is the one-stop shop for all implementation documentation, documents, User Manuals etc..

The *FASTER* PM will coordinate the many *FASTER* Resources that will serve on your implementation project. That team will include: an Implementation Consultant who will be like a guide to your fleet staff in advising them; IT professionals who can advise your IT Staff; Database Developers who will work on the conversion; And Development Managers and staff who will engage in any custom integrations work. There are also former fleet managers who used *FASTER* in the field for many years who are on our implementations team and provide valuable real-world expertise through out the implementation. All our staff are not only experts in the application software and its processes, but understand fleet business processes and challenges.

Our implementation strategy is designed to permit each customer to reflect their organization's uniqueness Our team guides the fleet staff in setting up the application to align with the site's unique work flow processes through coding and record set up of asset management; parts inventory



management, fuel management, work order/shop floor management, system administration management which provide measurements of best fleet practice indicators.

Project Understanding

Our implementation team is comprised of Fleet Professionals, IT/Development Professionals and Project Management Professionals each with years of experience in fleet, IT and business best practices. Our entire team also boasts years of experience implementing in the fleet industry and a full understanding of fleet's specific needs. This unique combination of experience and expertise provides our customers with a smooth, worry-free transition to the *FASTER* system. Our implementation team understands that you have everyday work to perform during the implementation so an agreed upon timeline and statement of work is agreed upon by the City of Traverse City County and *FASTER* implementation team prior to the implementation starting.

The proposed *FASTER* Fleet Management Software will provide a robust, yet easy-to-use solution to meet all the objectives of City of Traverse City County. *FASTER* Asset Solutions will allow you to efficiently manage all aspects of vehicle and asset maintenance and service; schedule and perform timely preventive and routine maintenance of all the vehicles in your fleet using general industry and/or vehicle manufacturer standards; accurately track all the costs related to your fleet facilitating reductions in fleet acquisition, maintenance, and operational costs in addition to improving the overall accuracy of budgeting and planning over the long term; efficiently maintain parts inventory in a manner that reduces overhead and increases turnaround times; and effectively manage all the labor and maintenance involved in running a top fleet. Overall partnering with a best of breed fleet management provider like *FASTER* will equip The City of Traverse City County with the software, resources and support it needs to meet and exceed the needs of your customer drivers and run an efficient, successful fleet operation.

- The System Design of *FASTER* is driven by the operational needs of our customers and best business practices in the Fleet Industry and comes from over thirty (30) years of experience providing fleet management systems to municipal, county, state and private organizations, and the recommendations of fleet industry professionals.
- Is an "Commercial off-the-Shelf" package that is highly configurable, this design supports the unique business practices of each operation.
- Operates in "real time" where all files affected by a transaction are updated at the time of the transaction, providing accurate information to make timely business decisions.
- *FASTER* Customer Portal enables your customers to request service on-line and to review any work and associated costs, empowering users across the enterprise with access to information and communication efficiency.
- Is designed around the work order process, and capable of capturing associated costs as repairs are completed, parts are issued and sublet costs are captured in real time.
- True Business Intelligence provides information from online searches and queries, reports and dashboard KPIs that can be printed, displayed, or exported to Excel, saved as a PDF file or word document.
- Provides standard reports designed to provide management information pertaining to equipment, work orders, parts, technician productivity, PM Compliance, equipment utilization, system information, etc. These reports can be displayed to screen, printed, exported to Excel, PDF files or HTML.
- Images and documents associated with equipment, parts and work orders can be stored in *FASTER*.
- Designed with simple navigation throughout the system. Users do not have to close screens to view others. Tab buttons allow for easy access to related information.
- Supports the "paperless shop" concept by maximizing the amount of information online, and minimizing the need for hard copy.
- Supports multiple users, both local and remote.
- Is flexible providing user defined fields and codes.



- Employs a graphical user interface (GUI) based on industry-standard screen design techniques and principles.
- User friendly design provides a simple and easy method of accessing information in equipment records, work orders, parts, and other system data.
- Makes all codes accessible for viewing, printing, and modification by authorized users.
- Supports the ability to interface with other systems such as automated fuel vending, general accounting and purchasing systems.

Integrations & Special Projects

Customization Services are available to all *FASTER* customers. We have an in-house Special Projects team who works along with our Technical Support team to address the customization and integration needs of our customer base (new and existing). Our team has over 75 years of cumulative experience providing integrations for finance, fuel, inventory, purchasing, parts, and other systems.

The Integration/Customization process is overseen by a project manager. During this process, each customization or integration need is fully specified with the customer prior to development, testing and delivery. A brief overview of the process includes:

- Establishing User Requirements (requires Customer Signoff).
- Create Specifications (requires Customer Signoff).
- Development of Customization/Integration.
- Testing and Quality Assurance.
- Delivery, Documentation and Training.
- Customer Acceptance Testing.
- Final Acceptance and Sign-off.

Exceptions

Specify any items not possible to accomplish within the above specifications

The following specification items are scheduled enhancements and will be available in a future release at no cost to The City of Traverse City:

- Automatically enter the values for minimum, maximum and safety into the parts master record
- Provide a list of transactions for defined fuel tanks including receipts, issues and adjustments.
- Provide a report listing basic information about fuel tanks.

A-B-C Analysis is not required. *FASTER's* parts usage classification process uses the part's activity and history of movement and cost to determine reorder points.

- ABC analysis program including a listing of "A", "B", and "C" parts based on unit cost or extended value classification
- Provide for A- B - C classification of parts where classifications:

Hardware and Software Requirements

VENDOR MUST LIST ALL HARDWARE REQUIRED FOR THIS SYSTEM (TO INCLUDE SERVER REQUIREMENTS):

Software Requirements and server configuration

Application Server Software Requirements

Operating System Requirements

- Windows Server 2008 R2 with SP 1

IIS Requirements

- IIS 7.5 for Windows Server 2008 R2 SP 1

Additional Requirements

- Microsoft .NET Framework 3.5 SP 1 with all applicable updates.
- Internet/Broadband Access For FASTER Remote Connectivity
- Silverlight 4, used for Dashboard Add-on
- Virtual Memory Setting - 3 times physical RAM (<http://technet.microsoft.com/en-us/magazine/ff382717.aspx>)

Application Server Configuration Requirements

Roles Services: Application Server

Under Server Manager>Roles>Application Server, the following Role Services must be installed:

- .NET Framework 3.5.1
- Web Server IIS Support
- Windows Process Activation Service
 - HTTP Activation
- Distributed Transactions
 - Incoming Remote Transactions
 - Outgoing Remote Transactions
 - WS-Atomic Transactions

Roles Services: Web Server (this refers to the Application Server)

Under Server Manager>Roles>Web Server (IIS), the following Role Services must be installed:

- Common HTTP Features
 - Static Content
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - HTTP Redirection
- Application Development
 - ASP .NET
 - .NET Extensibility
 - ASP
 - ISAPI Extensions

- ISAPI Filters
- Security
 - Basic Authentication
 - Windows Authentication
- Performance
 - Static Content Compression
 - Dynamic Content Compression
- Management Tools
 - IIS Management Console
 - IIS Management Scripts and Tools
 - Management Service
 - IIS 6 Management Compatibility
 - IIS 6 Metabase Compatibility
 - IIS 6 WMI Compatibility
 - IIS 6 Scripting Tools

Database Server Software Requirements

Operating System Requirements

- Windows Server 2008 R2 with SP 1

Supported Database Server

- Microsoft SQL 2008 R2 SP 1

Reporting Server Software Requirements

Operating System Requirements

- Windows Server 2008 R2 with SP 1

Supported Reporting Server

- Microsoft SQL 2008 R2 SP 1 Reporting Services
- Report Users must be properly configured, please see the Report User Configuration document for further instructions.

Client Requirements

- Intranet/Broadband Access
- Certified Browsers
 - Internet Explorer 8 or 9
 - Firefox 3.6 or 4
- Microsoft .NET Framework 3.5 SP 1 with all applicable updates
- Silverlight 4, used for Dashboard Add-on
- ALL computers must exist in a domain, workgroup is NOT supported
- Virtual Memory Setting - 3 times physical RAM (<http://technet.microsoft.com/en-us/magazine/ff382717.aspx>)
- Display Resolution

- *FASTER* Web: 1024 X 768 or higher
- Customer Portal: 1024 X 768 or higher
- Technician Workstation: 1024 X 768 (Specifically designed for this resolution and touchscreen)

Server Hardware Requirements

The following examples represent possible hardware configurations based on the number of users. For each configuration, the following hardware specs should be treated as ***minimum*** requirements.

Virtual Environment (Optional)

- Host machine should have a minimum 4GB RAM dedicated to host OS.
- Host machine should have resources to dedicate to the following:
 - Each VM should meet system requirements listed below.
 - Each VM should be housed on separate physical hard drives.
- Host machine should not be virtualized if only used for *FASTER* servers; better performance is achieved if used as single dedicated server

Single Server Configuration

This represents a configuration where the Application Server, Database Server, and Reporting Services are installed on the same server. Appropriate for sites with less than 10 users.

Application/Database/Reporting Services Server Hardware

- Processor
 - Dual Quad Core Intel Xeon X5450, 2x6 MB Cache, 3.0 GHz, 1333 MHz FSB
- Memory
 - 8 GB @ 667 MHz RAM
- Hard Drive
 - 15K RPM Primary Hard Drive, 80 GB Available Operating Free Space
- Network Connection
 - Gigabit Ethernet Network Adapter (NIC)

Two Server Configuration

This represents a configuration where the Application Server is on one server while the Database Server and Reporting Services are installed on the second server. Appropriate for sites 10 - 50 users.

Application Server Hardware

- Processor
 - Dual Quad Core Intel Xeon X5450, 2x6 MB Cache, 3.0 GHz, 1333 MHz FSB
- Memory
 - 8 GB @ 667 MHz RAM
- Hard Drive
 - 15K RPM Primary Hard Drive, 80 GB Available Operating Free Space
- Network Connection
 - Gigabit Ethernet Network Adapter (NIC)

Database/Reporting Services Server Hardware

- Processor
 - Dual Quad Core Intel Xeon X5450, 2x6 MB Cache, 3.0 GHz, 1333 MHz FSB
- Memory
 - 8 GB @ 667 MHz RAM
- Hard Drive
 - 15K RPM Primary Hard Drive
- Network Connection
 - Gigabit Ethernet Network Adapter (NIC)

Three Server Configuration – Basic Enterprise

This represents a configuration where the Application Server, Database Server and Reporting Services are all installed on separate servers. Appropriate for sites 50-100 users.

Application Server Hardware

- Processor
 - Dual Quad Core Intel Xeon X5450, 2x6 MB Cache, 3.0 GHz, 1333 MHz FSB
- Memory
 - 8 GB @ 667 MHz RAM
- Hard Drive
 - 15K RPM Primary Hard Drive, 80 GB Available Operating Free Space
- Network Connection
 - Gigabit Ethernet Network Adapter (NIC)

Database Server Hardware

- Processor
 - Dual Quad Core Intel Xeon X5450, 2x6 MB Cache, 3.0 GHz, 1333 MHz FSB
- Memory
 - 16 GB @ 667 MHz RAM
- Hard Drive
 - 15K RPM Primary Hard Drive
- Network Connection
 - Gigabit Ethernet Network Adapter (NIC)

Reporting Services Server Hardware

- Processor
 - Dual Quad Core Intel Xeon X5450, 2x6 MB Cache, 3.0 GHz, 1333 MHz FSB
- Memory
 - 8 GB @ 667 MHz RAM
- Hard Drive
 - 15K RPM Primary Hard Drive
- Network Connection

- Gigabit Ethernet Network Adapter (NIC)
- Optional Scale Out
 - Reporting Server using Scale Out deployment, 2+ servers

Optional Add-ons

List all supplemental software programs "Add Ons" and list price for each "Add On" (give a brief description of each add on program and what that program will do. Does it meet the City's Requirements?

1. **N/A** Who utilizes this software: _____
Does it meet City's requirements: Yes____ No____?
Are these program(s) already modified to meet all necessary requirements:
Yes____ No____?
2. **N/A** Who utilizes this software: _____
Does it meet City's requirements: Yes____ No____?
Are these program(s) already modified to meet all necessary requirements:
Yes____ No____?
3. **N/A** Who utilizes this software: _____
Does it meet City's requirements: Yes____ No____?
Are these program(s) already modified to meet all necessary requirements:
Yes____ No____?

General Summary Questions

If different than a Windows 2003 or 2008 server operating system, please explain and please list supported operating system:

N/A

If other than a "BROWSER-BASED" System, please list system:

N/A

Is Vendor able to support a 2008 Microsoft SQL relational database management system, or newer:
Yes____ No____? If no, please list reason:

Yes

If different please list databases supported: _____

N/A

Is Vendor able to support multiple deployments (multiple environments):

Yes____ No____? If no, please list reason: _____

Yes



Is proposed software specific to the City of Traverse City's Public Fleet, using a software developed for a fleet software system: Yes _____ No: _____?

No

if no, please list reason:

The proposed software is a Custom Off the Shelf (COTS) Fleet Management Software System.

Attach an example of the last three (3) years' major system enhancements

We have released five (5) builds to FASTER Web within the last 5 years. The FASTER Web planned release for the future is driven by customer and market needs, changes in the industry and best practices. The architecture and design of FASTER Web have been strategically and methodically planned so that the product will maintain the current pace of technology. Highlights of some enhancements planned for our future include taking advantage of new advancements in Silverlight and .NET technologies, advancements in telematics and providing self-service features to the enterprise.

The FASTER software has been developed and evolved over the past 30 years to maintain pace with the changing needs of the Fleet industry, FASTER Asset Solutions will continue to provide useful process and best practice driven solutions to the industry.

To see detail of latest enhancements go to <http://customer.fasterasset.com/upgrades-migrations/whats-new-in-upcoming-web-6/>.

If supplying, and supporting, a custom reporting tool/software, please list here:

FASTER utilizes SQL Reporting Services as a reporting tool.

Describe each step in how you would provide a simple work order add: (6 or less)

1. Click **Create work orders** in the Actions menu of the **Maintenance Module**.
2. Enter the **Asset Number** and **Organization**.
3. Click **Verify Asset**.
 - This step verifies that the asset number is present in the FASTER system and displays the Asset Identification screen.
- If the asset is not found, you must add it through the Asset Tab before you can create a Work Order for it.
 - If this Asset has any currently valid warranties, the system will display a warning.
- If that is the case, you can click the Click Here link to see details.
- You can also choose to ignore the warning and continue.
 - If this is the wrong asset, you will have the chance to enter new information and **Reverify Asset** in the top of the Create an Asset Work Order screen.
4. Click the Create an Asset Work Order button.

5. Enter the relevant information in the Create Asset Work Order Document dialog box. Required fields are marked with a red *.
6. When finished, click one of the following:
 - **Save** to save the information and close the window.
 - **Save & New** to save the information and add additional document.
 - **Cancel** to disregard any changes and close the window.

Please explain how Vendor is going to meet the Ad-Hoc Reporting Capability Requirements:

FASTER Web was created with powerful, comprehensive searching capability to allow fast onscreen viewing of data throughout the system.

Through the Advanced search feature, you can narrow the fields through multiple criteria to customize and return the results you need and create to Ad-hoc report on the fly which can easily and quickly be exported to Microsoft Excel. Search results columns can be personally configured by the user to meet specific needs.

Training

List number of on-site training days:

System Training/ Go Live

The Combined On Site System Training and Go Live: 12-hours of End User training sessions over two days; Two 6-hour days of oversight, preparation and additional instruction. This includes a final review of the work process and the actual "production go live" of the *FASTER* application. Because training is hands-on, the maximum class size is 20 attendees and includes a single training location. If additional classes are required, additional costs may apply. The Instructor will work side by side with the end users and will observe these processes in your operation from the fleet perspective. The Instructor will make necessary recommendations and modifications to the processes to ensure an efficient roll out.

Support and Warranty

Supply a detailed description of the support, maintenance and warranty offered through the Vendor's Company:

Software Warranty

For one (1) year following installation, *FASTER* will design, code, check out, document, and deliver promptly any amendments or alterations to the software that may be required to correct errors present at the time of acceptance. This warranty is contingent upon Customer advising *FASTER* in writing of such errors within one (1) year from installation as defined herein.

Following the warranty period Customer may continue to receive *FASTER's* software maintenance by Customer's payment of *FASTER's* then current charge for such maintenance.

No Other Warranties

Except for the express warranties stated in paragraph above, *FASTER* disclaims all warranties with regard to the *FASTER* product sold hereunder, including all implied warranties of marketability and



fitness and all obligations or liabilities on the part of *FASTER* for damages including, but not limited to, consequential damages arising out of, or in connection with, the use or performance of the system

Software Technical Support

FASTER's commitment to professional service is reflected in our continuing effort to set the industry standard for service and excellence. To implement responsive solutions and assist you in realizing maximum return on your investment, *FASTER* Asset Solutions provides:

***FASTER* Technical Support**

- Dedicated customer help site containing documentation, documents and many additional resources
- Toll free 24x7x365 support
- Ample support staff and twenty 800 Support Lines insure no hold times and 95% your call is answered by the third ring.
- New versions of the *FASTER Web System* are provided at no additional cost as part of your support fee.
- Guaranteed maximum three (3) hour response time to all electronic requests for support or service.
- Remote access immediate troubleshooting and diagnostics
- FTP access to documentation, updates, etc.

ATTACHMENTS

Sample Software Licensing Agreement

Attached is a copy of FASTER's standard Software Licensing Agreement.



FASTER Asset Solutions hereinafter referred to as "FASTER," agrees to grant to XXXXXX, hereinafter referred to as "Customer," and Customer agrees to accept from FASTER in accordance with the following terms and conditions, a permanent non-exclusive single site license for use of FASTER proprietary software as detailed in Schedule A, which is incorporated herein by reference. In addition other services and products are also detailed in this contract.

I. FASTER SUPPLIED PRODUCTS

A. Software Designation

FASTER Web Fleet Management System as detailed in Schedule A

B. Support Services

As listed in Section VI & Schedule A

C. Other Services

As listed in Schedule A

II. PAYMENT AND ACCEPTANCE TERMS

A. Purchase Order

The Customer must provide FASTER with a purchase order within 30 days of contract execution.

B. Basic Software/Services

Payment is due for software and other products and services listed in this contract in accordance with Schedule A. The payment will be due 30-days from the date of delivery of the items listed in Schedule A.

System Acceptance of the FASTER basic software will occur at go-live where a FASTER Support person will be on-site to answer questions, assist with go-live, and review a checklist that confirms that the system is functioning and that there is system acceptance. This also will trigger that you will be turned over to our Support Team for on-going 24/7 support and upgrades.

Post-go-live Customized Software/Services Payment is due on all delivered customized software and services in accordance with the following schedule:

Post-go-live Customized Software/Services	Net 30 days	50% upon requirements signoff
None requested		50% upon delivery

III. TAXES

Prices and fees are exclusive of all federal, state, municipal, or other government, excise, sales, use, occupational, or like taxes now in force or enacted in the future and, therefore, prices are subject to an increase equal in amount to any tax *FASTER* may be required to collect, or pay, upon the sale or delivery of items purchased or licensed. If a certificate of exemption, or similar document or proceeding, is to be made in order to exempt the sale from sales or use tax liability, the Customer will obtain and pursue such certificate, document or proceeding.

IV. PROPRIETARY RIGHTS OF *FASTER* IN THE SOFTWARE

A. The Nature of These Rights, and Title

Customer recognizes that the computer programs, system documentation manuals, and other materials supplied by *FASTER* to Customer are subject to the proprietary rights of *FASTER*. Customer agrees that the programs, documentation, and all information or data supplied by *FASTER*, in machine-readable form are trade secrets of *FASTER*, are protected by civil and criminal law, and by the law of copyright, are very valuable to *FASTER*, and that their use and disclosure must be controlled. Customer further understands that operator manuals, training aids, and other written materials are subject to the copyright act of the United States.

TITLE: *FASTER* retains title to the programs, documentation, information or data furnished by *FASTER* in machine-readable form, and training materials. *FASTER* does not retain title to operator manuals and other materials bearing the *FASTER* copyright notice, but these items shall not be copied except as herein provided.

Customer shall keep each and every item to which *FASTER* retains title free and clear of all claims, liens and encumbrances except those of *FASTER*; and any act of Customer, voluntary or involuntary, purporting to create a claim, lien, or encumbrance on such an item shall be void.

B. Restrictions on Customer Use

The computer programs and other items supplied by *FASTER* hereunder are for the sole use of Customer and Customer's employees/agents.

1. **COMPETITIVE USES:** Customer agrees that while this agreement is in effect or while it has custody or possession of any property of *FASTER*, it will not directly or indirectly lease, license, sell, offer, negotiate, or contract to provide any software similar to that supplied hereunder for any third party, but this clause shall not be construed to prohibit Customer from acquiring, for its own use, software from third parties.
2. **COPIES:** Customer understands that it is able to make regular backups of all programs and data. Customer agrees that while this agreement is in effect, or while it has custody or possession of any property of *FASTER*, it will not:

License, Software Maintenance & SOW Agreement

Contract No. XX

- a) Copy or duplicate, or permit anyone else to copy or duplicate, any physical or magnetic version of the programs, documentation, or information furnished by *FASTER* in machine-readable form.
 - b) Create or attempt to create, or permit others to create or attempt to create, by reverse engineering or object program or otherwise, the source programs, or any part thereof, from the object program or from other information made available under this agreement otherwise, (whether oral, written, tangible, or intangible). Customer may copy for its own use, and at its own expense, operator manuals, training materials, and other terminal copies made for their distribution.
3. **ENVIRONMENT.** Customer understands that it may use *FASTER*'s proprietary software in a single environment. A test environment may be temporarily set up prior to upgrading to a new release of *FASTER*, for the sole purpose of testing operability of the new release. Once the upgrade is completed, the test environment must be removed. In this Agreement, an "environment" is defined as "a single instance of the *FASTER* application and a single instance of the *FASTER* database." These two component parts of the "environment" may reside on either a single server or separate servers.
 4. **THIRD PARTY USES.** Customer understands that it cannot use *FASTER*'s proprietary software to manage the assets for any third-party, unless expressly authorized by *FASTER* in writing.
 5. **MERGER.** Customer's rights hereunder are non-transferable and, unless expressly authorized by *FASTER* in writing, extinguish upon merger with another entity, acquisition by another entity, or the acquisition of another entity.
 6. **INSPECTION:** To assist *FASTER* in the protection of its proprietary rights, Customer shall permit representatives of *FASTER* to inspect, at all reasonable times, any location at which items supplied are being used or kept.
 7. **DEMONSTRATIONS:** Due to the proprietary nature of *FASTER*'s Fleet Management System, Customer agrees not to demonstrate this system to any competitors, or consultants that work with competitors, of *FASTER*.

C. Transfer or Expansion of Rights

The Customer's rights to use the programs, documentation, manuals, and other materials supplied by *FASTER* under this agreement shall not be assigned, licensed, or transferred to a successor, affiliate or any other person, firm, corporation, or organization voluntarily, by operation or law, or in any other manner without the prior written consent of *FASTER*, which shall not be unreasonably withheld.

D. Remedies

If Customer attempts to use, copy, license, or convey the items supplied by *FASTER* hereunder, in a manner contrary to the terms of this agreement or in competition with *FASTER* or in derogation of *FASTER*'s proprietary rights, whether these rights are explicitly herein stated, determined by

law, or otherwise, *FASTER* may, in addition to other remedies available to it, seek equitable relief enjoining such action.

E. Binding Effect and Definitions

The Customer agrees that this agreement binds the named Customer and each of its employees, agents, representatives, and persons associated with it. This agreement further binds each affiliated organization and any person, firm, corporation, or other organization with which the Customer may enter a joint venture or other cooperative enterprise. The term employee means individual on whose behalf the Customer withholds income taxes or makes contributions under the federal insurance contributions act or similar statutes in other nations.

V. WARRANTY

A. Software

For one (1) year following installation, *FASTER* will design, code, check out, document, and deliver promptly any amendments or alterations to the software that may be required to correct errors present at the time of acceptance. This warranty is contingent upon Customer advising *FASTER* in writing of such errors within one (1) year from installation as defined herein.

Following the warranty period Customer may continue to receive *FASTER's* software maintenance by Customer's payment of *FASTER's* then current charge for such maintenance.

B. No Other Warranties

EXCEPT FOR THE EXPRESS WARRANTIES STATED IN PARAGRAPH V.A. ABOVE, *FASTER* DISCLAIMS ALL WARRANTIES WITH REGARD TO THE *FASTER* PRODUCT SOLD HEREUNDER, INCLUDING ALL IMPLIED WARRANTIES OF MARKETABILITY AND FITNESS AND ALL OBLIGATIONS OR LIABILITIES ON THE PART OF *FASTER* FOR DAMAGES INCLUDING, BUT NOT LIMITED TO, CONSEQUENTIAL DAMAGES ARISING OUT OF, OR IN CONNECTION WITH, THE USE OR PERFORMANCE OF THE SYSTEM.

C. Exclusion of Incidental, Consequential and Certain Other Damages

To the maximum extent permitted by applicable law, in no event shall *FASTER* or its suppliers be liable for any special, incidental, indirect, punitive or consequential damages whatsoever (including, but not limited to, damages for: loss of profits, loss of confidential or other information, business interruption, personal injury, loss of privacy, failure to meet any duty (including of good faith or of reasonable care), negligence, and any other pecuniary or other loss whatsoever) arising out of or in any way related to the use of or inability to use the *FASTER* components or the support services, or the provision of or failure to provide support services, or otherwise under or in connection with any provision of this agreement, even if *FASTER* or any supplier has been advised of the possibility of such damages.

D. Limitation of Liability

Customer agrees that *FASTER's* liability, and that of its officers, directors, employees, agents and subcontractors to customer or any third party due to any negligent professional acts, errors or omissions or breach of contract by *FASTER* will be limited to an aggregate of *FASTER's* total fee.

VI. SOFTWARE MAINTENANCE

A. Terms

Software maintenance automatically renews on an annual basis with annual fees increasing 3% per year. Software maintenance may be terminated by either party providing 60 days written notice to the other party.

B. Fee

Maintenance fees shall be payable yearly in advance. The fee for the 12 month period beginning XXXXXXXXXX is \$_____. This fee covers support services for the *FASTER* Fleet Management System as specified in detail in Schedule A.

C. Changes in Terms, Conditions and Fees

FASTER may change its software maintenance fees, terms, and conditions upon 90 days written notice to customer, but no such change shall be effective until the current software maintenance period expires.

D. Taxes and Duties

There shall be added to maintenance fees and other charges to this agreement amounts equal to any tariff, duties and/or sales or use tax, or any tax in lieu thereof, imposed by any government or governmental agency with respect to the services rendered by *FASTER* under this agreement.

E. Coverage

The software covered in this agreement includes *FASTER*, the fleet management system, and all options/additions outlined in Schedule A. This agreement also covers all ongoing support, which includes, but is not limited to, phone consultation, remote diagnostic capabilities and periodic updates to the software, with accompanying updates to system manuals. Support is limited to a single environment, with the sole exception being the test environment described above in Section IV.B.3. Support is also limited to the customer having one *FASTER* Administrator and one *FASTER* Database Administrator at a time.

Customer shall inform *FASTER* in writing of any modifications made by Customer to the software or the *FASTER* Web database. (Other than changing the fuel configuration layout, any actions performed through the standard *FASTER* Web interface is NOT considered a modification for purposes of this contract.) *FASTER* shall not be responsible for maintaining Customer-modified portions of the software or for maintaining portions of the software affected by Customer-modified portions of the software.

Support related to defects traceable to Customer errors or system changes will be billed at *FASTER's* standard time and materials rates. Any corrections or alterations to, or new versions of, the software that *FASTER* may deliver to customer under this agreement shall be limited to one copy of such software and documentation delivered to the customer.

F. Proprietary Rights

Any changes, additions, and enhancements in the form of new or partial programs or documentation as may be provided under this agreement, shall remain the proprietary property of *FASTER*. The software programs specified above will include, under their proprietary restrictions, any such additional programming and documentation provided under this agreement.

G. Termination

In the event of termination of the software maintenance specified above, through default by Customer, *FASTER's* obligations for software maintenance shall immediately end. *FASTER* may terminate this agreement in the event of default by Customer. Default by the Customer includes Customer's failure to pay the annual maintenance within 30 days notice that the same is thirty days or more delinquent.

VII. PROJECT CHANGES AND DELAYS

Once a contract and payment terms are finalized, *FASTER* will assign a project manager and implementation team for you. Depending on the current volume of implementations and the number of customizations you require, this may take anywhere from two to six weeks to provision a team. *FASTER* does not use outside consultants to do the implementation. And we need to ensure that our team of highly trained professionals are available to focus on your project. If you have customizations, *FASTER's* Enterprise Integrations and Customizations Team will work with your team to advise you on writing up your requirements for those customizations. This is an important step that the customer's team needs to do to insure that you ultimately get what you need.

The completion and sign-off requirements will then permit a project plan to be finalized. *FASTER's* Project Manager will work with your team to finalize a project plan that is mutually agreeable.

Once a project plan is agreed to by your team and *FASTER*, the project will move forward. It is important to note that only *FASTER's* Project Manager can agree to changes in the project plan on *FASTER's* behalf. Informing a *FASTER* consultant or trainer of a desired change will not guarantee that a project task can be accomplished. Because this implementation is a complex endeavor, the Project Manager is the only person that can provide a change on *FASTER's* behalf. And we will expect that your point-person is the only party in your organization that can agree to project changes as well.

Your team and *FASTER* will be allocating staff for important tasks that are key to your successful go-live. And most of the tasks have many dependencies. So once the project starts, tasks likely cannot be changed without increasing your cost and possibly delaying your go-live date. Also, it is critical that you be able to provide the people and resources that *FASTER* will need at the times that are planned.

Please be aware that while we will make every attempt to accommodate changes you request to task time-frames, after you agree to those time frames FASTER may not be able to be accommodate due to our resources not being available. If you request a change after travel plans have been made, any added travel cost incurred by FASTER may be charged to you. And if you are traveling to FASTER's offices, and FASTER changes an agreed upon task date, any added travel cost incurred by you will be charged to FASTER.

Please be aware that if your employees don't show up for training this could lead to rescheduling additional training at an added cost.

Related to data conversions, after the customer has submitted their data to FASTER for FASTER to begin the data conversion process, any changes will lead to added cost.

VIII. GENERAL

This agreement can not be assigned without prior written consent of FASTER. Any attempt by Customer to assign any of the rights, duties, or obligations of this agreement without such consent is void.

This agreement can be modified by a written agreement duly signed by persons authorized to sign agreements on behalf of Customer and of FASTER, and variance from the terms and conditions of this agreement in any order or other written notification from the Customer will be of no effect.

If any provision or provisions of this agreement shall be held to be invalid, illegal, or non-enforceable, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

Neither party shall be liable in damages or have the right to terminate this agreement for any delay or default in performing hereunder if the delay or default is caused by conditions beyond its control including but not limited to Acts of God, Government restrictions, wars, insurrections and or any other causes beyond the reasonable control of the party whose performance is affected.

No action, regardless of form, arising out of this agreement may be brought by either party more than three (3) years after the cause of action has arisen, or, in the case of non-payment, more than three (3) years from the date of the last payment.

Contracts may be formed between public agencies utilizing an existing solicitation or current requirement contract of one of the public agencies that is party to the contract only if:

- a) The original contract met the requirements of this chapter;
- b) The contract allows other public agency usage of the contract; and
- c) The original contracting public agency concurs.

In addition to XXXXXXXXXXXX and with approval of the contracted vendor, this Contract may be extended for use by other municipalities and government agencies of any state. Any such usage by other municipalities and government agencies must be in accord with the ordinance, charter, and/or rules and regulations of the respective political entity.

License, Software Maintenance & SOW Agreement

Contract No. XX

This agreement will be governed by the laws of the State of XXXXXXXXXX. The Customer acknowledges that he has read this agreement, understands it, and agrees to be bound by its terms and conditions. Further, the Customer agrees that it is the complete and exclusive statement of the agreement between the parties, which supersedes all proposals or prior agreements, oral or written, and all other communications between the parties relating to the subject matter of this agreement.

The source code to all *FASTER* Fleet Management software is kept at the *FASTER* offices in Virginia Beach, VA. An escrow account may be established specifically for the Customer with the *FASTER* Escrow Agent. A setup fee and an annual maintenance fee for this escrow account will apply. However, *FASTER*, in the event that it is no longer able to support, enhance, and further market the *FASTER* software will make available all source code to all customers who are active and up to date on their support service contract with *FASTER*.

AGREED TO:

CUSTOMER:	FASTER Asset Solutions:
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____

SCHEDULE A: STATEMENT OF WORK (SOW) AND PRICING

(SOW and pricing to be inserted here.)