

City of Fayetteville Staff Review Form

2020-0478

Legistar File ID

7/7/2020

City Council Meeting Date - Agenda Item Only
N/A for Non-Agenda Item

Sara Glenn

6/16/2020

FLEET OPERATIONS (770)

Submitted By

Submitted Date

Division / Department

Action Recommendation:

City Council to approve the purchase of FASTER Web's software license and a GSA Contract for an agreement amount of \$129,444.00, along with a 10% contingency for the Fleet Department.

Budget Impact:

9700.770.1920-5801.00	Shop																								
Account Number	Fund																								
20007.1	Fleet Management System Upgrade																								
Project Number	Project Title																								
<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Budgeted Item?</td> <td style="width: 10%;"><u>Yes</u></td> </tr> <tr> <td>Does item have a cost?</td> <td><u>Yes</u></td> </tr> <tr> <td>Budget Adjustment Attached?</td> <td><u>No</u></td> </tr> </table>	Budgeted Item?	<u>Yes</u>	Does item have a cost?	<u>Yes</u>	Budget Adjustment Attached?	<u>No</u>	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Current Budget</td> <td style="width: 10%;">\$</td> <td style="width: 10%; text-align: right;">170,000.00</td> </tr> <tr> <td>Funds Obligated</td> <td>\$</td> <td style="text-align: right;">-</td> </tr> <tr> <td style="border-top: 1px solid black;">Current Balance</td> <td style="border-top: 1px solid black;">\$</td> <td style="border-top: 1px solid black; text-align: right; border: 1px solid black;">170,000.00</td> </tr> <tr> <td>Item Cost</td> <td>\$</td> <td style="text-align: right;">142,389.00</td> </tr> <tr> <td>Budget Adjustment</td> <td></td> <td></td> </tr> <tr> <td style="border-top: 1px solid black;">Remaining Budget</td> <td style="border-top: 1px solid black;">\$</td> <td style="border-top: 1px solid black; text-align: right; border: 1px solid black;">27,611.00</td> </tr> </table>	Current Budget	\$	170,000.00	Funds Obligated	\$	-	Current Balance	\$	170,000.00	Item Cost	\$	142,389.00	Budget Adjustment			Remaining Budget	\$	27,611.00
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V20180321

Purchase Order Number: _____

Previous Ordinance or Resolution # _____

Change Order Number: _____

Approval Date: _____

Original Contract Number: _____

Comments:



MEETING OF JULY 7TH, 2020

TO: Mayor and City Council

THRU: Terry Gulley, Director of Transportation

FROM: Sara Glenn, Fleet Operations Superintendent

DATE: June 10th, 2020

SUBJECT: Purchase of software upgrade for the Fleet Departments FASTER software application.

RECOMMENDATION:

Staff recommends City Council to approve the purchase of a software upgrade for the Fleet Departments FASTER software to a new version called FASTER Web in the amount of \$129,444.00 and approve 10% project contingency.

BACKGROUND:

The Fleet department currently utilizes the FASTER software application to manage City shop operations. This program stores information about every vehicle and piece of equipment the City owns and maintains. FASTER was purchased through an RFP in March of 2005, via resolution 56-05, and has served the City well for the last 15 years. The City has upgraded the application several times over the years, but the current FASTER platform is no longer being developed. FASTER's new version, called FASTER Web, is a complete redesign and includes significant functionality and usability advancements. Due to the scope of the new software, beyond the current legacy FASTER platform, there is a significant cost to purchase the new version and convert existing Fleet data.

Staff has reviewed alternatives to FASTER and concluded that FASTER's Web is the best tool on the market to manage the City shop. FASTER Web has significant enhancements related to tracking work orders, tracking part orders, tracking time to complete, and reporting enhancements that justify the software upgrade expenditure.

The attached agreement, in the amount of \$129,444.00, includes the purchase of FASTER Web, conversion of existing FASTER data, and training for City Staff. The software license and training are listed on GSA contract GS-35F-0251U and the purchase as whole falls under state bidding exemptions related to software upgrades, since the initial purchase was procured via an RFP.

DISCUSSION:

Staff recommends the attached agreement and recommends approving a 10% contingency for the project. Fleet recommends the purchase of the FASTER Web software upgrade for \$129,444.00.

BUDGET/STAFF IMPACT:

Sufficient funding has been approved in an approved CIP project for 2020 with \$170,000 budgeted for this improvement. There is also an ongoing annual maintenance cost. With the current FASTER

application, the 2020 charge is \$19,408.15 and is increased by 3% each year. In the agreement for FASTER Web, the first year's charge is \$22,967 and will increase at the same 3% each year.

This upgrade was presented at the June 9th Equipment Committee Meeting as an informational item.

Attachments:
GSA Contract



Pricing, & Payment Terms

FASTER Asset Solutions

Statement of Work (SOW),

Created For:

City of Fayetteville, AR

Date:

June 8, 2020

Senior Software Consultant:

Steve Specht

Pricing in this proposal is valid for 60 days.

**Pricing in this proposal is valid for Contract Number: GS-35F-0251U
Contract Period: February 14, 2018 - February 13, 2023**

Qty	Description	Cost
1	Includes: 1. SIN 132-33: Perpetual Software Licenses Server Software plus 10 Client License (Cost: \$38,800) 2. SIN 132-50: *Training Courses for Information Technology Equipment and Software (FPDF Code U012) On Site Set up and Configuration Training Course (Cost: \$5,700) 3. SIN 132-50: *Training Courses for Information Technology Equipment and Software (FPDF Code U012) On Site Key User Training Course (Cost: \$5,700) 4. SIN 132-50: *Training Courses for Information Technology Equipment and Software (FPDF Code U012) On Site End User Training Course (Cost: \$5,700) 5. SIN 132-50: *Training Courses for Information Technology Equipment and Software (FPDF Code U012) On Site "Go Live" Preparation Training course (Cost: \$5,700) *Mandatory Training Course	\$61,600
GSA Software & Services Total		\$61,600

The cost below represent the open market price to upgrade the above GSA purchase of FASTER Win to FASTER Web. (If you opt for this, you will have license rights to FASTER Web and not FASTER Win.)

FASTER Web Upgrade Pricing in this proposal is valid for 30 days.

FASTER Web Upgrade Software & Services

Open market Pricing

562	<p>002 – Software Cost: Standard Active Assets:</p> <p>This price includes up to quantity listed standard active assets (which are defined as originally valued at \$5,000 or greater and active). Each additional asset will be \$85.00.</p> <p>This is includes one instance of the FASTER Web Application with one database.</p> <p>Unlimited user access (named accounts) included.</p>	\$4,777
105	<p>012b – Software Cost: Non-Standard Active Assets:</p> <p>This price includes up to the quantity listed non-standard active assets (which are defined as originally valued at less than \$5,000 and more than \$500). Each Non-Standard Active Asset cost is 25% of the quoted Standard Active Asset cost.</p>	Included
20	<p>013 – Software Cost: Fuel-only Standard Assets</p> <p>This price includes vehicles where fuel data is tracked in FASTER. Therefore, since FASTER will NOT be licensed for these assets to be used for maintenance or other accounting tracking, the price is discounted. Each Fuel Assets cost is 25% of the quoted Standard Asset cost.</p>	Included

Add-ons		
1	<p>207nc – Dashboard</p> <p>The Dashboard add-on provides easy access to an at-a-glance overview of key performance indicators and data for your organization. The FASTER Dashboard is designed to give fleets a way to monitor performance, communicate, and make quick decisions about their operations. It comes with 20 Key Performance Indicators (KPIs) charts within the Dashboard Add-on, which includes the 8 module landing charts available within FASTER Web which can also be accessed via the Dashboard for one convenient high-level overview.</p>	\$10,300
1	<p>208: Barcoding Add-on:</p> <p>The FASTER Barcoding Add-on provides the ability to scan and print labels (hardware is not included). This module allows for ease of data entry as well as inventory control. It also is beneficial when an in-house numbering system is in use, scanning either the in-house label or the OEM label.</p> <ul style="list-style-type: none"> •Simplifies inventory and intake processes for inventory items and storerooms. •Quickly scan incoming inventory with 2D or Symbology – Code 128 barcodes. •Reduces data errors that occur with any manual data entry process. •Print barcode labels for items, including labels for a range of items simultaneously. 	\$6,180
2	<p>301 - Single Vendor Fuel Import (New Vendor or New File) - Existing Customer:</p> <p>This is a single vendor fuel import for an existing customer who has been live on a FASTER product for more than 6 months. This pricing is for either:</p> <ol style="list-style-type: none"> 1. To import a new fuel vendor fuel transaction file. 2. Or, to import a new fuel file from your existing vendor. <p>The Fuel Import (FI) is a COTS add-on. It is a robust yet inexpensive way to import data from a Fuel System Vendor (FSV). It requires significant configuration and testing by FASTER. Below are important items the customer will need to provide for FASTER to configure, test and deploy:</p> <ol style="list-style-type: none"> 1. FSV Fuel File Layout Definition – This is the layout for the export file you plan on receiving regularly from your FSV. It defines your fuel export file's columns, positions and/or delimiters (if used). 2. Fuel System Export Files - Live production export files from the fuel system, including the complete disbursement transaction data. A minimum of 100 transactions will be needed for proper testing. The export files generated from your fuel system must be flat files, not reports, and not generated in Microsoft Excel. It is important you ensure your FSV does not change this export file as any changes may require additional configuration and testing. 3. Completed FI-Customer Configuration Form -This is a detailed form that assists you in providing all the information required for the FI to be configured and tested properly. <p>(This FI does not import Site & Dispenser information. You can add the importing of Site & Dispenser data to the SFI for an additional \$2,575 cost.)</p>	\$7,210

Win to Web Reports

330m – Migration Win to Web Reports:

The below list of FASTER Win report(s), which were developed using Crystal Reporting Services, will be used as a template to build each corresponding report using the FASTER Web Reporting tool. This cost is discounted to reflect that FASTER is doing no requirements, specification or approval process related to these reports. The stored procedure and RPT file will be used as a template. FASTER will re-construct this report for use in FASTER Web and deliver the report(s) at Soft Go-Live for customer testing. This does not include any modifications to these existing report(s). If modifications are desired, the process involved to facilitate understanding and approval plus the additional work required will lead to added cost.

(Please Note: if you export any reports using the Excel – Data Only option in FASTER Win, you will need to request a custom export for FASTER Web to ensure you get data exported the way you want.)

Because FASTER Web has a more structured database than FASTER Win, there may be some differences between FASTER Web's and FASTER Win's report design. Therefore some FASTER Win custom reports will not be exactly the same when reproduced in FASTER Web.

1	FAE3114	\$1,950	
1	FAE3334	\$3,000	
1	FAE3550 & FAE3551 (Will be combined into a single billing report)	\$3,750	
1	Generate a SSRS report to export data in a [comma delimited] format. New billing report FAE560e	\$3,150	
Win to Web Reports Total			\$11,850

Converting FASTER Win Integrations to FASTER Web

333m – Converting FASTER Win Integrations to FASTER Web:

The below list of customization(s) FASTER built for FASTER Win will be used as template(s) to build corresponding customization(s) for FASTER Web. This cost is discounted because there is no need for an approval process with requirements or specifications. The FASTER Win customization and supporting file(s) will be used as a template. FASTER will re-construct these customization(s) for use in FASTER Web using the technology FASTER determines will best meet the requirements and deliver the customization(s) at Soft Go-Live for customer testing. This does not include any modifications to these existing customization(s). If modifications are desired, the process involved to facilitate requirements understanding and approval plus the additional work required will lead to added cost.

Because FASTER Web has a more structured database than FASTER Win, there may be some differences between FASTER Web's and FASTER Win's customization design. Therefore some FASTER Win custom integrations will not be exactly the same when recreated for FASTER Web.

1	Create custom trigger and all other associated database objects for trigger to work	\$2,700	
1	FSPM_FAE3590 Insert Into UserRef CP Charges FSPM_FEA3590R Update Recovery Collected	\$3,750	
1	Annual Account Import and Processing	\$6,840	
1	Clear EHProjManagement Fields	\$5,580	
Converting FASTER Win Integrations to FASTER Web Total			\$18,870

Data Services		
1	<p>408 - Migration Data Conversion:</p> <p>The Migration Data Conversion Product is used for migrating data from COTS FASTER Win to FASTER Web. It does not include migrating data that relates or is the result of a use of FASTER Win Add-On unless specifically noted. For example, item 2 of the appendix identifies that if you have the graphics add-on, then all your graphics will be brought over with the migration.</p> <p>A Migration Data Conversion does not migrate data that is uniquely associated with the customization you have. This will need to be addressed separately and potentially as an additional custom migration. The attached appendix "Migration Data Conversion Product" is an outline of the categories of data that will be migrated during the Migration Data Conversion.</p>	\$24,000
1	<p>405 - Data Cleanup:</p> <p>If the data in the current system is in need of correction prior to the extraction, the customer will be responsible for data correction that takes place in the legacy system. (However, as part of the implementation process, FASTER Fleet Consultants will provide advice and guidance related to data correction.) For customers who maintain reliable data, there should be no need for data correction. However, if past practices or flawed conversions permitted incorrect data to be entered in the current system, it is advisable that the customer correct this prior to the extraction process beginning.</p>	n/a
Training		
1	<p>511a - System Overview Meetings (SOM):</p> <p>System overview meetings take place via live, remote web-based sessions. They consist of two, 4-hour meetings that will occur on the same day or two consecutive days where the customer will ensure key users are able to participate.</p>	Included
1	<p>511b - Configuration Training</p> <p>This takes place via live, remote, web-based sessions. It consists of two 4-hour sessions that can occur on the same day or two consecutive days. (If you bill by account-code, there will be a third session that will also take 4-hours.)</p>	Included
1	<p>512 - System Training/Go-Live:</p> <p>This training includes the below training agenda.</p> <p>Because training is hands-on, the maximum class size is 20 attendees and includes a single training location. Additional training sessions and trainers can be added at an additional cost any time up to 4-weeks prior to your go-live.</p>	See Below
1	<p>512a - Go-Live Week System Training - Asset Module (4 Hrs):</p> <p>Should include FASTER System Admin and Asset Managers.</p>	Included
1	<p>512b - Go-Live Week System Training - Maintenance Module (4 Hrs):</p> <p>Should include FASTER System Admin, Maintenance Supervisor, Service Writers and/or Technician who will create work orders.</p>	Included

1	512c – Go-Live Week System Training - Inventory Module (4 Hrs): Should include FASTER System Admin, Parts Staff and Parts Managers.	Included
1	512d – Go-Live Week System Training - Fuel Module (1 Hr): Should include FASTER System Admin and Fuel Clerk.	Included
1	512e – Go-Live Week System Training - Vendors & Accounting Modules (1.5 Hrs): Should include FASTER System Admin, Accounting Staff and Parts Managers.	Included
2	512f – Go-Live Week System Training - Technician Workstation (2.5 Hrs): Should include FASTER System Admin and Technicians.	Included
1	<p>512g – Go-Live Week System Training - Additional Trainers (TBD):</p> <p>The above training costs provide for one trainer the week of go live. One trainer can provide one session of each of the above hands-on, user training sessions with the exception of the Technician Workstation. (Two Technician Workstation sessions can be accommodated by a single trainer.) If you determine your training needs require additional training sessions due to shift work or other needs, an additional FASTER trainer can participate during the week of go live for an added cost.</p> <p>Therefore, it will be important for you to determine the total number of training sessions and trainers you will need in order to then calculate your total training cost. Each of the above training sessions are role-based. So it should be easy to determine how many staff you have for each role. Typically, the largest training sessions are the Technician Workstation and Maintenance Module. Please remember that you may want your Technicians to attend more than the Technician Workstation training module.</p> <p>To calculate your additional training costs:</p> <ul style="list-style-type: none"> -- The cost (including room, board and travel) of the 1st trainer is included in the above costs. -- Travel, room and board will be a flat cost of \$1,000 for each additional trainer. -- To calculate session costs, multiply the number of additional training sessions you need of each of the above session options by the cost of the training module as listed above (module session cost times how many instances of that module session you require). -- The above flat fee for travel, room and board of each additional trainer as well as the fees for the above training assume that training sessions will be held consecutively so as to minimize the number of days a trainer would need to be at your location. It also assumes there is no weekend stayover. If training will begin one week and extend into the next week, an additional \$1,000 per trainer would apply for travel, room and board (\$1,000 flat fee per trainer times the number of business weeks spanned). 	TBD

Discounts		
1	900 – Existing WIN Customer Discount Discount for Existing FASTER WIN Customers	-\$5,043
1	905ec – Existing FASTER WIN Customer Dashboard Discount	-\$10,300
FASTER Web Upgrade Software & Services Total		\$67,844
Total GSA and Open Market		\$129,444

Upgrades & Support		
1	<p>801 – Upgrades & Support:</p> <p>Annual support services apply to FASTER Web and its Add-Ons and Customizations. FASTER Win will continue to be supported until the Customer Go-Live on FASTER Web. FASTER Win will no longer be supported after FASTER Web Go-Live. Further, since FASTER Web is frequently enhanced, it is likely that by the time the Customer goes live on FASTER Web, there will be an enhanced version of FASTER Web available which can immediately be upgraded to so to get the benefit of FASTER Web’s enhancements.</p> <p>The FASTER Web Upgrade & Support fee will be due upon Go-Live of FASTER Web. Any months remaining on FASTER Win support will be deducted from this fee. After the first year, support costs will increase at 3% annually.</p>	\$20,967
1	<p>200 – Test Environment FASTER Web:</p> <p>License for additional FASTER environment or instance (separate from your production environment) for use as a Test Environment for purposes other than testing a FASTER Web upgrade. (FASTER already grants the Customer the right to have a temporary Test Environment for up to 45-days to test FASTER upgrades.) The cost associated with the test environment will be in the form of a \$2000 annual support increase. The first-year cost will be pro-rated based on the days remaining in the current year’s Support (as applicable). Each future-year’s cost will be added to your Annual Support invoice.</p>	\$2,000
Upgrades & Support Total		\$22,967

Payment Schedule By Milestone	
Milestone	Amount Due
25% Software & Services Due Upon Purchase Confirmation	\$32,361
Upgrades & Support Due Upon FASTER Web Go-Live	\$22,967
25% Software & Services Due Upon COTS Software Delivery	\$32,361
25% Software & Services Due Upon COTS System Overview	\$32,361
25% Software & Services Due Upon Delivery of Converted Data and Go Live (but in no event no later than nine months from Purchase Confirmation)	\$32,361
Hourly Work: Billed monthly	TBD

Optional Software, Add-ons or Services		Purchase Cost	Annual Upgrade & Support Cost
1	<p>303: Single Vendor Fuel Import Site and Dispenser Supplemental</p> <p>This is an optional add-on to the COTS Fuel Import (FI) to enable you to track the fuel site and/or dispenser from which your fuel came from.</p> <ul style="list-style-type: none"> Allows configuration to track Inventory Items so fuel imports deplete quantity from inventory. 	\$2,675	\$535

Payment Schedule By Milestone - Optional Items	
Milestone	Percent Due
Start of Project	50%
Delivery	50%

Migration Data Conversion Product
<p>After you have completed your data cleanup, it is important that you consider additional data preparation tasks and information that will aid you in preparing <i>FASTER</i> Win data to migrate effectively to a more robust and more structured <i>FASTER</i> Web database (DB) structure.</p> <p>Below is detailed information.</p> <p>After you deliver your clean <i>FASTER</i> Win database, <i>FASTER</i> begins the migration process. After this point you will NOT be able to change data in the <i>FASTER</i> Win DB (other than daily transactions). Therefore, NO cleanup can be done after this point. So be sure all your data cleanup and prep is done prior to uploading your <i>FASTER</i> Win database to <i>FASTER</i>.</p>

The migration process begins by *FASTER* creating and testing a test *FASTER* Web DB. This test migration DB is called a soft go-live DB. You will be provided this soft go-live DB for review and approval. Later, one week prior to go-live you will be able to provide to *FASTER* another *FASTER* Win DB so new transaction data can be included in the final go-live DB.

Important Notes:

Once *FASTER* begins the migration work, you cannot do data cleanup or change data in your *FASTER* Win DB in any way other than to add transactions. If you do, you will risk your migration project timeline and could cause corruption or bad data or

cause your organization to spend a great deal of time reversing those entries or create added cost.

There is currently a migration path from 5.69BR2 and above to *FASTER* Web. If you have a version of *FASTER* Win that is prior to 5.69BR2, you will need to upgrade to the latest version of *FASTER* in order to migrate to *FASTER* Web.

Data that Will Migrate

The Migration Data Conversion Product is used for migrating data from COTS *FASTER* Win to *FASTER* Web. It does not include migrating data that relates or is the result of a use of *FASTER* Win Add-Ons unless specifically noted. For example, Item 2 below identifies that if you have the graphics add-on, then all your graphics will be brought over with the migration.

A Migration Data Conversion does not migrate data that is uniquely associated with the customizations you have. This will need to be addressed separately and potentially at an additional cost for a custom migration.

Below is a specific list of the categories of data that will be migrated during the Migration Data Conversion:

1. Equipment Inventory

- Birth Certificate
- Acquisition and Disposal
- Vehicle Replacement
- Warranty Records
- Preventative Maintenance
- History (Is regenerated post migration based on successfully migrated data)
- User Reference

2. Graphics (Attachments) and Notes

3. Parts Inventory

- Birth Certificate
- Warranty Records
- Parts History (Is Regenerated Post Migration Based on Successfully Migrated Data)
- Order Receipts
 - Parts Processing: Credits
- Transfers (Including Returns to Vendor)
- Interchangeable Part Numbers - IPN
- Vendors & Purchase Orders
- Parts Lists

4. Repair Types/Codes

5. Work Orders/Independent Parts/Deferred Repairs

- Transactional Detail
- Meter History
- Indirect Labor
 - Deferred Repairs
- Task Lists

6. Operational Cost/Fuel

- Transactional Detail

7. Equipment Templates

8. Billing History

FASTER Web Handles Data Differently

FASTER Web is a separate, distinct product from *FASTER* Win. It was designed to provide the best practices for a fleet's future needs. This means that some of the fields, forms, and processes of *FASTER* Win have been modified or changed. Instead of building *FASTER* Web to be similar to *FASTER* Win, we felt that building the best

product (even if it deviated from *FASTER* Win) is what our customers needed. Therefore, please review the *FASTER* Web product and make sure that you are comfortable with the fact that some fields, forms, and processes are different.

Below is a summary of some of those differences:

Field Names

Some Field Names have shifted in *FASTER* web. A few examples of this include:

- Company changes to Organization
- Independent Issue changes to Direct Charge
- Equipment changes to Asset
- Table Look Up to Fields

Along these lines, the field names and data elements within are not identical between the two systems.

Applets No Longer Standalone

In *FASTER* Web, Applets have been consolidated into modules that represent roles.

For instance:

- Work Order, Independent Parts Issue, Shop Floor Manager, Task Lists, and Indirect Labor Editor. These applets are in the Maintenance Module of *FASTER* Web.
- Part Inventory, Part Processing, Key Change and Parts Lists. These applets are in the Parts Module of *FASTER* Web.
- Equipment Inventory, Equipment Template, Equipment Ownership, Warranty Tracking, and Key Change. These applets are in the Assets Module of *FASTER* Web.

Process Changes

• Budget account codes are required in *FASTER* Web to process all purchases. If account code usage was turned on in Win these codes are consolidated into a single migration code.

• *FASTER* Web does not support Last Receipt. Your costing method will be converted to Moving Average.

• Table codes are now called Fields and have had their descriptions extended in length.

• *FASTER* Win Table Lookups included two fields, both a field for Code and a field for

Description. In *FASTER* Web some Table Look Ups only have a description because a Code and a Description were redundant. Some examples of this would be Color, Make, and Model. In some cases the data migration will append the WIN code and description into the WEB description.

• Field relabeling functionality is limited to specific fields in *FASTER* Web; however, the relabeled fields will carry through to the Reports and other Modules.

• Credits are no longer applied directly to a work order. They are added as a Billing

Adjustment that shows on the work order print out.

• Lifetime Warranty cycle type 'L' will be migrated to *FASTER* Web as a warranty with a cycle type of 'Y' for Years and the Cycle Length in *FASTER* Win will be migrated over directly to *FASTER* Web's cycle length.

• Work Order Other Cost no longer requires a Repair Type. Therefore, the Asset History totals in Web do not consider the Repair Reason code from Win. All Work Order Costs are now displayed in the "Other Cost" column in Web.

- *FASTER* Web does not provide batch entry functionality for work order related data.
- Since *FASTER* Web is a browser-based product you do not need to use a keyboard on a handheld scanner or a PDA. You can use the following to satisfy the need for manual data input while doing receiving, issuing, or inventory:

1. A notebook computer running a compatible browser or a tablet running a compatible browser with a wireless card.

2. A wireless network in your parts room.

3. If you have the above, you can take your notebook or tablet with you when you do receiving, issuing, or inventory. You can enter directly into the notebook's or tablet's keyboard the quantity in real-time in *FASTER* Web. Therefore, when you buy a barcode scanner you can buy the less expensive scanner that does not have a keyboard.

New Processes Supported in *FASTER* Web

- Ability to have multiple contacts per asset in *FASTER* Web.
- Ability to have multiple standard specification types for the same asset in *FASTER* Web.
- Auto work order notification email for multiple statuses is available in *FASTER* Web.
 - Auto Shop Charges for multiple costs is available in *FASTER* Web.
- Ability to plan for acquisition in *FASTER* Web.
- Core tracking & returns functionality is available in *FASTER* Web.
- Two-step part transfer audit trail in *FASTER* Web.
- User required to validate meter readings before processing fuel in *FASTER* Web.
- Close out process for asset inventory counts in *FASTER* Web.
- Ability to use P-card (procurement cards) in *FASTER* Web.
- Ancillary PM, inspections, and renewals are tracked as Scheduled Actions in *FASTER* Web.

Data Not Migrated

A Migration Data Conversion does not migrate data that is uniquely associated with any customization you may have. This will need to be addressed separately and potentially at an additional cost for a custom migration. The data outlined below will NOT be migrated from *FASTER* Win to *FASTER* Web; But Functionality Is Available in *FASTER* Web.

Data Not Migrated But Functionality Is Available in *FASTER* Web

- Title Sets
- Equipment Account (EA Account)

- Billing Account (VBA Codes)
- Flat Rates
- Warranty Claims Tracking
- Backorders (only fully received orders are migrated)
- WRR (E-request repair requests from *FASTER* service center)
- RLS (Repair Labor Standard)
- Vendor Contact Cell Phone field
- F-Audit components: physical count adjustment, deleted orders, adjusted quantity, adjusted cost
- Dashboard KPI views and individual settings

Data Not Migrated And Functionality Is Not Available in *FASTER* Web

The below listed data is not migrated. And *FASTER* Web does not include the below features or functionality. Due to *FASTER* Web's improved design, some of this functionality is not necessary.

- Tank Inventory
- PM Scheduler Templates
- EOM History
- Work order estimates
- Quick buttons
- Work Order User Reference
- Max Issue from Parts
- EOQ, ABC, UCC
- Any customer created custom table codes (existing code will not be migrated & creating new ones is not supported in *FASTER* Web)

- If you had *FASTER* develop any type of customization, usually financial, part of that development often included custom table codes that were used to identify customer specific data. These custom table codes are not migrated.

Radio Assets Management

If you are using *FASTER Win* to manage radio assets, you are likely managing radio assets as a child asset of the fleet asset. While *FASTER Web* will provide the opportunity to manage radio can do it differently than in *FASTER Win*. Therefore, just as you customized *FASTER Win* to manage radio assets, you will want to customize *FASTER Web* to take advantage of its unique qualities. If you choose to manage radios separately from assets, this will likely require a second database and a second migration. This will be an added cost and is not part of the *FASTER Win* to *FASTER Web* migration. Please discuss your needs with us.

Facilities Management

If you are using *FASTER Win* to manage facilities, there are some fundamental differences in the way you would manage facilities in *FASTER Web*. In general, you will find *FASTER Web* more robust. But in *FASTER Web* you will likely want to maximize your productivity by managing Facilities data in a separate DB from Fleet data. This requires a separate instance of *FASTER Web* (a second install of the *FASTER Web*

application and a separate DB). And that does mean there is a higher cost. While you can avoid this added cost of a second Facilitates DB and instance by putting your Facilitates data in the same DB as your Fleet data; you will lose the ability to customize Facilitates separate from Fleet data.

If you want Facilities data migrated from a Company in a *FASTER Win* DB to a *FASTER Web* DB, there will be the extra cost of the custom migration. This is not part of the *FASTER Win* to *FASTER Web* migration. Please discuss your needs with us.

FASTER Web Product & Service Detail

1. Commercial-off-the-shelf and Custom Deliverables:

a. Definition of a Commercial-off-the-shelf Software (COTS):

The Statement of Work (SOW) may include custom work product, which is distinct and separate from the COTS software. There are also several COTS software add-on products that are sold separately (*FASTER Web*, *MotorPool*, *Dashboard*, *Standard Fuel Import*, *Barcode*, etc.). Therefore, if the product is not specifically listed in the SOW, *FASTER* will not be providing it to Customer. As *FASTER Web* is a COTS system, the underlying software consists of standardized programs (i.e., pre-built). The *COTS* software undergoes its own development cycle separately and distinctly from the implementation process. This means that no Requirements Gathering; Requirements and Design approval, Gap Analysis, Testing and development work is done on *FASTER COTS* Software. However, custom development and testing will be done in conjunction with the custom work noted in the SOW.

Whatever COTS software, custom work and converted data are listed in the SOW as work product, will be deployed together to form a "Soft Go Live" instance. If there is additional work product that is to be delivered separately (after the initial go-live) that will be specifically listed in the SOW. The Soft Go Live instance is tested in the FASTER data center and then deployed to the Customer's single environment that serves as the Customer's test environment during the implementation and will become the production environment upon go-live. This permits the Customer to perform whatever tests it deems necessary in the later environment to which it will have access. The Customer having one environment through the life of the implementation that will be promoted to production is a critical aspect of quality control that is a distinctly important part of the FASTER COTS implementation process. And deviation from this may lead to additional cost. This process also reduces Customer IT expenses.

While Custom work product (if any) is built to specific customer-identified specifications, the nature of COTS software requires that FASTER will not provide custom modification, code changes or database structure changes to any COTS software since this could adversely affect other customers. FASTER does enhance the COTS software as part of its normal life cycle based on customer input from its more than 370 customers, market research and on-staff fleet professionals.

b. Custom Work Approvals & Testing:

Custom work is defined as Integrations and Reports. The following process will be followed to ensure that reliable custom work is delivered as part of the implementation:

After the Customer provides the following documentation, *FASTER* will create an extensive Requirements Document for the Customer to approve. This document will enable the Customer to have certainty about what it requires for a successful customization.

Documents to be provided by Customer:

- In the case of a Custom Report, a mockup in Excel or similar table.
- In the case of an Integration, a Data Flow Map will show the data the Customer wants to import and/or export.
- A written summary of:
 - Execution of the integration: How should the integration be executed? For example, would it need to be run manually or scheduled to run automatically.
 - User Interface: Will a user interface be needed? If so, what are the key elements needed in the user interface?
 - Error Handling: How should errors be logged? Are there any specific errors or failures that could occur that would need the integration to notify the Customer about?
 - Special Considerations: Are there any additional business rules or special considerations that the Customer could not show in the data map that the integration needs to meet?

After receipt of the above, *FASTER* will create a Requirements Document for the Customer's approval. Once the Customer approves the Requirements, *FASTER* will begin and complete development and testing.

And then the custom work product will be delivered with the COTS components in the form of the Soft Go Live noted above.

The Customer may choose to do whatever testing it deems necessary on the custom work during the implementation in the Customer's implementation environment (more below related to environments). Such testing will be administered by the Customer. FASTER will provide to the Customer any and all of the test cases that FASTER has already performed during its testing free of charge.

c. COTS Software Approvals & Testing:

As a result of the nature of a COTS system, the Implementation of the COTS software components will not require the Customer or FASTER to do test plan approvals, requirements documentation approvals, Gap analysis or Gap analysis approvals.

The Customer may choose to do whatever testing it deems necessary on the COTS software components during the implementation in the Customer's implementation environment (more below related to environments). Such testing will be administered by the Customer. FASTER will provide to the Customer any of the 50,000+ test cases that FASTER has already performed during its normal COTS release cycle free of charge.

d. Data Conversion Testing:

If noted in Schedule-A, *FASTER* will perform data conversion services: If data conversion services are provided, FASTER will perform data validation testing that validates the accuracy of the data FASTER loads into the Customer's FASTER Web database against the data provided by the customer and confirms the Customer's data in the FASTER Web database meets the business rules of FASTER. Once FASTER has completed data validation testing internally, FASTER will provide the Customer a Soft Go Live copy of the database that contains the data FASTER loaded. The Customer can then perform whatever due diligence it deems necessary to validate this data in the Customer's implementation environment. If the Customer chooses it can redundantly perform some or all of the same Data Validation tests cases FASTER performed. FASTER will provide data validation test cases for the Customer to use free of charge. Therefore, additional Customer data testing can be done by the Customer. Any data defects the Customer finds and reports during its implementation testing that conform to the scope of data conversion work detailed in this Agreement will be corrected by FASTER. Go-Live, including delivery of converted data, will not take place until the Customer has signed off on all deliverables provided at Soft Go-Live.

2. 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.

a. Competitive Uses: Customer cannot 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. Customer cannot:

1. 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.

2. 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 by FASTER (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.

b. Demonstrations. Due to the proprietary nature of FASTER's Fleet Management System, Customer cannot demonstrate or show this system to any competitors, or consultants that work with competitors, of FASTER.

Software License

Perpetual License:

If the SOW contains a perpetual license and your organization is hosting *FASTER* in its data center, the below will apply.

1. Environment:

Customer may use *FASTER*'s proprietary software in a single environment. An "environment" is defined as a single installation (instance) of the *FASTER* application and one *FASTER* database. *FASTER* publishes specifications for each release of the product. Therefore, the first use of a version of *FASTER* and each subsequent upgrade to a newer version requires that Customer's environment comply with the minimum published specifications. Failure to meet the minimum specification puts Customer's operation at risk and may lead to *FASTER* being unable to provide support until Customer's environment complies with the published specification.

a. SINGLE *FASTER* TEST/PRODUCTION ENVIRONMENT: In order to minimize costs, as well as control quality and reduce risk, there will only be one environment through the implementation process. This environment, upon installation and during implementation will be the test environment on which all tasks (system overview, configuration, testing, training, etc.) will be performed. Upon restoring a final, go-live, database, this test environment will then be promoted to become the production environment.

b. TEMPORARY POST-GO-LIVE TEST ENVIRONMENT: After go-live of the *FASTER* system, Customer may stand up a temporary test environment on its premises, limited to the following circumstances: Testing a new version of *FASTER*; Testing the delivery by *FASTER* of any custom deliverables built by *FASTER*; Testing upgrades and/or patches Customer performs on Customer's server operating system; or database patches or upgrades; or if Customer is replacing server hardware. This test environment can be stood up 30-days

prior to any of the above-identified testing and must be turned off or deleted

within 45-days after any of the above is complete. (This does not apply if FASTER is providing hosting.)

OTHER TEST OR DEVELOPMENT ENVIRONMENT/S: Customer may have a separate test or development environment for other purposes at any time (e.g., during the implementation or after go-live) with of an additional license fee and an annual support fee.

3. Copies, Backups & Catastrophic Fail-Over:

Customer may make regular backups of all programs and data and clone, copy or maintain a mirror image of the production environment for catastrophic fail over. This includes the use of virtual machine cloning.

4. Software Modifications:

Customer may not modify the *FASTER* software, including, but not limited to, reverse engineering of any component of the FASTER system in order to perform any such modifications. Should Customer violate this provision, all warranties associated with the FASTER system are null and void.