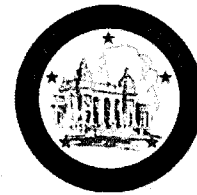


**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM
3.19
(ID # 10704)

MEETING DATE:

Tuesday, September 24, 2019

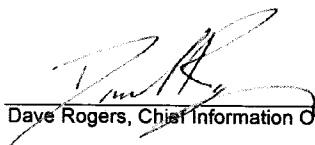
FROM: PURCHASING AND FLEET SERVICES AND RIVERSIDE COUNTY INFORMATION TECHNOLOGY (RCIT):

SUBJECT: PURCHASING AND FLEET SERVICES AND RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Approve the Professional Services Agreement with CCG Systems, Inc., dba Faster Asset Solutions, for implementation of a Fleet Management Information System and ongoing maintenance, support and hosting services through June 30, 2024, All Districts. [Total cost \$1,036,275 for five years; up to \$300,000 in additional compensation, 100% Fleet Services Rates]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Professional Services Agreement with CCG Systems, Inc., dba FASTER Asset Solutions for implementation of a new fleet management information system for \$583,524, and ongoing maintenance, support and hosting services through June 30, 2024 for \$452,751 for a total contract amount of \$1,036,275; and,
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel, to sign amendments to (a) exercise the options of the Agreement including modifications of the statement of work that stay within the intent of the Agreement; and (b) purchase additional licenses and/or services, as needed, for fleet management operations for county departments, in amounts not to exceed \$100,000 in FY 19/20 and not to exceed \$50,000 each year for FY 20/21 through FY23/24.

ACTION:Policy


Dave Rogers, Chief Information Officer

9/9/2019


Teresa Summers, Director of Purchasing

9/11/2019

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Hewitt, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: September 24, 2019
xc: Purchasing

Kecia R. Harper
Clerk of the Board

By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 613,694	\$ 101,008	\$ 1,336,275	\$
NET COUNTY COST	\$	\$	\$	\$
SOURCE OF FUNDS: Fleet Services ISF Rates			Budget Adjustment: No	
			For Fiscal Year: 19/20 – 23/24	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The request before the Board today is for the purchase of a new enterprise fleet management information system that will be utilized by Fleet Services, Fire, Transportation, Department of Waste Resources, and the Flood Control and Water Conservation District.

For over 20 years Fleet Services, Transportation and Waste Resources have been utilizing a shared system called Fleet Focus by AssetWorks. Flood Control also utilizes the AssetWorks software through their own unique instance and Fire utilizes a separate software system they purchased for their fleet management.

On July 31, 2018, agenda item 3.32, Fleet and RCIT obtained Board approval to extend the current service agreement with AssetWorks to allow for the departments to collaborate and look at the current marketplace for other potential fleet management information systems (FMIS) that may prove more beneficial and cost effective for the county.

Each department has a need to track their vehicles, labor performed on the vehicles, parts purchased, preventative maintenance schedules, fuel consumption, and other needed fleet performance and tracking requirements. As the fleet managers require similar fleet data and tracking, utilization of one enterprise fleet management information system (FMIS) is recommended.

The fleet managers from each of the five departments and staff from RCIT collaborated and developed requirements for a request for proposal (RFP) for a FMIS that would meet their operational needs. The representatives from the six departments that developed the RFP scope were also on the evaluation team that reviewed submitted bids. Based on the overall evaluation, the team recommends the award to Faster Asset Solutions as the county's new enterprise FMIS. The team has identified that the Faster system will meet their business needs, provide for a user-friendly platform, and provide reports that are currently generated manually.

The majority of the first year's cost of the implementation will be covered by Fleet Services rates and a portion by Fire in FY19/20, as Fire has an immediate need for a new system. Implementation is anticipated to take six to nine months. Ongoing support of Faster will be

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
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supported by all five departments starting in FY20/21 based on a per vehicle fee; the current Board approved fee is \$7.21/month per vehicle.

In accordance with Board Policy H-11, the implementation of the proposed countywide fleet management information system was submitted and approved by the Technology Standard Oversight Committee (TSOC) on July 2, 2019.

Impact on Residents and Businesses

The new proposed fleet management information system will provide vehicle utilization and tracking of costs for efficient fleet management at a lesser cost than the current system that has been in place for over 20 years.

Additional Fiscal Information

The total cost of the implementation is \$584,524 and the system maintenance costs for the five-year period is \$452,751. We are also requesting Board approval for a project contingency for the potential need of additional licenses and/or service during the five-year period. This would be optional and only on an as-needed basis. Optional costs would not exceed \$100,000 in FY19/20 and \$50,000 in years two through five.

As Fleet Services will take on the responsibility of implementation costs via current fleet rates the department will finance the implementation costs over a three-year period. The interest rate as of September 16, 2019 is 1.96%. This will ensure the new system implementation costs will not impact fleet rates. Any additional purchases of licenses or services, on an as-needed basis, will be paid direct and not financed.

	FY19/20	FY20/21	FY21/22	FY22/23	FY23/24	Total
Implementation ¹	\$583,524					\$583,524
Ongoing Hosting & Maintenance ²	\$30,170	\$101,008	\$104,039	\$107,160	\$110,374	<u>\$452,751</u>
						\$1,036,275
Additional Services or Licenses - Purchased As Needed ³	\$100,000	\$50,000	\$50,000	\$50,000	\$50,000	\$300,000

NOTES:

1. One-time costs financed over three years
2. Annual ongoing costs
3. Purchased only as needed and will not be financed.

Contract History and Price Reasonableness

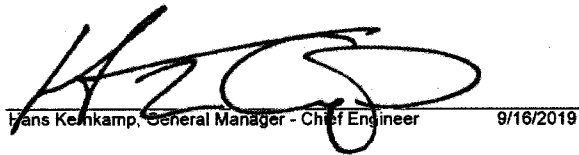
Riverside County Purchasing and Fleet Services Department issued a formal Request for Proposal (RFP) PUARC-1638 on behalf of Fleet Services, Fire, Transportation, Waste

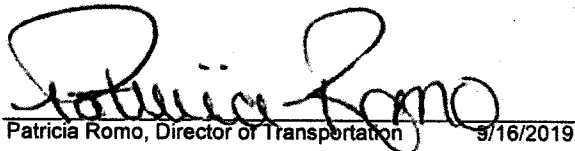
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Resources, and Flood Control soliciting quotations for a fleet management information system. The RFP was sent to fifty-seven (57) potential bidders and advertised on the Purchasing website. Four bid responses were received ranging from \$991,500 to \$2,087,797; the lowest bid did not provide a hosted option which is the recommended option, and one bid did not meet all bid requirements. The proposals were reviewed by an evaluation team made up of personnel from the five departments as well as staff from RCIT. Each bid response was evaluated based on the criteria set forth in the RFP; overall response to the RFP requirements; bidder's experience and ability; overall cost to the County; references with demonstrated success with similar work to the scope of service; financial status; clarifications, exceptions, or deviations; and credentials, resumes, licenses, or certifications.

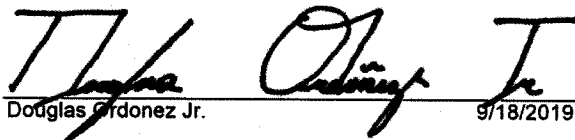
Based on the overall technical score of the bidders' responses, it is the recommendation of the evaluation team to select Faster Asset Solutions to provide an enterprise fleet management information system for county departments. During negotiations the county was able to obtain an additional \$50,000 discount on the Faster's proposed cost.


Diane Sinclair, Deputy Director-Fire Admin 9/16/2019

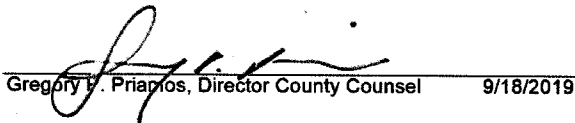

Hans Keenkamp, General Manager - Chief Engineer 9/16/2019


Patricia Romo, Director of Transportation 9/16/2019


Jason Uhley, GENERAL MGR-CHF FLD CNTRL ENG 9/16/2019


Douglas Ordóñez Jr. 9/18/2019


Venus Brambila 9/19/2019


Gregory P. Priapos, Director County Counsel 9/18/2019

GENERAL AGREEMENT

CCG Systems, Inc., dba *FASTER* Asset Solutions, hereinafter referred to as "*FASTER*," agrees to grant to the County of Riverside, hereinafter referred to as "County," and County agrees to accept from *FASTER* in accordance with the following terms and conditions as detailed in the attached schedules (collectively, the "Agreement"). More specifically, Schedule A includes a detailed Statement of Work ("SOW"), associated pricing and payment terms. The attached schedules include the following:

- Schedule A: *FASTER* Statement of Work, Pricing & Payment Terms
- Schedule B: Software Upgrades & Support Agreement
- Schedule C: Software License Agreement
- Schedule D: Hosting & Hosting Service Level Agreement (SLA)
- Schedule E: *FASTER* Web Implementation Plan Draft

1. Project Scope – Commercial-Off-The-Shelf and Custom Deliverables:

a. Definition of a Commercial-Off-The-Shelf (COTS) System:

This Agreement may have custom work product, which is distinct and separate from the COTS software. Custom work, if any, will be listed in Schedule A. There are also several COTS software products that are licensed separately (*FASTER* Web, MotorPool, Dashboard, Standard Fuel Import, Barcode, etc.). Therefore, if the product is not specifically listed in Schedule A, no license rights are conveyed. As *FASTER* Web is a COTS system, the underlying software consists of standardized programs (i.e., pre-built). As such, this Agreement takes precedent over any other agreement between *FASTER* and County.

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 in conjunction with this agreement. However, custom development and testing will be done in conjunction with the custom work noted in Schedule A.

Whatever COTS software, custom work and converted data are listed in Schedule A 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 Schedule A. The Soft Go Live instance is tested in the *FASTER* data center and then deployed to the County's single environment that serves as the County's test environment during the implementation and will become the production environment upon go-live. This permits the County to perform whatever tests it deems necessary in the later environment to which it will have access. The County 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 County IT expenses.

While Custom work product (if any) is built to specific County-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.

FASTER shall comply with all applicable federal and state statutes and regulations in the hiring of its employees. In the provision of benefits, *FASTER* shall comply with Public Contract Code 10295.3 and not discriminate between employees with spouses and employees with domestic partners, or discriminate

between the domestic partners and spouses of those employees. For the purpose of this section, "domestic partner" means one of two persons who have filed a declaration of domestic partnership with the Secretary of State pursuant to Division 2.5 (commencing with Section 297) of the Family Code. By signing this Agreement or accepting funds under this Agreement, *FASTER* shall comply with Executive Order 11246 of September 24, 1965, entitled "Equal Employment Opportunity," as amended by Department of Labor regulations (41 CFR Chapter 60).

b. Integrations & Business Intelligence Work Approvals & Testing:

This work represents integrations and business intelligence for which the County has provided specifications. The following process will be followed to ensure that reliable work is delivered as part of the implementation:

If the County has opted in the SOW to use an existing document or file (such as an existing report) as a template for the work to be done, in order to avoid the cost and time involved in the creation of written requirements, there will not be a requirement approval process outside of what is documented in the SOW.

Or if the SOW calls for requirements to be documented during the implementation: After the County provides the following documentation, *FASTER* will create an extensive Requirements Document for the County to approve. This document will enable the County to have certainty about what it requires for a successful customization.

Documents to be provided by County:

- In the case of a Custom Report, a mockup in Excel or similar table.
- In the case of an Integration, a Data Flow Map which will show the data the County 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 County about?
 - Special Considerations: Are there any additional business rules or special considerations that the County 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 County's approval. Once the County 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 County may choose to do whatever testing it deems necessary on the custom work during the implementation in the County's implementation environment (more below related to environments). Those testing costs will be borne by the County and administered by the County. *FASTER* will provide to

the County any and all of the test cases which *FASTER* has already performed during its testing free of charge to use at the County's expense.

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 County or *FASTER* to do test plan approvals, requirements documentation approvals, Gap analysis or Gap analysis approvals.

The County may choose to do whatever testing it deems necessary on the COTS software components during the implementation in the County's implementation environment (more below related to environments). Those testing costs will be borne by the County and administered by the County. *FASTER* will provide to the County any of the 50,000+ test cases which *FASTER* has already performed during its normal COTS release cycle free of charge to use at the County's expense.

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 County's *FASTER* Web database against the data provided by the County and confirms the County'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 County a Soft Go Live copy of the database that contains the data *FASTER* loaded. The County can then perform whatever due diligence it deems necessary to validate this data in the County's implementation environment. If the County 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 County to use free of charge. All County data testing will be performed by the County at the County's expense. Any data defects the County finds and reports during its implementation testing that is found to be the result of *FASTER*'s work will be corrected by *FASTER*.

2. Change Requests

- a. COTS Add-ons: Change Requests to add COTS add-on components can be done any time up to the time of the installation of the COTS components included in the SOW or after the Go Live and there will only be the added costs which relate to adding those components and any added implementation tasks, such as training.
- b. Change Requests for Custom Work: The County may make a change request(s) for custom work, at any time, in writing and submit to *FASTER*'s Implementation Project Manager. *FASTER* will provide the County with a written estimate of added costs and/or time delay resulting from the change request(s). It is understood by the parties that change requests that occur after the County has approved the Requirements Document may lead to higher cost and time delay due to the fact that *FASTER* may need to re-write the Requirements Document, re-do the approval process, re-work code or re-test. The County will review and modify if needed *FASTER*'s written response to change request(s) and notify *FASTER* in writing whether it wants to proceed with the change request(s). Any price increases must be stated in a written amendment to this Agreement.

3. 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 County will obtain and pursue such certificate, document or proceeding.

4. Proprietary Rights of *FASTER*

- a. Nature of Rights and Title: County recognizes that all computer programs, system documentation manuals, and other materials supplied by *FASTER* to County are subject to the proprietary rights of *FASTER*. County 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. County 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 and all intellectual property rights to all programs, documentation, information or data furnished by *FASTER* in machine-readable form, and training materials.

County 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 County, voluntary or involuntary, purporting to create a claim, lien, or encumbrance on such an item shall be void.

- b. Restrictions on County Use: The computer programs and other items supplied by *FASTER* hereunder are for the sole use of County and County's employees/agents.
 - i. Competitive Uses: County 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 County from acquiring, for its own use, software from third parties. County agrees that while this Agreement is in effect, or while it has custody or possession of any property of *FASTER*, it will not:
 1. Copy or duplicate, or permit anyone else to copy or duplicate, any physical or magnetic version of the programs, databases, 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 under this Agreement or otherwise, (whether oral, written, tangible, or intangible). County may copy for its own use, and at its own expense, operator manuals, training materials, and other terminal copies made for their distribution.
 3. Modify or permit others to modify the system's database structure. Any such modifications may void *FASTER*'s warranties and *FASTER*'s obligation to provide Software Upgrades and Support pursuant to Schedule B.
 - ii. Demonstrations. Due to the proprietary nature of *FASTER*'s Fleet Management System, County agrees not to demonstrate or show this system to any competitors, or consultants that work with competitors, of *FASTER*.

c. Transfer/Expansion of Rights

The County'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 County 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 & Definitions

The County agrees that this Agreement binds the County 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 County may enter a joint venture or other cooperative enterprise. The term employee means individual on whose behalf the County withholds income taxes or makes contributions under the federal insurance contributions act or similar statutes in other nations.

5. Exclusion of Incidental, Consequential and Certain Other Damages

Neither *FASTER* nor its suppliers shall be liable for any special, incidental, indirect, punitive or consequential damages arising out of the use of or inability to use the *FASTER* components or the support services, or the provision of or failure to provide support services under this Agreement.

6. Confidential Information

"Confidential Information" means the terms of this Agreement, the Services, any software provided by *FASTER* or County under this Agreement, the logon identifiers and passwords provided to County and its Authorized Users, the fees charged under this Agreement, materials marked confidential by County or *FASTER* and any other information conveyed under this Agreement in writing or orally that is designated confidential or by the circumstances in which it is provided. Each party acknowledges and agrees that: (a) the Confidential Information constitutes trade secrets of the party owning such Confidential Information; (b) it will use Confidential Information of the other party solely in accordance with the provisions of this Agreement; and (c) it will not disclose, or permit to be disclosed, the Confidential Information of the other party to any third party without the disclosing party's prior written consent. Each party will take all reasonable precautions necessary to safeguard the confidentiality of the other party's Confidential Information including, at a minimum, those precautions taken by a party to protect its own Confidential Information of a similar nature, which will in no event be less than a reasonable degree of care. Confidential Information will not include information that is: (a) publicly available through no fault of the receiving party; (b) already in the other party's possession and not subject to a confidentiality obligation; (c) obtained by the other party from any source without breach of any obligation of confidentiality; or (d) independently developed by the other party without reference to the disclosing party's Confidential Information. Either party may disclose such Confidential Information as is required to be disclosed by order of a court or other governmental entity; provided reasonable notice is given to the party owning such Confidential Information so that such party may challenge the disclosure or obtain a protective order or other equitable relief. The obligations in this section as to Confidential Information shall continue for a period of five years following termination of this Agreement.

7. Term and Termination

The initial term of this Agreement shall be for five years from the Effective Date, unless either party provides written notice of termination. The costs for Services in this agreement will increase by 3% (three percent) each year. The parties will work in good faith to allow for each party to unwind this relationship if termination occurs.

a. Termination by *FASTER*

FASTER shall have the right, upon notice to County, to terminate this Agreement if: (a) County fails to pay *FASTER* any amount due hereunder and such failure to pay is not cured within 30 days following *FASTER's* notice to County of such breach; (b) County materially breaches any term or condition of this Agreement, provided such breach is not cured by County within 30 days following *FASTER's* notice to County of such breach; or (c) County (i) terminates or suspends its business activities; (ii) makes an assignment for the benefit of creditors, or becomes subject to direct control of a trustee, receiver or similar authority; or (iii) becomes subject to any bankruptcy or insolvency proceeding under federal or state statutes.

b. Termination by County

County will have the right, upon notice to *FASTER*, to terminate this Agreement if (a) *FASTER* is in material breach of this Agreement and *FASTER* fails to remedy such material breach within 30 days of its receipt of such notice; (b) as provided by Section 3(a) of Schedule B; (c) *FASTER* (i) terminates or suspends its business activities; (ii) makes an assignment for the benefit of creditors, or becomes subject to direct control of a bankruptcy trustee, receiver or similar authority; or (iii) becomes subject to any bankruptcy or insolvency proceeding under federal or state statutes; or (d) County provides thirty days' written notice of termination without cause.

8. Indemnification

FASTER shall indemnify and hold harmless the County, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively hereinafter referred to as Indemnitees) from any liability, action, claim or damage whatsoever, based or asserted upon any services of *FASTER*, its officers, employees, subcontractors, agents or representatives arising out of arising out of *FASTER's* performance under this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature. *FASTER* shall defend the Indemnitees at its sole expense including all costs and fees (including, but not limited, to attorney fees, cost of investigation, defense and settlements or awards) in any claim or action based upon such acts, omissions or services.

- a. With respect to any action or claim subject to indemnification herein by *FASTER*, *FASTER* shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of County; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes *FASTER* indemnification to Indemnitees as set forth herein.
- b. *FASTER'S* obligation hereunder shall be satisfied when *FASTER* has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.
- c. The specified insurance limits required in this Agreement shall in no way limit or circumscribe *FASTER'S* obligations to indemnify and hold harmless the Indemnitees herein from third party claims.

9. Insurance

- a. Without limiting or diminishing *FASTER*'s obligation to indemnify or hold County harmless, *FASTER* shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverages during the term of this Agreement. As respects to the insurance section only, County herein refers to the County of Riverside, its agencies, districts, special districts, and departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents, or representatives as Additional Insureds.'
- b. Worker's Compensation. If *FASTER* has employees with permanent residence in the State of California, *FASTER* shall maintain statutory Worker's Compensation Insurance (Coverage A) for those employees as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident.
- c. Vehicle Liability. If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then *FASTER* shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit. Policy shall name County as additional Insured.
- d. Commercial General Liability. Commercial General Liability insurance coverage, including but not limited to, premises liability, contractual liability, and products and completed operations liability, covering claims which may arise from or out of *FASTER*'s performance of its obligations hereunder. Policy shall name the County as additional Insured. Policy's limit of liability shall not be less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit.
- e. Cyber Liability. *FASTER* shall procure and maintain for the duration of the contract insurance against claims for injuries to person or damages to property which may arise from or in connection with the performance of the work hereunder by *FASTER*, its agents, representatives, or employees. *FASTER* shall procure and maintain for the duration of the contract insurance claims arising out of their services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data. *FASTER* shall procure and maintain cyber liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by *FASTER* in this Agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.
- f. If *FASTER* maintains broader coverage and/or higher limits than the minimums shown above, County requires and shall be entitled to the broader coverage and/or higher limits maintained by *FASTER*. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to County.

10. Independent Contractor

It is agreed that *FASTER* is an independent contractor and that no relationship of employer-employee exists between the parties. *FASTER* and its employees shall not be entitled to any benefits payable to employees of County, including but not limited to, workers' compensation, retirement, or health benefits. County shall not be required to make any deductions for *FASTER* employees from the compensation payable to *FASTER* under this

Agreement. *FASTER* agrees to hold County harmless from any and all claims that may be made against COUNTY based upon any contention by any person or other party that an employer-employee relationship exists by reason of this Agreement. *FASTER* agrees to indemnify and defend, at its sole expense and cost, including but not limited, to attorney fees, cost of investigation, defense and settlements, or awards, County, its officers, agents, and employees in any legal action based upon such alleged existence of an employer-employee relationship by reason of this Agreement.

11. General

a. Agreement Modifications

This Agreement can be modified only by a written agreement duly executed by persons authorized to sign agreements on behalf of County and of *FASTER*. Any variance from the terms and conditions of this Agreement in any order or other written notification from the County will be of no effect.

b. Entire Agreement

This Agreement constitutes the entire agreement among the parties, and any prior understanding or representation of any kind preceding the date of this Agreement shall not be binding on any party except to the extent incorporated in this Agreement, with the exception of *FASTER's* Response to the County's RFP, PUARC-1638, which is incorporated herein by reference.

c. No Other Warranties outside of this Agreement

EXCEPT FOR THE EXPRESS WARRANTIES STATED IN THIS AGREEMENT, *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.

d. Savings Clause

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.

e. Force Majeure

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.

f. Public Agencies

With *FASTER's* approval, this Agreement 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. Special discount/s provided to County will not necessarily apply to other customers. County does not accept any responsibility or involvement in the purchase orders or contracts issued by other public agencies.

g. Governing Law

This Agreement will be governed by the laws of the State of California. Any legal action related to the interpretation or performance of this Agreement shall be filed only in the Superior Court for the State of California or the U.S. District Court located in Riverside, California.

h. Software Escrow

The source code to all *FASTER* Fleet Management software is kept in a secure remote site location. An escrow account may be established specifically for the County 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 software listed in Schedule A; *FASTER* will make available *FASTER* source code for software listed in Schedule A to all customers who are active and up to date on their support service Agreement with *FASTER*.

i. Compensation


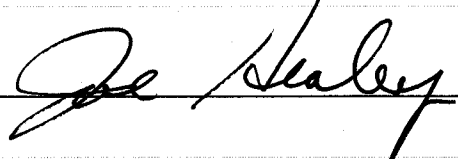
County shall pay *FASTER* for services performed, products provided, or expenses incurred in accordance with the SOW. County is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or product beyond the contracted amount. Unless otherwise specifically stated in the SOW, County shall not be responsible for payment of any of *FASTER*'s expenses related to this Agreement.

FASTER shall be paid in accordance with an invoice submitted to County by *FASTER* pursuant to the milestone payments identified in the SOW, and County shall pay the invoice within thirty (30) calendar days from the date of receipt of the invoice. For this Agreement, electronic invoices will be sent to an email address designated by the County on the Purchase Order.

Each invoice shall contain a minimum of the following information: invoice number and date; remittance address; Agreement number (RIVCO-95841-001-09/24); strictly to the terms of the quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.

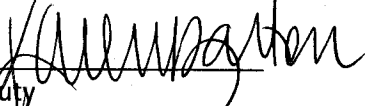
In the State of California, Government agencies are not allowed to pay excess interest and late charges, per Government Codes, Section 926.10.

AGREED TO:

The County of Riverside	CCG Systems, Inc. DBA FASTER Asset Solutions:
By:  Kevin Jeffries	By:  Joe Healey
Title: Chairman of the Board of Supervisors	Title: <u>CEO</u>
Date: <u>SEP 24 2019</u>	Date: <u>9-16-19</u>


ATTEST:

Kecia R. Harper
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos
County Counsel

By: 
Susanna Oh
Deputy County Counsel

Schedule A: Statement of Work, Pricing & Payment Terms



Statement of Work (SOW),
Pricing & Payment Terms

FASTER Asset Solutions

100% Employee-Owned

<p>Created For: Riverside County, CA</p> <p>Date: May 29, 2019</p> <p>Senior Software Consultant: Steve Specht</p>

Pricing in this proposal is valid for 120 days.

Qty	Description	Cost
FMIS Core COTS System		
7,500	<p>007 - 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 \$52.00.</p> <p>This includes one instance of the FASTER Web Application with one database.</p> <p>Unlimited user access (named accounts) included.</p>	\$390,000
1,000	<p>012g - 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>	\$13,000
400	<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>	\$5,200
COTS Add-ons		
1	<p>207nc - Dashboard Add-on:</p> <p>Provides 20 standard metrics that monitor fleet industry performance measures. The dashboards have powerful configuration capability to enable effective display of data. They are also drillable in that you can click and drill into the data presented by the dashboard. And the Dashboards are role-based so that you can empower users based on their roles.</p>	\$10,000

1	<p>208 – Barcoding Software:</p> <p>Barcoding Software allows for Label Scanning and Printing. (Hardware is not included.)</p>	\$6,000
3	<p>300 – Single Vendor Fuel Import:</p> <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 County 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-County 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 FI for an additional (\$2,500) cost.)</p>	\$15,000
1	303 - Single Vendor Fuel Import Site and Dispenser Supplemental	\$2,500

Generic Integration Components for Telematics

The below are ala carte generic integration components which you can use to integrate with a telematics vendor. You may opt to use all of the components below or just some of them based on your business needs. For example if all you desire to do is import mileage for the purpose of PM scheduling, you only need the Meter Import. However, if you desire to also import alerts (diagnostic trouble codes, DTCs, or defects, etc.), you will need the other three components listed below. Please note that before purchasing this, you will want to confirm with your vender that they are willing to provide and consume data in a way that meets the specifications at the below link. This link provides all the specifications your vender will need to confirm if they can provide and consume data so integrate with these generic integration components.

The below options all include the use of flat files since that is the least expensive way to integrate. If you prefer real-time integration capability, FASTER can build middleware to present

1	<p>326: Asset Meter Readings Import</p> <p>The solution is designed to import cumulative asset meter readings into your FASTER Web system. Any meter type supported by FASTER Web can be configured to import Miles, Hours, PTO, Engine Idle Hours, etc. (Please note that not all vendors provide various meter types just listed. For example, some telematic vendors do not provide cumulative engine idle time.) In order to facilitate best practices in preventive maintenance scheduling, only valid meter records will be imported using FASTER Web's meter reading validation rules.</p> <p>These meters can be viewed for historical purposes in the Assets module under the Meters, Warranties tab. The most recent valid meter reading will update the Meter's Actual reading throughout the system.</p>	\$9,000
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1	<p>329: Asset Location Import</p> <p>The solution is designed to import GPS data into your FASTER Web system eliminating the need for manually entering location data for any given asset. Latitude and longitude data points are imported and pinned onto FASTER Web's map so that users can easily track individual assets as well as the ignition status for assets to reveal where an asset is parked.</p>	\$6,500
Go-Live Work		
1	<p>1.3 Work Order Processing - 1.3.31 - Create and edit work order while system isn't connected with data sending once connectivity is made.</p> <p>FASTER Web is a true web-based Real-Time application which permits access anywhere a cell connection is available.</p> <p>Offline capability is in FASTER's roadmap. And FASTER can commit to provide this for the County's go-live so it can be out of the box. But, due to little to no customer demand, we would charge a small fee to offset some of the development cost. This cost is included in the Cost Proposal Tab H & Tab I.</p>	\$5,000
1	<p>333ie - Custom Integration: Import/Export: 1.5 Parts/Stock Room and Inventory Management Requirements - 1.5.27 - Have the ability to interface with the County's purchasing system (RivCoEpro) and the financial system (PeopleSoft).</p> <p>This is an estimate for a two-way integration. The actual cost of the integration can be determined once specifications are identified.</p>	\$14,000
1	<p>333i - Custom Integration: Import: 1.7 Motor Pool - 1.7.8 - Interface with web based ride sharing applications.</p> <p>This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.</p>	\$8,000
1	<p>333i - Custom Integration: Import: 1.7 Motor Pool - 1.7.10 - Peoplesoft interface for user information.</p> <p>This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.</p>	\$8,000
1	<p>333e - Custom Integration: Export: 1.9 Business Requirements/Monthly Billing Requirements - 1.9.2 - Integrate with the County's PeopleSoft billing system.</p> <p>This is an estimate for a one-way export The actual cost of the export can be determined once specifications are identified.</p>	\$6,000
1	<p>333i - Custom Integration: Import: 1.9 Business Requirements/Monthly Billing Requirements - 1.9.5 - Integrate with the County's Jaggaer E-Procurement purchasing system (RivCoPro).</p> <p>This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.</p>	\$8,000

1	<p>330 – Report Customization: 1.10 Reporting Requirements - 1.10.31 - Provide reports that total each department's equipment activities by user defined periods (month, year, etc.) detailing number of vehicles, maintenance charges, rental charges and replacement fund status. Ability to view variances from prior years.</p> <p>Report Customization estimate site based on scope provided.</p>	\$8,000
1	<p>1.10 Reporting Requirements - 1.10.33 - Tiered notification if the required mileage reporting is not met based on department (vehicle underutilization).</p> <p>While FASTER has features that provides some of this functionality, we have never had a customer request this specific approach. But FASTER can commit to provide this for the County out of the box by enhancing the system so it is ready for the County's soft go live. But, due to little to no customer demand, we would charge a small fee to offset some of the development cost. This cost is included in the Cost Proposal Tab H & Tab I.</p>	\$5,000
1	<p>333i – Custom Integration: Import: 3.1 Technology Specifications - 3.1.55 - Be able to have API interface with the State of California DMV for pull notices, and exchange communication of equipment(s).</p> <p>Note: Creation of this integration will require the County to first have an agreement with the State of California DMV that provides for a vendor to pull data or for that data to already be delivered to the County in a way that FASTER can build middleware to consume that data.</p> <p>This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.</p>	\$14,000
Data Services		
1	<p>400a - Level 1 Data Conversion and Testing:</p> <p>Equipment Birth Certificates, Parts Birth Certificates, Vendor Birth Certificates, Employees/Users Records. This product utilizes a utility and series of packages to convert your data to a FASTER Web database. As part of conversion, FASTER will perform two types of testing: 1. Functional stability testing to ensure that there are no data conflicts with the FASTER Web table structure; 2. Data Validation testing to test that data was converted properly.</p>	\$6,000
1	<p>401a – Extraction to SQL Staging Database:</p> <p>FASTER will provide an MSSQL staging database into which the County's team will map and populate the data you extract from the former database. (After the County completes mapping and populating the data in the staging database, FASTER will execute the conversion level the County choses which is noted below to transform the data and create a FASTER Web structured database. FASTER will then perform data validation testing.)</p> <p>OR</p> <p>402 – Extraction to Excel Data Mapping Sheets:</p> <p>If you do not have staff familiar with MSSQL, FASTER can provide a pre-designed data mapping product using Excel spread sheets. This Excel-based data mapping product can be used by your less experienced staff to populate all your data. It requires basic knowledge of Excel and solid knowledge of your fleet data. (After this work product is complete, FASTER will execute the conversion level you chose noted below to create your FASTER Web database and perform data validation testing.)</p>	\$6,000

1	<p>403a – Data Extraction Assistance:</p> <p>If you need assistance extracting, mapping or populating the data, FASTER can work with the County’s Team to extract, map and populate the data from the current database to the MSSQL staging database. Should you opt for this assistance, FASTER will charge a rate of \$150/hour.</p>	TBD
1	<p>405 – Data Cleanup:</p> <p>If the data in the current system is in need of correction prior to the extraction, the County will be responsible for data correction that takes place in the legacy system. (However, as part of the implementation process, FASTER Implementation 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 County correct this prior to the extraction process beginning.</p>	n/a
Implementation Services & Training		
1	<p>500 – Project Management:</p>	\$15,000
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 County will ensure key users are able to participate.</p>	\$3,300
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>	\$3,300
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>	\$2,200
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>	\$2,200
1	<p>512c – Go-Live Week System Training - Inventory Module (4 Hrs):</p> <p>Should include FASTER System Admin, Parts Staff and Parts Managers.</p>	\$2,200

1	<p>512d – Go-Live Week System Training - Fuel Module (1 Hr): Should include FASTER System Admin and Fuel Clerk.</p>	\$550
1	<p>512e – Go-Live Week System Training - Vendors & Accounting Modules (1.5 Hrs): Should include FASTER System Admin, Accounting Staff and Parts Managers.</p>	\$825
4	<p>512f – Go-Live Week System Training - Technician Workstation (2.5 Hrs): Should include FASTER System Admin and Technicians.</p>	\$2,750
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

MotorPool COTS System		
1	<p>204 – Web-Based MotorPool Asset Sharing, Rental & Reservations System:</p> <p>Web-Based MotorPool Asset Sharing, Rental & Reservations System: Software application only, does not include key box hardware or telematics hardware and infrastructure.</p> <p>In the event this MotorPool product is purchased with FASTER Web, it will be implemented at least 10 business days after the FASTER Web go-live.</p> <p>(While reservations data can often be entered manually at go-live, some customers desire that data that resides in your current MotorPool product be converted to this new FASTER Web-based MotorPool product. This can be done on a custom basis and will be an added cost.)</p> <p>Unlimited user access (named accounts) included.</p>	\$30,000
MotorPool Add-on		
1	<p>062kbi – Key Box Asset Sharing, Rental and Reservation Integration Add-on:</p> <p>FASTER's key box supplier is KEYper Systems. Due to the need for unique hardware, software, and drivers, this integration cannot be used with other key boxes purchased from KEYper Systems or any other key box manufacturers. The key box(es), (KEYper Monarch Plus System Kiosk with Controller Model Mk5), must be purchased directly from FASTER if they are to be integrated with FASTER's MotorPool asset sharing, rental and reservations software. FASTER offers multiple key box sizes.</p> <p>(Note: Upgrades and Support for this integration add-on software is separate from the manufacturer's warranty and support information and cost.)</p>	\$10,000
MotorPool Configuration, Training & Implementation		
1	<p>500MP – MotorPool Project Management:</p> <p>MotorPool Implementation and Project Management Services</p>	\$3,000
1	<p>511mp – MotorPool System Overview & Configuration Sessions:</p> <p>System overview and configuration session activities take place via live remote web-based session for a 3-hour period. County will then proceed to set up and configure the software.</p>	\$1,500
1	<p>512mp – MotorPool System Training/Go Live:</p> <p>3-hour remote MotorPool Operations User Training (includes dispatchers, reservationist and admin). If additional classes are required, additional costs may apply. Onsite training can be provided for an added cost.</p>	\$1,500

Keybox System Hardware

064kbh – Key Box Hardware

FASTER Key Box: Size(s) as identified. These key boxes are manufactured by KEYper Systems in North Carolina. They are a custom version of their KEYper Monarch Plus System Kiosk with Controller Model Mk5. Key box size is based on the number of keys. The key box purchase does not include FASTER's key box integration which is purchased separately.

Key Box Warranty: The Key Box price shown includes (from the date of delivery): Manufacturer's 90-day Labor warranty, 1-year parts warranty, and 1-Year Key Box Support. Support includes Telephone and Web Based Support. Warranty covers all key box system hardware and outbound shipping and handling charges for parts (ground shipping only).

(County is responsible for the installation of the key box(es), including 120-volt electrical and network connection.)

Please Note: Sales tax may apply.

1	065a40 – Key Box - 40 Key KEYper Monarch Plus System Kiosk with Controller Model Mk5 Customized for FASTER	\$9,699
1	066fs – Key Box Flat Rate Shipping Flat Rate Shipping per Key Box to customers in the US 48 Contiguous States and Canada	\$300

Discount		
1	<p>904 - Slotting Discount:</p> <p>FASTER does not hire outside trainers or consultants to provide training and assistance to you when implementing FASTER. We use our own team of highly experienced professionals. This provides a much higher quality implementation than our competitors who do not maintain as large a staff to support their customers.</p> <p>In addition, because of FASTER Web's preeminence we have record numbers of new customers. And we attempt to give customers the maximum amount of flexibility during the implementation. As a result, we have periods during the year that are very busy and others where some of our Implementation Team will be waiting on customers and have idle time they can devote to other projects. Therefore, we offer a group of customers this slotting discount in exchange for permitting us to flex some of their implementation tasks around the needs of other customers.</p> <p>This discount will apply should you agree to provide a PO and start your implementation by , September 30, 2019 and FASTER will be permitted to progress with all milestones up to and including the COTS System Overview by November 30, 2019. Due to the time sensitivity of this, a PO will need to be received or a contract will need to be signed by September 30, 2019 or this offer will expire due to other customers who are interested in this slotting discount.</p> <p>Please note that this discount will be offset by the cost of any required surety bond.</p>	-\$50,000
Software & Services Total		\$583,524

NOTE: The below costs associated with hosting are optional. Should you opt to NOT have FASTER host, you can omit the associated hosting costs in the below green highlighted line-items.

1	620 - One-Time Hosting Setup	\$1,000
Software & Services Total if Hosting is Purchased		\$584,524

Upgrades, Support and Hosting		
<i>(Paid Annually)</i>		
Upgrades & Support		
1	<p>801 - Upgrades & Support:</p> <p>Annual support includes phone support, as well as upgrades for your FASTER Web software. 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. (There is no Upgrade & Support cost until one year from contract.)</p>	\$70,963
Upgrades & Support Subtotal		\$70,963

Hosting		
1	<p>This will include one FASTER Web instance with a single Database.</p> <p>Back Ups: Hourly database backups will be conducted to ensure consistent and recoverable backups of the database to restore from in the event of an emergency. Database Backups will be limited to 14 days of recoverability. Backups will also be sent daily to a secure, off-site location</p> <p>Terms & Conditions: Hosting shall have a term of one year, and the term shall commence upon installation of FASTER Web Software. After twelve months from commencement, these hosting services will automatically renew in one-year increments unless cancelled, provided a written notice of cancellation is received sixty (60) days in advance of anniversary date of commencement.</p> <p>The below fee for Upgrades, Support & Hosting will be due upon purchase of FASTER Web Software. (Note the separate line-item-cost for hosting is provided below to show the actual cost for hosting services. Hosting is invoiced on an annual basis in a combined invoice that includes Upgrade, Support & Hosting costs.)</p> <p>There will be a 3% annual increase for Upgrades, Support & Hosting at each 1-year anniversary.</p> <p>(If the County has less expensive cloud hosting available, the County has the freedom to host FASTER Web at any third-party host they may choose. Should the County choose to host with a provider other than FASTER, the below charge will not apply.)</p>	\$22,500
2	<p>Add another instance of the FASTER Web application to the above noted virtual application server for the purpose of testing (sandbox) and/or development only.</p> <p>Add another database instance on the above database server for the purpose of testing (sandbox) and/or development only.</p> <p>This added cost includes an added FASTER Web license for the above purpose only. This added FASTER Web application will be deployed to the same application virtual machine noted above that hosts the production FASTER Web application. And this added FASTER Web database will be deployed as another instance to the above noted dedicated database server on which the production database resides.</p> <p>Notes: Should the Customer opt to host the test/sandbox environment in its data center or with another third-party hosting provider, this cost will not apply, but a \$2,000 annual license/support cost will apply for the 2nd FASTER Web license.</p> <p>Should the Customer desire to have a separate, dedicated app virtual machine to host FASTER Web for testing or development, the added cost will be \$3,750 annually.</p>	\$6,670
Hosting Subtotal		\$29,170
Upgrades, Support and Hosting Total		\$100,133

Payment Schedule By Milestone	
Milestone	Amount Due
1. Hosting: 1st payment is due upon purchase.	\$30,170
2. 30% of Software & Services: Upon Purchase Confirmation	\$175,057
3. 30% of Software & Services: Upon Installation of Software	\$175,057

4. 20% of Software & Services: Upon COTS System Overview	\$116,705
5. 20% of Software & Services: Delivery of Converted Data and Go Live	\$116,705
6. Annual Upgrade, Support and Hosting Due One Year from purchase and each successive year County desires.	\$70,963
7. Annual Hosting Due One Year from purchase and each successive year customer desires.	\$30,045
Hourly Work: Billed monthly	TBD

Years 1 - 5	Upgrades & Support	If Hosting is Chosen
Year 1	Included	\$29,170
Year 2	\$70,963	\$101,008
Year 3	\$73,092	\$104,039
Year 4	\$75,285	\$107,160
Year 5	\$77,543	\$110,374

Optional Software, Add-ons & Services		Purchase Cost	Annual Upgrade & Support Cost
1	065s: Key Box Stand	\$550	
1	<p>067emw - Key Box Manufacturer Extended Warranty and Support</p> <p>Key Box Manufacturer Extended Warranty and Support is per key box and covers Parts Replacement and Manufacturer's Telephone and Web Based Support. If desired, the Extended Warranty and Support payment is due one year from contract signing and each thereafter.</p> <p>While this manufacturer extended warranty provides parts replacement at no cost, the County will pay for shipping and handling.</p> <p>(Note: The Manufacturer provides the following warranty and support with each key box purchase: Labor warranty 90-days from delivery; For 1 year from delivery, the initial warranty also includes: Parts warranty that includes outbound ground shipping; Telephone and Web Based Support.)</p>		\$400
1	<p>856: Disaster Recovery with Warm Site</p> <p>In addition to the standard recovery methodology, FASTER's 3rd party host can also provide a disaster recovery plan that includes a warm site at a datacenter which is remote from the site which is hosting. This plan includes an SLA of 4 hours for RTO and 30 minutes for RPO.</p> <p>There will be a 3% annual increase to the Annual Hosting Cost at each 1-year anniversary.</p>		\$4,179
1	<p>608 - Live Remote Training Non-Standard Content:</p> <p>Per-Hour Training for Non-Standard Content</p>	\$250	
1	609web - Asset Module Standard Live Remote Training (4 Hrs)	\$1,000	
1	610web - Inventory Module Standard Live Remote Training (4 Hrs)	\$1,000	

1	611web – Maintenance Module Standard Live Remote Training (3.5 Hrs)	\$875	
1	612web – Accounting & Vendor Modules Standard Live Remote Training (1.5 Hrs)	\$375	
1	613web – Technician Workstation Standard Live Remote Training (2.5 Hrs)	\$625	
1	614web – Setup Module (FASTER Web Administration) Standard Live Remote Training (3 Hrs) Default Quantity Schedule	\$750	
1	615web – Fuel Module Standard Live Remote Training (1 Hrs)	\$250	
1	615web – MotorPool System Operations Live Remote Training (3 Hrs)	\$750	

Optional Go-Live Work	Coding & Testing	Annual Upgrade & Support Cost
<p>1.5 Parts/Stock Room and Inventory Management Requirements - 1.5.24 - Application should recommend a vendor from the approved vendor list based upon recent price and/or delivery criteria defined by the user.</p> <p>All parts have a default vendor, therefore when performing an order FASTER Web will automatically recommend that vendor and will use the most recent price. FASTER can commit to provide this for the County. But, due to little to no customer demand, we would charge a fee to offset some of the development cost. This cost is included in the Cost Proposal.</p>	\$30,000	

Payment Schedule By Milestone (for Optional Software, Add-ons and Services)	
Milestone	Percent Due
Start of Project	50%
Delivery	50%

Hourly Rates for Additional or Out of Scope Services	
Description	Hourly Rate
Professional Services On-Site	\$400.00
Professional Services Remote	\$150.00
Custom Programming/System Modification	\$150.00
Data Conversion/Migration Services	\$150.00
Other Services: Custom Integration	\$180.00
Other Services: On-site Training	\$400.00
Other Services: Live Remote Training	\$250.00
Other Services: Remote Consultation	\$150.00

Schedule B: Software Upgrades & Support Agreement:

1. Scope: Software Upgrades & Support will consist of: (i). Upgrades to the Commercial Off the Shelf (COTS) software and Custom software listed in Section 3; (ii). Correction of defects to keep the software in conformance with the applicable user documentation as noted in Section 4; and (iii). Telephone support listed in Section 5.

Support will not include: (i) set-up, installation, or configuration of hardware and software required for the County to access the *FASTER* software unless a separate hosting or Software as a Service (SaaS) addendum is included in this Agreement.

To the extent County used a previous version of the software or a legacy *FASTER* product and maintains that version or legacy *FASTER* product, this Agreement does not extend Software Upgrades & Support to that previous version or a legacy *FASTER* product unless specifically stated. Software Upgrades and Support for a previous software version or legacy *FASTER* product will require a separate Software Upgrade & Support Agreement at an additional cost.

2. Representative. County will identify both a Representative and an alternate to be designated as *FASTER*'s contact(s) for communicating with *FASTER* concerning Support, making other requests, or providing notice under this Agreement. County may change the Representative upon notice to *FASTER* (other members of County's Team may place support calls to *FASTER* Support).
3. Software Upgrades:
 - a. All software from *FASTER* requires that the Software Upgrade & Support Agreement be renewed annually by County. After the first year, Software Upgrade & Support will automatically renew unless County cancels per the termination provisions identified herein. Software Upgrade & Support provides the following upgrade benefits:
 - i. Upgrades for the Core COTS Product: Each new version release of the specific "Core COTS Product," which are included under this Agreement, are provided at no added cost to County. As long as Software Upgrade & Support is maintained, County is entitled to new version releases of the *FASTER* product included under this Agreement.
 - ii. Upgrades to Add-on Products and Customizations: All Add-on Products and customizations will be upgraded to function with new versions of the Core COTS Product as long as County continues to renew Software Upgrade & Support. And as long as County remains current on Software Upgrade and Support, the County may license additional add-ons.
4. Software Defects: Software Upgrades & Support covers issues or problems that are the result of a verifiable, replicable errors (*FASTER* will use all reasonable means to verify and replicate) in the software ("Verifiable *FASTER* Defect"). An error will be a Verifiable *FASTER* Defect only if it constitutes a material failure by the software to function in accordance with the applicable software documentation. This documentation includes the User Manuals for the COTS products and the detailed Requirements Document for which County signed-off for any customization.
5. *FASTER* Software Support Coverage: County will have access to *FASTER*'s Technical Software Support Personnel ("Software Support") during Normal Business Hours. For the purposes of this Agreement, Normal Business Hours are defined as 7:30 am to 6:00 pm EST/EDT, Monday through Friday (excluding U.S. public holidays). Communications with Technical Support may be via telephone or e-mail. In addition to the support obligations listed above, *FASTER* provides emergency phone support twenty (24) hours a

day, seven (7) days a week outside of Normal Business Hours by having Support staff members on-call for phone support for issues defined below under "Emergency *FASTER* Support."

6. Emergency *FASTER* Support is available when: A. The system is frozen; B. The system has crashed and will not recover; or C. County cannot process work in the system.
7. IT Support & Consulting Not Provided: Unless County contracted *FASTER* to provide hosting, *FASTER* Support does not include IT tasks such as hardware upgrades or changes; server operating system or relational database management system installs, patches or upgrades; backup and restore or disaster recovery; virtual machine management; server and database cluster tasks, etc. (if *FASTER* is providing hosting, a separate schedule will address hosting and hosting support).
8. Other Limitations on Support: *FASTER* will provide trouble shooting and advice related to mistakes County's employees may make (data deletion, data input error, administrative or user errors, etc.). As a courtesy, *FASTER's* Support Staff accepts such calls and is willing to assist County in attempting to resolve such issues that are outside the scope of support outlined in this Agreement. As such, while *FASTER* staff often is able to add value in root cause analysis and troubleshooting of issues that are outside of *FASTER's* responsibilities, there may be occasions when *FASTER* must discontinue support efforts on issues that are outside of *FASTER's* responsibilities to be attentive to other customers' support issues.
9. Training: Support does not include training. Live-remote training via a web-based medium such as GoToMeeting can be provided for an additional cost. *FASTER* also offers Regional Training for an added cost in geographic areas where there are concentrations of customers.
10. County's Responsibilities:
 - a. County's Representative must be qualified and authorized to communicate all necessary information. And unless *FASTER* is hosting the environment, County must have administrative access to the *FASTER* application, must have access to the database and hardware resources to be able to perform diagnostic testing and be available for follow-up, if required. *FASTER* does accept calls from County Staff who do not meet the above requirements. However, resolution of some issues may require a County Staff member who meets the above criteria be available.
 - b. County accepts sole responsibility for any compatibility problems between the Services and any other application software or non-current software programs not maintained or supported by *FASTER*.
11. Submitting a Request: County should be prepared to provide the following:
 - a. Telephone number and alternate method of contact (i.e. email address);
 - b. A description of County's problem or question;
 - c. Provide screen capture/s or video/s of the issue;
 - d. The circumstances under which the problem does or does not occur;
 - e. Specific error messages, error numbers, log files and program numbers; and
 - f. If County hosts *FASTER* on their internal IT infrastructure, additional information may be needed such as: Version of the *FASTER* Software in use, client or server operating systems versions, Hardware specifications, etc.

12. *FASTER* will follow the below process to assist County with resolution of issues:

- a. During Normal Business Hours, *FASTER*'s answering of phone calls is as follows: 95% by the third ring, 99% by the fifth ring.
- b. There is an exception to the above during *FASTER* Support Team training, which will occur no more than twice a month and for no more than 90-minutes each. During these training sessions, the response time may drop to 90% of calls answered by the fifth ring.
- c. *FASTER*'s response to email support requests during Normal Business Hours is: 95% within three hours and 99% within one business day.
- d. Once contact with a *FASTER* Support Team Member is established via phone or email, a case will be created for tracking purposes and the supplied information will be documented such that County may request a case number for tracking purposes.
- e. In order to resolve the issues on County's first call, *FASTER*'s Support is structured to: answer County's questions and identify logs, tests or error information the County needs to acquire and submit in order to trouble shoot the issue during that first phone call.
- f. If the issue cannot be resolved in one phone call, the Support Team Member who took the call will diligently strive for timely resolution. If the Support Team Member cannot timely resolve this issue, he/she will engage with his/her supervisor to assign the case to the appropriate staff member for either resolution or escalation of the case to the Development Team.

Term:

For a new customers: The term is dictated by the Statement of Work & Pricing Document.

For customers renewing annual Software Upgrades & Support for their current *FASTER* product: The term of this Agreement shall be for one year from the day after the expiration of the previous year's Software Upgrades & Support Agreement. The renewal will include a 3% (three percent) cost increase from the previous year's Software Upgrades & Support Agreement.

A lapse in Software Upgrades & Support is defined as non-payment for 60-days after the expiration of the previous year's annual Software Upgrades & Support Agreement. Should the County lapse in its continuity Software Upgrades & Support by non-payment of more than 60-days, renewal of annual Software Upgrades & Support will be at *FASTER*'s discretion and may require a penalty payment and a price that is based on current retail cost.

County may opt to terminate Software Upgrades & Support at the later of the end of any one-year term or the term identified in the Statement of Work & Pricing.

County may renew Software Upgrades & Support by paying for the next year's annual Software Upgrades & Support with a 3% (three percent) increase within 60-days after the end of the previous support period.

County may, at any time, license other *FASTER* software that will also have a Software Upgrades & Support fee. There will be an additional Software Upgrades & Support fee due at the time of licensing the additional software based on the associated licensing fee. That fee is determined by *FASTER* pro-rating the months remaining on the current year's Software Upgrades & Support. And the following year's Software Upgrades & Support will include an increase reflecting that licensing and the commensurate 3% (three percent) increase.

Schedule C: Software License Agreement

1. Perpetual License:

FASTER grants to County a perpetual, non-exclusive, non-transferable license to use the *FASTER* software specified in Schedule A in accordance with the terms of this Agreement.

2. Environment:

County understands that it may use *FASTER*'s proprietary software in a single environment. In this Agreement 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 County's environment comply with the minimum published specifications. Failure to meet the minimum specification puts County's operation at risk and may lead to *FASTER* being unable to provide support until County'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:** (The following only applies if the County is hosting *FASTER*. This does not apply if *FASTER* is hosting the environment.) After go-live of the *FASTER* system, this Agreement permits County to stand up a temporary test environment on their 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 County performs on County's server operating system; or database patches or upgrades; or if County 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.)
- c. **OTHER TEST OR DEVELOPMENT ENVIRONMENT/S:** County may have a separate test or development environment for other purposes at any time (e.g., during the implementation or after go-live) with payment of an additional license fee and an annual support fee.

3. Copies, Backups & Catastrophic Fail-Over:

County understands that it is able to 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. (Does not apply for *FASTER* hosted Customers.)

4. Software Modifications:

County 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 County violate this provision, all warranties associated with the *FASTER* system are null and void.

Schedule D: Hosting & Hosting Service Level Agreement (SLA)

1. Environment:

Single Environment: County understands that it will access *FASTER*'s proprietary software in a single environment with one instance of the software and one database. Therefore, in this Agreement, an "environment" is defined as "a single install or instance of the *FASTER* application and a single *FASTER* database."

Test/Production Environment: In order to minimize County's and *FASTER*'s IT costs, as well as to control quality and reduce risk, County will have only one environment through the implementation process. This environment, upon deployment 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 same test environment will then become the production environment.

2. Administration:

FASTER will issue to County's designated "**Administrator**" an individual logon identifier and password ("**Administrator's Logon**") for purposes of the County administering the Services. Using the Administrator's Logon, the Administrator shall assign each remaining Authorized User a unique logon identifier and password and assign and manage the business rules/permissions that control each such Authorized User's access to the Services. County shall use commercially reasonable efforts to ensure that each Authorized User will: (a) Use a logon identifier to access all areas of the system and not allow the system to be accessed without a logon identifier; (b) not disclose his/her logon identifier to any person or entity; (c) not permit any other person or entity to use his/her logon identifier and (d) use the Services solely in accordance with the terms and conditions of this Agreement.

3. Database Backup

An incremental backup of the database to a local drive will occur daily. And a full backup to tape will occur weekly. The weekly full tape backup will be stored offsite.

4. Database Rights and Access:

4.1 Data Rights: County maintains full rights to its data contained in the database upon termination of this Agreement.

4.2 Access to Database: County will not have access to the database or database server. The County will use the Business Intelligence built into *FASTER* to search data, run reports and view data in dashboards. This means there will NOT be the ability to run queries against the database. If County desires access to the database server or database to run queries, an externally hosted solution is likely inappropriate. Instead, the County can host the software internally. This option is available.

5. Hosting Service Level Agreement:

5.1 Availability: *FASTER* shall maintain a data center adequate to support Services to County twenty-four (24) hour per day, seven (7) days per week (excluding scheduled maintenance between 11:00 pm and 4:00 am PST/PDT weekdays and between 3:00 pm and 7:00 pm PST/PDT Saturdays) with service availability of not less than 99.9% (the "Service Level Commitment") calculated as specified below. (99.999% guaranteed up-time is available through a mirrored replication to a fail-over, co-location at an extra cost.)

5.1.1 Formula. The Service will, subject to the exceptions listed below, be available for a percentage of each calendar month at least equal to the Service Level Commitment. The availability of the Service for a given month will be calculated according to the following formula (referred to herein as the "Availability"):

Where: Total minutes in the month = TMM

Total minutes in the month the Service is unavailable = TMU

And: $((TMM - TMU) \times 100) / TMM = \text{Availability}$

5.1.2 For purposes of this calculation, the Service will be deemed to be unavailable if Service application functions do not successfully complete. Further, the Service will not be deemed Unavailable for any downtime or outages excluded from such calculation by reason of the exceptions set forth in Sections 5.1.3 and 5.1.4 below. *FASTER's* records and data will be the sole basis for all SLA calculations and determinations.

5.1.3 Exceptions: (a). Maintenance performed at County's request outside of the normally scheduled maintenance will not be considered an outage. (b). The Service will not be considered to be Unavailable for any outage that results from any maintenance performed by *FASTER* of which County is notified 48 hours in advance and to which County does not reasonably object during the standard *FASTER* implementation window(s) agreed upon by *FASTER* and County during County's implementation period. (c). Errors or issues created by the County will not be considered. (d). Should the County opt to purchase for an added cost access to the database, *FASTER* is not accountable for disruptions caused by the County's actions related to the database.

5.1.4 The *FASTER* Network extends to, includes and terminates at the data center located router that provides the outside interface of each of *FASTER's* WAN connections to its backbone providers (referred to herein as the "*FASTER* Network"). The Service will not be considered Unavailable for any outage unavailability of the Service due to (a) County's information content or application programming, acts or omissions of County or its agents, (b) failures of Internet backbone itself and the third-party network by which County connects to the Internet backbone or any other network unavailability outside of the *FASTER* Network; (c) delays or failures due to circumstances beyond *FASTER's* reasonable control that could not be avoided by its exercise of due care; or (d) any other outage or downtime outside the *FASTER* Network.

5.2 Remedies: Subject to the exceptions provided for in this SLA, County will have the rights set forth below.

5.2.1 If the total Availability (as calculated in Section 5.1 above) for a given month is (a) below the Service Level Commitment and greater than or equal to 99.5%, County will receive three (3) Service Credits; (b) below 99.5% and greater than or equal to 99.0%, County will receive ten (10) Service Credits; and (c) below 99.0%, County will receive fifteen (15) Service Credits. Notwithstanding the foregoing and in lieu of the preceding Service Credits, any continuous outage of more than twenty-four (24) hours shall automatically result in a total of one month's value of Service Credits. If Service Level Commitment is not met for a second time in a thirty (30)-day period, then County shall be entitled to receive at County's election, either (i) another month's value of Service Credits, or (ii) the right to terminate this

Hosting & Hosting Service Level Agreement.

- 5.2.2 For purposes of this SLA, a Service Credit will be deemed to be an amount equal 1/30th of the monthly fee for the hosting to the County (herein referred to as "Service Credit"). Service Credits will be recognized for billing purposes in the month following the month giving rise to such Service Credits. All service credits will be calculated assuming a 30-day month. Except as provided above in Section 3(a) of this SLA, County's right to receive service credit(s) will be County's exclusive remedy for *FASTER*'s failure to satisfy the Service Level Commitment.
- 5.2.3 Remedies will not accrue (i.e., no Service Credits will be issued and an outage will not be considered unavailability for purposes of this SLA) if County is in breach of its payment obligations either when the outage occurs or when the credit would otherwise be issued.
- 5.3 Term: Hosting shall have a term of one year, and the term shall commence upon allocation of hardware in the datacenter, which will occur in the early stages of the implementation. After twelve months from commencement, these hosting services will automatically renew in one-year increments unless cancelled by either party, provided a written notice of cancellation is received by the other party sixty (60) days in advance of anniversary date of commencement. Prices above shall be valid for 30 days.
- 5.4. Performance: County understands that performance of the *FASTER* system is dependent on multiple factors. For example, County approved users can only access the system with a PC that meets the minimum client specifications provided by *FASTER*. County may need to request its IT Department increase bandwidth and/or improve network connections in order to improve performance. Also, County understands that system performance is affected by variables that *FASTER* cannot fully control, such as user habits, number of simultaneous users and database size.

Schedule E: FASTER Web Implementation Plan Draft

FASTER Web Implementation Plan Draft

(The following pages contain a high-level and detailed plan)

This detailed sample plan provides estimated durations for each of the phases and tasks to give you a perspective on the length and timing of the implementation.

The only place where FASTER may provide cushion is the phase that includes FASTER building custom integration items. All the other phases do not include any cushion. The reason for this is it is not practical to estimate the cushion or time delays customers tend to have since they are busy running a fleet operation. FASTER's implementation plan is designed to respect the fact that a customer has a business to run and that Customer's IT staff have various other projects it also works on.

So, the plan is segregated so that customer tasks are very clear and FASTER's tasks are very clear. And we provide estimates of how long each task may take as a helpful tool. But again, as noted above, the key to the length of the implementation timeline is how much effort a customer can commit to the project. For example, the fastest a customer ever implemented FASTER Web was 45-days. That customer had little in the way of custom integrations and was highly motivated to move quickly. While it is possible to implement FASTER Web in 45 to 180-days, it would be far more practical to expect that an implementation will take between 12 to 18-months.

Another important point is that all tasks are strictly segregated so it is clear when FASTER is responsible to complete the task or the customer is responsible. This avoids any finger pointing or confusion about when a party is responsible for a task. Also, since you are not paying the expensive hourly rates to have FASTER staff solely dedicated to your project, as the customer completes its tasking which leads to a FASTER task, in fairness to customers the work is queued up on a first come first serve basis. But there is often no queue and FASTER turns around work fairly quick. The biggest queue occurs related to FASTER doing all its significant tasks for the soft go live. Since so many staff are involved at FASTER there can be several weeks of delay to ensure all the correct FASTER staff are aligned to move forward with your soft go live work.

In reality, it is typically customers who set the pace for the project and also delay the project. Therefore, FASTER's project methodology provides for the customer to move at its pace. For this reason, FASTER never makes a promise or contractual commitment to have a customer live by a certain point. Below is a legend showing the descriptions for the resource roles shown in the project. There will be many other FASTER team members who will work on the implementation behind the scenes, including: Database Developers and QA Analysts & Testers. But there is no need to show them in this plan.

The reason is that FASTER uses Microsoft Project Enterprise to manage the plan tasking to track where the customer is with its tasking and the three FASTER staff with whom the customer will interact. But all the FASTER behind the scenes staff, such as DB Developers, testers, etc., are managed out of FASTER's proprietary tool within Microsoft Team Foundation Server (TFS). If you have integrations, FASTER's Integrations Project Manager will also be involved. Below is a legend that explains the resource titles use in the plan:

Key for Resources used in sample plan

Customer Resource Descriptions:	FASTER Resource Descriptions:
<p>C-Asset Managers: Customer Asset Managers C-BPO Fin: Customer Finance Business Process Owner C-BPO Fleet: Customer Fleet Business Process Owner C-BPO IT: Customer IT Business Process Owner C-Data Expert: Customer Data Expert C-FASTER Adm: Customer FASTER Administrator C-Fuel Clerk: Customer Fuel Clerk C-Accounting Staff: Customer Accounting Staff members C-Inventory Staff: Customer Inventory/Parts Staff members C-Maintenance Supervisors: Customer Maintenance Supervisors C-MotorPool Manager: Customer MotorPool Manager/Supervisor C-Inventory Managers: Customer Parts Supervisor C-Inventory Staff: Customer Parts/Inventory Staff C-PM: Customer Project Manager C-Service Writers: Customer Service Writers C-Technicians: Customer Technicians</p>	<p>ImpCon: FASTER Implementation Consultant (Primary contact for technical questions and advisor thru the length of the implementation) ImpPM: FASTER Implementation Project Coordinator (Coordinates FASTER's Staff's tasking and is the primary contact related to the project status. ImpTL: FASTER Implementation Team Lead IntCrd: FASTER Integration Coordinator CustRepCrd: FASTER Custom Report Coordinator Additional Trainer: Additional FASTER Trainer when additional training is purchased.</p> <p>(Note: As noted above, many other FASTER staff will be engaged in aspect of the project. But they are not listed here because their tasking is managed out of a development tool (TFS) which is proprietary.)</p>

ID	WBS	Task Name	Predecessor ID	Est. Duration	Est. Start	Est. Finish
0	0	IM-C Riverside County CA FASTER Web Implementation Master Plan Draft		295.63 days?	Mon 7/1/19	Mon 8/17/20
1	1	Project Kick Off		3.19 days	Mon 7/1/19	Thu 7/4/19
19	2	Environment Set Up and Install	1	18.14 days	Thu 7/4/19	Tue 7/30/19
113	3	(COTS) Commercial Off-the-Shelf System Overview	2	3.42 days	Fri 7/12/19	Wed 7/17/19
127	4	Data Preparation	113	57.32 days	Wed 7/17/19	Mon 10/7/19
151	5	(COTS) Commercial Off-the-Shelf Fuel Imports	113	1.68 days	Wed 7/17/19	Fri 7/19/19
184	6	Customer Requirements (Duration Will Depend on Complexity)	113	20.42 days?	Wed 7/17/19	Thu 8/15/19
221	7	FASTER's Soft Go-Live Data Conversion Preparation	127,151,184	5.58 days?	Mon 10/7/19	Mon 10/14/19
266	8	Configuration	221	18.32 days	Mon 10/14/19	Thu 11/7/19
362	9	FASTER's Customization Development (Duration Will Depend on Complexity)	184	208 days?	Thu 8/15/19	Thu 5/21/20
420	10	FASTER's Soft Go-Live Data Conversion and Testing	266,363	17.44 days?	Thu 5/21/20	Mon 6/15/20
599	11	Customer's Soft Go-Live Testing	420	20.75 days?	Mon 6/15/20	Tue 7/14/20
730	12	Limited Data Update		16.05 days	Tue 8/23/20	Wed 7/15/20
874	13	Training and Go-Live		3.63 days	Mon 7/13/20	Thu 7/19/20
964	14		874	22 days	Thu 7/19/20	Mon 8/17/20

ID	WBS	Task Name	Predecessor ID	Est. Duration	Est. Start	Est. Finish	Resources
0	0	IM-C Riverside County CA FASTER Web Implementation Master Plan Draft		295.63 days?	Mon 7/1/19	Mon 8/17/20	
1	1	Project Kick Off		3.19 days	Mon 7/1/19	Thu 7/4/19	
2	1.1	FASTER Team Preliminary Project Tasks		0.98 days	Mon 7/1/19	Mon 7/1/19	FASTER Team
17	1.2	Schedule Project Kick-off Conference Call	15	15 mins	Mon 7/1/19	Mon 7/1/19	Imp,PM,C-PM
18	1.3	Project Kick-off Conference Call	17F5+2 days	1.5 hrs	Wed 7/3/19	Thu 7/4/19	Imp,PM,C-PM,C-BPO Fin,C-BPO Fleet,C-BPO IT,C-Data Expert,C-FASTER Adm,Imp,Con,Imp,TL,C-Motor Pool Manager
19	2	Environment Set Up and Install	1	18.14 days	Thu 7/4/19	Tue 7/30/19	
20	2.1	If FASTER Hosted is Purchased: FASTER Sets Up and Installs to the FASTER Hosted Environment.		2.48 days	Thu 7/4/19	Mon 7/8/19	FASTER Team
73	2.2	Customer Sets Up and Installs to their Environment		6.05 days	Thu 7/4/19	Fri 7/12/19	
74	2.2.1	FASTER Team Tasks		6.05 days	Thu 7/4/19	Fri 7/12/19	FASTER Team
86	2.2.2	Customer acquires, stands up and confirms environment meets the minimum specifications in the FASTER Web System, Environment, & Configuration Requirements document. (https://customer.fasterasset.com/implementation/specs-and-install-non-hosted/)	18	5 days	Thu 7/4/19	Thu 7/11/19	C-BPO IT
87	2.2.3	Customer provides Implementation Coordinator with the number of servers configured, version(s) of Windows Server, and version(s) of MS 96 SQL Server they are using to meet the FASTER Web System, Environment, & Configuration Requirements.		5 mins	Thu 7/11/19	Thu 7/11/19	C-BPO IT
88	2.2.4	Create a SQL Server login named "faster". Note: No roles or mapping are needed for this SQL User at this time because this is handled in the FASTER Web Installer.	87	5 mins	Thu 7/11/19	Thu 7/11/19	C-BPO IT
89	2.2.5	If using HTTPS/SSL, ensure HTTPS is configured on the Application Server with a working SSL web certificate installed.	88	1 hr	Thu 7/11/19	Thu 7/11/19	C-BPO IT
90	2.2.6	Email Customer that FASTER Web COTS and Demo Database are ready for their IT to download from the FASTER Fileshare Site in preparation for their Deployment.	81,82	15 mins	Thu 7/4/19	Thu 7/4/19	Imp,PM
91	2.2.7	Download FASTER Web Demo Database to the Database Server in FASTER Web Environment.	89,90	4 hrs	Thu 7/11/19	Thu 7/11/19	C-BPO IT
92	2.2.8	Download the FASTER Web MotorPool Demo Database to the Database Server in the FASTER Web Environment.	91	1 hr	Thu 7/11/19	Thu 7/11/19	C-BPO IT
93	2.2.9	Download the FASTER Web Install Package to the Application Server in FASTER Web Environment.	91,92	5 mins	Thu 7/11/19	Thu 7/11/19	C-BPO IT
94	2.2.10	Restore FASTER Web Demo Database to FASTER Web Environment.	93	10 mins	Thu 7/11/19	Thu 7/11/19	C-BPO IT
95	2.2.11	Restore FASTER Web MotorPool Demo Database to FASTER Web Environment.	94	10 mins	Thu 7/11/19	Thu 7/11/19	C-BPO IT
96	2.2.12	Open the Install Document: "ReadMe FASTER Web 6.4.XXX Installation Documentation.pdf" provided in the Install Package and follow to complete deployment to the FASTER Web Environment.	94,95	2 hrs	Thu 7/11/19	Fri 7/12/19	C-BPO IT
97	2.2.13	With Customer IT and Fleet, Log into FASTER Web and create Customer login for use with the demo database and the System Overview Meetings.	96	5 mins	Fri 7/12/19	Fri 7/12/19	C-BPO IT, Imp,Con, C-BPO Fleet
98	2.2.14	With Customer IT and Fleet, Log into FASTER Web and configure Customer Portal as login not required (unless Customer is internet facing).	97	5 mins	Fri 7/12/19	Fri 7/12/19	C-BPO IT, Imp,Con, C-BPO Fleet
99	2.2.15	With Customer IT and Fleet, perform and complete the Install Validation Testing following the "ReadMe FASTER Web 6.4.XXX Installation Documentation.pdf" from the Install Package.	98	30 mins	Fri 7/12/19	Fri 7/12/19	C-BPO IT, Imp,Con, C-BPO Fleet
100	2.2.16	Inform Implementation Coordinator of successful deployment and provide the URLs for the FASTER Web site, the Technician Workstation site, and the Customer Portal.	89	2 mins	Fri 7/12/19	Fri 7/12/19	C-BPO IT
101	2.2.17	Provide URLs for FASTER Web MotorPool Operations site and the Reservations Portal.	100	5 mins	Fri 7/12/19	Fri 7/12/19	C-BPO IT
102	2.3	Acquire and install Barcode Printer, Labels and Reader that are compatible with FASTER Web per the Barcode Add-on Solution Statement: https://www.fasterasset.com/solutions/solution-statements/barcode-add-on/ .	18,86SS	5 days	Thu 7/4/19	Thu 7/11/19	C-BPO IT, C-Inventory Managers
103	2.4	KeyBox Hardware and Integration		18.14 days	Thu 7/4/19	Tue 7/30/19	
104	2.4.1	Process KEYPer Key box shipment to Customer Site. Notify Customer and Implementation Coordinator of shipment and provide Tracking Number.	18	1 hr	Thu 7/4/19	Thu 7/4/19	
105	2.4.2	Customer confirms receipt of Key Box hardware.	104FS+1 wk	5 mins	Thu 7/11/19	Thu 7/11/19	C-PM
106	2.4.3	Customer completes the physical installation of the Key box hardware (power, ethernet, mounted at location).	105FS+2 days	2 wks	Mon 7/15/19	Mon 7/29/19	C-PM
107	2.4.4	If FASTER Hosting is Purchased: FASTER installs Key Box Integration and KEYPer Server software to the FASTER Hosted Environment.	106,20,73	1 day	Mon 7/29/19	Tue 7/30/19	
108	2.4.5	Customer installs the Key Box Integration and KEYPer server software to their environment (see in-product help section 'Installing Key Box Integration and KEYPer Server').	106,20,73	1 hr	Mon 7/29/19	Mon 7/29/19	C-BPO IT
109	2.4.6	Perform Key Box install validation. When complete, notify Fleet and the Implementation Coordinator.	108	10 mins	Mon 7/29/19	Mon 7/29/19	C-BPO IT
110	2.5	Customer ensures computers meet FASTER Web Client Requirements: e.g. Browsers, Plug-ins, etc. (FASTER Web System Requirements available on the Implementations Microsite: https://customer.fasterasset.com/implementation/specs-and-install-non-hosted/).	18,86SS	1 day	Thu 7/4/19	Fri 7/5/19	C-PM,C-BPO IT
111	2.6	Email Customer their FASTER Web URLs and FASTER Web Installation Validation Test Case information.	69,101,100	5 mins	Fri 7/12/19	Fri 7/12/19	Imp,PM
112	2.7	Customer executes FASTER Web Install Validation Test Cases using their Demo user login on end-user computers.	111	30 mins	Fri 7/12/19	Fri 7/12/19	C-BPO Fleet
113	3	(COTS) Commercial Off-the-Shelf System Overview	2	3.42 days	Fri 7/12/19	Wed 7/17/19	
114	3.1	Schedule Remote COTS System Overview Meetings (Detailed agenda available on the Implementation Microsite: https://customer.fasterasset.com/implementation/system-overview-meetings/).	112	10 mins	Fri 7/12/19	Fri 7/12/19	C-BPO Fleet,C-FASTER Adm,C-PM,Imp,Con,Imp,PM

ID	WBS	Task Name	Predecessor ID	Est. Duration	Est. Start	Est. Finish	Resources
115	3.2	Customer disseminates invite for Remote COTS System Overview Meetings to Business Process Owners and Key Users.	114	5 mins	Fri 7/12/19	Fri 7/12/19	C-BPO Fleet,C-PM
116	3.3	At Customer's discretion: Customer to schedule room, computers with internet connection and connection to FASTER Web, a projector with screen, and a conference phone for the Remote COTS System Overview Meetings.	115	30 mins	Fri 7/12/19	Fri 7/12/19	C-FASTER Adm,C-PM
117	3.4	Customer ensures computers meet FASTER Web Client Requirements; e.g. Browsers, Plug-ins, etc. (FASTER Web System Requirements available on the Implementation Microsite: https://customer.fasterasset.com/implementation/specs-and-install-non-hosted).	115,116	5 mins	Fri 7/12/19	Fri 7/12/19	C-FASTER Adm,C-BPO IT
118	3.5	Remote COTS System Overview Session - Day 1 (Detailed agenda available on the Implementation Microsite: https://customer.fasterasset.com/implementation/system-overview-meetings/).	114FS+1 day,117	4 hrs	Mon 7/15/19	Mon 7/15/19	ImpCon,C-FASTER Adm,C-BPO Fleet,C-Data Expert
119	3.6	Remote COTS System Overview Session - Day 2 (Detailed agenda available on the Implementation Microsite: https://customer.fasterasset.com/implementation/system-overview-meetings/).	118SS+1 day	4 hrs	Tue 7/16/19	Tue 7/16/19	ImpCon,C-FASTER Adm,C-BPO Fleet,C-Data Expert
120	3.7	Remote MotorPool System Overview.	118SS+1 day	3 hrs	Wed 7/17/19	Wed 7/17/19	ImpCon,C-FASTER Adm,C-BPO Fleet,C-Motor Pool Manager
121	3.8	Customer to decide if they will bill by Account Codes in FASTER Web.	118,120	2 mins	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm,ImpCon,C-BPO Fleet,C-BPO Fin
122	3.9	Customer to decide if they will use tax-line mapping in FASTER Web.	121	2 mins	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm,ImpCon,C-BPO Fleet
123	3.10	Customer to decide if they will bill by meter charges (CPM - Cost Per Meter) in FASTER Web.	122	2 mins	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm,ImpCon,C-BPO Fleet
124	3.11	Customer to decide which costing method for Parts Inventory they will use in FASTER Web: a. Moving Average or b. First-In First-Out (FIFO).	123	2 mins	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm,ImpCon,C-BPO Fleet
125	3.12	FASTER Team Tasks		0.01 days	Wed 7/17/19	Wed 7/17/19	FASTER Team
127	4	Data Preparation	113	57.32 days	Wed 7/17/19	Mon 10/7/19	
128	4.1	Customer reviews Implementation Microsite for data cleanup and preparation recommendations.		1 day	Wed 7/17/19	Thu 7/18/19	C-FASTER Adm,C-BPO Fleet,C-Data Expert
129	4.2	Customer decides which Utility they will use for Data Preparation: a) the Excel Conversion Utility or b) the MS SQL Data Validation Utility.		1 wk	Wed 7/17/19	Wed 7/24/19	C-BPO Fleet,C-BPO IT,C-Data Expert,C-FASTER Adm
130	4.3	Customer cleans their fleet data in their legacy system and prepares the data for the conversion to FASTER Web. Your Implementation Consultant is available to provide advice and guidance related to data correction should you have any questions.	128	2 wks	Thu 7/18/19	Thu 8/1/19	C-BPO Fleet,C-Data Expert,C-FASTER Adm
131	4.4	Excel Conversion Utility, if Customer chooses to use this utility		40.79 days	Thu 8/1/19	Fri 9/27/19	
132	4.4.1	Upload the Excel Conversion Utility install package and documentation to the FASTER Fileshare Site and notify the Customer to download the files.	129,130	2 mins	Thu 8/1/19	Thu 8/1/19	ImpPM
133	4.4.2	Customer downloads the Excel Conversion Utility install package and documentation.	132	15 mins	Thu 8/1/19	Thu 8/1/19	C-BPO IT,C-Data Expert
134	4.4.3	Customer acquires, stands up and confirms environment meets the minimum specifications specified in the Excel Conversion Utility documentation.	133	5 days	Thu 8/1/19	Thu 8/8/19	C-BPO IT
135	4.4.4	Customer installs the Excel Conversion Utility following the instructions in the documentation.	134	1 hr	Thu 8/8/19	Thu 8/8/19	C-BPO IT
136	4.4.5	Customer enters their fleet data into the provided Data Mapping Sheet templates for their Assets, Parts, Vendors, and Persons records that will be converted to FASTER Web. Your Implementation Consultant is available to you should you have any questions.	135	6 wks	Thu 8/8/19	Thu 9/19/19	C-BPO Fleet[15%],C-Data Expert[15%],C-FASTER Adm[15%]
137	4.4.6	Customer executes the Excel Conversion Utility following instructions in the documentation to import and validate data from their completed Data Mapping Sheets.	136	4 hrs	Thu 9/18/19	Fri 9/20/19	C-Data Expert
138	4.4.7	Customer addresses any errors with data in the Data Mapping Sheets and re-executes the Excel Conversion utility to import and validate those updates. Customer continues this process until all data is imported and there are no errors.	137	1 wk	Fri 9/20/19	Fri 9/27/19	C-BPO Fleet[15%],C-Data Expert[15%],C-FASTER Adm[15%]
139	4.4.8	Your Implementation Consultant will review your completed Data Mapping Sheets with you and go over any questions you may have.	138	1 hr	Fri 9/27/19	Fri 9/27/19	C-BPO Fleet,C-Data Expert,C-FASTER Adm,ImpCon
140	4.5	MS SQL Data Validation Utility, if Customer chooses to use this utility		45.82 days	Thu 8/1/19	Fri 10/4/19	
141	4.5.1	Upload the MS SQL Data Validation Utility install package and documentation to the FASTER Fileshare Site and notify the Customer to download the files.	129,130	2 mins	Thu 8/1/19	Thu 8/1/19	ImpPM
142	4.5.2	Customer downloads the MS SQL Data Validation Utility install package and documentation.	141	30 mins	Thu 8/1/19	Thu 8/1/19	C-BPO IT,C-Data Expert
143	4.5.3	Customer acquires, stands up and confirms environment meets the minimum specifications specified in the MS SQL Data Validation Utility documentation.	142	5 days	Thu 8/1/19	Thu 8/8/19	C-BPO IT
144	4.5.4	Customer installs the MS SQL Data Validation Utility following the instructions in the documentation.	143	1 hr	Thu 8/8/19	Thu 8/8/19	C-BPO IT
145	4.5.5	Customer enters their fleet data into the MS SQL Staging Database for their Assets, Parts, Vendors, and Persons records that will be converted to FASTER Web. Your Implementation Consultant is available to you should you have any questions.	144	6 wks	Thu 8/8/19	Thu 9/19/19	C-Data Expert[15%]
146	4.5.6	Customer reviews their data entered into the MS SQL Staging Database by running the Staging DB Reports and confirms the data is correct and complete. Your Implementation Consultant is available to you should you have any questions.	145	1 wk	Thu 9/18/19	Thu 9/26/19	C-BPO Fleet[15%],C-Data Expert[15%],C-FASTER Adm[15%]
147	4.5.7	Customer executes the MS SQL Data Validation Utility following instructions in the documentation to validate their data entered into the MS SQL Staging Database.	146	4 hrs	Thu 9/26/19	Fri 9/27/19	C-Data Expert
148	4.5.8	Customer addresses any errors with data in the MS SQL Staging Database and re-executes the MS SQL Data Validation Utility to validate those updates. Customer continues this process until all data is imported and there are no errors.	147	1 wk	Fri 9/27/19	Fri 10/4/19	C-BPO Fleet[15%],C-Data Expert[15%],C-FASTER Adm[15%]
149	4.5.9	Your Implementation Consultant will review with you, your Staging Database Reports and go over any questions you may have.	148	1 hr	Fri 10/4/19	Fri 10/4/19	C-BPO Fleet,C-Data Expert,C-FASTER Adm,ImpCon

ID	WBS	Task Name	Predecessor ID	Est. Duration	Est. Start	Est. Finish	Resources
150	4.6	Once errors are all addressed, and customer is done and satisfied with their data, customer IT then backs up the error-free MS SQL Staging Database and uploads a copy to the FASTER Fileshare Site to start the conversion process to FASTER Web.	139,149	4 hrs	Fri 10/4/19	Mon 10/7/19	C-BPO IT
151	5	(COTS) Commercial Off-the-Shelf Fuel Imports	113	1.88 days	Wed 7/17/19	Fri 7/19/19	
152	5.1	Single Vendor Fuel Import Add-on #1		1.88 days	Wed 7/17/19	Fri 7/19/19	
153	5.1.1	Customer to provide copy of File Layout Definitions for Fuel Transactions Export File from production fuel system.		15 mins	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm
154	5.1.2	Customer to provide copy of Fuel Transactions Export File from production fuel system. File must provide at least 100 fuel transactions. File cannot contain sample or test data.	153	16 mins	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm
155	5.1.3	FASTER Team Preparation Tasks		0.16 days	Wed 7/17/19	Wed 7/17/19	FASTER Team
160	5.1.4	Schedule overview of COTS Fuel Import Add-on Form(s) with Customer, and send meeting invite with the resume link to the COTS Fuel Import Add-on Form(s).	158,156	5 mins	Wed 7/17/19	Wed 7/17/19	ImpCon,C-FASTER Adm
161	5.1.5	Overview of COTS Fuel Import Add-on Form(s).	160FS+1 day	1 hr	Thu 7/18/19	Fri 7/19/19	ImpCon,C-FASTER Adm
162	5.1.8	Customer completes and submits COTS Fuel Import Add-on Form.	161	30 mins	Fri 7/19/19	Fri 7/19/19	C-FASTER Adm
163	5.1.7	Customer completes and submits COTS Fuel Import Site and Dispenser Supplemental Form.	162	1 hr	Fri 7/19/19	Fri 7/19/19	C-FASTER Adm
164	5.1.8	FASTER Team Review Tasks		0.14 days	Fri 7/19/19	Fri 7/19/19	FASTER Team
168	5.2	Single Vendor Fuel Import Add-on #2		1.88 days	Wed 7/17/19	Fri 7/19/19	
169	5.2.1	Customer to provide copy of File Layout Definitions for Fuel Transactions Export File from production fuel system.		15 mins	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm
170	5.2.2	Customer to provide copy of Fuel Transactions Export File from production fuel system. File must provide at least 100 fuel transactions. File cannot contain sample or test data.	169	15 mins	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm
171	5.2.3	FASTER Team Preparation Tasks		0.16 days	Wed 7/17/19	Wed 7/17/19	FASTER Team
176	5.2.4	Schedule overview of COTS Fuel Import Add-on Form(s) with Customer, and send meeting invite with the resume link to the COTS Fuel Import Add-on Form(s).	174,175	5 mins	Wed 7/17/19	Wed 7/17/19	ImpCon,C-FASTER Adm
177	5.2.5	Overview of COTS Fuel Import Add-on Form(s).	176FS+1 day	1 hr	Thu 7/18/19	Fri 7/19/19	ImpCon,C-FASTER Adm
178	5.2.8	Customer completes and submits COTS Fuel Import Add-on Form.	177	30 mins	Fri 7/19/19	Fri 7/19/19	C-FASTER Adm
179	5.2.7	Customer completes and submits COTS Fuel Import Site and Dispenser Supplemental Form.	178	1 hr	Fri 7/19/19	Fri 7/19/19	C-FASTER Adm
180	5.2.8	FASTER Team Review Tasks		0.14 days	Fri 7/19/19	Fri 7/19/19	FASTER Team
184	6	Customization Requirements (Duration Will Depend on Complexity)	113	26.42 days?	Wed 7/17/19	Thu 8/15/19	
185	6.1	Email Customer link to Custom Integration and/or Custom Report Request Forms.		15 mins	Wed 7/17/19	Wed 7/17/19	ImpPM
186	6.2	333a - Custom Integration: Import/Export: Interface with County's Purchasing System (RivCoEpro) and Financial System (PeopleSoft)		26.39 days?	Wed 7/17/19	Thu 8/15/19	
187	6.2.1	Customer submits Custom Integration Request Form with requirements on the FASTER Website.	185	1 hr	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm
188	6.2.2	FASTER Development reviews customer's submitted requirements, asks questions as needed, and finalizes the requirements document.	187	20 days?	Wed 7/17/19	Wed 8/14/19	C-FASTER Adm,CustRepCrd,IntCrd
189	6.2.3	FASTER Development provides Customer with the customization requirements document.	188	5 mins	Wed 8/14/19	Wed 8/14/19	IntCrd,CustRepCrd
190	6.2.4	Customer reviews and signs off on the customization requirements document.	189	2 hrs	Wed 8/14/19	Thu 8/15/19	C-FASTER Adm
191	6.3	333b - Custom Integration: Import: Interface with Ride Sharing Applications		26.39 days?	Wed 7/17/19	Thu 8/15/19	
192	6.3.1	Customer submits Custom Integration Request Form with requirements on the FASTER Website.	185	1 hr	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm
193	6.3.2	FASTER Development reviews customer's submitted requirements, asks questions as needed, and finalizes the requirements document.	192	20 days?	Wed 7/17/19	Wed 8/14/19	C-FASTER Adm,CustRepCrd,IntCrd
194	6.3.3	FASTER Development provides Customer with the customization requirements document.	193	5 mins	Wed 8/14/19	Wed 8/14/19	IntCrd,CustRepCrd
195	6.3.4	Customer reviews and signs off on the customization requirements document.	194	2 hrs	Wed 8/14/19	Thu 8/15/19	C-FASTER Adm
196	6.4	333c - Custom Integration: Import: Motor Pool - Peoplesoft Interface for User Information		26.39 days?	Wed 7/17/19	Thu 8/15/19	
197	6.4.1	Customer submits Custom Integration Request Form with requirements on the FASTER Website.	185	1 hr	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm
198	6.4.2	FASTER Development reviews customer's submitted requirements, asks questions as needed, and finalizes the requirements document.	197	20 days?	Wed 7/17/19	Wed 8/14/19	C-FASTER Adm,CustRepCrd,IntCrd
199	6.4.3	FASTER Development provides Customer with the customization requirements document.	198	5 mins	Wed 8/14/19	Wed 8/14/19	IntCrd,CustRepCrd
200	6.4.4	Customer reviews and signs off on the customization requirements document.	199	2 hrs	Wed 8/14/19	Thu 8/15/19	C-FASTER Adm
201	6.5	333d - Custom Integration: Export: Integrate with County's Peoplesoft Billing System		26.39 days?	Wed 7/17/19	Thu 8/15/19	
202	6.5.1	Customer submits Custom Integration Request Form with requirements on the FASTER Website.	185	1 hr	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm
203	6.5.2	FASTER Development reviews customer's submitted requirements, asks questions as needed, and finalizes the requirements document.	202	20 days?	Wed 7/17/19	Wed 8/14/19	C-FASTER Adm,CustRepCrd,IntCrd
204	6.5.3	FASTER Development provides Customer with the customization requirements document.	203	5 mins	Wed 8/14/19	Wed 8/14/19	IntCrd,CustRepCrd
205	6.5.4	Customer reviews and signs off on the customization requirements document.	204	2 hrs	Wed 8/14/19	Thu 8/15/19	C-FASTER Adm
206	6.6	333e - Custom Integration: Import: Integration with County's Jagger E-Procurement Purchasing System (RivCoPro)		26.39 days?	Wed 7/17/19	Thu 8/15/19	
207	6.6.1	Customer submits Custom Integration Request Form with requirements on the FASTER Website.	185	1 hr	Wed 7/17/19	Wed 7/17/19	C-FASTER Adm

ID	WBS	Task Name	Predecessor ID	Est. Duration	Est. Start	Est. Finish	Resources
928	13.2.3.4	Customer IT downloads the FASTER Web install Package to the FASTER Web Application Server.	926,927	5 mins	Wed 7/15/20	Wed 7/15/20	C-BPO IT
929	13.2.3.5	Restore the FASTER Web Go-Live database to the Database Server first thing Thursday morning.	928	30 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
930	13.2.3.6	Execute the 198 After/Restore.sql script from the Install Package against the Web database.	929	2 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
931	13.2.3.7	Execute 200_faster.CustomerDetails_INSERT.sql from the install package against the FASTER Web database.	930	1 min	Thu 7/16/20	Thu 7/16/20	C-BPO IT
932	13.2.3.8	If upgrading, open the FASTER Web install package and run the setup wizard "FASTER Web.exe" as administrator. Follow the setup wizard to complete the FASTER Web upgrade.	931	15 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
933	13.2.3.9	If NOT upgrading, open the FASTER Web install package and run the setup wizard "FASTER Web.exe" as administrator. Follow the setup wizard to complete the "Application Repair".	931	15 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
934	13.2.3.10	Log into FASTER Web and give your User the Setup Role Domain permissions "Add-on Register/Unregister" and "Add-on View". Then manually register each Serial Key in the Keys.txt file from install package.	933	7 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
935	13.2.3.11	Confirm SSRS Report User credentials in FASTER Web.	934	5 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
936	13.2.3.12	Confirm Email settings in FASTER Web.	935	5 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
937	13.2.3.13	Confirm Active Directory User credentials in FASTER Web, if applicable.	936	2 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
938	13.2.3.14	Restore FASTER Web MotorPool Database to FASTER Web Environment.	937	10 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
939	13.2.3.15	If upgrading, open the FASTER MotorPool install package and run the setup wizard "FASTER Web MotorPool.exe" as administrator. Follow the setup wizard to complete the FASTER Web MotorPool upgrade.	938	10 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
940	13.2.3.16	If NOT upgrading, open the FASTER MotorPool install package and run the setup wizard "FASTER Web MotorPool.exe" as administrator. Follow the setup wizard to complete the "Application Repair".	938	10 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
941	13.2.3.17	Open the file "FASTER Web Patch - Cumulative Updates for 6.4.1.1.zip" from Install Package and following the included User Manual, deploy the patches to FASTER Web.	939,940	6 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
942	13.2.3.18	Install all Go-Live Integrations.	941,939,940	20 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
943	13.2.3.19	Install all Customizations.	941,939,940,942	20 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
944	13.2.3.20	Execute FASTER Web Install Validation Test Cases.	941,939,940,942,943	15 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
945	13.2.3.21	Execute the FASTER Web MotorPool Install Validation Test Cases.	944	10 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
946	13.2.3.22	Inform Implementation Coordinator of successful Go-Live deployment to FASTER Web Environment.	944,945	2 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
947	13.2.3.23	Customer IT to monitor server resources utilization over next 30 days to ensure the FASTER Web environment has enough resources.	946,923	0 hrs	Thu 7/16/20	Thu 7/16/20	C-BPO IT
948	13.2.4	Notify Customer and Implementation Consultant of successful Go-Live Deployment.	946,923	5 mins	Thu 7/16/20	Thu 7/16/20	ImpPM
949	13.2.5	Customer to restrict access to FASTER Win to ensure users do not errantly enter data into the legacy system.	948	5 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT, C-FASTER Adm
950	13.2.6	Customer to restrict access to legacy FMIS to ensure users do not errantly enter data into legacy FMIS.	948	5 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT
951	13.2.7	Tasks following Go-Live Deployment		0.83 days	Thu 7/16/20	Thu 7/16/20	
952	13.2.7.1	Address Remaining Questions with FASTER System Administrator.	87755+3 days	30 mins	Thu 7/16/20	Thu 7/16/20	ImpCon, C-FASTER Adm
953	13.2.7.2	Perform System Setup Overview with FASTER System Administrator.	952	30 mins	Thu 7/16/20	Thu 7/16/20	ImpCon, C-FASTER Adm
954	13.2.7.3	Perform Dashboard Overview with FASTER System Administrator.	953	30 mins	Thu 7/16/20	Thu 7/16/20	ImpCon, C-FASTER Adm
955	13.2.7.4	Customer Portal Training with FASTER System Administrator.	953,954	15 mins	Thu 7/16/20	Thu 7/16/20	ImpCon, C-FASTER Adm
956	13.2.7.5	Perform Barcode Settings Overview and Test with FASTER System Administrator.	955	15 mins	Thu 7/16/20	Thu 7/16/20	ImpCon, C-FASTER Adm
957	13.2.7.6	Customer re-enters their Active Directory Federation Services (AD FS) information into FASTER Web. Then Customer completes setup of each User in FASTER Web to use Active Directory, if applicable.	955,956	2 mins	Thu 7/16/20	Thu 7/16/20	C-BPO IT, C-FASTER Adm
958	13.2.7.7	Customer configures Fuel inventory, if used.	955,956,957	1 hr	Thu 7/16/20	Thu 7/16/20	C-FASTER Adm, ImpCon, C-Fuel Clerk
959	13.2.7.8	Customer Processes Fuel.	958,959,955	1 hr	Thu 7/16/20	Thu 7/16/20	C-FASTER Adm, ImpCon, C-Fuel Clerk
960	13.2.7.9	Customer begins to add budget line items to purchase orders and/or credit cards.	959	30 mins	Thu 7/16/20	Thu 7/16/20	C-FASTER Adm, ImpCon
961	13.2.7.10	Go-Live on FASTER Web.	960	0 mins	Thu 7/16/20	Thu 7/16/20	
962	13.2.7.11	Customer begins manually inputting data into FASTER Web.	961	30 mins	Thu 7/16/20	Thu 7/16/20	C-FASTER Adm
963	13.2.7.12	Perform final day 1PM Eastern Time Go-Live Wrap-up Conference Call.	952SS	30 mins	Thu 7/16/20	Thu 7/16/20	ImpCon, ImpPM, C-BPO Fleet, C-FASTER Adm, ImpTL, C-PM
964	14	Post Go-Live Tasks	874	22 days	Thu 7/16/20	Mon 8/17/20	
965	14.1	Customer Completes their Post Go-Live Tasks		20.88 days	Thu 7/16/20	Fri 8/14/20	
966	14.1.1	Customer continues manually inputting data into FASTER Web.	961	1 wk	Thu 7/16/20	Thu 7/23/20	C-FASTER Adm
967	14.1.2	Customer continues adding budget line items to purchase orders and/or credit cards.	960	1 day	Thu 7/16/20	Fri 7/17/20	C-FASTER Adm
968	14.1.3	Customer completes Dashboard setup.	964	1 day	Fri 7/17/20	Fri 7/17/20	C-FASTER Adm
969	14.1.4	Customer continues reporting any issues encountered to Implementation Coordinator and/or FASTER Web Support (1-888-353-5789).	963	5 days	Thu 7/16/20	Tue 7/21/20	C-FASTER Adm(1%)
970	14.1.5	If needed, the Customer sets the global Fuel setting: Insert Invalid Reading to NO approximately 30 days Post Go-Live.	969FS+29 edays	2 mins	Fri 8/14/20	Fri 8/14/20	C-FASTER Adm, C-Fuel Clerk
971	14.2	Live-Remote MotorPool System Operations User Training and Go-Live.		1.73 days	Thu 7/23/20	Mon 7/27/20	

ID	WBS	Task Name	Predecessor ID	Est. Duration	Est. Start	Est. Finish	Resources
972	14.2.1	Schedule Live-Remote MotorPool System Operations User Training Session (Detailed agenda available on the Implementations Microsite: https://customer.fasterasset.com/implementation/motorpool-system-operations-user-training/).	961FS+5 days	10 mins	Thu 7/23/20	Thu 7/23/20	C-BPO Fleet, C-FASTER Adm, ImpCon, ImpPM, C-PM
973	14.2.2	Customer disseminates invite for Live-Remote MotorPool System Operations User Training Session.	972	5 mins	Thu 7/23/20	Thu 7/23/20	C-FASTER Adm, C-PM, C-BPO Fleet
974	14.2.3	At Customer's discretion: Customer to schedule room, computers with internet connection and connection to FASTER Web, a projector with screen, and a conference phone for Live-Remote MotorPool System Operations User Training Session.	973	30 mins	Thu 7/23/20	Thu 7/23/20	C-FASTER Adm, C-PM, C-BPO Fleet
975	14.2.4	If FASTER Hosting is Purchased: FASTER Prepares Training Environment for MotorPool System Operations User Training.		0.34 days	Thu 7/23/20	Thu 7/23/20	Faster Team
986	14.2.5	Customer Prepares Training Environment for MotorPool System Operations User Training.		1.3 days	Thu 7/23/20	Fri 7/24/20	
987	14.2.5.1	Customer stands up temporary test environment for MotorPool System Operations User Training.	972	1 day	Thu 7/23/20	Fri 7/24/20	C-BPO IT
988	14.2.5.2	Customer takes backups of FASTER Web and MotorPool Databases from their FASTER Web production environment and transfers copies over to the database server in the temporary test environment.	987	30 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
989	14.2.5.3	Customer restores backup copies of both the FASTER Web and MotorPool Databases on the temporarily test environment.	988	30 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
990	14.2.5.4	Download FASTER Web COTS Installer and MotorPool Installer to Application Server in temporary test environment.	989	5 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
991	14.2.5.5	Install FASTER Web COTS and MotorPool in the temporary test environment.	990	30 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
992	14.2.5.6	Confirm SSRS Report User credentials in FASTER Web.	991	2 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
993	14.2.5.7	Confirm Active Directory User credentials in FASTER Web (if applicable).	992	2 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT, C-FASTER Adm
994	14.2.5.8	Install all Go-Live Integrations.	992,993	20 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
995	14.2.5.9	Install all Customizations.	992,993,994	20 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
996	14.2.5.10	Execute FASTER Web and MotorPool Install Validation Test Cases.	992,993,994,995	5 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
997	14.2.5.11	Inform Implementation Coordinator of successful deployment to temporary test environment.	996	2 mins	Fri 7/24/20	Fri 7/24/20	C-BPO IT
998	14.2.6	Live-Remote MotorPool System Operations User Training Session (Detailed agenda available on the Implementations Microsite: https://customer.fasterasset.com/implementation/motorpool-system-operations-user-training/).	972FS+1 day, 975,987	3 hrs	Fri 7/24/20	Mon 7/27/20	C-FASTER Adm, ImpCon, C-BPO Fleet
999	14.2.7	Customer begins manually inputting reservations and data into Motorpool System in production environment.	998	15 mins	Mon 7/27/20	Mon 7/27/20	C-FASTER Adm, C-Motor Pool Manager
1000	14.3	FASTER Completes Their Post Go-Live Tasks		22 days	Thu 7/16/20	Mon 8/17/20	Faster Team