

GENERAL AGREEMENT

CCG Systems, Inc., dba *FASTER* Asset Solutions, hereinafter referred to as "*FASTER*," agrees to grant to City of San Antonio, hereinafter referred to as "Customer," and Customer 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.

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

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

This Agreement includes a *FASTER* Web COTS software license (see Schedule C) and 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 sold 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 Customer.

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 Customer's single environment that serves as the Customer's test environment during the implementation and will become the production environment upon go-live. This permits the Customer to perform whatever tests it deems necessary in the later environment to which it will have access. The Customer having one environment through the life of the implementation that will be promoted to production is a critical aspect of quality control that is a distinctly important part of the *FASTER* COTS implementation process. And deviation from this may lead to addition cost. This process also reduces Customer IT expenses.

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

Based on the COTS nature of *FASTER*'s system, *FASTER* will not be engaging outside contractors to provide services under this Agreement. Thus, any diversity requirements and/or programs mandating engagement of certain third-party service providers are inapplicable to this Agreement.

b. Integrations & Business Intelligence Work Approvals & Testing:

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

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

Documents to be provided by Customer:

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

After receipt of the above, *FASTER* will create a Requirements Document for the Customer's approval. Once the Customer approves the Requirements, *FASTER* will begin and complete development and testing. And then the custom work product will be delivered with the COTS components in the form of the Soft Go Live noted above.

The Customer may choose to do whatever testing it deems necessary on the custom work during the implementation in the Customer's implementation environment (more below related to environments). Those testing costs will be borne by the Customer and administered by the Customer. *FASTER* will provide to the Customer any and all of the test cases which *FASTER* has already performed during its testing free of charge to use at the Customer'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 Customer or *FASTER* to do test plan approvals, requirements documentation approvals, Gap analysis or Gap analysis approvals.

The Customer may choose to do whatever testing it deems necessary on the COTS software components during the implementation in the Customer's implementation environment (more below related to environments). Those testing costs will be borne by the Customer and administered by the Customer. *FASTER* will provide to the Customer 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 Customer'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 Customer's *FASTER* Web database against the data provided by the customer and confirms the Customer's data in the *FASTER* Web database meets the business rules of *FASTER*. Once *FASTER* has completed data validation testing internally, *FASTER* will provide the Customer a Soft Go Live copy of the database that contains the data *FASTER* loaded. The Customer can then perform whatever due diligence it deems necessary to validate this data in the Customer's implementation environment. If the Customer chooses it can redundantly perform some or all of the same Data Validation tests cases *FASTER* performed. *FASTER* will provide data validation test cases for the Customer to use free of charge. All Customer data testing will be performed by the Customer at the Customer's expense. Any data defects the Customer 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 Customer 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 Customer 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 Customer 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 Customer 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).

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 Customer will obtain and pursue such certificate, document or proceeding.

4. Proprietary Rights of *FASTER*

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

Title: *FASTER* retains title and all intellectual property rights to all programs, documentation, information or data furnished by *FASTER* in machine-readable form, and training materials.

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

- b. Restrictions on Customer Use: The computer programs and other items supplied by *FASTER* hereunder are for the sole use of Customer and Customer's employees/agents.
 - i. Competitive Uses: Customer agrees that while this agreement is in effect or while it has custody or possession of any property of *FASTER*, it will not directly or indirectly lease, license, sell, offer, negotiate, or contract to provide any software similar to that supplied hereunder for any third party, but this clause shall not be construed to prohibit Customer from acquiring, for its own use, software from third parties. Customer 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, 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). Customer may copy for its own use, and at its own expense, operator manuals, training materials, and other terminal copies made for their distribution.
 - ii. Demonstrations. Due to the proprietary nature of *FASTER*'s Fleet Management System, Customer 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 Customer's rights to use the programs, documentation, manuals, and other materials supplied by *FASTER* under this Agreement shall not be assigned, licensed, or transferred to a successor, affiliate or any other person, firm, corporation, or organization voluntarily, by operation of law, or in any other manner without the prior written consent of *FASTER*, which shall not be unreasonably withheld.

d. Remedies

If Customer attempts to use, copy, license, or convey the items supplied by *FASTER* hereunder, in a manner contrary to the terms of this Agreement or in competition with *FASTER* or in derogation of *FASTER's* proprietary rights, whether these rights are explicitly herein stated, determined by law, or otherwise, *FASTER* may, in addition to other remedies available to it, seek equitable relief enjoining such action.

e. Binding Effect & Definitions

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

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. Limitation of Liability

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

7. Confidential Information

"Confidential Information" means the terms of this Agreement, the Services, any software provided by *FASTER* or Customer under this Agreement, the logon identifiers and passwords provided to Customer and its Authorized Users, the fees charged under this Agreement, materials marked confidential by Customer 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.

8. Term and Termination

The initial term of this Agreement shall be for one year from the Effective Date. After expiration of the initial term, Customer's Services included in this Agreement Customer may renew for four (4) successive one-year periods (the initial term and each renewal term, a "Term"). 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 Customer, to terminate this Agreement if: (a) Customer fails to pay FASTER any amount due hereunder and such failure to pay is not cured within 30 days following FASTER's notice to Customer of such breach; (b) Customer materially breaches any term or condition of this Agreement, provided such breach is not cured by Customer within 30 days following FASTER's notice to Customer of such breach; or (c) Customer (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 Customer

Customer 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 trustee, receiver or similar authority; or (iii) becomes subject to any bankruptcy or insolvency proceeding under federal or state statutes.

c. Termination by Customer – Funding

If funding for the entire Agreement is not appropriated at the time this Agreement is entered into, Customer retains the right to terminate this Agreement at the expiration of each of City's budget periods, and any additional contract period beyond the initial term is subject to and contingent upon subsequent appropriation.

9. 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 Customer and of *FASTER*. Any variance from the terms and conditions of this Agreement in any order or other written notification from the Customer 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.

c. 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.

d. 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.

e. 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 Customer will not necessarily apply to other customers. Customer does not accept any responsibility or involvement in the purchase orders or contracts issued by other public agencies.

f. Governing Law

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

g. Venue

Venue of any court action brought directly or indirectly by reason of this contract shall be in Bexar County, Texas.

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 Customer with the *FASTER* Escrow Agent. A setup fee and an annual maintenance fee for this escrow account will apply. However, *FASTER*, in the event that it is no longer able to support, enhance, and further market the 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. Records Retention

FASTER and its subcontractors, if any, shall properly, accurately and completely maintain all documents, papers, and records, and other evidence pertaining to the services rendered hereunder ("Documents"), and shall make such Documents available to Customer at their respective offices, at all reasonable times and as often as Customer may deem necessary during the contract period, including any extension or renewal hereof, and the record retention period established herein, for purposes of audit, inspection, examination, and making excerpts or copies of same by Customer and any of its authorized representatives.

Vendor shall retain any and all Documents produced as a result of services provided hereunder for a period of four years ("Retention Period") from the date of termination of the contract. If, at the end of the Retention Period, there is litigation or other questions arising from, involving or concerning these Documents or the services provided hereunder, *FASTER* shall retain the records until the resolution of such litigation or other such questions. *FASTER* acknowledges and agrees that Customer shall have access to any and all such Documents at any and all times, as deemed necessary by Customer, during said Retention Period. Customer may, at its election, require *FASTER* to return the documents to Customer at *FASTER*'s expense prior to or at the conclusion of the Retention Period. In such event, *FASTER* may retain a copy of the documents.

FASTER shall notify Customer, immediately, in the event *FASTER* receives any requests for information from a third party, which pertain to the Documents referenced herein. *FASTER* understands and agrees that Customer will process and handle all such requests.

j. Conflict of Interest

The Charter of the City of San Antonio and the City of San Antonio Code of Ethics prohibit a City officer or employee, as those terms are defined in Section 2-52 of the Code of Ethics, from having a direct or indirect financial interest in any contract with the City. An officer or employee has a "prohibited financial interest" in a contract with the City or in the sale to the City of land, materials, supplies or service, if any of the following individual(s) or entities is a party to the contract or sale:

- a City officer or employee; his or her spouse, sibling, parent, child or other family member within the first degree of consanguinity or affinity;

- an entity in which the officer or employee, or his or her parent, child or spouse directly or indirectly owns (i) 10 percent or more of the voting stock or shares of the entity, or (ii) 10 percent or more of the fair market value of the entity; or
- an entity in which any individual or entity listed above is (i) a subcontractor on a City contract, (ii) a partner or (iii) a parent or subsidiary entity.

Pursuant to the subsection above, *FASTER* warrants and certifies, and this Agreement is made in reliance thereon, that by contracting with the City, *FASTER* does not cause a City employee or officer to have a prohibited financial interest in the Contract. *FASTER* further warrants and certifies that it has tendered to the City a Contracts Disclosure Statement in compliance with the City's Ethics Code.

AGREED TO:

City of San Antonio:

CCG Systems, Inc. DBA *FASTER* Asset Solutions:

By: _____

By: 

Title: _____

Title: CEO

Date: _____

Date: 3-25-19

Schedule A: Statement of Work, Pricing & Payment Terms



Statement of Work (SOW), Pricing, & Payment Terms

FASTER Asset Solutions

100% Employee-Owned

Created For:

City of San Antonio City & Fire

Date:

October 16, 2018

Senior Software Consultant:

Steve Specht

Pricing in this proposal is valid for 60 days.

Qty	Description	Cost
FMIS Core COTS System		
5,200	<p>007 – Software Cost: Standard Active Assets: City of San Antonio</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 \$58.00. (In other words, if in 2018 the City has 4,900 standard active assets and then retires 100 standard assets and buys 120 standard assets, its standard active assets would be 4,920. Please note child assets of a standard asset are not counted and thus have no cost associated with them.</p> <p>This includes one instance of the FASTER Web Application with one database.</p> <p>(The City's FASTER Win DB dated 12-14-2016 shows 4,800 standard active assets.)</p>	\$278,400
864	<p>012g – Software Cost: Non-Standard Active Assets: City of San Antonio</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 Asset cost is 25% of the quoted Standard Asset cost.</p> <p>(The City's FASTER Win DB dated 12-14-2016 shows 564 non-standard active assets.)</p>	\$8,178
200	<p>013 – Software Cost: Fuel-only Standard Assets City of San Antonio</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> <p>(The City's FASTER Win DB dated 12-14-2016 shows 122 fuel-only assets.)</p>	\$1,769
698	<p>007 – Software Cost: Standard Active Assets: City of San Antonio, Fire</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 \$58.00.</p> <p>This includes one instance of the FASTER Web Application with one database.</p> <p>(The City's FASTER Win DB dated 12-14-2016 shows 498 fuel-only assets.)</p>	\$28,884

600	<p>012g – Software Cost: Non-Standard Active Assets: City of San Antonio, Fire</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 Asset cost is 25% of the quoted Standard Asset cost.</p> <p>(The City's FASTER Win DB dated 12-14-2016 shows 500 fuel-only assets.)</p>	\$7,250
150	<p>013 – Software Cost: Fuel-only Standard Assets City of San Antonio, Fire</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> <p>(The City's FASTER Win DB dated 12-14-2016 shows 100 fuel-only assets.)</p>	\$1,450
1	<p>050 – Unlimited Named Accounts:</p> <p>Unlimited user access (named accounts) included.</p>	Included
<p>NOTE: The City of San Antonio and San Antonio Fire operate separate instances of FASTER Win, two distinct DBs and environments. This SOW & Pricing has the City and Fire merging their data into one DB. It also will result in City and Fire operating together in one instance/environment of FASTER Web. This SOW reflects a FASTER Web install of one instance/environment. The City of San Antonio and San Antonio Fire will occupy one instance/environment of FASTER Web on City of San Antonio servers, behind the City's firewall.</p> <p>Common Decisions: The City and Fire will both operate under the same set of processes established in the Setup module. Therefore, there will need to be central administration of the FASTER Web. Within the Setup Module, City and Fire will need to agree on common configuration of Fields and Settings. For example, to use language from FASTER Win: City and Fire would need to agree on common system info and system switches. Thus the City and Fire will need to agree on settings to be used in common for: Assets, Inventory, Maintenance, Fuel, Accounting, Vendors, Dashboard.</p> <p>In addition, shared settings in the Administrative Setup section include: Manage Security, Manage Data, Email Administration and Notifications. Also, please note that the City and Fire will have the ability to run reports (read only) on each other's data within the FASTER Web application.</p> <p>In summary:</p> <ul style="list-style-type: none"> - One FASTER Administrator will need to insure that each configuration decision supports the City and Fire's needs. - The City and Fire will be able to run reports on each other's data. - System drop down menus will consist of both City and Fire information. - City and Fire will each be a separate "organization" in the one database. <p>In FASTER Win the term "Company" was used whereas FASTER Web uses the term "Organization."</p>		
Add-ons		
1	<p>207nc – Dashboard Add-on: (See offsetting discount below)</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
1	<p>210 – Semantic Layer:</p> <p>The Semantic Layer Add-on is not required to create or modify reports or dashboards. It makes the process easier. The FASTER Web Semantic Layer provides a business user friendly data layer, making it easier for a site to create their own reports and dashboards. It is built on the Microsoft SQL Server Analysis Services (SSAS) Tabular Model. (Note: Microsoft's MS SQL SSAS Tabular Model is only available with the 2012 and above versions and is only included in the Business Intelligence or Enterprise editions of MS SQL).</p>	\$10,000

2	<p>301 - Single Vendor Fuel Import (New Vendor or New File) - Existing Customer:</p> <p>This is a single vendor fuel import for an existing customer who has been live on a FASTER product for more than 6 months. This pricing is for either:</p> <ol style="list-style-type: none"> 1. To import a new fuel vendor fuel transaction file. 2. Or, to import a new fuel file from your existing vendor. <p>The Fuel Import (FI) is a COTS add-on. It is a robust yet inexpensive way to import data from a Fuel System Vendor (FSV). It requires significant configuration and testing by FASTER. Below are important items the customer will need to provide for FASTER to configure, test and deploy:</p> <ol style="list-style-type: none"> 1. FSV Fuel File Layout Definition - This is the layout for the export file you plan on receiving regularly from your FSV. It defines your fuel export file's columns, positions and/or delimiters (if used). 2. Fuel System Export Files - Live production export files from the fuel system, including the complete disbursement transaction data. A minimum of 100 transactions will be needed for proper testing. The export files generated from your fuel system must be flat files, not reports, and not generated in Microsoft Excel. It is important you ensure your FSV does not change this export file as any changes may require additional configuration and testing. 3. Completed FI-Customer Configuration Form -This is a detailed form that assists you in providing all the information required for the FI to be configured and tested properly. <p>(This FI does not import Site & Dispenser information. You can add the importing of Site & Dispenser data to the SFI for an additional (\$2,500) cost.)</p>	\$7,000
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Win to Web Reports

330m - Migration Win to Web Reports:

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

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

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

BESD			
1	400-Fuel Transaction-Detail Report: Report showing all details of fuel transactions during selected time period	\$4,500	
1	400S-Fuel Transaction-Summary Report: Report showing summary of all fuel transactions	\$5,700	
1	3303Wid: Sublet report w/names posting the invoice	\$2,700	
1	3308 excel: Flat rate comparison report with tech ID	\$3,300	
1	BESD Billing backup no parts: Billing back up that does not include parts	\$3,300	
1	BESD Billing Backup parts no credits: Billing back up with parts and no credits	\$3,300	
1	BESD billing report fuel PDF: Billing report for fuel (pdf version)	\$3,300	

1	BESD billing report Fuel excel: Billing report for fuel (EXCEL version)	\$3,300	
1	BESD Billing report PDF: Billing report PDF version	\$3,300	
1	BESD billing report XCEL: Billing report EXCEL version	\$3,300	
1	BESD flat file no parts: BESD flat file report, no parts	\$3,300	
1	BESD flat file parts no credits: BESD flat file report, no credits	\$3,300	
1	BESD JEUpload no parts reformatted: BESD journal entry upload with no parts	\$3,300	
1	BESD JEUpload parts no credits: BESD journal entry upload with no credits	\$3,300	
1	BESD not billed: Report that shows items that haven't been billed	\$3,300	
1	BESD SubletsNOT01 v2: Monthly sublet report excel version	\$3,300	
1	Billed labor comparison: Billing report comparing from this year to last year	\$3,300	
1	eheader data: Report showing all information that is in equipment inventory	\$3,300	
1	eheader data by dates: Report showing equipment inventory by date	\$3,300	
1	equipment lease rate history: Report for lease rate history for equipment	\$3,300	
1	equipment commission report: Report showing how many vehicles were commissioned	\$3,300	
1	equipment commission report not in service: Report showing how many vehicles that were commissioned but haven't been entered into service	\$3,300	
1	SAN3332 fleet availability report: Report showing % of fleet available	\$9,000	
1	Productivity report hours: Report showing technician productivity by hours	\$3,300	
1	sublet report 3303 excel: Sublet report excel version	\$3,300	
1	Technician Efficiency report 3318 custom: Technician efficiency report that includes tech name	\$7,200	
1	WO override report: Report to show anyone overriding the meter when opening a work order	\$3,300	
SAPD			
1	SAPD Fleet Mileage Report: Mileage report of SAPD vehicles	\$3,900	
1	SAPD_High_Mileage_Marked_Vehicles_with_Parameters: High Mileage Report	\$3,900	
1	Take HomeVehicles: Drivers for Take Home Vehicles	\$3,300	
1	SAPD_Drivers_for_Vehicles: Driver Information assigned to each Vehicle information	\$3,300	
AVIATION			
1	3109_woSite: Site Description report	\$1,950	
1	3322_WO: Work Order Status Report	\$1,950	
1	WO_Met: WO Meter Change Report	\$1,950	
SWMD			
1	Storm Water Vehicles Report: Units information of Sweeper Body and Sweeper Chassis is provided.	\$4,500	
1	Solid Waste Vehicles Availability Consolidated Report: Information of all the Solid Waste Vehicles is provided	\$7,800	
1	TCI Availability Report: All the vehicles status is provided.	\$5,700	

SAFD			
1	Annual Inventory: Report to print every part# that are stocked in the part rooms with quantities and locations.	\$1,950	
1	Fast Moving Report: Report to track parts history for the year to determine if we should consider adding it to stock according to how many times we have ordered it monthly.	\$4,500	
1	Parts Recommendation Quote Report: Report to track the parts reorder level according to safety levels, maximum levels and minimum levels set up by Management to reorder for stock.	\$4,500	
1	SAT 7202Rev -Parts Orders by PO: Report to track what parts are ordered on a particular P.O and Vendor	\$4,500	
1	SAT7205 Orders Not Received: Report to keep track of open P.O's and pending parts to be delivered.	\$4,500	
Win to Web Reports Total			\$159,900
Converting FASTER Win Integrations to FASTER Web			
<p>333m – Converting FASTER Win Integrations to FASTER Web:</p> <p>The below list of customization(s) FASTER built for FASTER Win will be used as template(s) to build corresponding customization(s) for FASTER Web. This cost is discounted because there is no need for an approval process with requirements or specifications. The FASTER Win customization and supporting file(s) will be used as a template. FASTER will re-construct these customization(s) for use in FASTER Web using the technology FASTER determines will best meet the requirements and deliver the customization(s) at Soft Go-Live for customer testing. This does not include any modifications to these existing customization(s). If modifications are desired, the process involved to facilitate requirements understanding and approval plus the additional work required will lead to added cost.</p> <p>Because FASTER Web has a more structured database than FASTER Win, there may be some differences between FASTER Web's and FASTER Win's customization design. Therefore some FASTER Win custom integrations will not be exactly the same when recreated for FASTER Web.</p>			
1	333me – Export: SAP Flat File Export This is for a one-way export.	\$8,000	
Converting FASTER Win Integrations to FASTER Web Total			\$8,000
Custom Work			
1	333ie – Custom Integration Import/Export: Fleet Budget Forecasting Tool (FBFT) This is an estimate for a two-way integration. The actual cost of the integration can be determined once specifications are provided by the City.		\$15,000
Data Services			
1	Migration Implementation Fleet Advising & Project Management		\$9,000
<p>Migration Data Conversion: Both the City of San Antonio's FASTER Win DB and San Antonio Fire's FASTER Win DB will be migrated to be on one FASTER Web DB. They will each be a separate Organization within that one DB.</p>			

1	<p>408 - Migration Data Conversion (City):</p> <p>The Migration Data Conversion Product is used for migrating data from COTS FASTER Win to FASTER Web. It does not include migrating data that relates or is the result of a use of FASTER Win Add-On unless specifically noted. For example, item 2 of the appendix identifies that if you have the graphics add-on, then all your graphics will be brought over with the migration.</p> <p>A Migration Data Conversion does not migrate data that is uniquely associated with the customization you have. This will need to be addressed separately and potentially as an additional custom migration. The attached appendix "Migration Data Conversion Product" is an outline of the categories of data that will be migrated during the Migration Data Conversion.</p> <p>(Since this SOW has the City and Fire merging into one DB, go-live timing will need to be coordinated in advance with City, Fire and FASTER.)</p>	\$23,000
1	<p>408 - Migration Data Conversion (Fire to be migrated and then merged with City):</p> <p>The Migration Data Conversion Product is used for migrating data from COTS FASTER Win to FASTER Web. It does not include migrating data that relates or is the result of a use of FASTER Win Add-On unless specifically noted. For example, item 2 of the appendix identifies that if you have the graphics add-on, then all your graphics will be brought over with the migration.</p> <p>A Migration Data Conversion does not migrate data that is uniquely associated with the customization you have. This will need to be addressed separately and potentially as an additional custom migration. The attached appendix "Migration Data Conversion Product" is an outline of the categories of data that will be migrated during the Migration Data Conversion.</p> <p>(Since this SOW has the City and Fire merging into one DB, go-live timing will need to be coordinated in advance with City, Fire and FASTER.)</p>	\$23,000
1	<p>405 - Data Cleanup:</p> <p>If the data in the current system is in need of correction prior to the extraction, the customer will be responsible for data correction that takes place in the legacy system. (However, as part of the implementation process, FASTER Fleet Consultants will provide advice and guidance related to data correction.) For customers who maintain reliable data, there should be no need for data correction. However, if past practices or flawed conversions permitted incorrect data to be entered in the current system, it is advisable that the customer correct this prior to the extraction process beginning.</p>	n/a
Configuration Training		
1	<p>511a - System Overview Meetings (SOM):</p> <p>System overview meetings take place via live, remote web-based sessions. They consist of two, 4-hour meetings that will occur on the same day or two consecutive days where the customer will ensure key users are able to participate.</p> <p>(Fire will be using the same configuration as the City. Therefore, it is important that Fire also participate in the below training.)</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> <p>(Fire will be using the same configuration as the City. Therefore, it is important that Fire also participate in the below training.)</p>	\$3,300

Go-Live Training		
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 - Parts 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):</p> <p>Should include FASTER System Admin and Fuel Clerk.</p>	\$550
1	<p>512e – Go-Live Week System Training - Vendors & Accounting Modules (1.5 Hrs):</p> <p>Should include FASTER System Admin, Accounting Staff and Parts Managers.</p>	\$825
2	<p>512f – Go-Live Week System Training - Technician Workstation (2.5 Hrs):</p> <p>Should include FASTER System Admin and Technicians.</p>	\$1,375

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
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Discounts		
1	<p>900 – Existing WIN Customer Discount</p> <p>Discount for Existing FASTER WIN Customers</p>	-\$33,340
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 permit FASTER to determine the timing of implementation tasks and agree to provide a PO and start your implementation by April 15, 2019. Due to the time sensitivity of this, a PO will need to be received by April 15, 2019 or this offer will expire due to other customers who are interested in this slotting discount.</p> <p>(If a PO or signed contract is not received April 15, 2019, this discount will expire.)</p>	-\$80,000
	905ec – Existing FASTER WIN Customer Dashboard Discount	-\$10,000
Software & Services Total		\$489,441

Upgrades & Support		
1	<p>801 – Upgrades & Support:</p> <p>Annual support after switch date. Annual support services are comprised of Software Cost, Add-Ons and Customizations. Migration annual support fee will require that FASTER Win will no longer be in use. The Initial FASTER Web annual support fee will be due upon delivery of FASTER Web COTS software. Any months remaining on FASTER Win support will be pro-rated and deducted from the initial year of FASTER Web support. After the initial renewal year, support costs will increase at 3% annually.</p>	\$108,366
1	<p>200 – Test Environment FASTER Web:</p> <p>License for additional FASTER environment or instance (separate from your production environment) for use as a Test Environment for purposes other than testing a FASTER Web upgrade. (FASTER already grants the Customer the right to have a temporary Test Environment for up to 45-days to test FASTER upgrades.) The cost associated with the test environment will be in the form of a \$2000 annual support increase. The first-year cost will be pro-rated based on the days remaining in the current year's Support (as applicable). Each future-year's cost will be added to your Annual Support invoice.</p>	\$2,000
Upgrades & Support Total		\$110,366

Payment Schedule By Milestone			
Milestone		Percent Due	
COTS Software Delivery \$122,360.25		25% of Contract Amount	
COTS System Overview \$97,888.20		20% of Contract Amount	
Delivery of Soft-Go-Live (all above noted deliverables) \$146,832.30		30% of Contract Amount	
Delivery of Converted Data and Go Live \$97,888.20		20% of Contract Amount	
30-Days After Go-Live on FASTER Web \$24,472.05		5% of Contract Amount	
Hourly Work: Billed monthly (only if Customer approves)		TBD	
Optional Software, Add-ons or Services		Purchase Cost	Annual Upgrade & Support Cost
1	211 – VIN Decoder; Allows user to scan VINs using a barcode scanner or to key in VINs to access an asset already in FASTER. Or for new assets not in FASTER Web, it will access, download and decode birth certificate data from the NHTSA database. The data downloaded from NHTSA will integrate with/auto-populate fields within the FASTER system in the Create Asset and Select Asset processes. VIN Decoder is compatible with FASTER Web v6.4.5x and higher.	\$7,500	\$1,500
1	326 –Telematics Import - Engine Meters This import will import the following data and place it in corresponding fields for operation use and reporting: Engine Meters.	\$9,000	\$1,800
	328 –Telematics Import - Alerts This import will import the following data and place it in corresponding fields for operation use and reporting: Alerts.	\$6,500	\$1,300

1	<p>330: Telematics Alert Mapping</p> <p>For customers who have purchased an alert import capability (using FASTER Web's Asset Alerts Web Service API or custom import), alert data is by default accessible in the Asset module under a tab called "Alerts" and via the Maintenance module under the action "Service Request & Alerts," and in the Technician Workstation under the Work Order Repair screen</p> <p>"Alerts" button as well as in the W343 Alerts & Service Request standard report.</p> <p>This Alert Mapping Add-on provides additional and separate functionality from the above by enabling Fleet Operations staff to map desired alerts to trigger:</p> <ol style="list-style-type: none"> 1. Creating a service request. 2. Sending a notification via email and or text. 3. If you map an alert to a repair code, you can also configure alerts so alerts trigger the creation of Pending Repairs. 4. You can also use this mapping tool to identify any alert which you do NOT want to trigger any action to only show up on the Alerts tab in the Asset module. <p>This add-on also provides ease of use by permitting the user to easily sort and filter for mapping to repair codes. In addition, if your Telematics vendor does not provide alert descriptions that are easy to comprehend, FASTER can provide a reference to the SAE (Society of Automotive Engineers) codes for cross reference purposes. (To use SAE's codes, a separate fee will need to be paid directly to SAE to purchase the license rights.)</p>	\$10,000	\$2,000
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Payment Schedule By Milestone - Optional Items	
Milestone	Percent Due
Start of Project	50%
Delivery	50%

Migration Data Conversion Product Documentation

After you have completed your data cleanup, it is important that you consider additional data preparation tasks and information that will aid you in preparing *FASTER* Win data to migrate effectively to a more robust and more structured *FASTER* Web database (DB) structure.

Below is detailed information.

After you deliver your clean *FASTER* Win database, *FASTER* begins the migration process.

After this point you will NOT be able to change data in the *FASTER* Win DB (other than daily transactions). Therefore, NO cleanup can be done after this point. So be sure all your data cleanup and prep is done prior to uploading your *FASTER* Win database to *FASTER*.

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

Important Notes:

Once *FASTER* begins the migration work, you cannot do data cleanup or change data in your *FASTER* Win DB in any way other than to add transactions. If you do, you will risk your migration project timeline and could cause corruption or bad data or cause your organization to spend a great deal of time reversing those entries or create added cost.

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

Data that Will Migrate

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

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

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

1. Equipment Inventory

- Birth Certificate
- Acquisition and Disposal
- Vehicle Replacement
- Warranty Records
- Preventative Maintenance

- History (Is regenerated post migration based on successfully migrated data)
- User Reference

2. Graphics (Attachments) and Notes

3. Parts Inventory

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

4. Repair Types/Codes

5. Work Orders/Independent Parts/Deferred Repairs

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

6. Operational Cost/Fuel

- Transactional Detail

7. Equipment Templates

8. Billing History

FASTER Web Handles Data Differently

FASTER Web is a separate, distinct product from *FASTER* Win. It was designed to provide the best practices for a fleet's future needs. This means that some of the fields, forms, and processes of *FASTER* Win have been modified or changed. Instead of building *FASTER* Web to be similar to *FASTER* Win, we felt that building the best product (even if it deviated from *FASTER* Win) is what our customers needed. Therefore, please review the *FASTER* Web product and make sure that you are comfortable with the fact that some fields, forms, and processes are different. Below is a summary of some of those differences:

Field Names

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

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

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

Applets No Longer Standalone

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

For instance:

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

Process Changes

- Budget account codes are required in *FASTER* Web to process all purchases. If account code usage was turned on in Win these codes are consolidated into a single migration code.
- *FASTER* Web does not support Last Receipt. Your costing method will be converted to Moving Average.
- Table codes are now called Fields and have had their descriptions extended in length.
- *FASTER* Win Table Lookups included two fields, both a field for Code and a field for Description. In *FASTER* Web some Table Look Ups only have a description because a Code and a Description were redundant. Some examples of this would be Color, Make, and Model. In some cases the data migration will append the WIN code and description into the WEB description.
- Field relabeling functionality is limited to specific fields in *FASTER* Web; however, the relabeled fields will carry through to the Reports and other Modules.
- Credits are no longer applied directly to a work order. They are added as a Billing Adjustment that shows on the work order print out.
- Lifetime Warranty cycle type 'L' will be migrated to *FASTER* Web as a warranty with a cycle type of 'Y' for Years and the Cycle Length in *FASTER* Win will be migrated over directly to *FASTER* Web's cycle length.
- Work Order Other Cost no longer requires a Repair Type. Therefore, the Asset History totals in Web do not consider the Repair Reason code from Win. All Work Order Costs are now displayed in the 'Other Cost' column in Web.
- *FASTER* Web does not provide batch entry functionality for work order related data.
- Since *FASTER* Web is a browser-based product you do not need to use a keyboard on a handheld scanner or a PDA. You can use the following to satisfy the need for manual data input while doing receiving, issuing, or inventory:
 1. A notebook computer running a compatible browser or a tablet running a compatible browser with a wireless card.
 2. A wireless network in your parts room.
 3. If you have the above, you can take your notebook or tablet with you when you do receiving, issuing, or inventory. You can enter directly into the notebook's or tablet's keyboard the quantity in real-time in *FASTER* Web. Therefore, when you buy a barcode scanner you can buy the less expensive scanner that does not have a keyboard.

New Processes Supported in *FASTER* Web

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

Data Not Migrated

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

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

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

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

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

- Tank Inventory
- PM Scheduler Templates
- EOM History
- Work order estimates
- Quick buttons
- Work Order User Reference
- Max Issue from Parts
- EOQ, ABC, UCC

- Any customer created custom table codes (existing code will not be migrated & creating new ones is not supported in *FASTER Web*)
- If you had *FASTER* develop any type of customization, usually financial, part of that development often included custom table codes that were used to identify customer specific data. These custom table codes are not migrated.

Radio Assets Management

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

Facilities Management

If you are using *FASTER Win* to manage facilities, there are some fundamental differences in the way you would manage facilities in *FASTER Web*. In general, you will find *FASTER Web* more robust. But in *FASTER Web* you will likely want to maximize your productivity by managing Facilities data in a separate DB from Fleet data. This requires a separate instance of *FASTER Web* (a second install of the *FASTER Web* application and a separate DB). And that does mean there is a higher cost. While you can avoid this added cost of a second Facilities DB and instance by putting your Facilities data in the same DB as your Fleet data; you will lose the ability to customize Facilities separate from Fleet data.

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

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 Customer to access the FASTER software unless a separate hosting or Software as a Service (SaaS) addendum is included in this Agreement.

To the extent Customer 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. Customer 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. Customer may change the Representative upon notice to *FASTER* (other members of Customer'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 Customer. After the first year, Software Upgrade & Support will automatically renew unless Customer 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 Customer. As long as Software Upgrade & Support is maintained, Customer 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 Customer continues to renew Software Upgrade & Support. And as long as Customer remains current on Software Upgrade and Support, the Customer 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 Customer signed-off for any customization.

5. *FASTER* Software Support Coverage: Customer 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. Customer cannot process work in the system.
7. IT Support & Consulting Not Provided: Unless Customer 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 Customer'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 Customer 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. Customer's Responsibilities:
 - a. Customer's Representative must be qualified and authorized to communicate all necessary information, 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 Customer Staff who do not meet the above requirements. However, resolution of some issues may require a Customer Staff member who meets the above criteria be available.
 - b. Customer 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: Customer should be prepared to provide the following:
 - a. Telephone number and alternate method of contact (i.e. email address);

- b. A description of Customer'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. For customers who host *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 Customer 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 a Customer may request a case number for tracking purposes.
- e. In order to resolve the issues on Customer's first call, *FASTER*'s Support is structured to: answer Customer's questions and identify logs, tests or error information the Customer 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:

The Initial *FASTER* Web Upgrade & Support year begins when *FASTER* Web COTS software is provided. Any months remaining on *FASTER* Win support will be pro-rated and deducted from the initial year of *FASTER* Web support. You will also continue to receive support on *FASTER* Win until after you go live on *FASTER* Web. (Please see item 801 – Upgrades & Support in the above Schedule A SOW):

Renewing annual Software Upgrades & Support: The term of *FASTER* Web Annual Upgrade & Support shall expire one year from the day it starts (noted above). 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 Customer 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.

Customer 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.

Customer 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.

A customer 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 Customer 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:

Customer understands that it may use *FASTER*'s proprietary software in a single production environment. This Agreement, however, includes a second environment, which the Customer may use for development and testing. In this Agreement an "environment" is defined as a single installation (instance) of the *FASTER* application and one *FASTER* database. Therefore, this Agreement grants Customer a license for a production instance of the *FASTER* Web application and database and an additional, test/development instance of the *FASTER* Web application and a *FASTER* Web database.

FASTER publishes specifications for each release of the product. Therefore, the first use of a version of *FASTER* and each subsequent upgrade to a newer version requires that Customer's environment comply with the minimum published specifications. Failure to meet the minimum specification puts Customer's operation at risk and may lead to *FASTER* being unable to provide support until Customer's environment complies with the published specification.

- a. In addition to the above two environments, Customer is entitled to a TEMPORARY POST-GO-LIVE TEST ENVIRONMENT: After go-live of the *FASTER* system, this Agreement permits Customer 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 Customer performs on Customer's server operating system; or database patches or upgrades; or if Customer is replacing server hardware. This test environment can be stood up 30-days prior to any of the above-identified testing and must be turned off or deleted within 45-days after any of the above is complete. (This does not apply if *FASTER* is providing hosting.)
- b. OTHER TEST OR DEVELOPMENT ENVIRONMENT/S: Customer may have a separate test or development environment for other purposes at any time (e.g., during the implementation or after go-live) with payment of an additional license fee and an annual support fee.

3. Copies, Backups & Catastrophic Fail-Over:

Customer 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:

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

Schedule D: Implementation Roles & Responsibilities

Upon full contract execution, a *FASTER* Implementation Coordinator and Implementation Consultant will be assigned (more on them below). There will be many other *FASTER* team members who will work on your implementation as well; including database developers and testers. If you have any integration(s) beyond a COTS fuel import, a *FASTER* Integration Coordinator will also be involved.

Below is information about our team:

***FASTER* Implementation Coordinator:** This is a *FASTER* staff member who will be your primary point of contact at *FASTER* and will facilitate the many internal tasks that *FASTER* will be performing.

***FASTER* Implementation Consultant:** This is a *FASTER* staff member who has expertise in both fleet operations and the *FASTER* system. The Implementation Consultant will be assigned to you through the entire implementation and will be available as an advocate to advise on process decisions and utilizing the system to the fullest. To ensure consistency, this staff member will provide the system overview, system training, and will be on-site the week you go-live.

***FASTER* Database Developers:** These are *FASTER* staff members who will be responsible for the *FASTER* data services as detailed in Schedule A: Statement of Work (SOW), Pricing & Payment Terms.

***FASTER* Quality Assurance Team:** These are *FASTER* staff members who will be responsible for testing of the migrated database, integrations, and customizations, if any.

***FASTER* Integrations Coordinator:** This is a *FASTER* staff member who will facilitate any integration work as detailed in Schedule A: Statement of Work (SOW), Pricing & Payment Terms.

Below is a summary of the important roles you will want on your team:

Project Sponsor: This is the leader in your organization that is the Senior Responsible Owner of the project.

Fleet Manager: This leader oversees fleet operations.

Customer *FASTER* System Administrator: Administers the *FASTER* System as it relates to Fleet Operations, such as: Data integrity and cleanup; configuration and settings; roles and permissions; reports administration; etc. Due to the demands of this role, we recommend that this person not be the acting Fleet Manager if you have a medium to large fleet operation.

Customer Project Manager or Coordinator: This person will facilitate the customer's various fleet and non-fleet department staff to ensure tasks and deliverables are completed. This person will interface directly with the *FASTER* Implementation Coordinator to establish mutually agreeable timelines and meetings.

If you will not have a formal Project Manager assigned to this implementation project, it will be important that the project's sponsor identify who on your team will be responsible for facilitating the delivery of customer tasks, meetings, and information.

IT Staff: For customers hosting in their datacenter, the customer's IT Staff will set up, install, and maintain the environment that hosts *FASTER* Web; perform database maintenance; and build the customer side of integrations. Therefore, IT will want to have a representative at the kickoff meeting. In some organizations, IT also provides a business analyst to facilitate integration requirements. If that is the case, that business analyst should also be at the kickoff meeting.

Some IT Departments choose to assign an additional internal Project Manager to coordinate IT Staff. If that is the case, this internal Project Manager can coordinate the project kickoff directly with the Customer Project Manager or Coordinator.

Data Analyst: This is a customer staff member who is an expert on the customer's current fleet data. The Data Analyst will ensure that the customer's data is in good order prior to transferring it to *FASTER* Web. It is critical that the person or people who will do data cleanup be engaged and available prior to the project kickoff and attend the kickoff meeting.

FASTER does not perform data cleanup for several reasons. The first and most important is that the customer staff will need to make a myriad of basic decisions about data which require that the customer's staff be deeply engaged in the cleanup work. The second reason is that the skills required to perform data cleanup tasks do not amount to technical skill that would warrant the customer paying *FASTER* staff to do this kind of work.

Other Teams or Departments (Finance, Accounting, Purchasing, etc.): For integrations with systems outside of fleet operations, the business process owners (BPO) or subject matter experts (SME) with knowledge of each system that the customer wants to integrate with *FASTER* will need to be included in the project team.

The project phases are designed to combine tasks in a way that ensures quality. As the customer completes one phase the *FASTER* Implementation Coordinator can provide a plan for the next phase. Since the implementation of a robust system like *FASTER* includes a great many tasks, most customers find it more productive and realistic to focus on one phase at a time.

Schedule E: System Setup and Configuration Training

This training agenda provides details of the two, four-hour System Setup and Configuration Training sessions and the Billing Accounts Training session. These sessions are for your *FASTER* System Administrator and your Business Process Owners (BPO) to identify how you want your *FASTER* Web system settings, fields and picklists to be set up. After the training sessions, your *FASTER* System Administrator will perform and complete your setup for Go-Live.

System Setup and Configuration Training Session #1 – (4 Hours)

Assets

- Settings
 - Depreciation Method
 - PM Hierarchy Highest Type
 - PM is Hierarchical
 - PM Update Early Late
 - PM Update Early Late Cycle
 - PM User Current
 - Use Auto Acquisition Number
 - Reset Begin FY Reading
- Fields (Approximately 153 Standard, Picklist, and Re-Label Fields)

Inventory

- Settings
 - Barcode Settings (If Barcode Add-on is in SOW)
 - Barcode Field
 - Barcode Label Size
 - Default Printer
 - Merge Parts
 - Part Name
 - Reassigning Parts
 - Receive Parts
 - Storeroom Bin Location
 - Transaction Date
 - Transfer Parts
- Inventory Settings
 - Cyclical All Storerooms
 - Cyclical Divisor
 - Cyclical Include Non-Stock Parts
 - Invoice Price Variation Percent
 - Keep Part Transactions Within This Number of Days
 - Tax Exempt
- Fields (Approximately 76 Standard and Picklist Fields)

Maintenance

- Settings
 - History
 - Maintenance/TWS Settings
 - Indirect Labor Settings
 - Alert Mapping Settings (If Alerts Add-on is on SOW)
 - Calendar Settings
- Fields (Approximately 12 Standard and Picklist Fields)
- Repair Codes
 - Repair Reason
 - Repair Schedule
 - TWS Repair Category
 - Group
 - Component
 - Action

Fuel

- Settings
 - Manual Entry & Fuel Import Settings
 - Fuel Cost Setup
 - Fuel Import Setup (If COTS Fuel Import Add-on is in SOW)
 - Fuel Markup Setup
 - Fuel Vendor Mapping
 - Manual Transaction Employee Validation
 - Global Fuel Import Settings
- Fields (Approximately 23 Standard and Picklist Fields)

System Setup and Configuration Training Session #2 – (4 Hours)

Accounting

- Settings
 - Allow Negative Line Item Budgets
 - Begin Fiscal Month
 - Is Begin FY Reading Reset Require
 - Method Used for Fuel Domain Billing
 - Method Used For Maintenance Domain Billing
 - Motor Pool Integrated
 - Posting Billing Statement Data to Receivables
 - Prorate Asset Charges
 - Support System Default Account Code
 - Use Billing Statement Account Numbers
- Fields (Approximately 57 Standard and Picklist Fields)

Vendors

- Settings
 - Vendor Default Payment Type Setup
- Fields (Approximately 42 Standard and Picklist Fields)

Dashboard (If Add-on is in SOW)

- Settings

Manage Security

- Settings
 - Authentication Settings (This section will need to be configured at Go-Live)
 - Global Settings
 - Reports Settings
- Persons
- Users
- Roles
- Technician

Manage Data

- Customer Portal
 - Settings
 - Services
- Mass Update
 - Assets
 - Inventory

Email Administration

- Create Templates
 - Alert
 - Alert Auto Notification
 - Appointment
 - Customer Portal
 - Maintenance
 - PM
 - Service Complete
 - Spending Authorization
- PM Scheduler
- Email Settings (Customers may want to consider configuring Email Settings at Go-Live due to the possibility of sending false emails to customers during Soft Go-Live Testing and System Training.)

Notification

- Logs
 - Advanced Search
- Search Results

Manage Billing Accounts Training Session (If Billing by Account Codes)

- Map Billing Types
- Organizations
- Charge Types & Elements
- Department & Asset Overrides

Schedule F: System Training/Go-Live Agenda

Your key users and Business Process Owners (BPOs) will have become familiar with the FASTER system during the System Overview and Configuration Sessions. But even if your key users attended all these sessions, it is important that they also attend the more detailed System Training during the week of Go-Live.

All fleet operations staff that will use the system will receive their training the week of Go-Live so that their learning will be retained and actionable for Go-Live. FASTER is modularized based on different roles within your fleet operation. Therefore, you will be able to schedule staff to attend the modules that are appropriate for them (see below).

We recommend that your Fleet Manager and FASTER System Administrator attend all training modules. The agenda below has an important order that will aid in the learning process. If your Statement of Work (SOW) specifies additional training sessions, the modules below can be added to meet your needs.

For example, you may have chosen to add additional technician workstation training. (The standard system training schedule allows for a second technician workstation training session to be added at no cost.) If you did not specify in the SOW that you wanted multiple training sessions to accommodate your needs, you can request a quote to add additional training sessions or trainers at any time up to 4 weeks prior to your Go-Live.

Monday – System Training (1:00pm – 5:00pm)

Asset Module (FASTER System Administrator and Asset Managers) 1:00pm – 5:00pm

- Search Functionality
- Select Asset
- Create Assets
- Reassign Assets
- Plan for Acquisition
- Asset Templates
- Warranty Claims
- Map Location
- How to Navigate and Run Asset Reports
- Help

Tuesday - System Training (8:00am – 4:30pm)

Maintenance Module (FASTER System Administrator, Maintenance Supervisor, Service Writers and/or Technicians) 8:00am – 11:30am

- Search Functionality
- Calendar
- Create Work Orders
- Create Direct Charges
- Manage Indirect Labor
- Manage Shop Floor Activity
- Search Issued Item

- Manage Task List
- Service Request & Alerts
- Manage Alert Mapping
- How to Navigate and Run Maintenance Reports
- Help

Lunch Break 11:30am -12:30pm

- Break for lunch with System Training to reconvene at 12:30pm.

Inventory Module (FASTER System Administrator, Parts Staff and Parts Managers)

12:30pm - 4:30pm

- Search Functionality
- Ordering
- Receiving
- Vendor Returns
- Transfer In-Out
- Perform Inventory
- Add New Item
- Search Issued Item
- Reassign or Merge Item
- Issue Requested Item
- Barcode Utilities (if purchased)
- Manage Item List
- How to Navigate and Run Inventory Reports
- Help

Wednesday – System Training (8:00am – 4:30pm)

Technicians Workstation 1 (FASTER System Administrator and Technicians) 8:00am - 10:30am

- Login
- Begin Shift
- Reviewing Assignments
- Work Order Notes
- Add New Note
- Repair History
- Task List
- Update Meter Reading
- Change Work Order Status
- Alerts (if purchased)
- Set Repair Status to Complete
- Begin Selected Repair
- Begin Another Repair
- Search Repairs
- Add New Repair to Work Order – Not Assigned
- Add New Repair to Work Order – Assigned

- Add Meter Replacement Repair Code
- Quick Assist
- Begin an Indirect Activity
- Change Repair Reason
- Request for Parts
- Messages
- End Day
- Help

Fuel Module (FASTER System Administrator and Fuel Clerk) 10:30am - 11:30am

- Search Functionality
- Enter Transactions
- Import Transactions (if purchased)
- How to Navigate and Run Fuel Reports
- Help

Lunch Break 11:30am -12:30pm

- Break for lunch with System Training to reconvene at 12:30pm.

Accounting and Vendors Modules (FASTER System Administrator, Accounting Staff and Parts Managers) 12:30pm - 2:00pm

Accounting

- Search Functionality
- Create New Account
- Manage Credit Cards
- Manage Vendor Credits
- Manage Billing Adjustments
- Manage Receivables
- Manage Payables
- Manage Closeout Processes
- Manage Billing Accounts (if billing by accounts review setup)
- How to Navigate to and Run Accounting Reports
- Help

Vendors

- Search Functionality
- Create New Vendor
- Add and Manage New Purchase Orders
- Help

Technicians Workstation 2 (FASTER System Administrator and Technicians) 2:00pm - 4:30pm

- Login
- Begin Shift
- Reviewing Assignments

- Work Order Notes
- Add New Note
- Repair History
- Task List
- Update Meter Reading
- Change Work Order Status
- Alerts (if purchased)
- Set Repair Status to Complete
- Begin Selected Repair
- Begin Another Repair
- Search Repairs
- Add New Repair to Work Order – Not Assigned
- Add New Repair to Work Order – Assigned
- Add Meter Replacement Repair Code
- Quick Assist
- Begin an Indirect Activity
- Change Repair Reason
- Request for Parts
- Messages
- End Day
- Help

Thursday – Go-Live Day

Final Overview with FASTER Administrator

- Address Remaining Questions
- Perform System Setup Overview
- Perform Dashboard Overview
- Customer Portal Training

Go-Live Wrap-up Conference Call 1:00 PM EST

- Consultant Wrap-up

City of San Antonio, TX FASTER Web Implementation Master Plan Draft

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, and each of the critical phases detailed within the project. These durations do not include any cushion, so it is transparent. Therefore, it shows total time for tasking, but not a realistic time to completion. Given that the Customer Staff that will be involved will also have other operational duties, we recommend that 6-months of cushion be added to reflect the common reality that Customer Staff will have delays due to their day to day duties and other projects. FASTER's project methodology supports the Customer moving at the pace that is practical for their business. As a result, we have had customers take less than 6-months to complete an implementation because they were highly motivated. But it is more common for Customers to take at least 12-months to implement due to their prioritization decisions.

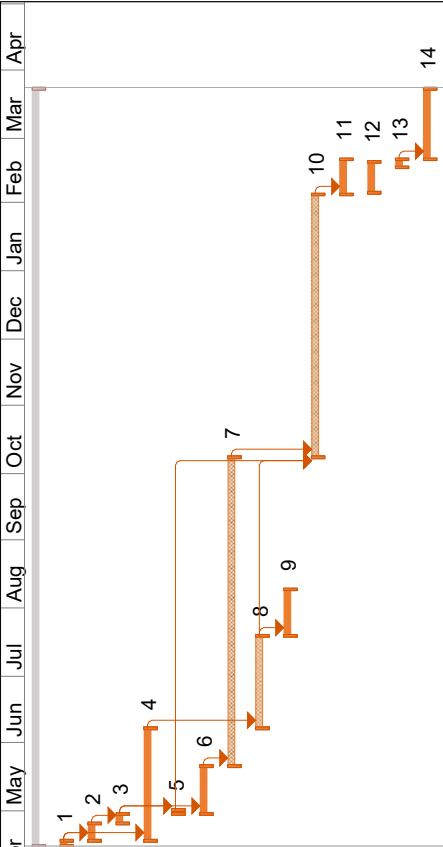
Key for Resources used in sample plan

C-Asset Mgrs: 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-Inventory Staff: Customer Inventory/Parts Staff
C-Maint Sup: Customer Maintenance Supervisor
C-MP Mgr: Customer MotorPool Manager
C-Parts Sup: Customer Parts Supervisor
C-PM: Customer Project Manager
C-Service Writer(s): Customer Service Writers
C-Tech(s): Customer Technicians

ImpCon: FASTER Implementation Consultant
ImpPM: FASTER Implementation Project Coordinator
ImpTL: FASTER Implementation Team Lead
IntCrd: FASTER Integration Coordinator

There will be many other FASTER team members who will work on the implementation behind the scenes; Including: Database Developers, and QA Analysts & Testers. If you have any integrations or customizations, FASTER's Integrations and Customizations Coordinators, Specialists, Product Managers and Development Manager will also be involved.

ID	WBS	Task Name	Predecessor ID	Est. Duration	Est. Start	Est. Finish
0	0	IM-M-City of San Antonio-TX-FASTER Web Implementation Master Plan Draft		245.75 days?	Mon 4/15/19	Mon 3/23/20
1	1	1 Project Kick-Off		2.56 days	Mon 4/15/19	Wed 4/17/19
16	2	2 Environment Set Up and Install	1	5.62 days	Wed 4/17/19	Thu 4/25/19
45	3	3 (COTS) Commercial Off-the-Shelf System Overview	16	2.54 days	Thu 4/25/19	Mon 4/29/19
57	4	4 Data Preparation	1	36.82 days?	Wed 4/17/19	Fri 6/7/19
87	5	5 (COTS) Commercial Off-the-Shelf Fuel Imports	45	1.68 days	Mon 4/29/19	Wed 5/1/19
120	6	6 Customization Requirements (Duration Will Depend on Complexity)	45	15.42 days?	Mon 4/29/19	Tue 5/21/19
178	7	7 FASTER Customization Development (Duration Will Depend on Complexity)	120	100 days?	Tue 5/21/19	Tue 10/8/19
242	8	8 FASTER Soft Go-Live Preparation	57	30 days?	Fri 6/7/19	Fri 7/19/19
318	9	9 Configuration	242	15.11 days	Fri 7/19/19	Fri 8/9/19
369	10	10 FASTER Soft Go-Live Testing	87,242,178	85.75 days?	Tue 10/8/19	Tue 2/4/20
651	11	11 Customer Soft Go-Live Testing	369	11.79 days?	Tue 2/4/20	Thu 2/20/20
757	12	12 Limited Data Update	743	10.23 days	Wed 2/5/20	Wed 2/19/20
948	13	13 Training and Go-Live	758,765	3.75 days	Mon 2/17/20	Thu 2/20/20
1000	14	14 Post Go-Live Tasks	948	22 days	Thu 2/20/20	Mon 3/23/20



Detailed Implementation Plan

ID	WBS	Task Name	Predecessor ID	Est. Duration	Resources	Est. Start	Est. Finish	Ma	Ap	Ma	Ju	Ju	Au	Se	Oc	No	De	Ja	Fe	Ma	Ap	Ma	Ju	Ju	Jul	Aug	Se	Oc	No
0	0	III-M-City of San Antonio-TX-FASTER Web Implementation Master Plan Draft		245.75 days?		Mon 4/15/19	Mon 3/23/20																						
1	1	1 Project Kick-Off		2.56 days	Faster Team	Mon 4/15/19	Wed 4/17/19																						
2	1.1	1.1 FASTER Team Preliminary Project Tasks		0.35 days	ImpPM,C-PM	Mon 4/15/19	Mon 4/15/19																						
14	1.2	1.2 Schedule Project Kick-off Conference Call.	12	15 mins	ImpPM,C-PM	Mon 4/15/19	Mon 4/15/19																						
15	1.3	1.3 Project Kick-off Conference Call.	14FS+2 days	1.5 hrs	ImpPM,C-PM,C-BPO Fin,C-BPO Fleet,C-BPO IT,C-FASTER Adm,ImpCon,ImpTL	Wed 4/17/19	Wed 4/17/19																						
16	2	2 Environment Set Up and Install	1	5.62 days		Wed 4/17/19	Thu 4/25/19																						
17	2.1	2.1 Customer Hosted Environment Set Up and Install		5.62 days		Wed 4/17/19	Thu 4/25/19																						
18	2.1.1	2.1.1 FASTER Team Tasks		5.62 days	Faster Team	Wed 4/17/19	Thu 4/25/19																						
27	2.1.2	2.1.2 Customer acquires, stands up and confirms environment meets the minimum specifications in the FASTER Web System, Environment, & Configuration Requirements document. (http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	15	5 days	C-BPO IT	Wed 4/17/19	Wed 4/24/19																						
28	2.1.3	2.1.3 Customer provides Implementation Coordinator with the number of servers configured, version(s) of Windows Server, and version(s) of MS SQL Server they are using to meet the FASTER Web System, Environment, & Configuration Requirements.	27	5 mins	C-BPO IT	Wed 4/24/19	Wed 4/24/19																						
29	2.1.4	2.1.4 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.	28	5 mins	C-BPO IT	Wed 4/24/19	Wed 4/24/19																						
30	2.1.5	2.1.5 If using HTTPS/SSL, ensure HTTPS is configured on the Application Server with a working SSL web certificate installed.	29	1 hr	C-BPO IT	Wed 4/24/19	Wed 4/24/19																						
31	2.1.6	2.1.6 Customer downloads FASTER Web COTS install package from FASTER Fileshare Site to Application Server.	24,30	5 mins	C-BPO IT	Wed 4/24/19	Wed 4/24/19																						
32	2.1.7	2.1.7 Customer downloads FASTER Web Demo Database from FASTER Fileshare Site to Database Server.	31	2 hrs	C-BPO IT	Wed 4/24/19	Wed 4/24/19																						
33	2.1.8	2.1.8 Restore FASTER Web Demo Database to database server.	32	20 mins	C-BPO IT	Wed 4/24/19	Thu 4/25/19																						
34	2.1.9	2.1.9 Run the After Restore script from the Install Package against the FASTER Web database.	33	2 mins	C-BPO IT	Thu 4/25/19	Thu 4/25/19																						
35	2.1.10	2.1.10 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 COTS install.	34	30 mins	C-BPO IT	Thu 4/25/19	Thu 4/25/19																						
36	2.1.11	2.1.11 Install and configure Neodynamic Barcode Professional to the Report Server.	35	5 mins	C-BPO IT	Thu 4/25/19	Thu 4/25/19																						
37	2.1.12	2.1.12 With Customer IT and Fleet, Log into FASTER Web and create Customer login for use with the demo database and the System Overview Meetings.	35,36	5 mins	C-BPO IT,ImpCon,C-BPO Fleet	Thu 4/25/19	Thu 4/25/19																						
38	2.1.13	2.1.13 With Customer IT and Fleet, Log into FASTER Web and configure Customer Portal as login not required (unless Customer is internet facing)	37	5 mins	C-BPO IT,ImpCon,C-BPO Fleet	Thu 4/25/19	Thu 4/25/19																						
39	2.1.14	2.1.14 With Customer IT and Fleet, perform and complete FASTER Web Install Validation Testing using the Install Validation Test Cases provided on the FASTER Fileshare Site.	38	30 mins	C-BPO IT,ImpCon,C-BPO Fleet	Thu 4/25/19	Thu 4/25/19																						
40	2.1.15	2.1.15 Inform Implementation Coordinator of successful installation of FASTER Web COTS and Demo Database, and provide FASTER Web URLs.	39	5 mins	C-BPO IT	Thu 4/25/19	Thu 4/25/19																						
41	2.2	2.2 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/solution-statements/barcode-add-on/.	15,27SS	5 days	C-BPO IT,C-Parts Sup	Wed 4/17/19	Wed 4/24/19																						
42	2.3	2.3 Customer ensures computers meet FASTER Web Client Requirements; e.g. Browsers, Plug-ins, etc.. (FASTER Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted).	15,27SS	1 day	C-PM,C-BPO IT	Wed 4/17/19	Thu 4/18/19																						
43	2.4	2.4 Email Customer their FASTER Web URLs and FASTER Web Installation Validation Test Case information.		5 mins	ImpPM	Wed 4/17/19	Wed 4/17/19																						
44	2.5	2.5 Customer executes FASTER Web Install Validation Test Cases using their Demo user login on end-user computers.	43	30 mins	C-BPO Fleet	Wed 4/17/19	Wed 4/17/19																						
45	3	3 (COTS) Commercial Off-the-Shelf System Overview	16	2.54 days		Thu 4/25/19	Mon 4/29/19																						
46	3.1	3.1 Schedule Remote COTS System Overview Meetings (Detailed agenda available on the Implementation Microsite: http://customer.fasterasset.com/implementation/system-overview-meetings/)	44	10 mins	C-BPO Fleet,C-FASTER Adm,C-PM,ImpCon,ImpPM	Thu 4/25/19	Thu 4/25/19																						
47	3.2	3.2 Customer disseminates invite for Remote COTS System Overview Meetings to Business Process Owners and Key Users	46	5 mins	C-BPO Fleet,C-PM	Thu 4/25/19	Thu 4/25/19																						
48	3.3	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.	47	30 mins	C-FASTER Adm,C-PM	Thu 4/25/19	Thu 4/25/19																						
49	3.4	3.4 Customer ensures computers meet FASTER Web Client Requirements; e.g. Browsers, Plug-ins, etc.. (FASTER Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	47,48	5 mins	C-FASTER Adm,C-BPO IT	Thu 4/25/19	Thu 4/25/19																						
Gantt Legend									Task			Task (Internal)			Summary (Tasks)			Project Summary			Project Phase			Project Phase (Internal)					

ID	WBS	Task Name	Predecessor ID 46FS+1 day,49	Est. Duration 4 hrs	Resources ImpCon,C-FASTER Adm,C-BPO Fleet,C-Data Expert	Est. Start Fri 4/26/19	Est. Finish Fri 4/26/19
50	3.5	3.5 Remote COTS System Overview Session - Day 1 (Detailed agenda available on the Implementation Microsite: http://customer.fasterasset.com/implementation/system-overview-meetings/)				Fri 4/26/19	
51	3.6	3.6 Remote COTS System Overview Session - Day 2 (Detailed agenda available on the Implementation Microsite: http://customer.fasterasset.com/implementation/system-overview-meetings/)	50SS+1 day	4 hrs	ImpCon,C-FASTER Adm,C-BPO Fleet,C-Data Expert	Mon 4/29/19	Mon 4/29/19
52	3.7	3.7 Customer to decide if they will bill by Account Codes in FASTER Web	51	2 mins	C-FASTER Adm.ImpCon,C-BPO Fleet,C-BPO Fin	Mon 4/29/19	Mon 4/29/19
53	3.8	3.8 Customer to decide if they will use tax-line mapping in FASTER Web	52	2 mins	C-FASTER Adm.ImpCon,C-BPO Fleet	Mon 4/29/19	Mon 4/29/19
54	3.9	3.9 Customer to decide if they will bill by meter charges (CPM - Cost Per Meter) in FASTER Web	53	2 mins	C-FASTER Adm.ImpCon,C-BPO Fleet	Mon 4/29/19	Mon 4/29/19
55	3.10	3.10 FASTER Team Tasks		0 days	Faster Team	Mon 4/29/19	Mon 4/29/19
57	4	4 Data Preparation	1	36.82 days?		Wed 4/17/19	Fri 6/7/19
58	4.1	4.1 FASTER Team Tasks		36.45 days	Faster Team	Wed 4/17/19	Fri 6/7/19
63	4.2	4.2 City's Migration Data Preparation		36.82 days?		Wed 4/17/19	Fri 6/7/19
64	4.2.1	4.2.1 Customer reviews Implementation Microsite for data cleanup and preparation recommendations	15	1 hr	C-FASTER Adm	Wed 4/17/19	Wed 4/17/19
65	4.2.2	4.2.2 Customer downloads and Installs FASTER Win Mass Delete Utility from FASTER Fileshare Site following the User Manual (If Customer will like to use the Utility)	60	1 hr	C-BPO IT,C-FASTER Adm	Wed 4/17/19	Wed 4/17/19
66	4.2.3	4.2.3 Customer downloads and Installs FASTER Win Pre-Migration Data Clean-up Report from FASTER Fileshare Site following the User Manual	65	1 hr	C-BPO IT,C-FASTER Adm	Wed 4/17/19	Wed 4/17/19
67	4.2.4	4.2.4 Schedule FASTER Win Mass Delete Utility Overview (If Customer will like to use the Utility)	65	15 mins	ImpPM,C-BPO IT,C-FASTER Adm	Wed 4/17/19	Wed 4/17/19
68	4.2.5	4.2.5 FASTER Win Mass Delete Utility Overview (If Customer will like to use the Utility)	67FS+1 day	60 mins	C-BPO IT,C-FASTER Adm.Support Resource	Thu 4/18/19	Thu 4/18/19
69	4.2.6	4.2.6 Customer executes FASTER Win Mass Delete Utility (If Customer will like to use the Utility)	68	1 wk?	C-FASTER Adm	Thu 4/18/19	Thu 4/25/19
70	4.2.7	4.2.7 Customer performs data cleanup and prep on FASTER Win Database	64,69	3 wks?	C-FASTER Adm	Thu 4/25/19	Thu 5/16/19
71	4.2.8	4.2.8 Customer runs Pre-Migration Data Cleanup Report to identify and address remaining cleanup needed on FASTER Win Database	66,70	3 wks?	C-FASTER Adm	Thu 5/16/19	Thu 6/6/19
72	4.2.9	4.2.9 Customer fills out migration utility default settings document and emails copy to Implementation Coordinator	71	1 hr	C-FASTER Adm	Thu 6/6/19	Thu 6/6/19
73	4.2.10	4.2.10 Once all data preparation and cleanup is complete, Customer backs up FASTER Win Database (once FASTER Win Database is provided to FASTER, Customer cannot make any changes to or deletions from FASTER Win except for normal day-to-day operations)	71	5 mins	C-BPO IT	Thu 6/6/19	Thu 6/6/19
74	4.2.11	4.2.11 Customer uploads FASTER Win Database to FASTER Fileshare Site and notifies Implementation Coordinator when upload is complete	73	4 hrs	C-BPO IT	Thu 6/6/19	Fri 6/7/19
75	4.3	4.3 Fire's Migration Data Preparation		36.82 days?		Wed 4/17/19	Fri 6/7/19
76	4.3.1	4.3.1 Customer reviews Implementation Microsite for data cleanup and preparation recommendations	15	1 hr	C-FASTER Adm	Wed 4/17/19	Wed 4/17/19
77	4.3.2	4.3.2 Customer downloads and Installs FASTER Win Mass Delete Utility from FASTER Fileshare Site following the User Manual (If Customer will like to use the Utility)	60	1 hr	C-BPO IT,C-FASTER Adm	Wed 4/17/19	Wed 4/17/19
78	4.3.3	4.3.3 Customer downloads and Installs FASTER Win Pre-Migration Data Clean-up Report from FASTER Fileshare Site following the User Manual	77	1 hr	C-BPO IT,C-FASTER Adm	Wed 4/17/19	Wed 4/17/19
79	4.3.4	4.3.4 Schedule FASTER Win Mass Delete Utility Overview (If Customer will like to use the Utility)	77	15 mins	ImpPM,C-BPO IT,C-FASTER Adm	Wed 4/17/19	Wed 4/17/19
80	4.3.5	4.3.5 FASTER Win Mass Delete Utility Overview (If Customer will like to use the Utility)	79FS+1 day	60 mins	C-BPO IT,C-FASTER Adm.Support Resource	Thu 4/18/19	Thu 4/18/19
81	4.3.6	4.3.6 Customer executes FASTER Win Mass Delete Utility (If Customer will like to use the Utility)	80	1 wk?	C-FASTER Adm	Thu 4/18/19	Thu 4/25/19
82	4.3.7	4.3.7 Customer performs data cleanup and prep on FASTER Win Database	81,76	3 wks?	C-FASTER Adm	Thu 4/25/19	Thu 5/16/19
83	4.3.8	4.3.8 Customer runs Pre-Migration Data Cleanup Report to identify and address remaining cleanup needed on FASTER Win Database	78,82	3 wks?	C-FASTER Adm	Thu 5/16/19	Thu 6/6/19
84	4.3.9	4.3.9 Customer fills out migration utility default settings document and emails copy to Implementation Coordinator	83	1 hr	C-FASTER Adm	Thu 6/6/19	Thu 6/6/19
85	4.3.10	4.3.10 Once all data preparation and cleanup is complete, Customer backs up FASTER Win Database (once FASTER Win Database is provided to FASTER, Customer cannot make any changes to or deletions from FASTER Win except for normal day-to-day operations)	83	5 mins	C-BPO IT	Thu 6/6/19	Thu 6/6/19
86	4.3.11	4.3.11 Customer uploads FASTER Win Database to FASTER Fileshare Site and notifies Implementation Coordinator when upload is complete	85	4 hrs	C-BPO IT	Thu 6/6/19	Fri 6/7/19
87	5	5 (COTS) Commercial Off-the-Shelf Fuel Imports	45	1.68 days		Mon 4/29/19	Wed 5/1/19

ID	WBS	Task Name	Predecessor ID	Est. Duration	Resources	Est. Start	Est. Finish												
765	12.2	12.2 Fire's Migration Limited Data Update		6.31 days		Wed 2/5/20	Thu 2/13/20	Ma	Ap	Ma	Ju	Ju	Ju	Ja	Fe	Ma	Ap	Ma	Ju
766	12.2.1	12.2.1 Customer runs Pre-Migration report to identify cleanup needed on FASTER Win Database before Go-Live Week	743	1 hr	C-BPO IT,C-FASTER Adm	Wed 2/5/20	Wed 2/5/20	12.2											
767	12.2.2	12.2.2 Customer addresses errors in FASTER Win DB to prepare for final migration	766	5 days	C-FASTER Adm	Wed 2/5/20	Wed 2/12/20												
768	12.2.3	12.2.3 Alert Fleet Staff FASTER Win will no longer be system of record, from this date forward all data entered into FASTER Win will have to be manually input into FASTER Web after Go-Live	767	5 mins	C-BPO Fleet	Thu 2/13/20	Thu 2/13/20												
769	12.2.4	12.2.4 Customer backup of FASTER Win Database by 4PM Thursday before Go-Live	768	15 mins	C-BPO IT	Thu 2/13/20	Thu 2/13/20												
770	12.2.5	12.2.5 Customer uploads FASTER Win Database to FASTER Fileshare Site by 8AM Eastern time Friday before Go-Live	769	4 hrs	C-BPO IT	Thu 2/13/20	Thu 2/13/20												
771	12.2.6	12.2.6 Customer notifies Implementation Coordinator of Database backup on Fileshare Site	770	0.25 hrs	C-BPO IT	Thu 2/13/20	Thu 2/13/20												
772	12.3	12.3 FASTER Limited Data Update Tasks		3.92 days	Faster Team	Thu 2/13/20	Wed 2/19/20												
948	13	13 Training and Go-Live	758,765	3.75 days		Mon 2/17/20	Thu 2/20/20												
949	13.1	13.1 System Training		2.94 days		Mon 2/17/20	Wed 2/19/20												
950	13.1.1	13.1.1 Monday 8:00am - 1:00pm Customer Go-Live Prep Tasks		0.28 days		Mon 2/17/20	Mon 2/17/20												
951	13.1.1.1	13.1.1.1 Customer ensures computers meet FASTER Web Client Requirements; e.g. Browsers, Plug-ins, etc., (FASTER Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	764,771	1 hr	C-BPO IT,C-FASTER Adm	Mon 2/17/20	Mon 2/17/20												
952	13.1.1.2	13.1.1.2 Verify connectivity to FASTER Web for students and trainer computers in training room	951	30 mins	C-FASTER Adm,C-BPO IT	Mon 2/17/20	Mon 2/17/20												
953	13.1.1.3	13.1.1.3 Verify trainer computer projector is working in training room	952	15 mins	C-FASTER Adm,C-BPO IT	Mon 2/17/20	Mon 2/17/20												
954	13.1.1.4	13.1.1.4 If using shared database server, Customer IT should monitor resource utilization during training to ensure the DB server has enough resources	953	30 mins	C-BPO IT	Mon 2/17/20	Mon 2/17/20												
955	13.1.2	13.1.2 12:00pm - 1:00pm Implementation Consultant arrives on site	954	0 hrs	ImpCon,C-FASTER Adm	Mon 2/17/20	Mon 2/17/20												
956	13.1.3	13.1.3 Provide Implementation Consultant with the training sign-in sheet	955	10 mins	ImpCon,C-BPO Fleet	Mon 2/17/20	Mon 2/17/20												
957	13.1.4	13.1.4 Monday - System Training (1:00pm - 5:00pm)		0.5 days		Mon 2/17/20	Mon 2/17/20												
958	13.1.4.1	13.1.4.1 Asset Module (FASTER System Admin and Asset Managers) 1:00pm - 5:00pm	951SS	4 hrs	ImpCon,C-FASTER Adm,C-Asset Mgrs	Mon 2/17/20	Mon 2/17/20												
959	13.1.5	13.1.5 Tuesday - System Training (8:00am - 4:30pm)		0.94 days		Tue 2/18/20	Tue 2/18/20												
960	13.1.5.1	13.1.5.1 Maintenance Module (FASTER System Admin, Maintenance Supervisor, Service Writers and/or Technicians) 8:00am - 11:30am	951SS+1 day	3.5 hrs	ImpCon,C-FASTER Adm,C-Maintenance Sup,C-Service Writers	Tue 2/18/20	Tue 2/18/20												
961	13.1.5.2	13.1.5.2 Inventory Module (FASTER System Admin, Inventory Staff and Inventory Managers) 12:30pm - 4:30pm	960	4 hrs	ImpCon,C-FASTER Adm,C-Parts Staff,C-Parts Sup	Tue 2/18/20	Tue 2/18/20												
962	13.1.6	13.1.6 Wednesday - System Training (8:00am - 4:30pm)		0.94 days		Wed 2/19/20	Wed 2/19/20												
963	13.1.6.1	13.1.6.1 Technicians Workstation 1 (FASTER System Admin and Technicians) 8:00am - 10:30am	951SS+2 days	2.5 hrs	ImpCon,C-FASTER Adm,C-Technicians	Wed 2/19/20	Wed 2/19/20												
964	13.1.6.2	13.1.6.2 Fuel Module (FASTER System Admin and Fuel Clerk) 10:30am - 11:30am	963	1 hr	ImpCon,C-FASTER Adm,C-Fuel Clerk	Wed 2/19/20	Wed 2/19/20												
965	13.1.6.3	13.1.6.3 Accounting and Vendors Modules (FASTER System Admin, Accounting Staff and Parts Manager) 12:30pm - 2:00pm	964	1.5 hrs	ImpCon,C-FASTER Adm,C-BPO Fin,C-Parts Sup	Wed 2/19/20	Wed 2/19/20												
966	13.1.6.4	13.1.6.4 Technicians Workstation 2 (FASTER System Admin and Technicians) 2:00pm - 4:30pm	965	2.5 hrs	ImpCon,C-FASTER Adm,C-Technicians	Wed 2/19/20	Wed 2/19/20												
967	13.2	13.2 Final Tasks and Go-Live		1.35 days		Wed 2/19/20	Thu 2/20/20												
968	13.2.1	13.2.1 Go-Live Overview with Fleet Manager and Fleet System Admin - after Wednesday training	966	15 mins	ImpCon,C-FASTER Adm,C-BPO Fleet	Wed 2/19/20	Wed 2/19/20												
969	13.2.2	13.2.2 Go-Live Deployment to Customer Hosted Environment		0.77 days		Wed 2/19/20	Thu 2/20/20												
970	13.2.2.1	13.2.2.1 Notify Customer IT of all files that must be downloaded for Go-Live and to begin download Wednesday afternoon	946	5 mins	ImpPM	Wed 2/19/20	Wed 2/19/20												
971	13.2.2.2	13.2.2.2 Download FASTER Web Go-Live Database to desktop of Database Server in FASTER Web Environment overnight Wednesday to ensure Database is on FASTER Web Environment Thursday morning	970	1 hr	C-BPO IT	Wed 2/19/20	Wed 2/19/20												
972	13.2.2.3	13.2.2.3 Download FASTER Web COTS Installer to desktop of Application Server in FASTER Web Environment	971	5 mins	C-BPO IT	Wed 2/19/20	Wed 2/19/20												
973	13.2.2.4	13.2.2.4 Upgrade FASTER Web COTS in Environment to version required for Go-Live (if needed) first thing Thursday morning	972	30 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20												
974	13.2.2.5	13.2.2.5 Restore FASTER Web Go-Live Database to FASTER Web Environment first thing Thursday morning	971,973	10 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20												

Project Phase

Project Phase (Internal)

Task

Summary (Tasks)

Project Summary

Project Phase

Project Phase (Internal)

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ID	WBS	Task Name	Predecessor ID	Est. Duration	Resources	Est. Start	Est. Finish	Ma	Ap	Ma	Ju	Ju	Jul	Se	Oc	No	De	Ja	Fe	Ma	Ap	Ma	Ju	Jul	Aug	Se	Oc	No
975	13.2.2.6	13.2.2.6 Execute "199. AfterRestore_SQL2008_2012_R2.sql" script from the install package against the FASTER Web database	974	1 min	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
976	13.2.2.7	13.2.2.7 Execute 200. faster.CustomerDetails_INSERT.sql from the install package against the FASTER Web database	975	1 min	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
977	13.2.2.8	13.2.2.8 Confirm SSRS Report User credentials in FASTER Web	976	2 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
978	13.2.2.9	13.2.2.9 Confirm Active Directory User credentials in FASTER Web (if applicable)	977	2 mins	C-BPO IT,C-FASTER Adm	Thu 2/20/20	Thu 2/20/20																					
979	13.2.2.10	13.2.2.10 Install all Customizations (if applicable)	977,978	20 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
980	13.2.2.11	13.2.2.11 Install Neodynamics Barcode Generator (if applicable)	977,978,979	5 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
981	13.2.2.12	13.2.2.12 Configure the number of returned values in search results (if customer desires)	977,978,979,980	5 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
982	13.2.2.13	13.2.2.13 Execute FASTER Web Install Validation Test Cases	977,978,979,980,981	5 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
983	13.2.2.14	13.2.2.14 Inform Implementation Coordinator of successful Go-Live deployment	982	2 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
984	13.2.2.15	13.2.2.15 Customer IT to monitor server resources utilization over next 30 days to ensure the FASTER Web environment has enough resources	983	0 hrs	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
985	13.2.3	13.2.3 Notify Customer and Implementation Consultant of successful Go-Live Deployment	983	5 mins	ImpPM	Thu 2/20/20	Thu 2/20/20																					
986	13.2.4	13.2.4 Customer to restrict access to legacy FMIS to ensure users do not errantly enter data into legacy FMIS	985	5 mins	C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
987	13.2.5	13.2.5 Tasks following Go-Live Deployment		0.75 days		Thu 2/20/20	Thu 2/20/20																					
988	13.2.5.1	13.2.5.1 Address Remaining Questions with FASTER Administrator	951SS+3 days	30 mins	ImpCon,C-FASTER Adm	Thu 2/20/20	Thu 2/20/20																					
989	13.2.5.2	13.2.5.2 Perform System Setup Overview with FASTER Administrator	988	30 mins	ImpCon,C-FASTER Adm	Thu 2/20/20	Thu 2/20/20																					
990	13.2.5.3	13.2.5.3 Perform Dashboard Overview with FASTER Administrator	989	30 mins	ImpCon,C-FASTER Adm	Thu 2/20/20	Thu 2/20/20																					
991	13.2.5.4	13.2.5.4 Customer Portal Training with FASTER Administrator	989,990	15 mins	ImpCon,C-FASTER Adm	Thu 2/20/20	Thu 2/20/20																					
992	13.2.5.5	13.2.5.5 Perform Barcode Settings Overview and Test with FASTER Administrator.	991	15 mins	ImpCon,C-FASTER Adm	Thu 2/20/20	Thu 2/20/20																					
993	13.2.5.6	13.2.5.6 Customer configures Fuel Inventory, if used	991,992	1 hr	C-FASTER Adm,C-Fuel Clrk,ImpCon	Thu 2/20/20	Thu 2/20/20																					
994	13.2.5.7	13.2.5.7 Customer Processes Fuel	993,992,991	1 hr	C-FASTER Adm,C-Fuel Clrk,ImpCon	Thu 2/20/20	Thu 2/20/20																					
995	13.2.5.8	13.2.5.8 Customer begins to add budget line items to purchase orders and/or credit cards	994	30 mins	C-FASTER Adm,ImpCon	Thu 2/20/20	Thu 2/20/20																					
996	13.2.5.9	13.2.5.9 If needed, add new budget amendments to reduce budget encumbrances	995	1 hr	C-FASTER Adm,ImpCon	Thu 2/20/20	Thu 2/20/20																					
997	13.2.5.10	13.2.5.10 Go-Live on FASTER Web	996,995	0 mins		Thu 2/20/20	Thu 2/20/20																					
998	13.2.5.11	13.2.5.11 Customer begins manually inputting data into FASTER Web	997	30 mins	C-FASTER Adm	Thu 2/20/20	Thu 2/20/20																					
999	13.2.5.12	13.2.5.12 Perform final day 1PM Eastern Time Go-Live Wrap-up Conference Call	988SS	30 mins	ImpCon,ImpPM,C-BPO Fleet,C-FASTER Adm,ImpTL,C-PM,C-BPO IT	Thu 2/20/20	Thu 2/20/20																					
1000	14	14 Post Go-Live Tasks	948	22 days		Thu 2/20/20	Mon 3/23/20																					
1001	14.1	14.1 Customer Post Go-Live Tasks		20.75 days		Thu 2/20/20	Fri 3/20/20																					
1002	14.1.1	14.1.1 Customer continues manually inputting data into FASTER Web	998	1 wk	C-FASTER Adm	Thu 2/20/20	Thu 2/27/20																					
1003	14.1.2	14.1.2 Customer continues adding budget line items to purchase orders and/or credit cards	995	1 day	C-FASTER Adm	Thu 2/20/20	Fri 2/21/20																					
1004	14.1.3	14.1.3 Customer completes Dashboard setup	990	1 day	C-FASTER Adm	Thu 2/20/20	Fri 2/21/20																					
1005	14.1.4	14.1.4 Customer continues reporting any issues encountered to Implementation Coordinator and/or FASTER Web Support (1-888-353-5789)	999	5 days	C-FASTER Adm[1%]	Thu 2/20/20	Tue 2/25/20																					
1006	14.1.5	14.1.5 If needed, the Customer sets the global Fuel setting: Insert Invalid Reading to NO approximately 30 days Post Go-Live	994FS+29 edays	2 mins	C-FASTER Adm,C-Fuel Clrk	Fri 3/20/20	Fri 3/20/20																					
1007	14.2	14.2 FASTER Post Go-Live Tasks		22 days	Faster Team	Thu 2/20/20	Mon 3/23/20																					

