

## BID COVER



Procurement Division

(352) 334-5021(main)

Issue Date: July 20, 2023

## REQUEST FOR PROPOSAL: #RTSX-230065-DS

### Maintenance Management System for Transit (Rebid)

PRE-PROPOSAL MEETING:  Non-Mandatory  Mandatory  N/A  Includes Site Visit  
 DATE: TIME:  
 LOCATION:

QUESTION SUBMITTAL DUE DATE: **August 4, 2023**

*All meetings and submittal deadlines are Eastern Time (ET).*

**DUE DATE FOR UPLOADING PROPOSAL: August 21, 2023, 3:00pm**

**SUMMARY OF SCOPE OF WORK:**

Maintenance Management System for use by Regional Transit System. Implementation, Training, Go Live, and System Acceptance need to all be completed by no later than June 30, 2024.

For questions relating to this solicitation, contact: **Daphyne Sesco, Procurement Specialist 3, [sescoda@gainesvillefl.gov](mailto:sescoda@gainesvillefl.gov)**

Bidder is not in arrears to City upon any debt, fee, tax or contract:  Bidder is NOT in arrears  Bidder IS in arrears  
 Bidder is not a defaulter, as surety or otherwise, upon any obligation to City:  Bidder is NOT in default  Bidder IS in default

Bidders who receive this bid from sources other than City of Gainesville Procurement Division or DemandStar.com MUST contact the Procurement Division prior to the due date to ensure any addenda are received in order to submit a responsible and responsive offer. Uploading an incomplete document may deem the offer non-responsive, causing rejection.

**ADDENDA ACKNOWLEDGMENT:** Prior to submitting my offer, I have verified that all addenda issued to date are considered as part of my offer: Addenda received (list all) # Addendum #1 / Addendum #2

Legal Name of Bidder: TT FASTER LLC

DBA: FASTER Asset Solutions

Authorized Representative Name/Title: Mitch Skyer, President

E-mail Address: contracts@fasterasset.com FEIN: 84-3811814

Street Address: 760 Lynnhaven Pkwy, Suite 203, Virginia Beach, VA 23452

Mailing Address (if different): \_\_\_\_\_

Telephone: ( 757 ) 623-1700 Fax: ( 757 ) 623-5114

By signing this form, I acknowledge I have read and understand, and my business complies with all General Conditions and requirements set forth herein; and,

- Proposal is in full compliance with the Specifications.  
 Proposal is in full compliance with the Specifications except as specifically stated and attached hereto.

SIGNATURE OF AUTHORIZED REPRESENTATIVE: Mitch Skyer

SIGNER'S PRINTED NAME: Mitch Skyer DATE: August 18th, 2023

*This page must be completed and uploaded to DemandStar.com with your Submittal.*



City of  
**Gainesville**  
DEPARTMENT OF  
TRANSPORTATION



**August 21, 2023**

**RFP #RTSX-230036-DS**

# TECHNICAL PROPOSAL

**MAINTENANCE MANAGEMENT SYSTEM  
FOR TRANSIT (REBID)**

***FASTER***  
**ASSET SOLUTIONS**

## **PREPARED FOR**

City of Gainesville  
Daphne Sesco  
Procurement Specialist 3  
34 SE 13th Rd  
Gainesville, FL 32601  
(352) 334-5021  
sescoda@cityofgainesville.org

## **PREPARED BY**

FASTER Asset Solutions  
John Griffin  
Business Development Manager  
760 Lynnhaven Pkwy, Suite 203  
Virginia Beach, VA 23452  
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john.g@fasterasset.com



August 21, 2023  
RFP #RTSX-230036-DS

City of Gainesville  
Daphne SESCO  
Procurement Specialist 3  
34 SE 13th Rd  
Gainesville, FL 32601  
(352) 334-5021  
sescoda@cityofgainesville.org



Dear Ms. SESCO,

On behalf of all of us at FASTER Asset Solutions, we submit this response to serve the City of Gainesville, FL. FASTER has been in business since 1982 and provides FMIS systems to cities, counties, states, universities, airports, transit, public utilities, and private companies. FASTER is the largest provider of fleet management information systems (FMIS) to Municipal Government in North America. We also believe FASTER is a superior choice because of the following key strategic differences in our company.

**The Most Experienced Staff in the Industry:**

Seventy percent of FASTER's technical staff have been with us for more than 10 years. Reference checks will also reveal that no other vendor offers the level of professional technical support staff and responsiveness as FASTER. This results in a better implementation experience along with superior ongoing support, which ultimately results in better system utilization and ROI.

**FASTER Invests in the Long-Term:**

No other systems provider offers better systems longevity or a more advanced and stable system. For nearly 40 years now we have continuously improved our system through three generations of technology. FASTER Web is our latest release and includes the ability to deploy as a cloud-based or on-premises system and integrate easily with other software through API technology.

**We are Product and Service Focused:**

FASTER Asset Solutions has focused our development expertise on designing a solution that is focused on the user experience. From the maintenance technician to system administrator, entering information is straightforward and built to ensure accuracy. This strategy results in FASTER Web providing reports and analytics to support our customers as they plan, evaluate, and manage their fleets for decades. We're confident that the solutions and approach we've outlined in this RFP response will clearly illustrate our expertise in providing FMIS solutions. If we are selected to partner your agency, we commit to providing a team that cares deeply about our customers and is consistently searching to improve our solutions from customer feedback.

Sincerely,

A handwritten signature in black ink that reads "Mitch Skyer". The signature is written in a cursive, flowing style.

Mitch Skyer  
President

# A

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***FASTER***

**B.  
TECHNICAL  
PROPOSAL**



# EXECUTIVE SUMMARY

FASTER is the largest provider of fleet management information systems (FMIS) to Municipal Government in North America. FASTER has been in business since 1982 and provides FMIS systems to cities, counties, states, universities, airports, transit, public utilities, and private companies.

This proposal is for the FASTER Web software. FASTER Web is a true web-based system that has been designed on today's latest technology that employs a graphical user interface (GUI) based on industry-standard browser screen design techniques and principles.

As is the largest FMIS provider to Municipal Government in North America, FASTER has the experience to successfully implement the provided Scope of Work. Over the years, organizations that manage large numbers of mobile assets have turned to FASTER based on an assessment that FASTER provides the best system. And due to FASTER's focus on providing a superior implementation and support experience, customers realized greater utilization and ROI.

Overall, partnering with a best of breed fleet management provider like FASTER will equip the customer with the software, resources and support it needs to meet and exceed the needs of your customer agencies and drivers and run an efficient, successful fleet operation without the need for system customization.

Since FASTER Web is a true cloud-based system, there is an extraordinary difference in the end-state product the customer's users will experience. In the end, FASTER Web not only provides a better ROI and a quicker and easier implementation, it will better fulfill the operational efficiency and data needs of your management and operation.

Our approach in our proposal is to offer your agency the best value on the best fleet management solution. FASTER Asset Solutions will clearly demonstrate that we meet all the requirements of this RFP and the Scope of Work and as a national organization with a strong brand presence for over 40 years in the municipal fleet industry. That we have the experience in developing, implementing, and marketing Fleet Management Information System (FMIS) solutions.

The following page provides an overview of the FASTER solutions proposed to meet the requirements set forth in the RFP.





FASTER Web is the best-of-breed FMIS solution. As such it contains all the modules that are important for cradle to grave asset management. FASTER Web Modules include:

#### **Home Module**

Users can manage their profiles, roles, certifications, and passwords.

#### **Asset Module**

This area pertains to asset record creation, asset record viewing & searching, asset reassignment tracking, asset templates, asset life cycle management, meter management, preventative maintenance scheduling and tracking, warranty tracking, and acquisition planning, and much more.

#### **Inventory Module**

Inventory Management (Parts & Fuel Tracking) which encompasses the entire procurement process from order and receipt through issues; including warranty replacements, core tracking/returns, and vendor credits through the accounting system.

#### **Maintenance Module**

This area of the software pertains to work order management, shop floor management, indirect labor management, task list management, recalls and pending repairs as well as customer service repair requests, and much more.

#### **Fuel Module**

Pertains to fuel set-up and importing and/or manually adding fuel transactions, ad hoc reporting through the Advanced Search feature.

#### **Accounting Module**

This area pertains to setting up budgets, accounts, accounts payable and receivable, vendor credits, and billing adjustments.

#### **Reports Module**

The true value of any data system is the business intelligence it provides to run your operation efficiently and successfully. FASTER Web provides robust and varied business intelligence features that extend well beyond our standard reports based on fleet and business best practices. FASTER also offers powerful, comprehensive searching for fast onscreen viewing of data; data export capabilities; the ability to create your own custom reports.

#### **Vendor Module**

This module is used to manage all vendor records, such as sublet contractors that perform outside repairs, as well as suppliers. The Vendor Module includes contact and location information, service and diversity ratings, as well as tax rate configurations. This module includes unlimited notes and attachments for tracking contracts and SLAs.

#### **Technician Workstation**

FASTER's Technician Workstation is a separate application that is included with the core product, designed to provide paperless real time shop floor labor tracking and management using the latest touch screen technology to maximize efficient data entry. Technician Workstation was built to be flexible and can be accessed via touch screen or using mouse and keyboard.

#### **Customer Portal**

This area pertains to customer access to asset information and service requesting. Has the ability to be branded with the City's logo. FASTER's Customer Service Portal is used to provide paperless/electronic communication between the fleet and outside customers.



Additionally, FASTER offers additional Add-On Modules that may offer greater efficiency and ease of use:

#### **Standard Fuel Import (SFI)**

Provides a robust yet inexpensive way to import data from a Fuel System Vendor or Commercial Card Vendor (FSV/CCV) into your FASTERWeb system to easily track and report on fuel related costs. Meter readings can be imported along with fuel transactions. These readings are used to update Asset History and drive PM programs. It will enforce validations such as exceeding tank size and invalid meter readings. The Add-on also allows a user to easily process and correct errors for transactions that did not pass validation. Finally, the user can view rejected transactions and search and filter by rejected reasons

#### **Motor Pool Module**

MotorPool Asset Sharing, Rental and Reservation System/Add-on is a comprehensive system for managing motor pools, asset sharing, rental and reservations, which is available both as an add-on to FASTERWeb and as a standalone system. With unlimited user access (named accounts), this web-based rental and reservation application is designed for both attended and unattended motor pools. It provides simple and sensible workflow processes that are user friendly for both the customer and end user. Its flexible rate structures, configuration, and consolidated billing provides the ability to seamlessly manage multiple pool locations.

#### **Dashboard Module**

FASTERWeb Dashboards give the customer the ability to change the look and feel in visually robust ways. These dashboards are also drillable to view key data for analysis. In addition, Microsoft provides a free tool, Power BI, which enables the customer to create dashboards. The dashboard is a visually driven set of 20 Key Performance Indicators (KPI's) that quickly provide you with real-time information at a glance.

The current 20 KPI's are: Shop Turnaround Time, Technician Productivity, Utilization, Asset Availability, Comeback Repairs, Cost Per Meter, PM Compliance, Open Work Orders by Status, Inventory Turns, Vendor Compliance, Scheduled vs. Non-Scheduled Repairs, Average Age of Asset, Assets Out of Service, Receive Items, Issued Items, Work Order Turnaround Time, Cost/Dispensed Fuel, Dispensed Fuel, Accounting (Top 5 Accounts by Expenditures) and Vendor (Expenditures).

#### **Barcode Module**

With the Barcode Module Add-on the system has the ability to print bar code bin labels. Because FASTER is a browser based the system can be accessed from remote locations with any wireless enabled device where proper security has been accessed. This module is a fully integrated bar-coding module. It provides the ability to utilize bar-coding through all processes in the system including scanning UPC codes (part numbers) into FASTER and issuing parts to work orders. Barcodes can be used anywhere in the processes where it is determined that keyboard entry should be eliminated. Bar coding capabilities include; Print Bar Code Labels, Part Number, Description, Storeroom, Bin Location, and Date Part Received.



### **Semantic Layer**

The Semantic Layer Add-on is not required to create or modify reports or dashboards. But 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.

### **VIN Decoder**

Allows user to scan VINs using a barcode scanner. 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.

### **Asset Meter Import**

The Meter Import Add-On imports meter readings (odometer, hours, and idle hours) from your telematics vendor.

### **Asset Alert Import**

The Alert Import Add-On imports engine alerts (trouble codes) from your telematics vendor.

### **Optional Alert Mapping & Filtering**

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," as well as in the Technician Workstation under the Work Order Repair screen "Alerts" button and in the W343 Alerts & Service Request standard report.

This Alert Mapping Add-on provides additional and separate functionality from the above by enabling Fleet Operations staff to map desired alerts to trigger the system to automatically create a service request, send a notification via email and or text. You can also map an alert to a repair code or you can configure alerts so alerts trigger the creation of Pending Repairs. Further, you can 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 for historical purposes.





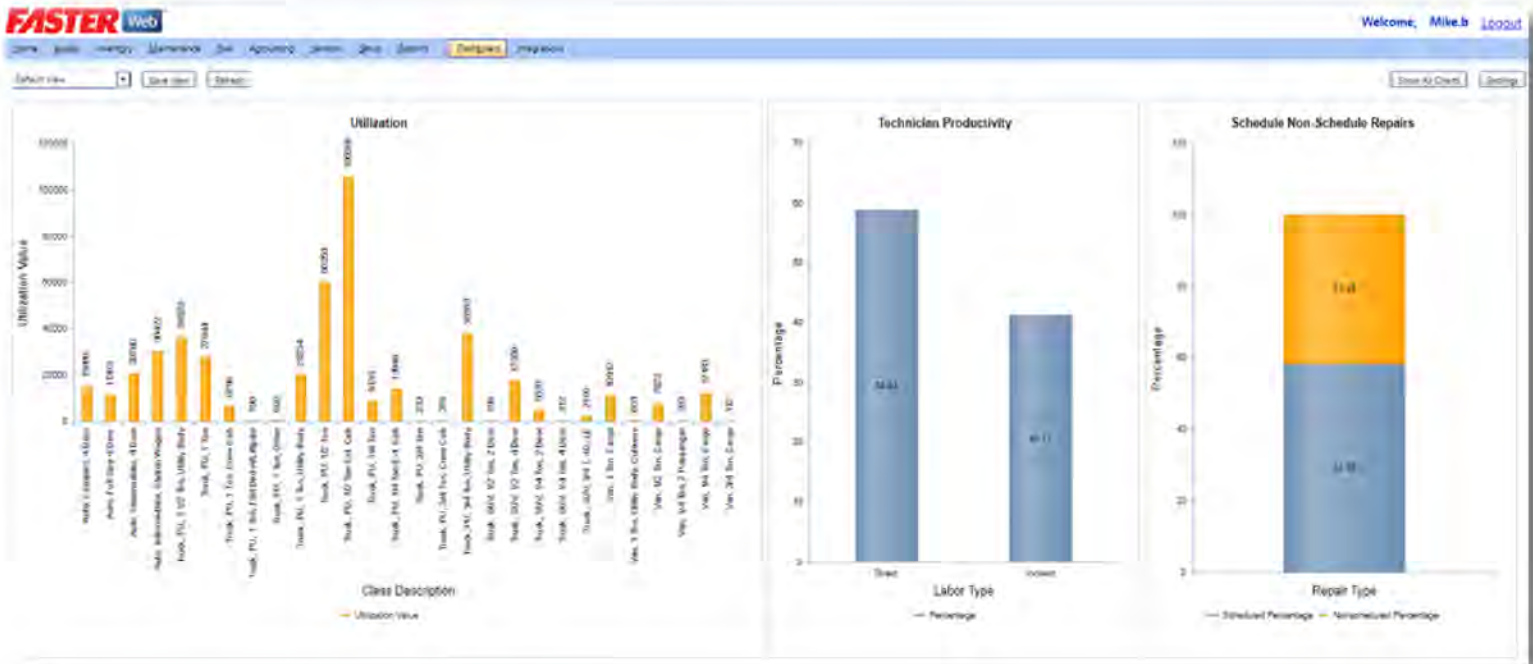
# SOFTWARE DESCRIPTION

***FASTER***



# SOFTWARE DESCRIPTION

Our proposed solution, FASTERWeb, will provide a robust, yet easy-to-use Fleet Management Information System (FMIS) software solution that is easily configurable. FASTERWeb is a true web-based system that employs a graphical user interface (GUI) based on industry-standard browser screen design techniques and principles.



## OVERVIEW OF SOFTWARE FEATURES

The following is a detailed overview of the features and functionality of FASTER Web:

### System-Wide General Features

- True browser-based client that will reduce client machine investments.
- Reduces overall hardware cost and application maintenance.
- Flexible role-based security model to customize user access.
- A browser interface design that incorporates the entire user experience.
- Easy navigation.
- Customizable views that are user specific.
- Follows fleet process flow with functionality separated out by tab.
- Provides user definable configuration allowing flexibility to match site specific processes.
- True Web based architecture offers access from various locations and devices.
- Integrates with other web services enabled systems based on REST web service architecture, web service methods support JSON.
- Custom Specifications areas provides the Asset and Inventory Modules of the system the ability for the customer to track site-specific data not already tracked by default.
- Ability to link attachments to records throughout the majority of the system
- Notes capability throughout the system with flexible user-based security and subject lines for fast searching.
- Ability for user to change their password as needed.
- In-product, context sensitive Help screen throughout application.

## Security, System Administration & Setup

- Flexible role-based security model to customize user access.
- Ability for users to edit their profile information.
- Configuration that enforces strong password requirements.
- Built-in ability for users to reset forgotten passwords via security question.
- Optional Active Directory authentication.
- Ability to view assigned roles.
- Ability to attach documents (Excel, Word, PDF, JPEG, Photos, Video, etc.) for assets, inventory and maintenance.
- Ability to restrict the types of attachments accepted at your site to help control storage needs and to store attachments outside database.
- Setup tab provides ability to re-label eighteen (18) specific fields in the system, customize pick list values and find data dictionary information for system fields.
- Web based architecture offers access from various locations and devices.
- Ability to assign specific time zones per user.
- Ability to edit/add Repair Group, Component Descriptions.

## Reports Module: Reporting and Business Intelligence

The true value of any data system is the business intelligence it provides to run your operation efficiently and successfully. FASTER Web provides robust and varied business intelligence features that extend well beyond our standard reports. Features include, but are not limited to:

### ASSET REPLACEMENT REPORT:

The screenshot displays the FASTER Web interface for an Asset Replacement Report. The report is titled "ASSET REPLACEMENT - 15 FEBRUARY" and is dated "1/26/2015 4:54:49 PM". It shows a summary table for two departments: "DEPARTMENT: 00 - VENTURING CENTER" and "DEPARTMENT: 01 - HIBBING TERRACE".

ASSET NUMBER	FINANCIAL AGREEMENT NUMBER	DESCRIPTION	SERIAL NUMBER	STATUS	ACQ COST	IN SERVICE DATE**	WARRANTY	WARRANTY MONTHS	WARRANTY POINTS	WARRANTY DOLLARS	WARRANTY FACTOR	WARRANTY POINTS	REPLACEMENT DATE	REPLACEMENT COST
<b>DEPARTMENT: 00 - VENTURING CENTER</b>														
0001	0001	0001 HONEY HONEYBEE	0001000000000000	IC	\$10,000.00	04/01/2009	00	6.0	0.0	0.0	0.0	0.0	04/01/2009	\$10,000.00
0002	0002	0002 BAMA BAMA	0002000000000000	IC	\$1,000.00	10/11/2000	04	3.0	0.0	0.0	0.0	0.0	10/11/2000	\$1,000.00
<b>DEPARTMENT TOTAL: 00 - VENTURING CENTER</b>					<b>\$11,000.00</b>					<b>\$0.00</b>				<b>\$11,000.00</b>
<b>DEPARTMENT: 01 - HIBBING TERRACE</b>														
1011		0111 ADMINISTRATION	0111000000	A	\$0.00	01/01/2015	0	NA	0.0	0.0	0.0	0.0	01/01/2015	\$0.00
1012	1012	0112 TOWER	0112000000	A	\$10,000.00	01/01/2000	120	1.0	1.0	0.0	0.0	0.0	01/01/2000	\$10,000.00
1013	0113A	0113A GRANDER TRAILER	0113000000000000	A	\$1,000.00	10/11/2000	00	NA	0.0	0.0	0.0	0.0	10/11/2000	\$1,000.00
1014	1014	0114 BAMA BAMA	0114000000	A	\$10,000.00	01/01/2000	180	1.0	0.0	0.0	0.0	0.0	01/01/2000	\$10,000.00
1015		0115 HONEY BEE	0115000000	A	\$0.00	01/01/2015	0	NA	0.0	0.0	0.0	0.0	01/01/2015	\$0.00
1016	0116	0116 BAMA BAMA	0116000000	IC	\$1,000.00	10/11/2000	0	NA	0.0	0.0	0.0	0.0	10/11/2000	\$1,000.00
<b>DEPARTMENT TOTAL: 01 - HIBBING TERRACE</b>					<b>\$21,000.00</b>					<b>\$0.00</b>				<b>\$21,000.00</b>

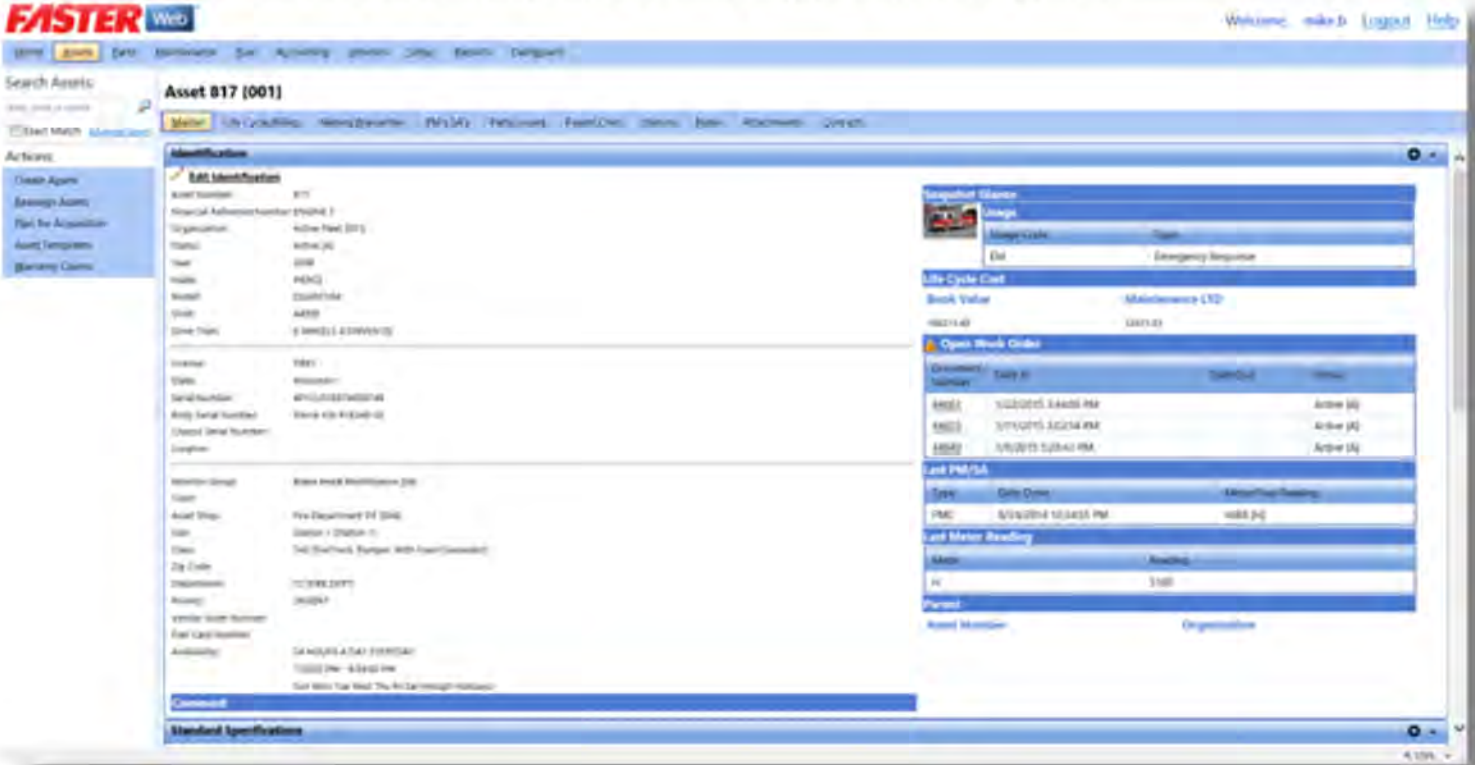


## FASTER ASSET REPORT CATALOG:

Standard			About Printing
<b>Accounting</b>			
W500 - Billing By Department	W500a - Billing With Accounts	W500as - Summary By Accounts	
W501 - Billing By Department History	W501a - Billing With Accounts History	W501as - Summary By Accounts History	
W512 - Billing Document Print	W515 - Account And Detail Spending	W516 - Payables And Invoices By Vendor	
W517 - Purchase Orders By Vendor	W521 - Billing Information History	W520 - Billing Information	
W526 - Charges By Department	W527 - Charges By Department History	W528 - Billing Omissions	
W529 - Billing Omissions History	W532 - Manage Billing Account Setup Information	W534 - Custom Spec Accounts	
<b>Assets</b>			
W103 - Scheduled Maintenance Due Report	W104 - Asset Meter Report	W105 - Asset List with Cost Info	
W105a - Asset List with Cost Info Summary	W107 - Average Age-Cost per Meter Comparison	W109 - Asset Replacement	
W113 - Asset Utilization	W113a - Asset Utilization Summary	W114 - Asset Master List	
W118 - Asset Auction Results	W122 - PM and SA Completion Information	W128 - Straight Line Depreciation	
W130 - Meter Exception Report	W131 - Assets Without PM Information	W134 - Asset Warranty Report	
W135 - Asset Inventory Snapshot	W136 - Meter End Of Life Projection	W150 - Asset History Report	
W150a - Asset History Summary	W155 - Reassign Asset History Report		
<b>Fuel</b>			
W400 - Fuel Transaction Report	W400s - Fuel Transaction Summary Report	W406 - Non-Fueled Assets	
W407 - Fuel Usage Detail Report			
<b>Maintenance</b>			
W300a - Work Order Details By Date	W300s - Work Order Details By WO Number	W301 - Technician Accountability	
W301a - Technician Accountability Summary	W303 - Work Order Sublet by Vendor	W303a - Work Order Sublet Summary by Vendor	
W305 - Work Order Dollar Summary	W307 - Fleet Work Order Activity	W308 - Flat Rate Comparison	
W309 - DownTime Details Report	W309s - DownTime Details Report Summary	W311 - Active Work Orders by Shop	
W314 - Possible Comeback Report	W315 - PM Labor Percentage	W318 - Technician Efficiency	
W321 - Average Repair Time and Cost	W322 - Work Order and Direct Charge Audit	W326 - Scheduled vs. NonScheduled Repairs	
W328 - Repair Reason Frequency	W330 - Technician Productivity Percentage	W332 - Fleet Availability Report	
W334 - Technician Labor Activity Report	W337 - Work Order Notes	W343 - Alerts And Service Requests	
W350 - Fleet Activity Summary Report	W355 - Planned Labor Activity	W399 - Technician Work Order	
<b>Inventory</b>			
W200 - Inventory Report	W200s - Inventory Summary Report	W201 - Inventory Item Issue Report	
W201s - Issue Summary Report	W202 - Vendor Purchase Order List	W204 - Inventory Received Report	
W205 - Orders Not Received	W206 - Inventory Order Recommendation Report	W207 - Inventory Transfer Report	
W208 - Vendor Returns Report	W214 - Inventory Count Sheet	W217 - Direct Charge Transactions	
W218 - Inventory Surplus Report	W219 - Inventory Obsolescence Report	W222 - Inventory Movement	
W223 - Inventory Transaction Details Report	W227 - Inventory Discrepancy Report	W228 - Item Requested To Available Rate Report	
W229 - Inventory Tracts Details Report	W230 - Valuation of Perpetual Inventory	W231 - Inventory Price Adjustments Report	
W232 - Item Request Report	W235 - Inventory Snapshot	W235s - Inventory Snapshot Summary	
<b>Setup</b>			
W600 - Pk/Lst Values Report	W602 - Repair Code Reference Report	W603 - Message Logger	
W604 - Integration Log Viewer			

- Standard reports based on fleet and business best practices.
- Powerful, comprehensive searching capability for fast onscreen viewing of data throughout the system.
- Easily identify high maintenance (lemon) assets.
- Quick exporting of any search results data to Microsoft Excel, Word & CSV for ad-hoc reporting.
- Ability to create custom reports using SQL Reporting Services.
- Native web deployment of reports.
- Dashboard Software Add-on providing easily accessible at-a-glance overview of the key performance indicators of your fleet.
- Customization of Dashboard KPI's available to meet your fleet's specific needs.
- Vendor Management
- Business Intelligence & Fleet Analysis.
- In product Data Dictionary.
- Ability to extract leased/owned asset maintenance and operating details in accordance with the Federal Automotive Statistical Tool (FAST) annual reporting requirements.

## Asset Module: Cradle to Grave, from Acquisition to Disposal, Asset Management



Track all data related to your assets including:

- Asset Identification information (all basic asset identifying fields and data).
- Standard specifications of the Asset (including Multiple Engines, Unlimited Fuel Types, transmission and tire information).
- Custom specifications where you can track any custom data specific to your site related to your assets.
- Easy access to at-a-glance snapshot information for a given asset including things such as most recent PM, meter reading, work order and lifecycle costing.
- Unlimited Usage Codes allow you to further define the way or ways a given asset is used within your organization.
- Vehicle Lifecycle Tracking
  - Acquisition
  - Replacement
  - Point-Scale Replacement Comparison
  - Disposal
  - Management of disposal from out of service, decommissioned and auction/sale proceeds being credited to the appropriate account depending on your internal policy.

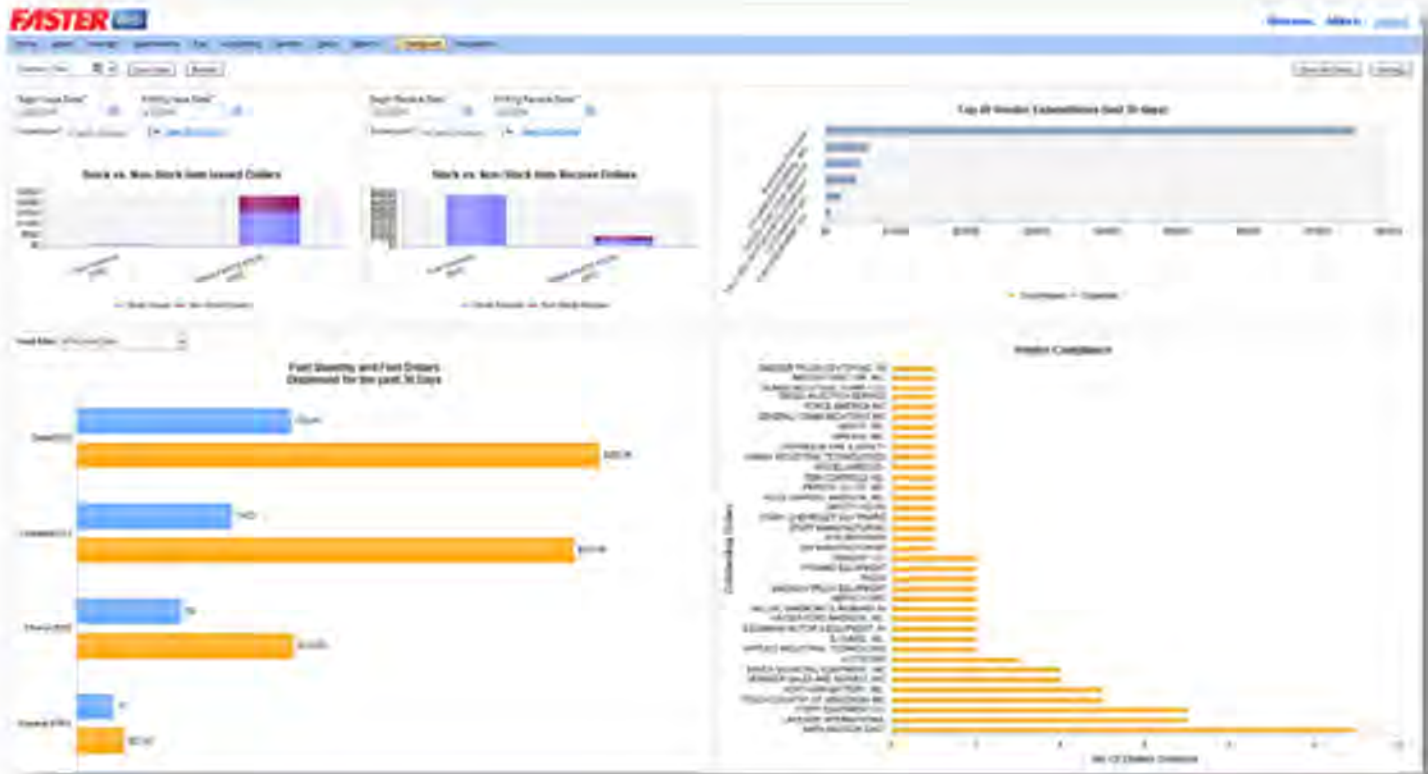
Point Scale Replacement Comparison			
Total Point Value:	8.8	Point Scale Used:	15
Replacement Meter:	5	Maintenance:	0.6
Age:	3.2	Condition Factor:	0
	Original	Adjusted	
Remaining Life (Month):	43	50	
Replacement Date:	8/8/2024	3/8/2025	
Replacement Cost:	249481.620	254619.986	
Replacement Collected:	1500.000	1500.000	
Replacement Balance:	233909.920	239048.280	
Monthly Replacement:	5439.77	4780.97	



- Asset Billing
  - Control down to the asset level how billing occurs in a wide variety of user defined ways such as:
    - Base charges, insurance charges, replacement charges, individual billing items such as parts labor, sublet, and fuel (with or without markup).
- Preventive Maintenance and Scheduled Action
  - Per asset tracking of preventive maintenance schedules.
  - Per asset tracking of other scheduled actions related to an asset such as:
    - Registration renewals
    - General Inspections
    - Emissions inspections
    - Any other routinely scheduled or predictive maintenance action that occurs at a given interval you specify required for the asset.
- Warranty Tracking
  - Equipment warranty tracking from initial claim through reimbursement being received.
- History of All Parts Issued to the Asset
  - Parent/Child asset tracking for asset components.
  - Full family tree shows entire association tree.
- History view outlining all maintenance, repair and fuel dollars related to asset as well as cost per meter or fuel consumption data.
- Asset Contacts with Roles
  - Track anyone and everyone related to a piece of equipment with the ability to specify custom roles related to assets and start and end dates for their connection to the asset.
  - Configure individual email and/or text notifications.
- Asset Templates
  - Asset templates allow for quicker entry of multiple new asset records into the system.
- Reassign Assets
  - Assets can be reassigned between Departments, to another organization, and/or to another asset number while retaining all historical information.
  - Validation of Work Order and Fuel transactions upon department reassignment.
- Attachment Capability (multiple types such as images, documents, etc.)
  - Ability to track notes related to assets with subject lines for easy searching.
- Track capital replacement costs.

## Inventory Module: Inventory Management for Parts, Fuel, & Fluids

FASTER Web provides comprehensive inventory management and parts tracking features which encompass the entire procurement process from order/receipt, through issues including warranty replacements, core tracking/returns, and vendor credits. This real-time functionality is integrated throughout the system. Features include but are not limited to:



### Inventory Item Management

- Track all data related to your inventory items including:
  - Part Identification information (all basic identifying fields and data).
- Last receipt data, Part Usage Codes and info.
  - Easy access to at-a-glance snapshot information for the inventory item such as quantities in stock, in return bins, available and on order; average pricing information; last issued and received data; and quantities purchased and issued during the last 12 months.
- Ability to Search Orders by Item Number and Order Status
  - Stock settings to set high/low reorder level points, lead time, etc.
- Vendor section tracks inventory item numbers used by other vendors for the same item as cross references.
  - Substitute Stock tracks alternate items that can be used as a substitute in the event the primary item is unavailable.
- Inventory Merge functionality allowing multiple inventory item records to be merged into one record while retaining all historical data.
  - Custom specifications where you can track any custom data specific to your site related to your inventory items.
- Flexible Pricing Setup
  - FIFO and price averaging costing methods available for the pricing of individual inventory items.
  - Ability to track all charges related to an item such as core, hazard fees, disposal fees, etc.
- Track vendor and manufacture warranties
- View history of all inventory activity including issues, returns, transfers, etc.



- Inventory Management
  - Performing and tracking physical inventory counts in a variety of ways.
  - System uses perpetual inventory methodology which allows you to look at a snapshot of your inventory for any given date and time.
- Ability to track notes related to parts with subject lines for easy searching.
  - Attachment Capability (multiple types such as images, documents, etc.)



### Inventory Ordering, Receiving and Issuing Tracking

- Integrated with the Maintenance module functions in real-time so that inventory is consumed and replenished immediately.
- Provides complete accountability and auditability for all transactions within the procurement process.
- Supports multiple tax structures.
- Ability to receive items from either an invoice, a packing slip or order number.
- Process vendor returns from inventory, for warranty, or core.
- Issue parts based on electronic technician request and alerts technician when available.
  - Ability to cancel remaining order qty.
  - Ability to reserve and fill requested quantity for issue.
  - Ability to print barcode bin labels.
  - Ability to define bar code label print quantity.
  - Order recommendation is created automatically for stock reordering.
- Full auditability for inventory transfers.
  - Ability to create inventory master records when accepting part transfer
- Ability to create and manage inventory items lists (kits) and item list templates.
  - Create item lists based on part usage history.
- Inventory Item lists can be created by any combination of Class, Year Make Model, or by the Asset.
  - Ability to add, edit, view, search items list for specific repairs by asset, year, make, model and class.

## Maintenance Module: Managing Maintenance & Labor

FASTER Web provides comprehensive maintenance planning and tracking based on best practice work flow processes. In addition, customer service tools enable you to provide higher levels of service. Features include but are not limited to:



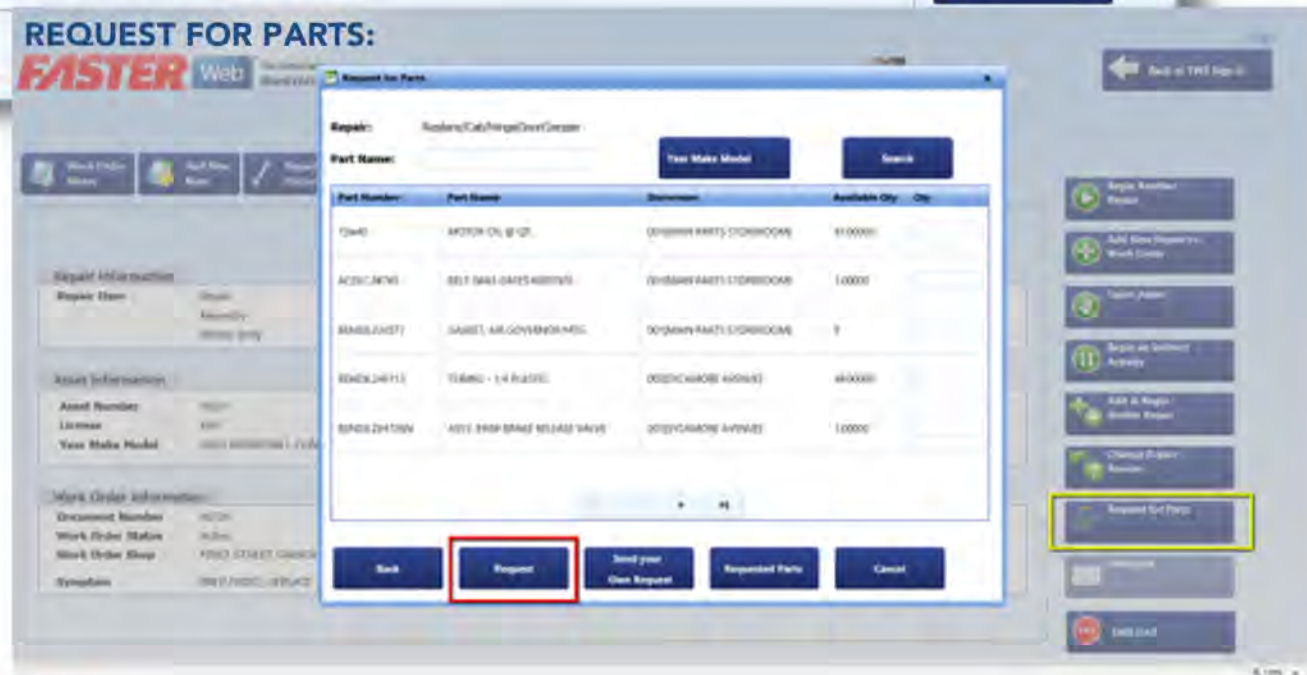
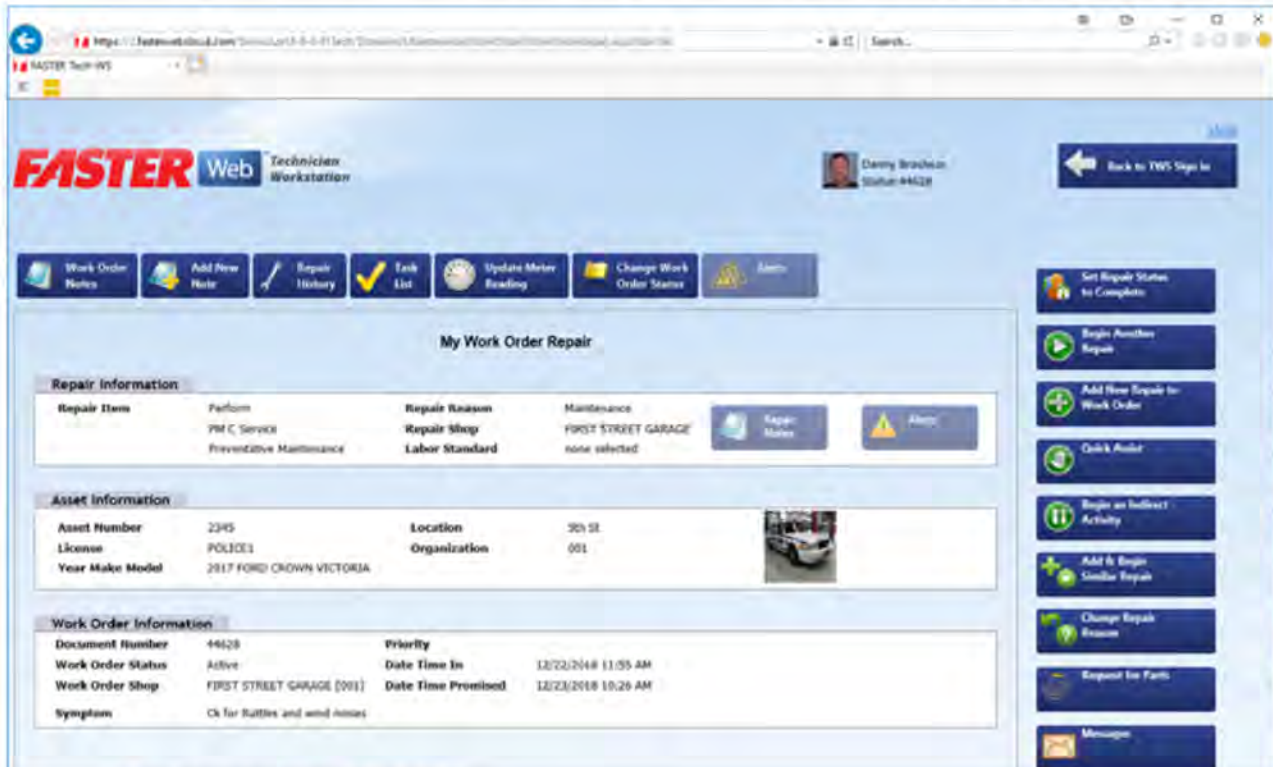
- Create Work Order or Direct Department Charge documents to capture repair & maintenance activities that relate to billing a cost center of an asset.
- Quickly view in-depth related asset data, maintenance symptoms, meter readings, and snapshot summary of work order costs.
- Track and manage non-billable labor hours.
- Ability to batch add indirect labor records by shop or shift.
- Quickly add repairs to record maintenance based on standard categories, items and reasons.
  - Standard coding included but can also be customized by your organization.
- Create pending repairs.
- Issue stocked and non-stocked inventory to work orders.
  - Ability to return issued inventory items to either the storeroom or the vendor.
- Track outsourced sublet work and costs.
- Ability to charge labor hours using Flat Rate labor charges.
- Track any other costs for a given maintenance record.
- Provide the ability to print work orders including notes.
- Attachment Capability (multiple types such as images, documents, etc.)
- Ability to track notes related to maintenance record with subject lines for easy searching.
- Downtime hours are automatically calculated using the work order status and the availability information for the asset and provided.
- Direct charges to departments and equipment can be easily created when appropriate.
- Manage shop floor activity.
  - Complete tracking of all technician time, including non-billable labor hours.
  - Ability to view work in progress for both direct and indirect labor.
  - Labor planning and forecasting.
  - Calendar view for labor planning and forecasting.
  - Ability for the shop manager to perform mass logoff of technicians in all shops.
  - Ability to use pending repairs to managed campaigns, recalls and incoming online service requests and appointments from the Customer Portal.
  - Easily review productivity history by technician.
  - Track your technician certifications and training.
- Ability to create and manage task lists and task list templates.



## Technician Workstation: Real-time Labor Entry

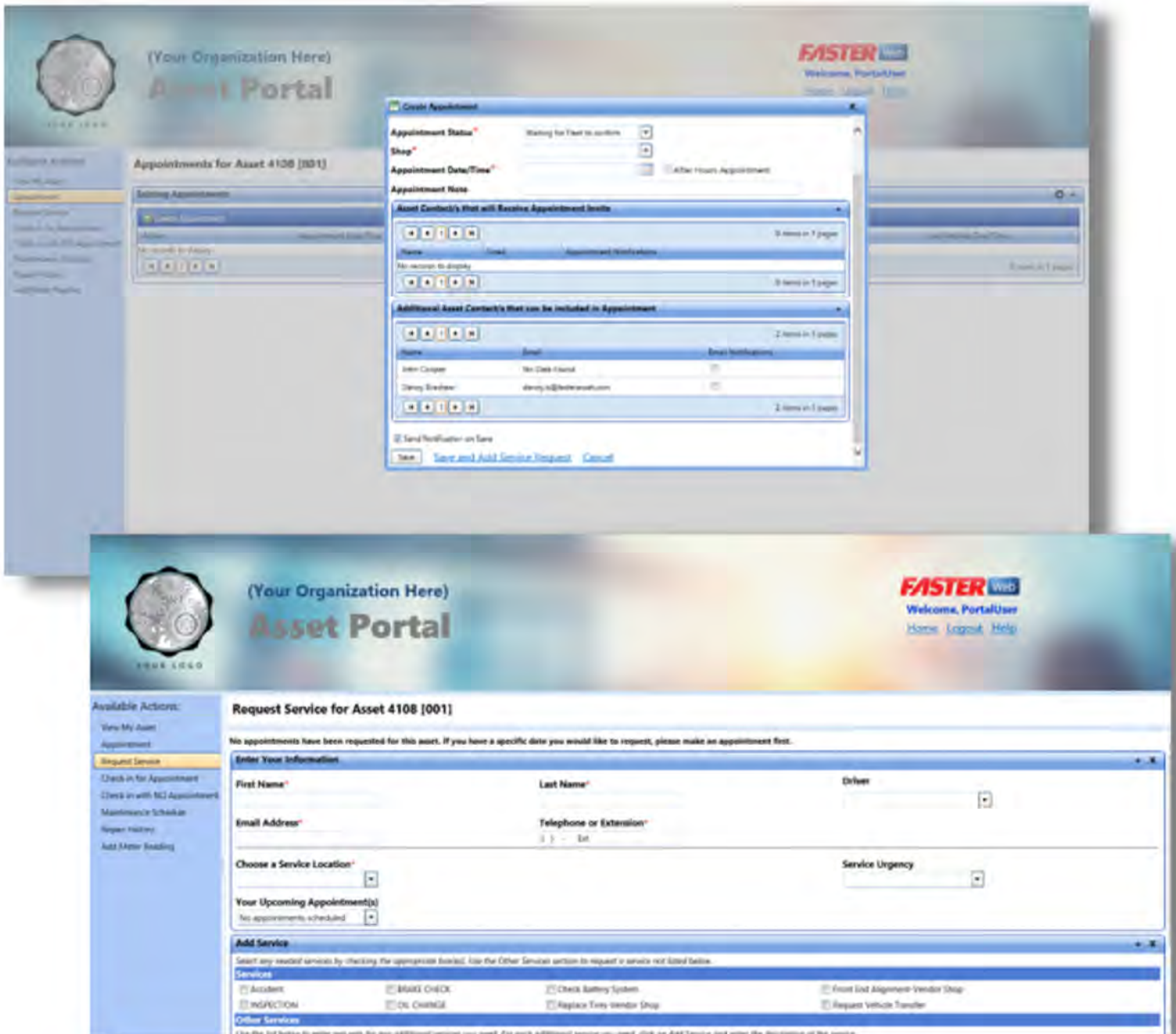
FASTER's Technician Workstation (TWS) is included with the core product and designed to provide paperless real time shop floor labor tracking and management. It permits your staff to use the latest touch screen technology as well as a mouse and keyboard to maximize efficient data entry. Direct/Billable labor and Indirect/non-billable labor time is captured based on technicians' activity and is exportable into MS Excel or CSV that can then be imported into other systems. Or FASTER can build middleware to accommodate integrating with any system you desire. Or robust interfacing can be achieved through queries against the SQL database.

TWS provides powerful processes to make work easier and efficient for your staff. For example, parts can be ordered from within TWS, history viewed as well as many other features that are useful to Technicians. For example, a one-touch feature permits a technician to log-off his current job and log-on to a job if they are assisting another Technician. And when they finish assisting, they can quickly log back on to their job.



## Customer Portal: Self Service

FASTER's Customer Service Portal (included with the core product) is an individual application used to provide paperless/electronic communication between the fleet and outside customers. Some of the features include:



- Ability for customers to schedule and manage appointments.
- Ability for customers to request repairs for equipment online as well as view repair history from any computer using a supported web browser.
- Automatic work order status notifications to assist your customers.
- Automatically notify customers via email when the equipment is ready for pick up.
- Generates an automatic email notification whenever PM is due on an asset, upcoming vehicle expiration, scheduled appointment confirmations, etc.



## Preventative Maintenance Scheduling

Use FASTER's Pending Repairs feature to schedule preventative maintenance and to process on-line requests from customers. When a work order is opened the pending repair is presented for the asset and can be added as active repair.

- Preventive Maintenance and Scheduled Action
  - For all assets: vehicles/facilities/equipment
- Automatically adjustment/update of schedules when hub/meters are changes.
  - Per asset tracking of preventative maintenance schedules.
- Ability to create task list for PM and other job services for repetitive jobs.
- Identify services due by meter, time or fuel consumption.
- Email notification to customer and operator when service is due.
- Per asset tracking of other scheduled actions related to an asset such as:
  - Registration renewals
  - General Inspections
  - Emissions inspections
  - Any other routinely scheduled or predictive maintenance action that occurs at a given interval you specify required for the asset.

## PREVENTATIVE MAINTENANCE:

The screenshot shows the FASTER Web interface with a calendar view of preventative maintenance tasks. A pop-up window titled "PM" is open, displaying a table of tasks for December 05, 2022. The table includes columns for Asset, Organization, Department, PM Type, and Due/Overdue Time. The tasks are listed as follows:

Asset	Organization	Department	PM Type	Due/Overdue Time
2198	Active Fleet (001)	HOUSING OPS. (49)	C	Due in: 0 days
2812	Active Fleet (001)	PARKS DEPT (60)	C	Due in: 0 days
1866	Active Fleet (001)	FIRE DEPT (72)	C	Due in: 1 days
2375	Active Fleet (001)	FLEET SERVICES (55)	B	Due in: 1 days
7811	Active Fleet (001)	PARKS DEPT (60)	B	Due in: 1 days
5545	Active Fleet (001)	STREET DEPT (63)	B	Due in: 1 H
2188	Active Fleet (001)	PARKS DEPT (60)	B	Due in: 10 days
425	Active Fleet (001)	POLICE DEPT (81)	C	Due in: 10 days
3606	Active Fleet (001)	STREET DEPT (63)	B	Due in: 10 days
668	Active Fleet (001)	FLEET SERVICES (55)	B	Due in: 10 days

The pop-up window also includes filters for "Advanced Notification (days)" set to 10 and "Non-date PM Variance (percent)" set to 15.00. It features a "Show PMs" button and a "Close" button at the bottom.

### Accounting Module: Accounting & Billing

FASTER Web's Accounting Module includes the ability to set up budgets, accounts, accounts payable and receivable, vendor credits, and billing adjustments.

FASTER's flexible billing features provide for configurable accounts by charge type and account elements, this allows the system to bill to the Department or GL account level. Every functional area of the application, asset management, maintenance management, inventory management (parts and fuel), as well as asset sharing & pool management is integrated in real-time with the billing features. Any charge type from within the system is consolidated into a single billing statement. Billing statements can be individualized at the organizational, department or asset level. FASTER's fully configurable and flexible billing system allows the user to structure multiple unique charge back systems for the various customers.

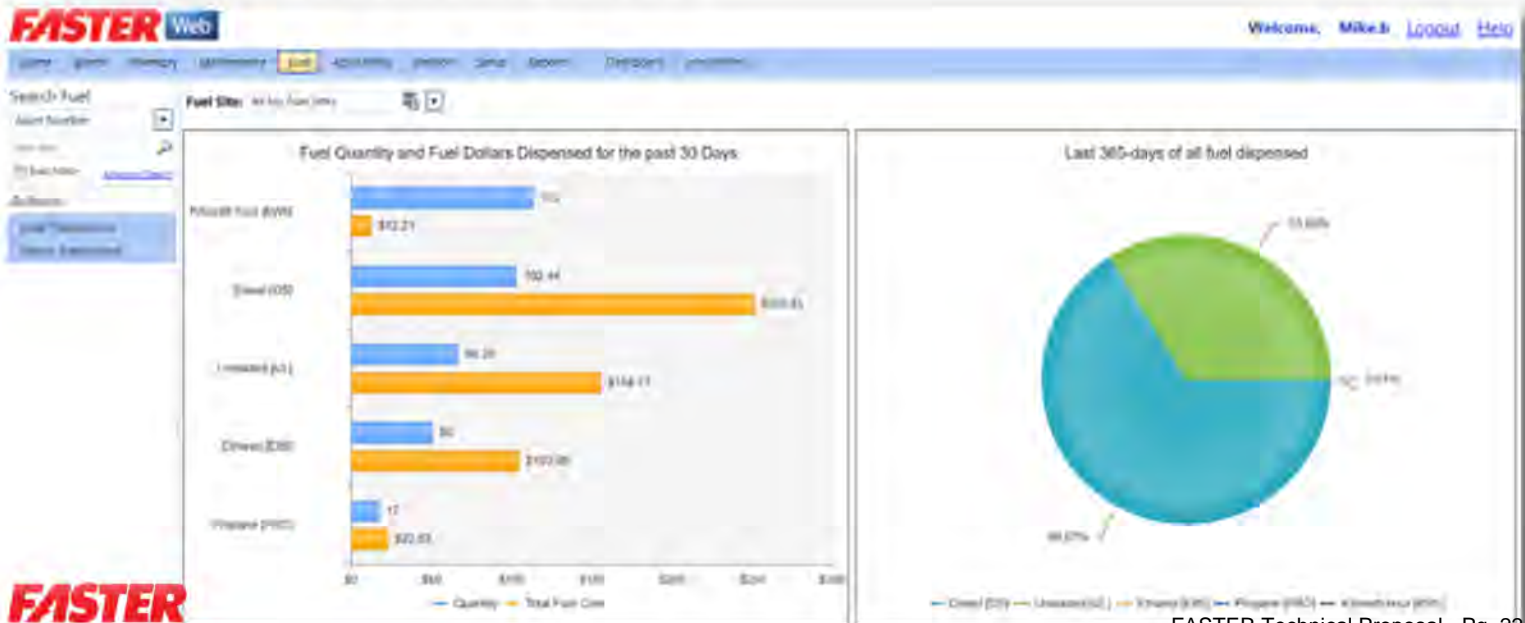
FASTER Web includes flexible tracking of all costs and vendors related to assets as well as billable dollars and customer accounts. Features include but are not limited to:

- Full chart of accounts management with budget line item detail.
- Asset maintenance and inventory charges can be billed to multiple account numbers at the organizational, department or asset level.
- Track use of purchase cards.
- Ability to perform billing adjustments for all cost categories.
- Vendor accounts payable and invoicing management.
- Vendor credit processing.
- Manage billing adjustments and overrides.
- Provides complete accountability and audit ability for all transactions within the procurement process meeting both GAAP (Generally Accepted Accounting Principles) and IFRS (International Financial Reporting Standards).
- Ability to bill each asset by multiple cost categories in user defined combinations.
- Ability to perform inventory period-end and year-end closing.

### Fuel Module: Fuel Management

FASTER Web provides the ability to collect and store fuel transactions by manual process, and electronic upload depending on the capabilities of your fuel provider. Features include but are not limited to:

- Track fuel related data and costs within FASTER.
- Ability to review and edit fuel exceptions prior to posting in FASTER system.
- Ability to download data from multiple onsite automated fuel systems or commercial card programs into FASTER.
- Manage inventory levels of fuel and bulk fluids.





## Security Model

FASTER Web has a role-based security model that includes two levels of permissions.

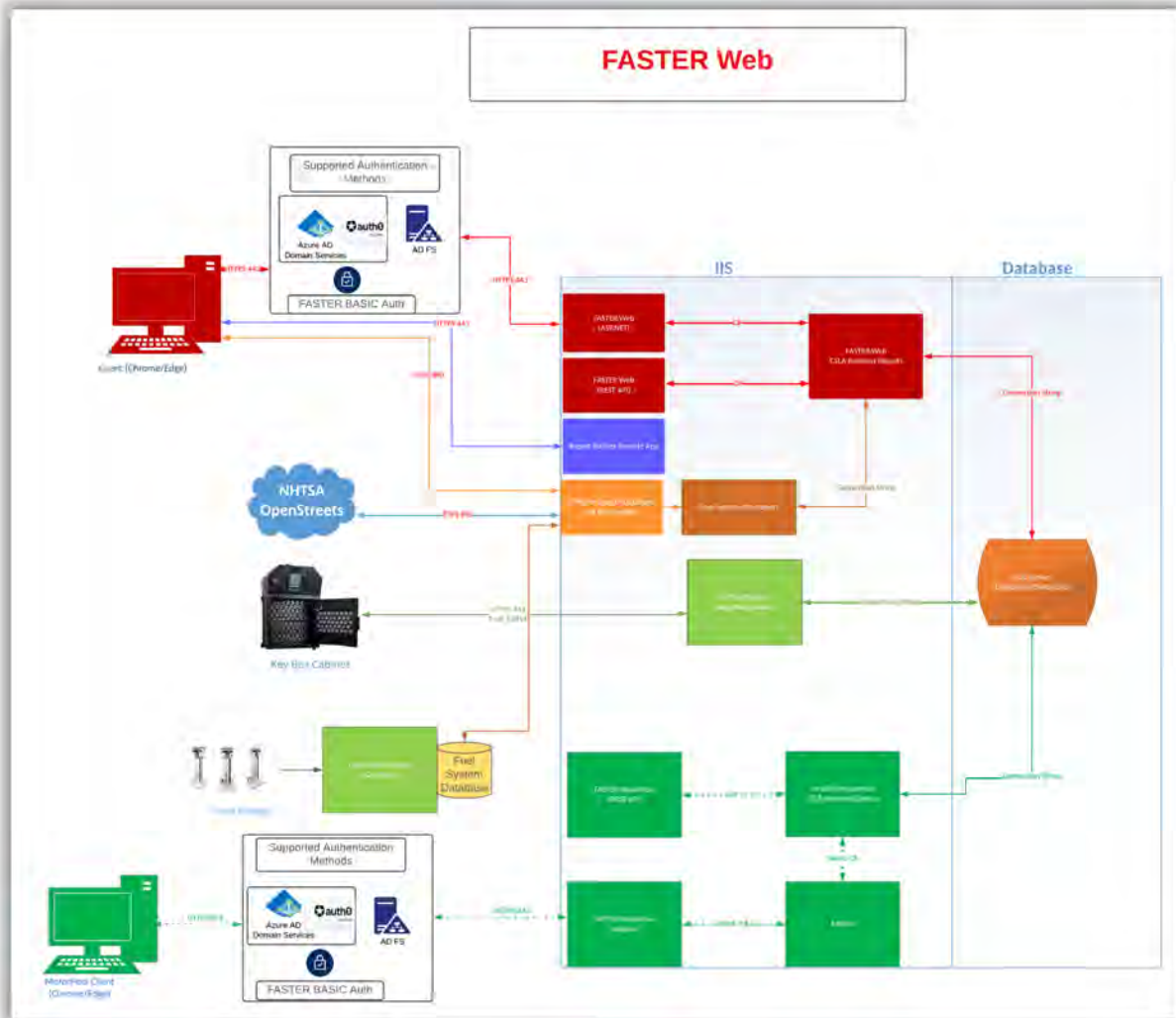
**Role-level permissions** indicate what actions each role member can perform, view only, add, edit, or delete. You can customize as many roles as your processes require. Typical roles include Administrator, Fleet Manager, Supervisor, Parts Manager, Technician, and Customer.

**User level permissions** are set for the different Modules, Organizations, Maintenance Shops, and Storerooms. These permissions determine the area(s) of the application that the user can access including the different.

FASTER Web has additional security options by allowing integration with Active Directory, we use Auth0 and it supports following connections:

- SAML
- OpenID Connect
- Okta Workforce
- Google Workspace
- Microsoft Azure AD
- ADFS
- Active Directory / LDAP
- Ping Federate

# SYSTEM ARCHITECTURE



FASTER Web is a .Net true web-based client that employs a graphical user interface (GUI) based on industry-standard browser screen design techniques and principles. With respect to system architecture and programming language: FASTER Web is a Microsoft IIS web application that uses the ASP.NET web development platform along with AJAX to provide a richer and more responsive user experience. To promote re-usability and maintainability of the objected-oriented business layer, FASTER Web is built upon the CSLA.NET development framework.

FASTER Web runs on a highly normalized MS SQL database and uses SQL Server Reporting Services (SSRS) as the Report Engine. Integrations are built using Web Service APIs based on Microsoft's Web API2 technology. FASTER Web APIs are based on the REST web service architecture and are used to add, update, delete, and inquire on data in FASTER Web. The API methods support JSON.





# PROJECT APPROACH

***FASTER***

Training is integral to a successful implementation project and for the customer's continued business.

Throughout the implementation process, the customer benefits from our staff expertise in a combination of onsite and remote training services.

There will be several deliverables related to training:

## **PHASE I: IMPLEMENTATION**

### **Project Kickoff and FASTER Web 101 – 1.5 hours**

- **Kickoff:**
  - Length: 30 minutes
  - **FASTER Team:** Led by Portfolio Management, supported by Implementation Managers and Learning Team, other FASTER stakeholders as necessary.
  - **Audience:** IT and Fleet Manager/Director
  - **Topic:** Introduction of the Fleet stakeholders to the FASTER team, review of Project Plan including timelines and milestones, Q&A, and next steps.
  
- **FASTER Web 101:**
  - Length: 60 minutes
  - **FASTER Team:** Learning
  - **Audience:** All employees who will be using FASTER Web
  - **Topic:** The purpose of the 2-hour FASTER Web 101 session is to introduce FASTER Web to the employees within the Client organization who will be using the system. These typically are people who may not have been involved in the purchase of the system and are being introduced to it for the first time. Users will understand what FASTER Web is, how it will benefit them, and how we will train and support them in using it to make their day- to-day jobs easier.

### **System Configuration**

- Length: 6-8 hours total over 2 sessions
- **FASTER Team:** Implementation Management
- **Audience:** Fleet FASTER System Administrator and Business Process Owners (BPO) such as shop and parts room managers
- **Topic:** Once the FASTER Data Team has completed the initial data conversion for FASTER Web, Implementation Management will work with the Fleet team to configure FASTER Web data such as system settings, fields, and picklists.
- **Please note:** Configuration is NOT system training for users. These sessions provide an overview of the modules so that the Client can make decisions regarding setup and configuration. System training for users occurs later in the implementation process.

### **Training Planning Meeting**

- Length: 1 hour
- **FASTER Team:** Portfolio Management, Implementation Management, Learning
- **Audience:** Fleet FASTER System Administrator, IT, and Business Process Owners (BPO)
- **Topic:** Highlights and Scheduling of Pre-Go Live Training sessions and Go Live week.



## Pre-Go Live System Training

- **Topic:** Functional understanding of FASTER Web modules to help prepare the Client for Go Live.
- **Length:** Five sessions totaling 7 hours
- **Format:** Live, instructor-led remote training
- **FASTER Team:** Learning

- **Assets**

Covers managing the fleet's assets (vehicles and other equipment) from initial acquisition planning through disposal.

- **Session Length:** 1.5 hours
- **Audience:** Operations Manager, Fleet Director, Client FASTER Web Admin, Fleet and Operations Managers, Asset Managers, Technicians if creating Work Orders
- **Topics:** Asset Search, Create Asset, Asset Templates, Plan for Acquisition, Warranty Claims

- **Inventory**

Refers to Parts Inventory and Processing. This session covers how to add Vendors and Budgets.

- **Session Length:** 2 hours
- **Audience:** Operations Manager, Fleet Manager and Director, FASTER Web Admin, Parts Supervisor, Parts Staff, Finance
- **Topics:** Transfer In-Out, Perform Inventory (Adjust the quantity of items in the storeroom,) Process item Requests, Barcode Utilities, Manage Item List, Reports

- **Maintenance**

Refers to Parts Inventory and Processing. This session covers how to add Vendors and Budgets.

- **Session Length:** 1.5 hours
- **Audience:** Operations and Fleet Managers, Maintenance Supervisors, Service Writers, and Technicians if they are creating Work Orders.
- **Topics:** Calendar, Manage Task List, Service Request & Alerts, Alert Mapping & Filtering, Reports

- **Vendors**

Set up Vendor records and associate parts that can be ordered from each Vendor. Create Billing accounts and Purchase Orders.

- **Session Length:** 1 hour
- **Audience:** Fleet and Operations Managers and Directors, Accounting, Finance, Billings, Parts Supervisors
- **Topics:** Vendor Master Record Management/Information, How to Create a Vendor, Advanced Search

- **Reports**

View various reports displaying the organizational performance. Reports provide timely and accurate information required to make important decisions about costs, workflow process, performance, and other vital areas of operation.

- **Session Length:** 1 hour
- **Audience:** Operations Manager, Fleet Director and Manager, Client FASTER Web Admin, Operations Managers, Asset Managers, Technicians if creating Work Orders
- **Topics:** Vendor Master Record Management/Information, How to Create a Vendor, Advanced Search

## PHASE II: GO LIVE WEEK

### Go Live Week In Person Process (Nice to Know, Need to Know, Where to Go)

- **Length:** Three 8-hour days, typically Tuesday-Thursday
- **FASTER Team:** Implementation Management  
Two 8-hours days of onsite, live, instructor-led training covering functions necessary in day-to-day fleet work, followed by one 8-hour day of field review and hands-on guidance. (each class is limited to 20 attendees)

### Go Live Week, Day 1

- **Assets Refresher**
  - Covers managing the fleet's assets (vehicles and other equipment) from initial acquisition planning through disposal.
  - **Session Length:** 2 hours
  - **Audience:** Operations Manager, Fleet Director, Client FASTER Web Admin, Fleet and Operations Managers, Asset Managers, Technicians if creating Work Orders
  - **Topics:** Review and Q&A from Pre-Go Live, Asset Master Record, Asset ID Standard specs (Meters, PMs, Live Cycle, etc.) Select Asset, Reassign Asset
- **Maintenance**

Focus is on creating a work order and managing shop floor activity.

  - **Session Length:** 2.5 hours
  - **Audience:** Operations and Fleet Managers, Maintenance Supervisors, Service Writers, and Technicians if they are creating Work Orders.
  - **Topics:** Create Work Order, Create Direct Charge, Manage Shop Floor Activity, Search Issued Item.
- **Technician Workstation I**

How to use the TWS to complete repairs.

  - **Session Length:** 2.5 hours.
  - **Audience:** Fleet Supervisor, Technicians
  - **Topics:** Technician Workstation

Final Database is Live allowing users to immediately put what they are learning in training to work. Depending on custom work and where IT is in the process, the final database may not go live until later in the week.



## Go Live Week, Day 2

- **Audience:** Operations and Fleet Managers, Maintenance Supervisors.
  - **Vendors and Accounting:** Set up Vendor records and associate parts that can be ordered from each Vendor. Create Billing accounts and Purchase Orders. Managing closing out of the business cycle.
  - **Session Length:** 1.5 hours
  - **Topics:** Manage Closeout Process; Create Vendor, Adding PO and Budget Account
- **Inventory (Parts)**  
Refers to Parts Inventory and Processing.
    - **Session Length:** 4 hours
    - **Audience:** Operations Manager, Fleet Manager and Director, FASTER Web Admin, Parts Supervisor, Parts Staff, Finance
    - **Topics:** Review and Q&A from Pre-Go Live, Inventory Master Record, Part ID, Stock Settings, Price Setting, etc., Ordering, Receiving, Vendor Returns, Add New Item, Search Issued Item, Reassign or Merge Item, Process Item Requests.
  - **Fuel**  
Focus is on managing Asset (Vehicle) fuel transactions. Can be moved to Day 3
    - **Session Length:** 1 hour throughout Go Live Week
    - **Audience:** Operations and Fleet Managers, Maintenance Supervisors.
    - **Topics:** Managing Asset (Vehicle) fuel transactions.
  - **Field Engagement/Floor Time**  
Where possible

## Go Live Week, Day 3

- **Technician Workstation II**  
How to use the TWS to complete repairs.
  - **Session Length:** 2.5 hours.
  - **Audience:** Fleet Supervisor, Technicians
  - **Topics:** Technician Workstation
- **Field Engagement/Floor Time**
  - Implementation Managers working closely with Fleet users as they begin using FASTER Web in their daily work to ensure concepts are understood, problems are identified, and questions are answered.
- **Length:** 6-7 hours

### NOTE:

Options for an additional Day 4 for customers that may exceed the class size, or for customizations and additions such as Motorpool, Customer Portal, Integrations. Also, there is an option for an additional trainer.

### PHASE III: 90 DAY POST GO LIVE

30 Days Go-Live Status Review followed by Closeout Meeting with Learning Team

- Time Frame: Weekly for the first 30 days past Go Live
- Length: 30 minutes
- Topic: Touchpoint meetings to discuss any technical issues or support needs that have arisen in the first 30 days following Go Live.
- FASTER Team: Implementation Manager and Portfolio Manager
- Audience: Fleet Manager, System Administrator, Project Sponsor, Business Process Owners

- **Project Closeout Meeting – During last Go-Live Status Review**

- **Time Frame:** 30 days past Go Live
- **Length:** 45 Minutes
- **Topic:** Quick overview/refresher, reviewing all the training options the client has moving forward, and discuss if there are areas of need or concerns. Training options are presented and FASTER may offer 1 or 2 free modules as needed.
- **FASTER Team:** Implementation Management, Portfolio Management and Learning Team  
Note: This will be the handoff point from the Implementation Team to the Client Success Team.

- **Health Check**

- **Time Frame:** This will be 30 days after completion of Project Closeout Meeting/Implementation sign off. A second Health Check will be scheduled 60 days past the Implementation Sign-off.
- **Length:** Customer completion of questionnaire, Client Service Team evaluation.
- **Topic:** Touchpoint to evaluate any technical issues or support needs that have arisen. The client will complete a Health Check questionnaire.
- **FASTER Team:** Client Success
- **Audience:** Appropriate User's identified in Health Check Questionnaire

- **Health Check Prescription Care**

- **Length:** Dependent upon FASTER Action items identified by Health Check meeting and questionnaire, Client Success may choose to schedule a meeting of up to 1 hour to clarify any point raised during the Health Check.
- **Topic:** Client Success will send a follow-up email to the client letting them know which FASTER teams will be reaching out to them to provide solutions (prescription care.) Prescription care may include referral to specific Resource Central tutorials or documents, Monthly Lunch and Learns, Support follow-up or additional training.
- **FASTER Team:** Depending upon the Health Check responses, the Client Success team will notify the appropriate FASTER teams to contact the customer with recommendations and solutions. FASTER Teams may include Learning, Implementation Manager, Support, or Product
- **Audience:** Appropriate User's identified by FASTER teams.



Documentation is built into the FASTER Web system for ease-of-use purposes. Therefore, there is no external documentation needed. FASTER Web includes context sensitive in-product help. And the UI is built with an ease of use that provides a stepped process approach.

With each release of FASTER Web, the Help documentation is updated to that version. Each time there is an upgrade, upon the first login, users are prompted to see what is new in the upgrade. Therefore, immediately upon upgrade, users can access detailed documentation about new features. There is a section of FASTER's secure Customer website that also provides detailed documentation for all new software features. And the in-product context sensitive Help documentation is specific to that version of FASTER Web.







# IMPLEMENTATION APPROACH AND PROJECT SCHEDULE

**FASTER**



## Implementation Approach

FASTER has over 460 successful customer implementations in our 40-year history. One of the distinguishing factors about FASTER Web is that it is a best of breed, purpose built FMIS (Fleet Management Information System). In addition, this means that the system implementation is very disciplined and uniform. This translates into a higher quality implementation with lower cost and risk. When your implementation project starts, a FASTER Portfolio Manager and Implementation Consultant will be assigned. 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 integrations beyond a standard fuel import, FASTER's Integrations Staff, Product Manager and Development Team Leader will also be involved.

FASTER's implementation project is phased to make the project easier to manage for the customer. As each phase approaches, FASTER will arrange meetings for collaboration and understanding. Implementations have high visibility at FASTER, with key members of FASTER's Management Team personally involved. The implementation of FASTER Web requires minimum IT staff time. For example, there is only one environment required for the implementation and that is promoted to become the production environment. This environment is initially the environment where your organization will do testing and experience all training. And upon delivery of the final go-live database, this environment will be promoted to a production environment. This helps ensure quality control and makes the go-live less complex. In addition, FASTER stands up its own test environment on our servers. We perform internal testing on your data and any custom deliverables. And after go-live your license agreement permits you to stand up a temporary test environment to test any future upgrades or custom products you would have FASTER build.

Since FASTER Web is a market ready product, there is not the risk and potential confusion of attempting to use a form to validate success as there is with custom built systems. Quality is ensured with Soft Go-Live. This project phase is provided by FASTER where 100% of every item in the scope is delivered for the customer to validate in the real world (hands-on). Only after the customer has the opportunity to validate interactively to its satisfaction that full compliance is met in the Soft Go-Live environment is a Go-Live scheduled. In other words, FASTER's implementation provides for the customer to be 100% assured that all scope is met prior to Go-Live. A related benefit of a Soft Go-Live is that User Training for the Go-Live is done using the Soft Go-Live database so that the customer's users get the benefit of experiencing their data.

In other words, Go-Live does not occur until the customer confirms it is satisfied with all deliverables during Soft Go-Live testing. And once the customer confirms it is satisfied, FASTER does a second extraction, transfer and load (ETL) in order to ensure transaction data that the customer entered in its legacy system is extracted, transferred and loaded in the FASTERWeb Database for Go-Live.

In summary, due to FASTER's focus on providing a superior implementation and support experience, customers realized greater utilization and ROI.

FASTER's Portfolio Manager will review the project methodology and plan in the Kickoff meeting. Slidell stakeholders and SMEs (Subject Matter Experts) are necessary in the Kickoff meeting. FASTER's Portfolio Manager also will provide a detailed plan for each phase. As each phase of the project approaches, FASTER's Portfolio Manager will arrange meetings to ensure there is collaboration and understanding with the different stakeholders. The FASTER Portfolio Manager will coordinate the many FASTER Resources that will serve on your implementation project.



Below is information about the proposed customer project staff (a draft plan is provided for tasking), along with recommended skills for those resources.

### **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.

### **FASTER Web Administrator**

Administers the FASTER Web System as it relates to Fleet Operations, such as: data integrity and cleanup, configuration and settings, roles and permissions, reports administration, etc. It is critical that the FASTER Web Administrator have knowledge of fleet operations and technical skills.

We recommend that this person not be the acting Fleet Manager if you have a medium to large fleet operation.

### **Customer Portfolio Manager or Facilitator**

This person will facilitate the customer's various fleet and non-fleet department staff to ensure tasks are complete. He or she interfaces directly with the FASTER Portfolio Manager to establish mutually agreeable timelines and meetings.

If you will not have a formal Portfolio 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**

Typically stands up the environment that host the customer side of integrations. 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 so, that business analyst should also be at the kickoff meeting.

And some IT Departments like to assign their own Portfolio Manager to work with our Portfolio Manager. If so, your internal Portfolio Manager can coordinate the project kickoff directly with our Portfolio Manager.

### **Database Expert or Analyst**

If your fleet operation does not have a staff member who is an expert on your current fleet's asset data in the format it is in, it is important that you engage a database analyst from your IT Department or attain a freelance resource.

### **Other Teams or Departments (Finance, Accounting, Parts, etc.) at the Kickoff**

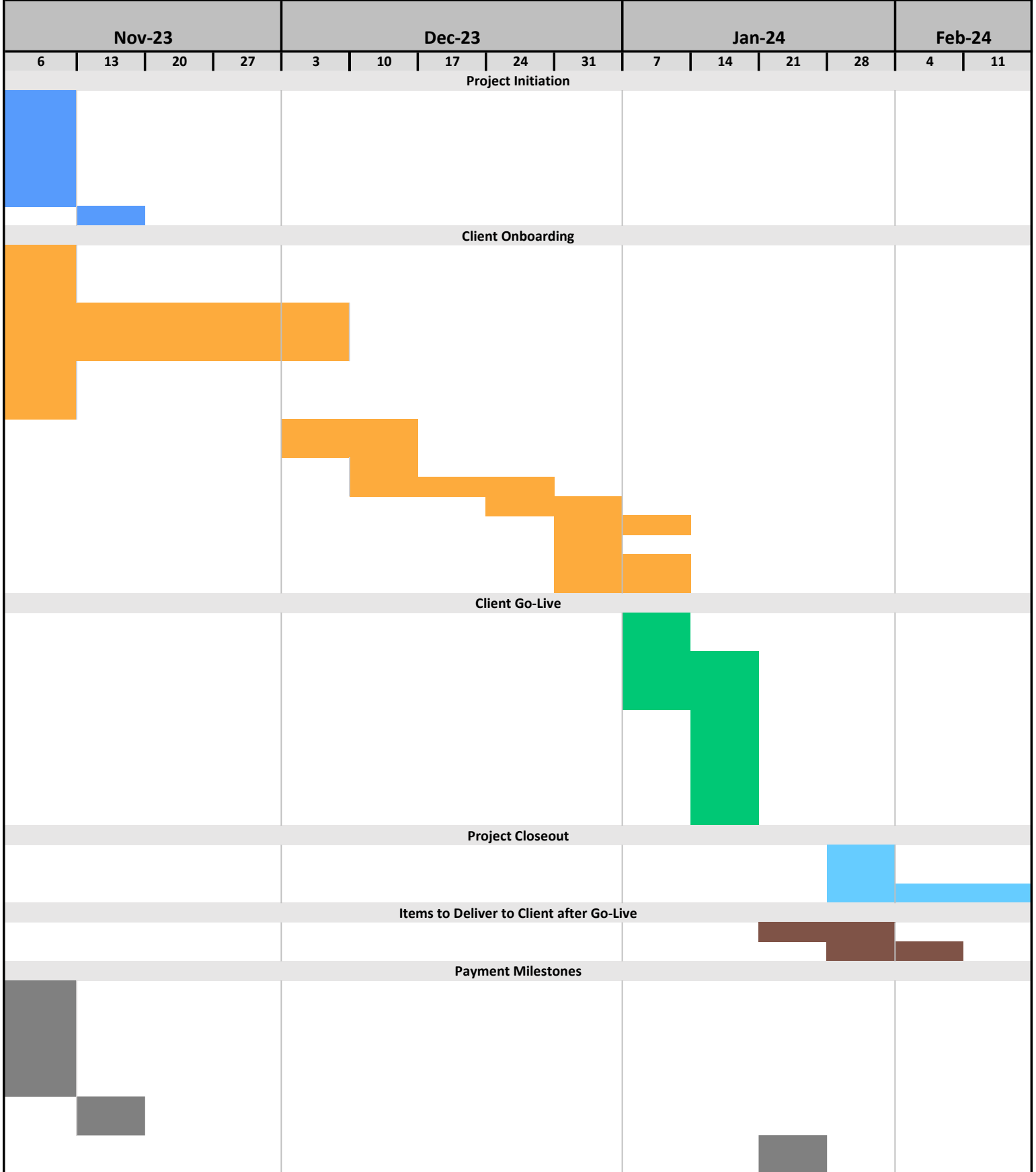
For each integration with systems outside of fleet operations, it is critical to have at the kickoff meeting a business process owner (BPO) or subject matter expert (SME) that has knowledge of each system you want to integrate with FASTER Web. This would be the BPO or SME who is familiar with the other system that will work with fleet to identify the data needs or requirements for that integration.



# FASTER Web Implementation Project Tasks & Milestones

	Start	End
<b>Project Initiation</b>		
Signed Contract Received / Purchase Confirmation	6-Nov-23	6-Nov-2023
Client Project Kick-off Conference Call.	6-Nov-2023	6-Nov-2023
Prepare Internal Systems for new implementation Project.	6-Nov-2023	8-Nov-2023
FASTER Web 101	7-Nov-2023	7-Nov-2023
Request and Deliver FASTER Web Hosted Instance to the Client	9-Nov-2023	10-Nov-2023
For Client download, deliver FASTER Web Install Package to Client.	9-Nov-2023	10-Nov-2023
Client downloads and installs on-premises FASTER Web System.	13-Nov-2023	14-Nov-2023
<b>Client Onboarding</b>		
Client to decide on costing method for Parts Inventory they will use in FASTER Web: a. Moving Average or b. First-In First-Out (FIFO)	8-Nov-2023	9-Nov-2023
Client to decide if they will bill their Customer's by Billing Account Codes and maintain with in FASTER Web.	8-Nov-2023	9-Nov-2023
Client Prepares for Their Data Conversion Using FASTERs Excel Data Mapping Sheets.	8-Nov-2023	7-Dec-2023
Client Prepares for Their Data Conversion Using FASTERs MS SQL Staging Database.	8-Nov-2023	7-Dec-2023
Client Prepares for Their Data Migration from Win to Web.	8-Nov-2023	7-Dec-2023
Overview of Managing Billing Account Codes with in the FASTER Web System (Provided Only if Client decides they will bill their Customer's using Billing Account Codes they setup and maintain with in FASTER Web).	10-Nov-2023	10-Nov-2023
FASTER Creates and Deploys the FASTER Web Database for the Client's Configuration.	8-Dec-2023	10-Dec-2023
Client IT then deploys it on-premises.	8-Dec-2023	12-Dec-2023
FASTER Web System Setup and Configuration Training.	11-Dec-2023	13-Dec-2023
Client Sets Up and Configures their FASTER Web System.	14-Dec-2023	24-Dec-2023
FASTER Creates the Soft Go-Live FASTER Web Database for Testing.	24-Dec-2023	2-Jan-2024
FASTER Tests the Soft Go-Live FASTER Web Database.	3-Jan-2024	7-Jan-2024
FASTER IT Deploys the Soft Go-Live for Client's Review, Testing and Training.	3-Jan-2024	4-Jan-2024
Client IT Downloads and Deploys the Soft Go-Live for Client's Review, Testing and Training.	5-Jan-2024	7-Jan-2024
Client Review's and Tests their Soft Go-Live FASTER Web System.	5-Jan-2024	9-Jan-2024
<b>Client Go-Live</b>		
Go-Live Planning (Limited Data Update, System Training, Go-Live Day)	8-Jan-2024	9-Jan-2024
FASTER Web Pre-Go-Live Training	10-Jan-2024	11-Jan-2024
Client Completes and Submits their Limited Data Update using the Excel Data Mapping Sheets.	10-Jan-2024	14-Jan-2024
Client Completes and Submits their Limited Data Update using the MS SQL Staging Database.	10-Jan-2024	14-Jan-2024
Client Completes Limited Data Update and Submits their Final FASTER Win Database for Go-Live.	10-Jan-2024	14-Jan-2024
FASTER Web Go-Live User Training	15-Jan-2024	17-Jan-2024
FASTER IT Deploys the FASTER Web Go-Live AFTER Client's User Training is complete.	18-Jan-2024	18-Jan-2024
Client IT Deploys the FASTER Web Go-Live on-premises AFTER User Training is complete.	18-Jan-2024	18-Jan-2024
Go-Live Day Overview and Tasking (After the Go-Live Deployment is Complete)	19-Jan-2024	19-Jan-2024
Client is Live on FASTER Web.	19-Jan-2024	19-Jan-2024
FASTER Creates Final Data Conversion/Migration, Tests and Prepares Delivery for Clients Go-Live Day.	16-Jan-2024	19-Jan-2024
<b>Project Closeout</b>		
Go-Live Day Wrap-up Conference Call.	30-Jan-2024	30-Jan-2024
Client reports any issues encountered to FASTER Web Support (1-888-353-5789).	30-Jan-2024	30-Jan-2024
FASTER Closes out Project Plan.	30-Jan-2024	13-Feb-2024
<b>Items to Deliver to Client after Go-Live</b>		
MotorPool Add-on	20-Jan-2024	29-Jan-2024
MotorPool Keybox Integration	30-Jan-2024	3-Feb-2024
<b>Payment Milestones</b>		
Add Payment Milestones from Contract, Assign Owner to Sue Smith, Add Payment Amount, and Set the Dependency to a Project Task.	7-Nov-2023	7-Nov-2023
SaaS Payment Milestone: 75% of One-Time costs Due Upon Purchase Confirmation	7-Nov-2023	7-Nov-2023
SaaS Payment Milestone: First SaaS Payment Due at Project Kick-off	7-Nov-2023	7-Nov-2023
Standard Payment Milestone: 30% Due upon Purchase Confirmation	7-Nov-2023	7-Nov-2023
Standard Payment Milestone: 20% Due Upon Web 101	8-Nov-2023	8-Nov-2023
Standard Payment Milestone: 30% Due upon COTS Software Delivery	13-Nov-2023	13-Nov-2023
Standard Payment Milestone: Annual Support & Maintenance due at Software Delivery	13-Nov-2023	13-Nov-2023
SaaS Payment Milestone: 25% of One-Time costs Due at Go-Live	21-Jan-2024	21-Jan-2024
Standard Payment Milestone: 20% Due Upon Go-Live	21-Jan-2024	21-Jan-2024

## Boards - FASTER Web Implementation Project (by months)





***FASTER***

**C.  
PRICING  
PROPOSAL  
(ATTACHMENT A)**



## PART 3 – PRICE PROPOSAL

### 3.1 PRICE PROPOSAL

The pricing should include the full software documentation, one year of maintenance and support including any and all updates that may be required in accordance with specifications. Costs that are not itemized on this bid sheet but are necessary for a full system implementation will be considered standard and included in the total cost.

**Table A - Costs Associated with Installation/Implementation and Year 1 Costs of New MMS**

QTY	UOM	ITEM DESCRIPTION	PRICE
1	ea.	Project Management- includes all project management services for full implementation	\$ Included
1	ea.	Full data migration/conversion from Fleetnet to new software including:  Fully migrating all existing parts and fluids in RTS' inventory.  Fully migrating all vehicles, equipment, buildings, shelters, and bus stops.  Fully migrating preventative maintenance historical data	\$ 24,000.00
1	ea.	Installation of Software including all travel costs and days on site _____0_____	\$ 11,500.00
1	ea.	Cost to Integrate with Fleetwatch	\$ 7,725.00
1	ea.	Cost for partial integration with Clever Devices	\$ 21,690.00
1	ea.	License Fees- Cost for Year 1	\$ 17,700.00
1	ea.	Cost for Training	\$ 27,787.50
1	ea.	Additional Costs: Any additional costs for a full implementation not included in the above. Use separate sheet if necessary.  Dashboard Module Bar Code Module  <u>**See attached FASTER quote for detailed descriptions.</u>	\$ 10,300.00 \$ 6,180.00
<b>Total Cost</b>			<b>\$ 126,882.50</b>



**Table B - Annual Maintenance and Support Costs**

<b>These fixed costs are for Year 2 through Year 5 and must include any update/upgrade costs.</b>	
Year 2	\$ 24,719.00
Year 3	\$ 24,719.00
Year 4	\$ 24,719.00
Year 5	\$ 24,719.00

Annual Maintenance and Support Services Fee Includes:

24 Telephone and Email Support.

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System Upgrades

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For a full description of Annual Maintenance and Support, please refer to Schedule B: Software Upgrades & Support Agreement in the FASTER MSA included in this response.

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**NOTE:** If travel is involved in the execution of an awarded contract for this solicitation, should any air travel be required the City's travel policy allows for Coach air travel only. All other travel will be billed in accordance with the Federal General Services Administration rates which can be found at: <https://www.gsa.gov/travel/plan-book/per-diem-rates>. In addition, long distance phone calls, printing, and other administrative costs may be billed at cost only -no mark-up. Evidence of these expenditures will be submitted when invoicing the City. Travel and administrative costs should be identified in the Price Proposal.

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# SOLUTION PROPOSAL

**FLEET MANAGEMENT SOFTWARE**

**FASTER**

Daphyne Sesco

City of Gainesville Transit, FL

Quote #: 1896 v5

Quote Date: Aug 16, 2023

Quote Expires: Dec 31, 2023



# FASTER Asset Solutions Quote and Proposal



Daphyne SESCO

Procurement Specialist III

City of Gainesville Transit, FL

FASTER Asset Solutions is pleased to submit our proposal, City of Gainesville-RFP: #RTSX-230036-DS (FASTER Web). FASTER has been in business since 1982 and provides FMIS systems to cities, counties, states, universities, airports, transit, public utilities, and private companies. FASTER is the largest provider of fleet management information systems (FMIS) to municipal governments in North America. We also believe FASTER is a superior choice because of the following key strategic differences in our company.

### The Most Experienced Staff in the Industry:

Seventy percent of FASTER's technical staff have been with us for more than 10 years. Reference checks will also reveal that no other vendor offers the level of professional technical support staff and responsiveness as FASTER. This results in a better implementation experience along with superior ongoing support, which ultimately results in better system utilization and ROI.

### FASTER Invests in the Long-Term:

No other systems provider offers better systems longevity or a more advanced and stable system. For nearly 40 years now we have continuously improved our system through three generations of technology. FASTER Web is our latest release and includes the ability to deploy as a cloud-based or on-premises system and integrate easily with other software through API technology.

### We are Product and Service Focused:

Likely the most important distinction of our company is that FASTER is product and service focused. Our strategy to continually reinvest in our products, solutions, and staff, allows us to build a reputation with our customers and partners to have industry leading software and the most responsive and knowledgeable support team in the asset management space.

Thank you for the opportunity to earn your business. If there is any additional information we can provide, or questions we can answer, please don't hesitate to let us know.

Sincerely,

Best Regards,

**John Griffin**

**FASTER Asset Solutions**

**Business Development Manager**

**Direct 757.623.1700 ext 3034**

**Mobile: 205.515.2167**

**John.G@fasterasset.com**

John Griffin

john.g@fasterasset.com



**FASTER Asset Solutions**  
760 Lynnhaven Pkwy, Suite 203  
Virginia Beach, VA 23452  
United States

T: 4023055850

Quote #	1896 v5
Date	Aug 16, 2023
Expires	Dec 31, 2023
Contact	John Griffin

**Prepared for** City of Gainesville Transit, FL  
Daphne SESCO  
34 Southeast 13th Road  
Gainesville, FL 32601  
United States

T: (352) 393-7840  
E: sescoda@cityofgainesville.org

**ACCEPT QUOTE**

## City of Gainesville-RFP: #RTSX-230036-DS (FASTER Web)

### FASTER Web Core

#### One-Time Fees

Category	Item	Qty
LICENSE	<b>FASTER WEB CORE LICENSE FEE</b>  FASTER WEB Core license fee per standard asset.  Standard assets are those originally valued at \$5,000 or greater and active).  <ul style="list-style-type: none"> <li>This includes one instance of the FASTER Web Application with one database.</li> <li>Unlimited user access (named accounts) included.</li> </ul> FASTER (Code: 001)	177
SETUP	<b>Database Management &amp; Setup</b>  Establishment of one FASTER Web instance with a single Database. This setup includes the FASTER Web test environment that will be used during the entire implementation, all database configuration, testing, backup configuration, and validation. Includes 24x7x365 cloud database access. This same environment will be promoted to be the production environment at the time of Go-Live.  <ul style="list-style-type: none"> <li>Backups: Hourly database backups will be conducted to ensure consistent and recoverable backups of the database to restore from in the event of an emergency. Database Backups will be limited to 14 days of recoverability. Backups will also be sent daily to a secure, offsite location</li> <li>Includes all support and maintenance for the first year of service.</li> </ul> Faster Asset (Code: DBMS)	1
SETUP	<b>Additional FASTER Web Instance Database Management &amp; Setup - Test Environment</b>  Establishment of one Additional FASTER Web Instance instance with a single Database. This setup includes the FASTER Web test environment.  Faster Asset (Code: 857)	1

One-Time Subtotal **\$29,200.00**





**Annual Fees**

Category	Item	Qty
SUPPORT and MAINTENANCE	<p><b>FASTER WEB CORE ANNUAL SUPPORT &amp; MAINTENANCE</b></p> <p>FASTER WEB Core annual support and maintenance fee per standard asset.</p> <p>FASTER (Code: 001A)</p>	177
SUPPORT and MAINTENANCE / hosting	<p><b>Database Annual Support and Maintenance</b></p> <p>Annual fee for support, maintenance, software upgrades, firmware/database management, data storage, and report management.</p> <ul style="list-style-type: none"> <li>Backups: Hourly database backups will be conducted to ensure consistent and recoverable backups of the database to restore from in the event of an emergency. Database Backups will be limited to 14 days of recoverability. Backups will also be sent daily to a secure, offsite location</li> <li>Includes 24x7x365 cloud database access.</li> </ul> <p>FASTER (Code: DBMSANN)</p>	1
SUPPORT and MAINTENANCE / hosting	<p><b>Additional FASTER Web Instance Database Annual Support and Maintenance - Test Environment</b></p> <p>855 Annual fee for support, maintenance, software upgrades, firmware/database management, data storage, and report management for additional FASTER Web Instance.</p> <p>Add another instance of the FASTER Web application to the customers existing virtual application server for the purpose of testing (sandbox) and/or development.</p> <p>Add another database instance on the customers existing database server for the purpose of testing (sandbox) and/or development.</p> <p>This added cost includes an added FASTER Web license for the above purpose. This added FASTER Web application will be deployed to the same application virtual machine noted above that hosts the production FASTER Web application. And this added FASTER Web database will be deployed as another instance to the above noted dedicated database server on which the production database resides.</p> <p>FASTER (Code: 855DBMSANN)</p>	1

*\* Annual Support and Maintenance Fees billing schedules are outlined in the terms and conditions.*

Annual Support And Maintenance Subtotal	\$15,540.00
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**FASTER Web Add-On Solutions**

**One-Time Fees**

Category	Item	Qty
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Category	Item	Qty
Addon Modules / WEB	<p><b>Fuel Import - Single Vendor: Fleetwatch</b></p> <p>Single Vendor Fuel Import</p> <p>This is a single vendor fuel import for a new FASTER Web customer. The import includes 1 (one) of the following options:</p> <ol style="list-style-type: none"> <li>1. Import a new fuel vendor fuel transaction file.</li> <li>2. Import a new fuel file from your existing vendor.</li> </ol> <p>FASTER will conduct complete configuration and testing of the fuel file layout and export files (flat files) from the fuel system.</p> <p>Site &amp; Dispenser optional add on is available, if required, to the single vendor fuel import</p> <p>FASTER (Code: 300)</p>	1
Addon Modules / WEB	<p><b>Single Vendor Site and Dispenser Add On</b></p> <p>This is an optional add-on to the Fuel Import (FI) to enable you to track the specific fuel site and/or fuel dispenser. This optional add on allows configuration to track Inventory Items so fuel imports deplete quantity from inventory.</p> <p>Faster Asset (Code: 303)</p>	1
Addon Modules / WEB	<p><b>Dashboard</b></p> <p>The Faster Dashboard provides easy access to an at-a-glance overview of key performance indicators and data for your organization. The FASTER Dashboard is designed to give fleets a way to monitor performance, communicate, and make quick decisions about their operations. It comes with 20 Key Performance Indicators (KPIs) charts within the Dashboard Add-on, which includes the 8 module landing charts available within FASTER Web which can also be accessed via the Dashboard for one convenient high level overview.</p> <p>FASTER (Code: 207nc)</p>	1
Addon Modules / WEB	<p><b>Barcoding Add-On Setup</b></p> <p>The FASTER Barcoding Add-on provides the ability to scan and print labels on customer provided hardware. This module allows for ease of data entry as well as inventory control.</p> <ul style="list-style-type: none"> <li>• Beneficial add on for use with in-house numbering system. OEM labels may be used effectively as well.</li> <li>• Simplifies inventory and intake processes for inventory items and storerooms.</li> <li>• Quickly scan incoming inventory with 2D or Symbology - Code 128 barcodes.</li> <li>• Reduces data errors that occur with any manual data entry process.</li> <li>• Print barcode labels for items, including labels for a range of items simultaneously.</li> </ul> <p>FASTER (Code: 208)</p>	1
SETUP	<p><input type="checkbox"/> <b>Auth0 Authentication Provider Setup <i>Optional</i></b></p> <p>This Auth0 integration add-on provides authentication options for FASTER Web including the ability to integrate with a third-party cloud directory provider such as Azure AD or Azure AD + SAML. This requires enterprise connections and will provide Single Sign On capabilities.</p> <p>Additionally, you can have the Authentication Provider to provide authentication for your users if you don't have a cloud directory provider or if you have users who are not part of your directory that need access to FASTER Web.</p> <p>FASTER (Code: AuthEnt)</p>	1



Category	Item	Qty
Addon Modules / WEB	<input type="checkbox"/> <b>Inventory Import Utility (IIU): Fleetwatch Fluids</b> <i>Optional</i> <p>This FASTER Web interface enables customers to issue parts and credits to <u>FASTER Web work orders</u>. It supports importing inventory (parts) data from an export file provided by your parts or fluid vendor. This can be from a vendor who manages your parts storerooms or from vendor who provides a separate internal inventory management system (such as a fluid management system).</p> <p>Once deployed, the IIU is available in FASTER Web's Integration Module and provides configuration, scheduling (as often as every 5-minutes) and import results in the FASTER Web Integration Module reducing the risk of data entry errors and the need for manual entry.</p> <p>Import file compatibility and process changes are dependent on the parts or fluids vendor.</p> <p><a href="#">Import Utility Details</a></p> <p>Faster Asset (Code: 311)</p>	1

One-Time Subtotal \$24,205.00

**Annual Fees**

Category	Item	Qty
SUPPORT and MAINTENANCE / Add On	<b>Fuel Import Single Vendor Support and Maintenance: Fleetwatch</b> Annual support and maintenance for fuel import  FASTER (Code: 300ann)	1
SUPPORT and MAINTENANCE / Add On	<b>Single Vendor Site and Dispenser Support and Maintenance</b> Annual support and maintenance for site and dispenser  FASTER (Code: 303ann)	1
SUPPORT and MAINTENANCE / Add On	<b>Dashboard Annual Support and Maintenance</b>  FASTER (Code: 207ncann)	1
SUPPORT and MAINTENANCE / Add On	<b>Barcoding Add-On Annual Support &amp; Maintenance</b> Annual recurring support and maintenance for barcode module  FASTER (Code: 208ANN)	1
Addon Modules / WEB	<input type="checkbox"/> <b>Auth0 Authentication Provider Integration for Enterprise Connections</b> <i>Optional</i> <p>This Auth0 integration add-on provides authentication options for FASTER Web including the ability to integrate with a third-party cloud directory provider such as Azure AD or Azure AD + SAML. This requires enterprise connections and will provide Single Sign On capabilities.</p> <p>Additionally, you can have the Authentication Provider to provide authentication for your users if you don't have a cloud directory provider or if you have users who are not part of your directory that need access to FASTER Web.</p> <p>FASTER (Code: AuthEnt)</p>	1

Category	Item	Qty
SUPPORT and MAINTENANCE / Add On	<input type="checkbox"/> <b>Inventory Import Utility Support and Maintenance: Fleetwatch Fluids</b> <i>Optional</i> Annual support and maintenance for Inventory Import Utility.  FASTER (Code: 311ann)	1

\* Annual Support and Maintenance Fees billing schedules are outlined in the terms and conditions.

Annual Support And  
Maintenance Subtotal \$4,841.00

## FASTER Web Integration Add-Ons

### One-Time Fees

Category	Item	Qty
Interface	<b>Asset Alert Import with Filtering and Mapping: Clever Devices DVIR</b>	1

Diagnostic trouble codes (DTC), fault codes or issues found as a result of inspection imported as alerts directly into FASTER Web.

- Alerts are easily sorted and filtered to identify those that warrant a critical maintenance need and provide shop floor managers with the ability to receive, view and take immediate action.
- Alerts are stored in the Assets module under the Asset Alert tab and in the Maintenance Module under the action Service Request & Alerts for diagnostic or historical viewing.
- Alerts are viewable in the Technicians Workstations when a technician is logged onto a specific repair. Fault code history may be viewed In the My Repairs Page.
- Fault codes may be manually associated to a repair type and then a pending pair may be manually created in the Maintenance Repair section.
- Details for alerts associated to a pending repair are viewable within the repair record.

Alert Filtering and Mapping provides additional and separate functionality from the above by enabling Fleet Operations staff to map desired alerts to trigger:

- Manually map an alert to a configurable repair description.
- Configure alerts so they trigger the creation of Pending Repairs.
- Set alerts to be imported as Service Items to be easily managed within Service Request & Alerts action, under the section for Alerts.
- Sending a notification via email and or text.
- The mapping tool may be used to identify any alert which should NOT trigger any action. Non trigger alerts would only show up on the Alerts tab in the Asset module.
- Simple interface to easily sort and filter for mapping to repairs.
- FASTER can provide a reference to the SAE (Society of Automotive Engineers) codes for cross reference purposes for telematics codes as an optional add on.



Category	Item	Qty
Interface	<p><b>Asset Alert Results Export: Clever Devices DVIR</b></p> <p>FASTER Web has the ability to handle alerts which can be any form of notification, such as a DTC (diagnostic trouble code), repair request, issue, etc. Alerts can be imported via FASTER Webs Alert Import add-on (sold separately). This utility can export the status (fixed or cleared) as well as other details (more below) of alerts which were imported into FASTER Web. There are two type of Alert statuses: Fixed Alerts For each alert that was converted to a repair and completed on a work order by a technician, the export will provide the following: Alert Status (Fixed), Alert Code, Alert Description, Asset Number, VIN/Serial, Maintenance Shop, Maintenance Shop Description, Work Order, Repair Description, Technician Name, Date/Time Completed. Cleared Alerts</p> <p>For alerts that you determine did not need corrective action and were cleared from Service Request and Alerts page by a user in FASTER Web, the export will provide the following: Alert Status (Cleared), Asset Number, VIN/Serial, Alert Code, Alert Description, Date/Time Cleared. (Using this solution would require that your vendor can provide a way to consume the alert results. For example, this solution sends alert data from FASTER Web to another vendors APIs if that vendor has SOAP based web services or RESTful based APIs or if your vendor can consume a flat file that conforms to the many formats this solution can provide.)</p> <p>Faster Asset (Code: 328c)</p>	1
Interface	<p><input type="checkbox"/> <b>Asset Meter Readings Import <i>Optional</i></b></p> <p>The solution is designed to import cumulative asset meter readings into your FASTER Web system as provided by your vendor. Any meter type supported by FASTER Web can be configured to import Miles, Hours, PTO, Engine Idle Hours, etc.</p> <ul style="list-style-type: none"> <li>• Meters can be viewed for historical purposes in the Asset Module under the Meters, Warranties tab.</li> <li>• The most recent valid meter reading will update the Meters Actual reading throughout the system.</li> </ul> <p>Faster Asset (Code: 326)</p>	1

One-Time Subtotal \$21,690.00

**Annual Fees**

Category	Item	Qty
SUPPORT and MAINTENANCE / INTERFACE	<p><b>Asset Alert Import with Filtering and Mapping Annual Maintenance and Support</b></p> <p>Annual Support and Maintenance for Asset Alert Import with Filtering and Mapping</p>	1
SUPPORT and MAINTENANCE / INTERFACE	<p><b>Asset Alerts Export Support and Maintenance</b></p> <p>Annual support and maintenance for asset alerts export.</p> <p>FASTER (Code: 328cann)</p>	1
SUPPORT and MAINTENANCE / INTERFACE	<p><input type="checkbox"/> <b>Asset Meter Readings Support and Maintenance <i>Optional</i></b></p> <p>Annual support and maintenance for asset meter readings.</p> <p>FASTER (Code: 326ann)</p>	1

*\* Annual Support and Maintenance Fees billing schedules are outlined in the terms and conditions.*

Annual Support And Maintenance Subtotal \$4,338.00

# FASTER Web Implementation

## One-Time Fees

Category	Item	Qty
Professional Services / Data Conversion	<p><b>Core Data Conversion and Implementation</b></p> <p>This product utilizes a utility and series of packages to convert existing data to a FASTER Web database. The utility converts Equipment Birth Certificates, Parts Birth Certificates, Vendor Birth Certificates and Employees/Users Records.</p> <p>As part of the conversion, FASTER will perform two types of testing:</p> <ol style="list-style-type: none"> <li>1. Functional stability testing to ensure that there are no data conflicts with the FASTER Web table structure</li> <li>2. Data Validation testing to test that data was converted properly.</li> </ol> <p>As part of the data conversion FASTER will assist the client in extraction and preparation of their existing data. FASTER offers two methods to support that extraction, a MSSQL database or MS Excel sheets.</p> <p><b>STANDARD DATA EXTRACTION OPTION</b></p> <p>FASTER will provide an MSSQL staging database into which the Customer’s team will map and populate the data you extract from the former database. After the Customer completes mapping and populating the data in the staging database, FASTER will execute the conversion level the Customer choses which is noted below to transform the data and create a FASTER Web structured database. FASTER will then perform data validation testing.</p> <p><b>EXCEL MAPPING DATA EXTRACTION OPTION</b></p> <p>FASTER provides a pre-designed data mapping product option using Excel spread sheets. This is an excellent alternative for customers who may not have staff with experience using MSSQL, but who have a strong understanding of their fleet data and a working knowledge of Excel. FASTER implementation specialists will use this information to create the FASTER Web database and perform data validation testing.</p> <p>The Excel option is not available for clients choosing the Historical Data Conversion Product.</p> <p>Manufacturer: FASTER</p>	1
Professional Services / Data Conversion	<p><input type="checkbox"/> <b>Advanced Historical Data Conversion &amp; Testing</b> <i>Optional</i></p> <p>This package includes the items from the core data conversion and provides clients with the tools to stage the following active records and for FASTER to convert these staged records into their FASTER Web Asset Management System:</p> <ul style="list-style-type: none"> <li>• Historical Work Orders &amp; Direct Charge Transactions <ul style="list-style-type: none"> <li>◦ Parts Issued on Work Order</li> <li>◦ Meter Offsets on Work Order</li> <li>◦ Labor &amp; Sublets</li> </ul> </li> <li>• Historical Fuel Transactions (cost, quantity, fuel type, meter reading)</li> </ul> <p>Faster Asset (Code: 400ah)</p>	1
Professional Services / Data Conversion	<p><input type="checkbox"/> <b>Data Extraction Assistance (Hourly)</b> <i>Optional</i></p> <p>Optional service to provide customers with assistance extracting, mapping or populating the data. FASTER implementation specialists work with the Customer’s Team to extract, map and populate the data from the current database to the MSSQL staging database. This service is proposed on an hourly basis and is typically recommended but is not required for implementation.</p> <p>Faster Asset (Code: 403a)</p>	1





One-Time Subtotal

\$24,000.00

# FASTER Web Training

## One-Time Fees

Category	Item	Qty
Professional Services / Training	<b>Implementation Training</b> <ul style="list-style-type: none"> <li>Faster Web 101 Introduction</li> <li>Training Planning Meeting</li> <li>Pre-Go Live               <ul style="list-style-type: none"> <li>Six sessions totaling 8 hours of remote, live, instructor-led training focusing on a functional understanding of FASTER Web features to help prepare you for Go Live</li> </ul> </li> <li>Go Live               <ul style="list-style-type: none"> <li>Three days of onsite, live, instructor-led training</li> <li>Covers functions necessary in day-day fleet work</li> </ul> </li> <li>90 Days Post-Go Live               <ul style="list-style-type: none"> <li>Deployment 30 min weekly Status Consult for 1st 30 days</li> <li>Health Check 2-hr call 60 and 90 days from Go Live.</li> </ul> </li> <li>Ongoing through 1st Year               <ul style="list-style-type: none"> <li>Access to FASTER Resource Central</li> <li>Monthly public Q&amp;A and Seminar on specific topics</li> </ul> </li> </ul> <p>Code: 512-SGL</p>	1
Professional Services / Training	<b>Go-Live Week System Training - Additional Trainer (Night Shift)</b> Trainers are available on site for approximately 8 hours per day for the go live week. If additional trainers are needed due to shift work, exceeding maximum class size, or other customer driven training requirements. Costs are per additional FASTER trainer per week. All costs include travel, lodging, and per diem. No additional costs are included.  FASTER (Code: 512g)	1
Professional Services / Training	<b>Technician Module Go Live Training Class (Night Shift)<sup>†</sup></b> 2.5 Hour live training session with in person on site trainer  FASTER (Code: 512f)	1
Professional Services / Training	<b>Maintenance Module Go Live Training Class (Night Shift)</b> 4 Hour live training session with in person on site trainer  FASTER (Code: 512b)	1
Professional Services / Training	<b>SSRS Report Builder Remote Training Sessions</b> This instructor led remote video session includes three, 4-hour blocks of report writer training. Sessions include the Report Module and SSRS Report Builder training. <ul style="list-style-type: none"> <li>Training is conducted via web conference software provided by FASTER.</li> </ul> <p>FASTER (Code: 515)</p>	1



One-Time Subtotal \$27,787.50

### Summary

<sup>†</sup> Non-taxable item

Please contact us if you have any questions.

<b>Total One-Time</b>	<b>\$126,882.50 USD</b>
<b>Total Annual Support And Maintenance</b>	<b>\$24,719.00 USD</b>

**ACCEPT QUOTE**

### Cost Breakdown

Category	One-Time Fees	Annual Fees
LICENSE	\$17,700.00	—
SUPPORT and MAINTENANCE	—	\$3,540.00
SETUP	\$11,500.00	—
SUPPORT and MAINTENANCE / hosting	—	\$12,000.00
Addon Modules / WEB	\$24,205.00	—
SUPPORT and MAINTENANCE / Add On	—	\$4,841.00
Interface	\$21,690.00	—
SUPPORT and MAINTENANCE / INTERFACE	—	\$4,338.00
Professional Services / Data Conversion	\$24,000.00	—
Professional Services / Training	\$27,787.50	—
<b>Total</b>	<b>\$126,882.50 USD</b>	<b>\$24,719.00 USD</b>



- Standard agreement for recurring pricing model is 60 months.
- Cancellation of service prior to term expiration will result in an early termination fee equal to 85% of the recurring fees for the remaining term period.
- PAYMENT TERMS:
  - One Time Fees: 30% at Purchase Confirmation/30% at Installation of Software/20% at System Overview/20% at Delivery of Converted Data, Go Live.
  - Annual Recurring Fees are not due until the first anniversary of the contract.

#### Legacy Data Preparation and Cleanup

FASTER Asset Solutions always recommends that customers confirm that all legacy system data is current, accurate, and in good order. Data maintained in good order from previous systems will not typically require any corrections and can be imported effectively and efficiently into the FASTER Web product without issue. In the event that there are legacy data issues that require correction by the customer, FASTER Web





consultants will support those efforts for our customers by providing guidance and advice.

***FASTER***

**D.  
QUALIFICATIONS**



FASTER

# COMPANY OVERVIEW

FASTER is a national firm and the largest provider of fleet management information systems (FMIS) to Municipal Government in North America. FASTER's mission is to provide the best-of-breed fleet management solution, with phenomenal implementations and support.



The professional staff at FASTER make up the company that is the largest provider of Fleet Management Information Systems to Municipal Government in North America. Our customer-focused culture provides a business model that has created long tenure and the largest wealth of fleet system knowledge in the industry, with over 460 successful customer implementations.

FASTER Asset Solutions has been headquartered in the Hampton Roads region of Virginia since our founding in 1982 as CCG Systems. TT FASTER LLC dba FASTER Asset Solutions is a Delaware Limited Liability Company. Our corporate offices address is:

760 Lynnhaven Parkway, Suite 203  
Virginia Beach, VA 23452  
(757) 623-1700  
[www.fasterasset.com](http://www.fasterasset.com)

## CORPORATE OFFICERS

Mitch Skyer – President

Troy Haworth – Chief Revenue Officer

Tracey Banks, Ph.D., PMP, CSM– Senior Director, Professional Service

## FASTER WEB

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

Since FASTER Web is a true enterprise system, there is an extraordinary difference in the end-state product the customer's users will experience. In the end, FASTER Web not only provides a better ROI and a quicker and easier implementation, but it will also far better fulfill the operational efficiency and data needs of your management and operation.



# COMPANY HISTORY

## **1982- Founded**

FASTER Asset Solutions was founded in 1982 and is still headquartered in Hampton Roads, Virginia. Our original name was CCG Systems, Inc. We created one of the most successful fleet management systems and received wide acceptance in the marketplace. The four original founding partners sold their stock to a fellow employee, who became the majority stockholder along with 28 other employees who became minority stockholders.

The company initially brought to market a FASTER fleet management solution that ran on BOS and called it the BOS fleet management system. In 1999, a FASTER Windows-based fleet management system aptly named FASTER Win replaced the BOS system as the flagship product of the company. That product grew to become one of the most dominant fleet management systems in the marketplace.

## **2004- Employee Stock Ownership**

In 2004, those 29-employee stockholders sold the company to an Employee Stock Ownership Plan (ESOP). That ESOP provided stock ownership to employees over time. Thus, ownership changed from a company owned by several employees to an ESOP-owned company where ownership is distributed among current and future employees.

## **2009- Company Name Change**

In 2008, in an effort to eliminate market confusion between the original company name, CCG Systems, and the brand name FASTER, the company began conducting business as FASTER Asset Solutions.

## **2010- Evolution to a BOB, COTS Enterprise Company**

FASTER made a tactical decision in 2010 to heavily invest in technology, processes, and methods to evolve the company to be the best-of-breed (BOB) enterprise fleet management information system you see today. In addition, it revamped all processes and invested in tools to create excellence in enterprise-level implementation methodology that would reduce risk, maximize utilization, and create the best ongoing service experience for our customers. Additionally, FASTER made the fundamental decision to invest in the massive undertaking of building, from scratch, an entirely new FMIS system on a cutting edge, cloud-based technology platform.

FASTER achieved both – building what is arguably the best FMIS and achieving its goal of zero customer cost overruns since 2010. The latest technology system updates and enterprise integration approach has resulted in a track-record over the past decade, where not one implementation has experienced serious issues after Go-Live.

## **2019 + Enterprise Success Leads to Financial Success**

In 2019, FASTER's ESOP became "mature," having paid off all debt associated with the purchase of stocks. This enabled the company to make heavy investments in FASTER Win and FASTER Web to continue a rich history of product enhancement. Of particular note is also the cutting-edge, enterprise integrations capabilities that created robust capabilities, superior flexibility, lower cost, and faster-to-market integrations capabilities with any system to which a customer chooses to integrate. With the stock purchase debt paid off and the ESOP mature, FASTER took the next step in its evolution at the end of 2019, it sold virtually all of its assets to Transit Technologies, LLC, who also hired the entire FASTER staff so that the transition would be seamless to its customers. FASTER looks forward to the future, now with a parent company that will be able to accelerate its growth to bring even more customers the best-of-breed system, coupled with the best support in the industry. In regards to the history of the proposed product, FASTER has had only three FMIS systems since its inception in 1982: The first was called BOS and was supported until the last customer migrated to our 3rd generation system in 2012. Our 2nd generation system, FASTER Win, is a client-server system released in 1999. It continues to be in wide use and is supported and enhanced to this day. Our 3rd generation product, FASTER Web, is a powerful, browser-based system that was released in 2011.



# COMPANY VALUES

FASTER has a unique and successful niche in the software/systems world. We created a distinguished company which provides the best asset management system and service in our space. To achieve this, we have evolved a culture that is committed to these core values:

## **Integrity = Customer Trust & a Fun Culture.**

The cultural policy requirement of acting with integrity for most people is a moral imperative. But it also worth expressing the cultural and business benefits. Staff acting with integrity results in:

- Fewer stressful customer problems which = A far more fun workplace.
- A culture where we can trust others to do what they're supposed to do and what they say they will do = A greater opportunity to innovate. Many organizations waste their staff's innovative talent fixing problems other staff create due to a lack of integrity.
- The enemy of innovation is a lack of follow-through. Great ideas often fail due to an inability to implement effectively.

The above provides insight into why integrity is so important. Below we share values that help us work and live with integrity.

Ben Franklin once wrote that it is a never-ending process of continual work to cultivate character (values).

### **1. Honesty**

- Internal honesty: the habit of reasoning honestly through opportunities and problems and not rationalizing
- Candor: honesty with others

### **2. Integrity**

- Doing what you agree you will do
- Being fully present and engaged
- Following process and procedure

### **3. Humility**

- Respect for others that manifests in an internal ability to recognize that without each other we cannot succeed

### **4. Gratitude**

- Actions and words that show humility and the valuing of others

### **5. Tenacity**

- Commitment to overcome obstacles

### **6. Financial Discipline**

- Alignment of our values and where we spend the company's money





# QUALIFICATIONS

***FASTER***



## QUALIFICATIONS

FASTER is a national firm and the largest FMIS provider to Municipal Government in North America. In 1982, FASTER began serving asset management needs of cities and counties. But FASTER's appeal to states, cities, and counties was not due to the system being restricted to specifically city and county use. Therefore, over the years organizations that manage large numbers of mobile assets have turned to FASTER based on an assessment that FASTER provides the best system. And due to FASTER's focus on providing a superior implementation and support experience, customers realized greater utilization and ROI.

Today, FASTER's customer base includes a broad range of organizations who manage large numbers of mobile assets. This includes state agencies, cities, counties, airports, transit, public utilities, and private companies.

FASTER Asset Solutions was founded 40 years ago (1982) and is still headquartered in Hampton Roads, Virginia. With more than 460 successful implementations, FASTER has developed an efficient and quality driven implementation process. Furthermore, FASTER Web is currently used by more than 380 municipalities. The professional staff at FASTER make up the company that is the largest provider of Fleet Management Information Systems to Municipal Government in North America. Our customer-focused culture provides a business model that has created long tenure and the largest wealth of fleet system knowledge in the industry, with over 460 successful customer implementations over our 40-year history.

Having successfully implemented some of the largest fleets in North America, FASTER will also be able to leverage our vast experience and channel it effectively for your project. FASTER has a proven implementation project methodology that provides excellence in quality control. FASTER uses an enterprise project management methodology using Microsoft Project Enterprise and SharePoint Enterprise. Further because FASTER Web is a fully cloud based solution, meaning the workload for the customer is greatly reduced.

FASTER currently has over 380 customers throughout the United States and Canada. The overwhelming majority of these customers are public entities (city, town, county and state government operations). FASTER has partnered with and focused on municipal fleet operations since 1982. There is no other vendor with a higher quality FMIS or more experienced staff. The fact that we are so experienced with municipal fleet operations provides significant added value to the customer.

The FASTER Portfolio Manager and Implementation Consultant are part of FASTER's larger Support Team. Reference checks and reputation will reveal that FASTER's Support Team is by far the most technically advanced and responsive in the industry.

Seventy percent of FASTER's technical staff have been with us for more than 10 years. Further, reference checks will reveal that no other vendor offers the level of professional technical support staff and responsiveness as FASTER. This results in a better implementation experience, along with superior ongoing support, which ultimately results in better system utilization and ROI.

The FASTER team has the experience and qualifications to provide all the services necessary for a successful implementation of FASTER Web. Our continuous technical support will ensure the customer's goals of increased asset productivity, decreased operating costs, and decreased emissions are achieved.





# MAINTENANCE MANAGEMENT SYSTEM SPECIFICATIONS CHECKLIST

***FASTER***



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 Enter information into "Response" and Comments" fields only.

## MAINTENANCE MANAGEMENT SYSTEM (MMS) SPECIFICATIONS CHECKLIST

### 1. General.

- a. It is the purpose and intent of these specifications to describe the minimum requirements for Maintenance Management System (MMS) to be used by the RTS Maintenance Department.
- b. All items not specifically mentioned which are required for a complete MMS shall be included in the Price Proposal.
- c. All software, equipment and accessories that shall be furnished shall be new and in current production. All products shall conform in design and workmanship to current industry standards.

**Completion of Specifications Checklist.** Proposer shall respond to each specification as indicated below. Proposer shall respond fully to each item. All specifications are mandatory unless otherwise noted. The alpha/numeric requirements are minimum. Omissions and/or incomplete answers will be deemed nonresponsive.

### 3. Legend.

- a. Proposer "Response" Column

	Description
Y	<b>Yes.</b> The offered MMS currently meets this requirement and is included with the standard program at no additional cost.
AO	<b>Add-On.</b> Yes, the offered MMS currently meets this requirement with an add-on module that is fully integrated. Proposer shall provide a description and cost in the "Price Proposal".
UD	<b>Under Development.</b> Proposer shall provide a description anticipated release date, and, if possible, projected costs in the "Comments" column.
RM	<b>Requires Modification.</b> Proposer shall provide a description in order to meet this specification or the FMMS provides this functionality in a different way. Proposer shall provide a description and, if applicable, projected cost in the "Price Proposal"
CS	<b>Customized Services.</b> Specification can be accomplished through customized services. Proposer shall provide a description and projected not-to-exceed cost in the "Price Proposal".
N	<b>No.</b> The offered MMS does not meet this specification and cannot meet this requirement.

### 4. TABLE A - General System/Technology Requirements

	Specifications	Response	Comments
1	Use codes stored in data tables that can be accessed, viewed, printed, and modified by users with appropriate levels of permission.	Y	The UI is designed to ensure data entry quality through the use of drop-down menus, these pick-list values are user-definable allowing the System Administrator to configure the system to your operations specific terminology. Field values are managed in the Setup Module.
2	Utilize ATA/VMRS repair codes and APWA or NAFA equipment class codes.	Y	FASTER Web Repair Codes are 12 characters and based on the VMRS coding structure. All Work Order costs, labor, parts, sublet, etc., are associated to a Repair Type code. Repair Type codes are structured based on the VMRS codes. The first position is the Repair Reason and determines if the repair is scheduled and or billable. The component in the Repair-Group-Component-Action association are added to a work order. The Repair-Group-Component-Action repair codes are managed in the Setup module.
3	Must be able to enter all century dates. The MMS shall be capable of performing all calculations, comparisons, sequencing, and other types of processing as they relate to calendar dates and date related data before and during performance.	Y	All date fields have both a calendar control and time control. Dates are stored in the database in the following format: Date(MM/DD/YYYY)

4	Provide definable security to control data access at each online screen and database table by user account.	Y	<p>FASTER Web has a role-based security model that includes two levels of permissions.</p> <p>Role-level permissions indicate what actions each role member can perform, view only, add, edit, or delete. You can customize as many roles as your processes require. Typical roles include Administrator, Fleet Manager, Supervisor, Parts Manager, Technician, and Customer.</p> <p>User level permissions are set for the different Modules, Organizations, Maintenance Shops, and Storerooms. These permissions determine the area(s) of the application that the user can access including the different screens and work flows such as PM management, Meters, Work Order Parts vs. Labor, and Inventory Ordering vs. Receiving.</p>
5	Operate under Microsoft Windows 10	Y	The FASTER Web system is a true browser, web-based client, it is compatible with any connected device with a compatible browser. As it relates to web browsers, FASTER does all of its testing in Chrome for Windows, Chrome for iOS and Edge.
6	The MMS shall allow for a system Database Administrator to easily manage the system, including the creation of individual user accounts.	Y	<p>The customers System Administrator will use the Setup Module to manage the configuration and settings, roles and permissions, reports administration, etc of the FASTER Web system.</p> <p>The Setup Module provides all the robust and flexible System Administration and Usability features to manage the features and functionality throughout the FASTER Web system.</p>
7	Please list databases supported.	Y	FASTER Web is compatible with MS SQL 2016 and 2019.
8	Be capable of interfacing with other applications such as automated fuel vending (Fleetwatch), electronic driver reporting system (Clever Devices). The requirements for import/export functions are outlined in a separate section.	AO	<p><u>FleetWatch:</u> FASTER Web has a robust add-on called a Standard Fuel Import (SFI) that is used by over 70% of FASTER's customers to import a wide array of fuel transaction data.</p> <p>FASTER has already used this SFI to import fuel transaction data from almost every fuel system vendor in the market. It can be automated to regularly import fuel data based on a schedule you set in FASTER's Integration Module.</p> <p><u>Clever Devices:</u> FASTER Web's Alert APIs have the ability to import alerts which can be any form of notification. This utility can import the status into FASTER Web as Service Requests. Fixed Alerts for each alert that was converted to a repair and completed on a work order by a technician, are exported and will provide the Alert Status (Fixed).</p>
9	Be tailored for use by a public fleet with a transit system.	Y	FASTER's customer base includes a broad range of organizations who manage large numbers of mobile assets. This includes state agencies, cities, counties, transit authorities, public utilities, and private companies. FASTER is the largest FMIS provider to Municipal Government in North America.
10	Use real-time processing where all files affected by a transaction are updated at the time of the actual transaction without the need for batch processing.	Y	FASTER Web is a real-time solutions and is fully integrated throughout the modules and transactions are updated in real-time. No need for duplicate entry of the same data.
11	Be an off-the-shelf package with user definable configuration allowing flexibility to match site specific processes.	Y	The proposed FASTER Web, Fleet Management Software will provide a robust, yet easy-to-use Commercial Off the Shelf (COTS) software solution that is easily configurable to match the customers site specific processes.
12	Employ a standard graphical user interface (GUI) based on industry standard screen design techniques and principles.	Y	FASTER Web is a true web-based system that employs a graphical user interface (GUI) based on industry-standard browser screen design techniques and principles.
13	Have a documented track record of providing at least one major system enhancement release every 2 years.	Y	Since the release of FASTER Web, there has been on average a major release each 18-months and a minor release each six months.



14	Include executable run time reports providing quick and easy access to comprehensive fleet and system data.	Y	Business Intelligence (BI) underlying architecture and ease-of-use is critical for business users. FASTER Web provides BI architecture that arguably is the best future platform. FASTER Web utilizes and is deeply integrated with Microsoft MS SQL's SSRS, Report Builder and BI Charts. The result – ease of use in modifying and creating reports; and dashboards for day-to-day users.
15	Include updated documentation and necessary scripts for any database structure changes.	Y	As new releases occur, your hosted environment will be upgraded off-hours to ensure there is no disruption to your work.  With respect to how documentation is updated and distributed: With each release of FASTER Web, the Help documentation is updated to that version. Each time there is an upgrade, upon the first login, users are prompted to see what is new in the upgrade. Therefore, immediately upon upgrade, users can access detailed documentation about new features. There is a section of FASTER's secure Customer website that also provides detailed documentation for all new software features. And the in-product context sensitive Help documentation is specific to that version of FASTER Web.
16	Support an industry standard report writing/data retrieval tool. Please provide recommended third party product.	Y	As new releases occur, your hosted environment will be upgraded off-hours to ensure there is no disruption to your work.  With respect to how documentation is updated and distributed: With each release of FASTER Web, the Help documentation is updated to that version. Each time there is an upgrade, upon the first login, users are prompted to see what is new in the upgrade. Therefore, immediately upon upgrade, users can access detailed documentation about new features. There is a section of FASTER's secure Customer website that also provides detailed documentation for all new software features. And the in-product context sensitive Help documentation is specific to that version of FASTER Web.
17	Be work order based and capable of printing detailed copies of all work.	Y	Each work order provides two (2) print options. A Technician Print for documenting work, and a Customer Print with details of all tasks, labor, parts, fees, and notes.
18	Provide easy navigation within the application using standard windows functionality that allows multiple applets to display simultaneously.	Y	The screen design of the system follows common screen presentation standards. The screens of the application and controls handle screen resizing in standard desktop resolutions. The controls are clear with standardized icons and colors to indicate the various possible actions. Screen layout follows a left-to-right, top-to-bottom design for natural process flow. The modules are tab oriented and are based on the users' role-based permissions – meaning the system directs users to the places they use every day so that users do not need to navigate through several menus just to get to the screen where they do their daily work. Each tab (or page) is laid out based on logical fleet operations workflows for greater efficiency and ease-of-use. Users can modify sections of the pages to better suit their workflow.
19	Provide drop down lists for all codes displaying both the code and description.	Y	The UI is designed to ensure data entry quality through the use of drop-down menus and business rules that enforce data types for the various fields. This ensures consistent and efficient data input throughout the system.
20	Provide “real time” work in progress screens that display work order statuses, assigned tasks, location of work and assigned labor.	Y	FASTER Web's Work In Progress tab lets Shop Supervisors view all activities performed by the technicians on the shop floor in real-time. Activities include active Repairs in progress, Waiting Job Assignment, Indirect Labor, and future Planned PTO.

5. TABLE B – Equipment/Asset Management

	Specifications	Response	Comments
1	<p>Maintain all pertinent data on each piece of equipment including but not limited to the following fields:</p> <ul style="list-style-type: none"> <li>a. <b>Equipment Number</b> [17 A/N] unique number which identifies equipment</li> <li>b. <b>Year</b> [4 N]</li> <li>c. <b>Make</b> [15 A/N]</li> <li>d. <b>Model</b> [15 A/N]</li> <li>e. <b>Description</b> [30 A/N]</li> <li>f. <b>Asset ID Number</b> [8 A/N]</li> <li>g. <b>VIN/Serial Number</b> [20 A/N] unique number for vehicle identification number</li> <li>h. <b>Fleet ID Number</b> [6 A/N]</li> <li>i. <b>Odometer Select</b> Miles or Hours</li> <li>j. <b>License</b> [10 A/N] unique number of license plate</li> <li>k. <b>Class</b> [10 A/N]</li> <li>l. <b>Fuel Type</b> [10 A/N]</li> <li>m. <b>Fuel Capacity</b> [5 N]</li> <li>n. <b>Engine Size</b> [10 A/N]</li> <li>o. <b>Engine Family Number</b> [15 A/N]</li> <li>p. <b>Gross Vehicle Weight</b> [10 A/N]</li> <li>q. <b>Acquisition Cost</b> [12 N]</li> <li>r. <b>Condition</b> [10 A/N]</li> <li>s. <b>Grant Funding</b> [20 A/N]</li> <li>t. <b>Grant Program</b> [10 A/N]</li> <li>u. <b>Grant Account</b> [20 A/N]</li> <li>v. <b>Remaining Useful Life in months</b> [3 N]</li> <li>w. <b>Use</b> [12 A/N]</li> <li>x. <b>Subcomponents</b> <ul style="list-style-type: none"> <li>i. Engine: Make, Model, Serial number, Cyl.#,liters, Horsepower</li> <li>ii. Transmission: Make, Model, Serial number</li> <li>iii. Axles: Make, Model, Serial number, capacity</li> <li>iv. HVAC: Make, Model, Serial number</li> <li>v. Destination Signs: Make, Model, Serial number</li> <li>vi. Tires: Brand, Size, Ply, PSI</li> </ul> </li> <li>y. <b>Subcomponents (facilities)</b> <ul style="list-style-type: none"> <li>i. Shelter</li> <li>ii. Bench</li> <li>iii. Trash can</li> <li>iv. Solar light</li> <li>v. Sign</li> </ul> </li> </ul>	Y	<p>FASTER Web's Asset Module pertains to asset record creation, asset record viewing &amp; searching, asset reassignment tracking, asset templates, asset life cycle management, meter management, preventative maintenance scheduling and tracking, warranty tracking, and acquisition planning, and much more.</p>
2	<p>Provide the ability to track parts specific to the vehicle or equipment (filter type, lights, brakes, etc.).</p>	Y	<p>The Parts Issued tab on the Asset record lets you view the list of the parts (or any other inventory item) that are issued to the asset as a part of maintenance activity. Also the unlimited notes feature in FASTER Web can store this parts information.</p>
3	<p>Provide the ability to assign peripherals/smaller equipment to the vehicle.</p>	Y	<p>FASTER Web's Parent/Child feature tracks asset components with separate costs, maintenance, and replacement schedules. A parent asset is a piece of equipment. A child (component) asset is any asset that is either permanently or temporarily attached to another piece of equipment. Any asset or piece of equipment can be a parent or child. Parents and children can have any number of grandchildren or grandparents as well as siblings (same level or multi-level). In addition, the "Custom Specification" section of the asset records and inventory records, users can create and then enter an unlimited number of custom items that are specific to the user's business process. These Custom Specification entries are searchable and reportable.</p>



4	Display on the equipment screen all parts issued and the last date issued for each piece of equipment.	Y	The Parts Issued tab on the Asset Master record lets you view the list of the parts (or any other inventory item) that are issued to the asset as a part of maintenance activity.
5	Warranty and Core tracking detailed <b>Reporting Capabilities</b>	Y	The Vendor Returns section lets you return warranty items and process core returns, in addition to items that are defective, overstocked, and the wrong items being ordered. The Advanced Search Options - Vendor Returns section lets you search for the returned items and export the search results to Excel or Word.
6	Ability to track Accidents.	Y	Accident reporting and costs are tracked separately from day-to-day maintenance and repair costs. Accident and claims estimates, as well as actual repair costs, are tracked in the Maintenance Module on the work order. Findings of the investigation, photos, reports, and other documents can be attached to the asset or work order record. Accident reporting is a common use for the Attachments Module. Pictures, diagrams, scanned documents, videos, etc., can be accessed directly from the asset or work order.
7	Provide the ability to attach components expandable to multiple levels to an asset while maintaining a full asset record, warranties and PM schedules for each.	Y	FASTER Web's Parent/Child feature tracks asset components with separate costs, maintenance, and replacement schedules. A parent asset is a piece of equipment. A child (component) asset is any asset that is either permanently or temporarily attached to another piece of equipment.  Any asset or piece of equipment can be a parent or child. Parents and children can have any number of grandchildren or grandparents as well as siblings (same level or multi-level).
8	Provide unlimited notes for an asset record.	Y	The unlimited notes feature in FASTER Web has Spell Check as well as a date and time stamp. The notes are organized by subject line for easy searching.
9	Have the ability to change a vehicle number and maintain all relevant data with the record.	Y	FASTER Web's Reassign Assets feature can be used to reassign assets to another Asset Organization and to reassign the asset number to another unit, while retaining all historical information.
10	Ability to upload photos and documents as attachments.	Y	Our robust Attachments feature provides the user with the ability to upload images as well as other document types into FASTER Web. This allows users to store additional information (e.g., MSDS sheets) related to Assets, Inventory, or Work Order records by providing the option of attaching images, PDFs, and other file types to the record. Pictures, diagrams, scanned documents, etc., can then be accessed directly from the Asset, Work Order, or Inventory tabs. Files can be stored in the FASTER Web database or within your file system; allowable file type extensions are configurable.
11	Ability to manage recalls and service bulletins	Y	FASTER Web's Pending Repairs feature is used to schedule future incoming repairs (such as PMs and recalls), defer active repairs, and to process customer service requests. Subsequently, when a work order is opened, any pending repairs that are present for the asset will be added automatically as an active repair to the work order.
12	Track up to four different fuel types (Unleaded, Diesel, CNG, Kwh) for one asset record.	Y	The Standard Specifications section of the asset record lets you define an unlimited number of fuel types for an asset including alternative fuels such as CNG and Kwh.
13	Provide the following fields for the capture of acquisition and disposal information for each asset record: a. Acquire Date [2/2/4 N] ex. 02/21/2021 b. Acquire Cost [14 or 11.2 N] c. Acquire Vendor [10 A/N] d. PO Number [10 A/N] Leased or Owned f. Asset Number [10 N] g. Title [15 A/N] h. In Service Date [2/2/4 N] ex. 02/21/2021 i. Useful Life Months [4A/N] j. Maintenance Lifetime Cost to Date [14 or 11.2 N] k. Inflation Rate: Estimated inflation rate for the vehicle/equipment.	Y	As part of FASTER Web's LifeCycle tab and Asset Replacement feature, acquisition and disposal information is tracked. Acquisition Planning is where you can track information related to your planned acquisitions before they are received and the data is added to the acquisition fields for acquire date & cost, vendor & PO, as well as In Service date, previous asset number and title. The process of retiring assets includes tracking the out-of-service date, cost of decommissioning repairs, and capturing the proceeds from the sale or disposal of each asset.

	<ul style="list-style-type: none"> <li>l. Replacement Year [4N]</li> <li>m. Out of Service Date [2/2/4 N] ex. 02/21/2021</li> <li>n. Disposal Date [2/2/4 N] ex. 02/21/2021</li> <li>o. Disposal Cost captured [14 or 11.2 N]</li> <li>p. Dispose Vendor [10 A/N]</li> </ul>		
14	<p>Track multiple meter types and provide the ability to capture the following meter readings.</p> <ul style="list-style-type: none"> <li>a. Actual Meter Reading [7N]</li> <li>b. Meter Reading at Acquisition [7N]</li> <li>c. Begin Fiscal Year Meter [7N]</li> <li>d. Life Expectancy by Mileage/Hour [7N]</li> </ul>	Y	The system allows an unlimited number of meter types per asset. All meters reading are validated, then updated when any transaction is processed. Acuire reading, Begin Fical Year and LTD meter are all calculated and tracked.
15	Provide the ability to replace a meter and maintain both actual and life-to-date meter reading.	Y	FASTER provides a Meter Replacement Repair Code that when entered on a work order will flag the technician to enter the new and old meter readings and then calculate the LTD meter reading.
16	Provide the ability to give a Vehicle Condition Rating based on user defined criteria.	Y	<p>In the Condition Factor list, select a value between -2.0 and +2.0 that is added to the Total Point Value of the 15 point replacement.</p> <p>Selecting a negative number extends the life of the asset and selecting a positive number shortens the life of the asset. The condition factor is used when an asset is used in extreme or harsh conditions. For example, an asset that has been driven or used on the beach and being exposed to salt water may have corrosion on the undercarriage causing the condition factor to set to a positive number.</p>
17	Ability to access depreciation, salvage value, remaining months of useful life, repair cost, fuel cost, life to date on screen or through a report.	Y	<p>In the Condition Factor list, select a value between -2.0 and +2.0 that is added to the Total Point Value of the 15 point replacement.</p> <p>Selecting a negative number extends the life of the asset and selecting a positive number shortens the life of the asset. The condition factor is used when an asset is used in extreme or harsh conditions. For example, an asset that has been driven or used on the beach and being exposed to salt water may have corrosion on the undercarriage causing the condition factor to set to a positive number.</p>
18	Ability to track vehicles out of service and/or sold through auction.	Y	As part of FASTER Web's LifeCycle tab and Asset Replacement feature, a robust disposal process is included. The process of retiring assets includes tracking the out-of-service date, cost of decommissioning repairs, and capturing the proceeds from the sale or disposal of each asset.
19	Support the ability to bill each asset by multiple cost categories in user defined combinations of parts, labor, sublets, mileage, billing period charges, fuel, consumables, and replacement recovery.	Y	FASTER's flexible billing features provide for configurable accounts by charge type and account elements, this allows the system to bill to the Department or GL account level. Any cost added in the asset management, maintenance management, inventory management (parts and fuel), as well as asset sharing & pool management are integrated in real-time with the billing features. Any charge type from within the system is consolidated into a single billing statement. Billing statements can be individualized at the organizational, department or asset level. FASTER's fully configurable and flexible billing system, allows the user to structure multiple unique charge back systems for the various customers.
20	Track unlimited warranties for each asset by expiration date, component, task code, cost, vendor, and any deductible and cost for the warranty.	Y	FASTER Web tracks unlimited Asset warranties
21	Provide unlimited user-defined codes that can be assigned by asset or by groups of assets.	Y	Asset coding fields are unlimited pick-list values and are user-definable.
22	<p>Provides for display of historical information for each piece of equipment including:</p> <ul style="list-style-type: none"> <li>Monthly or yearly totals by fiscal year or calendar year for: <ul style="list-style-type: none"> <li>i. Fuel costs and quantity</li> <li>ii. Meter type and cost/meter</li> <li>iii. Parts</li> <li>iv. Labor</li> <li>v. Accident</li> <li>vi. All parts issued to the equipment.</li> </ul> </li> </ul>	Y	The Asset History tab located in the asset's master record displays cost summary, CPM and miles driven by month and year.

23	<p>Display the following history fields by month or year:</p> <ul style="list-style-type: none"> <li>a. <b>Total Maintenance and Repair:</b> the total maintenance and repair costs on this equipment.</li> <li>b. <b>Maintenance:</b> the cost of parts, labor and consumables for PM's</li> <li>c. <b>Repair:</b> the cost of parts, labor and consumables for all other repairs (non-accident repairs).</li> <li>d. <b>Accident:</b> the cost of parts, labor and consumables for</li> <li>e. <b>Capital:</b> dollars spent on parts, labor and sublet costs for capital repairs.</li> <li>f. <b>Fuel Cost:</b> costs associated with fuel.</li> <li>g. <b>Fuel Quantity:</b> quantity of fuel used for the month or year.</li> <li>h. <b>Meter:</b> type of meter.</li> <li>i. <b>Cost/Meter:</b> costs attributed to this meter [(Maintenance + Repair)/Meter reading].</li> <li>j. <b>Meter/Gallon:</b> costs of meter per gallon (Meter Reading/Fuel Qty.)</li> <li>k. <b>Parts:</b> total dollars spent on parts for this equipment for selected period (not PM or accident part costs).</li> <li>l. <b>Labor:</b> total cost of labor for selected period.</li> <li>m. <b>Outside Labor:</b> total cost of outside labor costs for this piece of equipment for selected period.</li> <li>n. <b>Credit:</b> total number of credit dollars given on this piece of equipment.</li> <li>o. <b>Other Fluid:</b> amount of other fluids used in this equipment for the selected period.</li> <li>p. <b>Cost per mile:</b> Ability to compare by category.</li> </ul>	Y	The Asset History tab of an asset's master record provides detailed TCO (Total Cost of Ownership) including M&R, Accident, Capital and Fuel Costs.
24	Link equipment warranties to repair codes for tracking warranty cost information.	Y	FASTER Web tracks unlimited Asset warranties and is tied directly to the Maintenance module providing notification to both service writers and technicians. Asset warranties codes are associated to the different Repair Type codes in system configuration.
25	Track equipment warranties from the initial claims to reimbursements received.	Y	<p>The Search Warranty Claims and Potential Warranty Repairs feature in the Warranty Claims section of the Asset module allows you to claim reimbursements and locate potential missed warranty opportunities.</p> <p>When an asset covered by a warranty is sent for maintenance or repair, you can recover the cost of the repair by adding a warranty claim.</p>
26	<ul style="list-style-type: none"> <li>a. Track unlimited PM cycles for each piece of equipment in any combination by time, meters, fuel consumption automatically, print PM work order when PM is due using mileage/data uploaded daily from automated fuel management system.</li> <li>b. Automatically update the next PM due when each job has been completed</li> <li>c. Allow users to define the update process for calculation of next PM due using the actual transaction date and current meter or previous date and meter.</li> <li>d. Provide ability to establish a hierarchy for PM services and define the highest level for the grouping.</li> <li>e. Create a shop schedule for a list of PM's due</li> <li>f. Allow the user to define what working days will be included on the schedule.</li> <li>g. Provide the ability to define the total number and type of PM services included on the schedule.</li> <li>h. Provide the ability to create a PM services repair work order from the PM due listing.</li> <li>i. Provide auto email PM Due capability</li> </ul>	Y	The Preventative Maintenance feature within FASTER Web is highly configurable to allow you to develop and perform a maintenance program for the unique and diverse needs and cycles for today's technically advanced equipment and engines. PM programs can be designed and configured at the individual asset level or at the asset class level.
27	Provide parts required for PM types, tied to asset number.	Y	FASTER Web's Part List feature allows your administrator to create a list of inventory items to complete any repair. Each Part List is associated to an asset and the specific type of repair. Technicians can request a Part List online in the course of a repair to document. The completed part list is stored electronically on the Work Order.



28	Provide for tracking state inspections, annual renewals, fire suppression inspections and any other site specific inspections.	Y	There are actions or tasks that many customers want to differentiate from PMs, such as state inspections, emissions testing, registration renewal, etc. Therefore, FASTER Web's service tracking also provides scheduling and notifications. These are called Scheduled Actions (SAs). SAs can be driven by meters and/or dates in the same way as PMs.
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6. TABLE C - Parts Inventory and Processing

	Specifications	Response	Comments
1	Maintain all pertinent data on each part in inventory including: <ul style="list-style-type: none"> <li>a. Part Number [27A/N] unique to one part</li> <li>b. Part Description [45 A/N]</li> <li>c. Bar Code ID</li> <li>d. In Stock Quantity</li> <li>e. Item Cost</li> <li>f. Part Category or classification</li> <li>g. Part Type or distinct usage</li> <li>h. Part Status</li> <li>i. Location</li> <li>j. Alternate Location</li> <li>k. Vendor</li> <li>l. Original Equipment Manufacturer (OEM)</li> <li>m. Original Manufacturer Part Number</li> <li>n. Cross Reference Part Number(s)</li> <li>o. Stock Quantities for max, low and safe.</li> <li>p. Order Lead Time</li> <li>q. Unit of Issue</li> <li>r. Unit of Order</li> <li>s. Unit cost</li> <li>t. Multiplier: a number used to multiply by unit of order to equal the unit of issue</li> <li>u. Previous unit cost</li> <li>v. Average unit cost</li> <li>w. Serial number</li> <li>x. Warranty period</li> <li>y. Core Value</li> </ul>	Y	FASTER Web provides comprehensive inventory management and parts tracking features which encompass the entire procurement process from order/receipt, through issues including warranty replacements, core tracking/returns, and vendor credits. This real-time functionality is integrated throughout the system. Each Part Master Record in the FASTER Web Inventory module includes the fields listed in this requirement.
2	Provide full audit tracking capabilities including the following adjustments by operator ID, date/time to: <ul style="list-style-type: none"> <li>a. unit cost</li> <li>b. count</li> <li>c. return to inventory</li> <li>d. return to vendor (i.e. core credit, wrong part delivered)</li> <li>e. deleted orders</li> <li>f. deleted receipts</li> <li>g. damaged parts</li> </ul>	Y	FASTER Web currently tracks all add, edit, and delete transactions for most major record tables in the system, including asset, inventory and transactional tables. The Part Audit report includes these fields.
3	Track purchases by: <ul style="list-style-type: none"> <li>a. Vendor</li> <li>b. PO Number</li> <li>c. Order Number</li> <li>d. Vendor Invoice</li> <li>e. Date</li> <li>f. Person placing the order</li> <li>g. Person receiving the order</li> <li>h. Work order number</li> </ul>	Y	Receipts of Inventory Orders are reconciled to an Invoice total. Once the invoice and receipt balance are in FASTER Web, the system will close the Invoice and move it to the FASTER Web Accounting module which is then viewable in the Manage Payable tab.
4	Provide the capability to add notes, graphics, PDF's to a part record.	Y	The unlimited Notes and Attachments feature in FASTER Web is included in the Inventory Module on each Part record. Our robust Attachments feature provides the user with the ability to upload images as well as other document types into FASTER Web. This allows users to store additional information (e.g., MSDS sheets) related to Assets, Inventory, or Work Order records by providing the option of attaching images, PDFs, and other file types to the record.
5	Provide the capability to order, receive and issue a part on a work order from a single screen.	Y	The Inventory Module (Parts & Fuel Tracking) encompasses the entire procurement process from order and receipt through issues. In addition the Maintenance Module also allows the user to order receive and issue from one screen.

6	<p>Have the capability to conduct searches for parts by:</p> <ul style="list-style-type: none"> <li>a. Vehicle</li> <li>b. Vehicle Number</li> <li>c. Vehicle type</li> <li>d. Vehicle model</li> </ul>	Y	<p>FASTER Web has powerful, comprehensive search capability that allows fast onscreen viewing of data throughout all modules of the system. Through the Advanced search feature, you can select multiple criteria to narrow down the results you need. Search results columns can be configured by the user to meet specific needs, such as multi-level grouping and sorting. Results can easily and quickly be exported to Microsoft Word, Excel, or CSV.</p>
7	<p>Have the capability to conduct searches for purchases by:</p> <ul style="list-style-type: none"> <li>a. Invoice Number</li> <li>b. Order Number</li> <li>c. Part Number &amp; Storeroom</li> <li>d. Part Number</li> <li>e. Purchase Order</li> <li>f. Work order number part is for</li> <li>g. Vendor</li> <li>h. Cross Reference number</li> <li>i. Partial orders</li> </ul>	Y	<p>The Inventory Module Order Search feature has these parameters in addition to many others.</p>
8	<p>Provide the ability to search for:</p> <ul style="list-style-type: none"> <li>a. All back orders</li> <li>b. Orders not received</li> <li>c. All orders received</li> </ul>	Y	<p>The Order and Receipts Search screens provide these searches in the Inventory Module.</p>
9	<p>Ability to track parts in same storeroom but separate inventory such as parts purchased with a Federal Grant.</p>	Y	<p>FASTER Web provides various ways to classify inventory items using Item Category codes, Item Type codes, and Item Usage codes; all of which are unlimited and user-definable. These codes can be used to identify and report on Federal Grant parts.</p>
10	<p>Have search capabilities for part records for the following:</p> <ul style="list-style-type: none"> <li>a. Alternative Part Number</li> <li>b. Bar Code ID</li> <li>c. Part Category</li> <li>d. Part Catalog Number</li> <li>e. Description</li> <li>f. Location</li> <li>g. Multiple Manufacturer's Number</li> <li>h. Part Number</li> <li>i. Part Status (i.e. active, closed)</li> <li>j. Vendor</li> <li>k. Multiple cross reference numbers</li> </ul>	Y	<p>FASTER Web has powerful, comprehensive search capability that allows fast onscreen viewing of data throughout all modules of the system. Through the Advanced search feature, you can select multiple criteria to narrow down the results you need. Search results columns can be configured by the user to meet specific needs, such as multi-level grouping and sorting. Results can easily and quickly be exported to Microsoft Word, Excel, or CSV.</p>
11	<p>Provide a screen display with the following information when searching for part numbers:</p> <ul style="list-style-type: none"> <li>a. Part Number</li> <li>b. Description</li> <li>c. Location</li> <li>d. In-Stock Quantity</li> <li>e. Unit Cost</li> <li>f. Reorder, Safety and High Limits</li> </ul> <p>This should include the ability to go to the part record by selecting a part from the list.</p>	Y	<p>The Advanced search feature displays all the columns listed in this requirement.</p>
12	<p>Have the ability to print the search display for part numbers in a user defined sort order.</p>	Y	<p>Search results columns can be configured by the user to meet specific needs, such as multi-level grouping and sorting. Results can easily and quickly be exported to Microsoft Word, Excel, or CSV.</p>
13	<p>Have the ability to conduct a wild card search on partial field information: partial description, partial part number, partial manufacturer number, etc.</p>	Y	<p>All of the searches in FASTER have wild cards built-in. Searches will search for any partial information entered. To remove the wild card, click the "Exact Match" check-box.</p>
14	<p>Include the following information on the part record online, either by month or year:</p> <ul style="list-style-type: none"> <li>a. History of the part usage (issues, issues returned)</li> <li>b. Received, received and returned</li> <li>c. Transferred in, transferred out</li> <li>d. Adjusted up, adjusted down</li> <li>e. End of period quantity</li> <li>f. Costs: unit, tax, shipping</li> <li>g. Extended cost by the month or by year</li> </ul>	Y	<p>The Part History tab of an part's master record provides detailed Inventory movement. The History tab records and maintains the history of an item that includes issuing the item, receiving, returning, and transferring the item, unit cost, shipping cost, and the extended cost of the item.</p>

15	Differentiate between stocked and non-stocked part records and offer all part capabilities for both.	Y	The Identification section of the Inventory Master tab displays the basic details of an item including the item usage, item snapshot, average pricing, last issue, last receipt and last 12 month activity for all parts, both Stock and Non-Stock. Non-Stock parts have the same functionality as Stock parts.
16	Track the issuance of all stocked and non-stocked parts to a specific piece of equipment.	Y	The Parts Issued tab on each part record lets you view the list of the parts (or any other inventory item) that are issued to an asset as a part of maintenance activity.
17	Have the ability to change a part number and have that change reflected for all historical data.	Y	The Reassign Items lets you reassign an item number that exists in a storeroom to another item and maintain all history.
18	Have a part number function that merges part records into one number while still retaining historical data.	Y	You can merge an item with another item in case there is a new vendor for an existing item and has a different vendor item number.
19	Have the ability to create an order for all parts at the reorder point with the option to modify it to include or exclude any part.	Y	Each Part Master Record in the FASTER Web Inventory module has three stock settings: high level, low level, and reorder point.  The Stock Order feature in the Inventory Ordering tab uses these settings to generate a Recommend Order list by vendor. The Stock Order feature can be used to determine when warehouses need replenished.
20	Provide an option to track warranty and receipt information for non-stocked parts issues.	Y	FASTER's Inventory Module enables warranty data to be captured on the Price & Warranty tab of the Inventory (part) Item Record. A Part warranty alert pop-up is automatically generated so users are alerted. Warranty information that is captured includes: Warranty Cycle, Warranty Length, Vendor, and Warranty Description. The Work Order Part Issue tab tracks warranty and receipt information for both Non-Stock and Stock parts.
21	Price parts issued to work orders at a moving average.	Y	Price Averaging costing method is available for the pricing of individual inventory items.
22	Generate a surplus parts report tracking lack of activity for user defined periods of time.	Y	The W218 Inventory Surplus report displays items and their information having surplus of inventory in stock which is any quantity above the parts Max Level stock setting.
23	Have the ability to print bin labels.	AO	The Barcoding add-on is a fully integrated barcoding module. It provides the ability to utilize barcoding through all processes in the system including scanning UPC codes (inventory item numbers) into FASTER, printing barcode labels, and issuing parts to work orders. Barcodes can be used anywhere in the process where it is determined that keyboard entry should be eliminated.
24	Have the ability to generate a parts reorder list by vendor, category, and part number.	Y	The Stock Order feature in the Inventory Ordering tab uses these settings to generate a Recommend Order list by vendor. The Stock Order feature can be used to determine when warehouses need replenished. A list is also generated as a BI Chart KPI.
25	Have the capability to issue and charge parts to an individual or department without having to charge it to a work order. All associated costs must be tracked through the billing report.	Y	Direct Charges (department charges) will capture all direct costs including parts, sublet, and other charges (misc. costs & shop fees). These charges are included in the billing report.
26	Have the ability for tracking return/date tracking as well as appropriate customer billing adjustment.	Y	The Accounting module also provides the ability to process Vendor Credits for inventory returns which also initiate the Billing Adjustments functionality.
27	Ability to set price manually on any inventory or non-inventory parts. Provide auto email to System Administrator when changes to inventory are made.	Y	Inventory pricing can be adjusted manually with appropriate permissions for stock and non-stock parts. A popup notification is displayed when a users tries to change a parts cost.
28	Provide a screen notes function and print capability for all parts record.	Y	FASTER Web's unlimited Notes feature includes the ability to print a note separate for each part record and part order.



29	Track all vendor credits to vendors by PO#, invoice #, date, type, and description.	Y	The Accounting module also provides the ability to process Vendor Credits for inventory returns.
30	Automatically recalculate the total on the PO # when a credit is issued by vendor.	Y	Vendor Credits will return the credit amount back to the purchase order or Peard.
31	Have a parts list capability where lists are created, stored and printed for specific repairs on specific equipment number; year, make, model; or class.	Y	FASTER Web's Part List feature allows your administrator to create a list of inventory items to complete any repair. Each Part List is associated to an asset, class or Year Make Model and the specific type of repair.
32	Ability to adjust parts in and out of inventory by exception. Provide auto email to System Administrator when changes to inventory are made.	Y	The Perform Inventory Feature is used to make positive or negative inventory adjustments.
33	Provide parts cross referencing capability.	Y	The Vendor Item section lets you manage a list of alternate vendors that supply an item and also specify the unique item number used by the vendors to identify the item in order to cross reference a part number.
34	Track all warranties by vendor part number and serial number.	Y	FASTER's Inventory Module enables warranty data to be captured on the Price & Warranty tab of the Inventory (part) Item Record. A Part warranty alert pop-up is automatically generated so users are alerted. Warranty information that is captured includes: Warranty Cycle, Warranty Length, Vendor, and Warranty Description.
35	Ability to track beginning and ending inventory based on define date criteria	Y	Inventory snapshots give you a current "snapshot" of your inventory at any given moment. The Inventory Snapshot report by storeroom and item number show item quantities and dollar values of the selected snapshot.
36	Ability to manually make adjustments to inventory based on credits issued and end of year stock at end figure.	Y	The Perform Inventory Physical Count feature is used to make counts and adjustments for year end inventory.
37	Ability to track vendors contact information including: Vendor name, address, vendor assigned number, phone, fax, email)	Y	FASTER Web's Vendor Module is used to manage all vendors, such as sublet contractors that perform outside repairs, as well as part inventory suppliers. The Vendor Module includes contact and location information, service and diversity ratings, as well as tax rate configurations. This module includes unlimited notes and attachments for tracking contracts and SLAs.
38	Ability to track vendor account terms, including discounts, TAX ID, annual PO#, PO budget information, sales tax	Y	This information is tracked in the Vendor Module.
39	Core value tracking	Y	The Vendor Returns section lets you process core returns and track credit costs.

**7. TABLE D - Work Order Management**

	Specifications	Response	Comments
1	Using a tablet on the shop floor, technicians can sign on/off to work orders as they begin and complete each repair.	Y	FASTER's Technician Workstation is a separate application that is included with the core product, designed to provide paperless real time shop floor labor tracking and management using the latest touch screen technology to maximize efficient data entry. Technician Workstation was built to be flexible and can be accessed via touch screen or using mouse and keyboard.
2	Provide searches for specific repairs and/or timeframes on a piece of equipment by: a. Alternative Part Number b. Bar Code ID c. Part Category d. Part Catalog Number e. Description f. Location g. Part Number	Y	The Maintenance Module Advanced Search feature has these parameters in addition to many others.

	<ul style="list-style-type: none"> <li>h. Part Status ( i.e. active, closed)</li> <li>i. Vendor</li> <li>j. Multiple cross reference number</li> </ul>		
3	Provide the ability to search all assigned repairs by technician or by shop.	Y	The technicians job queue displays all their assigned repairs. They can also search other technicians' and shops' repairs.
4	Track indirect time without opening a work order.	Y	FASTER Web can capture and account for all direct and indirect labor costs. The Manage Indirect Labor section lets you to record and track the indirect labor time of the technicians assigned on a repair without creating a work order.
5	<p>Provide a simple work order add from one screen</p> <ul style="list-style-type: none"> <li>a. Add/Change/Delete/Open/Close Work Order(Administrative access only)</li> <li>b. Automatically Assign Work Order Number</li> <li>c. Job Type</li> <li>d. Equipment Number</li> <li>e. Current Mileage</li> <li>f. Technician Number</li> <li>g. Manually enter start time (labor)</li> <li>h. Manually enter stop time (labor)</li> <li>i. Technician comments</li> <li>j. Work class</li> <li>k. Warranty</li> <li>l. Repair reason</li> <li>m. Expected task codes</li> <li>n. PM service information (PM's only)</li> <li>o. Service code (PM's only)</li> <li>p. Update PM schedule</li> </ul>		FASTER Web's Maintenance Module pertains to work order management, shop floor management, indirect labor management, task list management, recalls and pending repairs as well as customer service repair requests, and much more. Create Work Order details are described in the Software Description of this response.
6	<p>Provide default information upon adding a work order that displays the following equipment information:</p> <ul style="list-style-type: none"> <li>a. Year, make, and model</li> <li>b. VIN/serial number</li> <li>c. Engine</li> <li>d. Fuel type</li> <li>e. GVW</li> <li>f. License Number</li> <li>g. Status</li> <li>h. Warranties in effect for the equipment</li> <li>i. PM schedule for the equipment</li> <li>j. Most recent meter reading</li> </ul>		The FASTER Work Order includes the full Asset Master tab from the Asset birth certificate record for ease-of-use and to minimize navigation. The Work Order also include the Assets maintenance schedules, specifications, fluid capacities.
7	Provide the ability to search all assigned repairs by technician and task code	Y	The technicians job queue displays all their assigned repairs. They can also search other technicians' and shops' repairs.
8	Alert the technician if a repair is added that falls under warranties in effect	Y	Upon first login, technicians are directed to their job queue as the landing page. Technician job queue are displayed in real-time. Warranty coded repairs have a "W" displayed beside the repair type code.
9	Record all outside labor to enable analysis by cause and repair code	Y	Sublet repairs for actual contractor work performed is captured and tracked in the Maintenance Module on a Work Order. The vendor name and location, the type of repair, labor hours, and all costs are recorded along with the invoice number and payment method on the Sublet tab.
10	Display all active warranties and PM due messages for the equipment when a work order is opened	Y	When an asset covered by a warranty is sent for maintenance or repair, the system displays a message that the asset is under warranty and provides a link to the warranty schedule. PM that are due are indicated with a "!" exclamation mark in yellow.
11	Print lists of parts and tasks required for any specific repair code.	Y	<p>FASTER Web's Task List feature allows the user to create a list of tasks and a sequence of steps to complete any repair. Each Task List is associated to an asset and the specific type of repair.</p> <p>Technicians will complete a PM Task List online in the course of the PM repair to document all the steps and checks that are included in the different types of PMs. The completed task list is stored electronically on the Work Order.</p>

12	Provide the capability to view open work orders by status and all closed work orders by unit number or code.	Y	The Maintenance Module and Dashboard include an Open WO by Status landing page so the user sees this chart at initial log in.
13	Search for a work order by each (or a combination) of the following: a. Equipment number b. Work order number c. Technician identification d. Date e. Repair code f. Status of the work order	Y	The Maintenance Module Advanced Search feature has these parameters in addition to many others.
14	Provide the ability for wild card (partial information) searches.	Y	All of the searches in FASTER have wild cards built-in. Searches will search for any partial information entered. To remove the wild card, click the "Exact Match" check-box.
15	Provide the ability to add notes and print them with the work order.	Y	FASTER Web's unlimited Notes feature includes the ability to print a note separate from the work order. The work order prints include notes.
16	Provide the ability to add additional associated required repairs to complete the work order.	Y	Additional "found" repairs can be added by the technician as they are discovered in course of the PM Task List or at any time.
17	Provide the ability to defer repairs and automatically include them on the next opened work order for that piece of equipment.	Y	FASTER Web's Pending Repairs feature is used to schedule future incoming repairs (such as PMs and recalls), defer active repairs, and to process customer service requests. Subsequently, when a work order is opened, any pending repairs that are present for the asset will be added automatically as an active repair to the work order.
18	Automatically display listing any deferred repairs upon opening any work order.	Y	FASTER Web's Technician Workstation is designed to provide technicians all the information the need on one screen.
19	Alert technicians upon sign on those repairs are pending.	Y	Upon first login, technicians are directed to their job queue as the landing page. Technician job queue are displayed in real-time.
20	Require a specific authorization for closing a work order.	Y	Users must have the ability to edit work order statuses in order to close a work order.
21	Require specific authorization for reopening a closed work order.	Y	The Maintenance Role includes ReOpen Closed Work ORder permission.
22	Provide a summary review screen of all costs associated with each work order.	Y	The Work Order Master tab displays the summary cost for the work order. Cost totals displayed are labor, parts, sublet, other costs, and credits.
23	Allow credits (i.e. returned parts, core credit, etc.) to the work order.	Y	The billing adjustment (credits) can be applied to an open or a closed work order. The credit is included in the billing, provided the date on which the adjustment is created falls in between the date range selected for the billing.
24	Directly produce from the work order screen existing parts and tasks lists associated with any repair (Bill of Materials). These lists may be printed or reviewed.	Y	FASTER Web's Part List feature allows your administrator to create a list of inventory items to complete any repair. Each Part List is associated to an asset and the specific type of repair.  FASTER Web's Task List feature allows the user to create a list of tasks and a sequence of steps to complete any repair. Each Task List is associated to an asset and the specific type of repair.  Technicians can request a Part List online in the course of a repair to document. The completed part list is stored electronically on the Work Order. Technicians will complete a PM Task List online in the course of the PM repair to document all the steps and checks that are included in the different types of PMs. The completed task list is stored electronically on the Work Order.



25	Provide the ability to add attachments (i.e. invoices, photographs) to the work orders.	Y	The Attachments feature provides the user with the ability to upload images as well as other document types into FASTER Web. This allows users to store additional information related to Work Order records by providing the option of attaching images, PDFs, and other file types to the record.
26	Provide the ability to track warranties by work order numbers.	Y	The Search Warranty Claims and Potential Warranty Repairs feature in the Warranty Claims section of the Asset module allows you to claim reimbursements and locate potential missed warranty opportunities. These are tracked by work order number.
27	Review all work order detail information for quality control when a work order is closed.	Y	FASTER Web's Manage Shop Floor Activity screen includes a Repairs & Labor tab that is specifically designed for Shop Supervisors to review and update all work orders and repairs.
28	Provide a real-time single screen review of the direct/indirect labor activities for all logged on technicians.	Y	FASTER Web's Work In Progress tab lets Shop Supervisors view all direct and indirect activities performed by the technicians on the shop floor in real-time. Activities include active Repairs in progress, Waiting Job Assignment, Indirect Labor, and future Planned PTO.
29	Must track outside labor costs	Y	Sublet repairs for actual contractor work performed is captured and tracked in the Maintenance Module on a Work Order. The vendor name and location, the type of repair, labor hours, and all costs are recorded along with the invoice number and payment method on the Sublet tab.
30	Ability to create/store template work orders.	Y	FASTER Web's Pending Repairs feature is used to schedule future incoming repairs (such as PMs and recalls), defer active repairs, and to process customer service requests. Subsequently, when a work order is opened, any pending repairs that are present for the asset will be added automatically as an active repair to the work order.
31	Ability to add parts via bar code scanner.	AO	The Barcoding add-on is a fully integrated barcoding module. It provides the ability to utilize barcoding through all processes in the system including scanning UPC codes (inventory item numbers) into FASTER, printing barcode labels, and issuing parts to work orders. Barcodes can be used anywhere in the process where it is determined that keyboard entry should be eliminated.
32	Ability to remember parts used from previous work orders and alert if parts are not in stock.	Y	Technicians can search and request inventory items electronically from the shop floor. They can search past parts issue history by any number of parameters.

**8. TABLE E - Preventive Maintenance Work Module Specifications**

	Specifications	Response	Comments
1	Generate a PM/ annual/semiannual inspection due list by parameters set forth	Y	PM (Preventative Maintenance) schedules can be uniquely associated to an asset with any combination of multiple criteria, such as time (months/days), meters (miles/hours), or fuel consumption (diesel/unleaded). The system allows an unlimited number of meter types and fuel types per asset. Maintenance scheduling criteria are only limited by the number of meter types and/or fuel types the customer has associated to an asset. PM programs can be designed and configured at the individual asset level or at the asset class level.
2	Allow for unlimited PM's frequency of service for each piece of equipment (i.e. time, date, etc.).	Y	The Preventative Maintenance feature within FASTER Web is highly configurable to allow you to develop and perform a maintenance program for the unique and diverse needs and cycles for today's technically advanced equipment and engines.
3	Provide an Administrative access only option for hierarchical scheduling of PMs.	Y	Hierarchical PM settings are managed in the Setup Module, this are aof the system is permission controlled.
4	Provide an Administrative access only option to adjust for early/late hierarchically scheduled PM services.	Y	Early / Late PM settings are managed in the Setup Module, this are aof the system is permission controlled.
5	Include all associated components in a PM due report	Y	The W103 Shceduled MAintenance Due report shows assets listed as due for Preventative Maintenance or Scheduled Actions. Children assets of a Parent are also displayed if the Child is due for a PM.

6	Provide ability to manage or modify schedule PMs.	Y	The Edit PM dialog box lets you update or modify the preventative maintenance.
7	Provide an automatic PM email notification	Y	FASTER Web generates an automatic email notification whenever a particular PM is due on an asset as well as upcoming vehicle expiration, scheduled appointment confirmations, etc. Additional notifications are sent as over-due notices for services not yet performed. These notifications are sent to asset contacts identified by the system administrator.

9. TABLE F – Equipment Downtime/Availability Tracking

	Specifications	Response	Comments
1	Allow creation of a user- defined downtime calendar for each piece of equipment. Options should include hours of service and available workdays including or excluding weekends and holidays.	Y	Downtime is viewable in real time from the Maintenance module, Downtime tab as well through the Dashboard. The Reports Module includes several downtime based standard reports.
2	Store user-defined downtime.	Y	Asset Availability codes are user configurable to match your customer's hours of operation.
3	Track number of hours a work order is opened to calculate downtime for the piece of equipment.	Y	Downtime hours are automatically calculated using the Work Order Status Code and the Availability Code information assigned to the asset. Work Order status codes are user configurable to match your specific process and are designated with either downtime or non-downtime tracking flags.
4	Allow the administrator to define certain criteria for downtime statuses.	Y	Work Order Status Code and the Availability Code information is managed in the Setup Module by your System Administrator.
5	Provide ability to stop and re-start downtime.	Y	Downtime can be stopped and started on individual work orders.
6	Provide downtime analysis of work by total and averages of: a. Equipment b. Work order number c. Department/division	Y	The W309 Downtime Detail Report provides this analysis.
7	Report user downtime by cause.	Y	Downtime hours are automatically calculated using the Work Order Status Code.
8	Provide a review of downtime by status.	Y	Downtime is viewable in real time on the Work Order in the Maintenance module.
9	Provide the ability to track downtime on multiple work orders opened on the same piece of equipment	Y	Downtime can be doubled by having two work orders at the same time.

10. TABLE G - Fuel and Lubricants Management

	Specifications	Response	Comments
1	Have the capability to track all fuels and lubricants purchased in-house or commercially.	Y	The FASTER Web Fuel Module provides the ability to ability to collect and store fuel transactions by manual process, or electronic upload. In addition to review and edit fuel exceptions prior to posting in the FASTER system.
2	Provide the ability to track fuel and lubricants by Department and piece of equipment.	Y	The fuel module provides important data validation that helps protect your operation from invalid meter readings at the pump. Ensuring all equipment costs are accurate. The power of the FASTER Web Fuel Module helps to manage important fuel related data such as billing and even fuel inventory levels.
3	Have the ability to view fuel and lubricants fluids costs transactions and the accompanying asset meter reading by downloading all fuel, mileage, consumable information to main system for real time PM planning.	Y	The search functionality available on the Fuel module helps you to find the fuel transactions in FASTER Web. The search results display columns for cost, quantity, asset, fuel type, meter reading and fueler id (driver name).
4	Provide search capabilities for fuel transactions by user- selected date range and equipment number.	Y	In the fuel search, use the following search criteria to refine your search. Asset Number, Fuel Site Code, Fuel Dispenser Code, Fuel Type Code, Transaction date.
5	Interface with and import data from Fleetwatch fueling system.	AO	FASTER Web has a robust add-on called a Standard Fuel Import (SFI) that is used by over 70% of FASTER's customers to import a wide array of fuel transaction data. FASTER has already used this SFI to import fuel transaction data from almost every fuel system vendor in the market. It can be automated to regularly import fuel data based on a schedule you set in FASTER's Integration Module.
6	Provide the ability to manually enter fuel and lubricants transactions.	Y	Fuel Transactions that are made at the fuel site for an asset are added to FASTER Web. You can add single fuel transaction manually or import multiple fuel transactions.
7	Maintain a perpetual inventory of fuel and lubricants.	Y	Fuel and Fluid Inventory is managed and maintained in the Inventory Module.
8	Track inventory receipts, issuances, stick readings, and allow for moving average fuel and lubricants charges. Ability to allow for moving average fuel charges.	Y	Fuel and Fluid Inventory is managed and maintained in the Inventory Module.
9	Track multiple alternate fuels including CNG, Kwh, etc.and lubricants.	Y	The Setup Module lets you define an unlimited number of fuel types including CNG and kWh.
10	Provide exception reports for consumables. Compute estimated fuel and lubricants needed based on miles accumulated that day.	Y	Exception reports are provided in the fuel module. Inventory reorder for fuel and fluids can be completed in the inventory module.
11	Ability to manually enter fuel transactions	Y	Fuel Transactions that are made at the fuel site for an asset are added to FASTER Web. You can add single fuel transaction manually or import multiple fuel transactions.
12	Ability to manually edit/enter odometer readings.	Y	While editing a fuel transaction errors, the Meter Information section displays the meter records that were marked as invalid during the fuel import process. Readings can be editing and corrected from the same screen.
13	Ability to make fuel corrections	Y	The Perform Inventory Feature is used to make positive or negative inventory adjustments for fuel inventory corrections.



14	Ability to verify fuel transactions and correct errors during the import process. Should have the ability to see all fueling transactions and flag/adjust the meter readings in error.	Y	The Process Errors section displays the fuel transactions containing errors that are not imported through Import Transactions section. Fuel transactions are displayed with an error message. Error transactions include transactions that are imported with invalid asset number and duplicate transactions. If a fuel inventory item is associated with the Fuel Vendor Mapping, transactions with negative fuel quantity, if any, are also listed in the Process Errors tab. These errors can then be modified or corrected and then saved into the FASTER system.
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11. **TABLE H - Bar Coding**

	Specifications	Response	Comments
1	Support the use of bar coding.	Y	Barcodes can be used anywhere in the process where it is determined that keyboard entry should be eliminated.
2	Print bar code labels including: a. Part Number b. Description c. Storeroom d. Bin Location e. Date Part Received f. Price	AO	The Barcoding add-on is a fully integrated barcoding module. It provides the ability to printing barcode labels. Labels include Transaction Date, Part Name & Number, Storeroom/Bin Location

12. **TABLE I - Reporting Capabilities**

	Specifications	Response	Comments
1	Support a standard ad hoc report writer. Please provide name of the recommended report writer.	Y	FASTER Web is deeply integrated with Microsoft's Report Builder report writing software that can also produce the broadest array of ad hoc reports. MS Report Builder can be launched from within the FASTER Web Reports Module.
2	Ability to export reports to Excel, PDF, XML formats.	Y	Any standard report can be exported to Word, Excel, PowerPoint, PDF, MHTML, TIFF, CSV, XML and Data Feed.
3	Ability to view reports on screen before printing	Y	All reports are displayed on screen, and print options are provided.
4	Provide standard reports that provide multiple sort and selection criteria along with drill down capabilities. Please provide a list of all standard reports.	Y	FASTER Web's Reports module includes 100 standard reports built using MS Reporting Services (SSRS). Our standard reports include management, operational, and performance measurements based on the fleet industry best practices. Each report includes multiple parameters for date range selection as well as dynamic grouping and sorting.
5	<b><u>Preventative Maintenance Due Report</u></b> Comprehensive list of all PM's due within a specified date range and mileage range. Have the ability to print PM work orders automatically when unit reaches PM parameters.	Y	W103 - Scheduled Maintenance Due
6	<b><u>History Cost &amp; Quantity Report</u></b> Detailed history of equipment costs by month and year, including all costs broken out by a. Accident b. Maintenance and repair c. Fuel d. Repair code e. Other fluid quantities f. Miles per gallon g. Overhead h. Cost per mile calculations.	Y	W150 & W150S - Asset History Report(s)
7	<b><u>Equipment/Asset Usage Report</u></b> a. Miles driven within a timeframe by equipment, and/or department. b. Scheduled maintenance due Asset list with cost information c. Asset replacement	Y	W113 - Asset Utilization Report

	<ul style="list-style-type: none"> <li>d. Asset master list</li> <li>e. Straight line depreciation Asset inventory snapshot History report</li> </ul>		
8	<p><b><u>Master Equipment List Report</u></b> Includes the following:</p> <ul style="list-style-type: none"> <li>a. Year, make, model</li> <li>b. Department</li> <li>c. Class,</li> <li>d. Acquired date with ability to sort by license number</li> <li>e. VIN/serial number</li> </ul>	Y	W114 - Asset Master List
9	<p><b><u>Equipment List with Meter Information Report</u></b> Current and life-to-date meter information with ability to sort by class, year, and department</p>	Y	W104 - Asset Meter List
10	<p><b><u>Equipment Audit Report</u></b> Audit trail of changes to vehicle ID, department, equipment key, and deletions in the system's equipment records.</p>	Y	W155 - Reassign Asset History Report
11	<p><b><u>PM Compliance Report</u></b> Completed PM's flagging those done on time and showing the compliance percentage.</p>	Y	W122 - PM and SA Completion Information
12	<p><b><u>Mileage Exception Report</u></b> Vehicles outside the minimum and maximum meter reading limits to identify high or low usage.</p>	Y	W130 - Meter Exception Report
13	<p><b><u>Vehicle Utilization Report</u></b> Vehicle utilization report based on user defined parameters</p>	Y	W113 - Asset Utilization Report
14	<p><b><u>Average Age for Disposed Equipment Report</u></b> Average age of disposed vehicles by company, department or class.</p>	Y	W118 - Asset Auction Results
15	<p><b><u>Vehicle Replacement Report</u></b> Identifies equipment to be replaced based on: In- service date and life expectancy Non-metered equipment System calculated vehicle replacement program</p>	Y	W109 - Asset Replacemnet Report
16	<p><b><u>Downtime Tracker Report</u></b> Tracking the amount of time in days and hours that a piece of equipment was out of service and unavailable to the user during their operational timeframe.</p>	Y	W309 - DownTime Details Report W309s - DownTime Details Report Summary
17	<p><b><u>Technician Productivity Report</u></b> Tracking indirect vs. direct time per technicians based on available hours.</p> <ul style="list-style-type: none"> <li>a. Direct labor hours</li> <li>b. Indirect labor hours</li> <li>c. Total labor hours</li> <li>d. Costs</li> </ul>	Y	W330 - Technician Productivity Percentage W301s - Technician Accountability Summary
18	<p><b><u>Key Performance Indicators (KPIs) Reports</u></b> Ability to create KPI metrics reports for Management to use in evaluating the effectiveness of operations and to assist in making organizational/personnel decisions.</p>	AO	FASTER Web Dashboards give the customer the ability to change the look and feel in visually robust ways. These dashboards are also drillable to view key data for analysis. In addition, the Report Module includes BI Charts. The dashboard is a visually driven set of 20 Key Performance Indicators (KPI's) that quickly provide you with real-time information at a glance.
19	<p><b><u>Fleet Operations Report</u></b></p> <ul style="list-style-type: none"> <li>a. Track individual comebacks and shop percentages.</li> <li>b. Work order details by date report and work order</li> <li>c. Outside labor by vendor work order cost summary</li> <li>d. Repair reason frequency</li> <li>e. Fleet availability report</li> <li>f. Technical labor activity report</li> </ul>	Y	W350 - Fleet Activity Summary Report
20	<p><b><u>Deferred Maintenance Report</u></b> Ability to track and report of deferred maintenance and backlog work requests. The report shall provide the ability to sort by date and class to list in summary format the total of:</p> <ul style="list-style-type: none"> <li>a. Repairs</li> <li>b. Vehicles</li> <li>c. Estimated hours of work</li> </ul>	Y	This report is available with an on screen search and can be exported and printed.
	<p><b><u>Parts Inventory by Category Report</u></b> Summary of parts inventory movement by storeroom including category, location or type.</p>	Y	W200 - Inventory Report
	<p><b><u>Parts Issued Report</u></b></p>		

22	<p>Parts issued within a timeframe, quantity issued and cost with ability to sort by storeroom, work order or repair reason including:</p> <ul style="list-style-type: none"> <li>a. Work Order</li> <li>b. Equipment Number</li> <li>c. Part Storeroom</li> <li>d. Part Number</li> <li>e. Part Description</li> <li>f. Date</li> <li>g. Quantity Issued</li> <li>h. Total Cost</li> </ul>	Y	W201 & W201S - Inventory Item Issue Report(s)
23	<p><b><u>Vendor List with Purchase Orders Report</u></b> All vendors with basic contact and purchase order information for each.</p>	Y	W202 - Vendor Purchase Order List W515 - Account And Detail Spending
24	<p><b><u>Part Orders Received Report</u></b> Part orders received (Date received, dated inventoried, and employee who received and inventoried).</p>	Y	W204 - Inventory Received Report
25	<p><b><u>Part Orders Not Received Report</u></b> Part orders not received or on backorder with the ability to sort by part number, storeroom or vendor.</p>	Y	W205 - Orders Not Received
26	<p><b><u>Backorder Parts Report</u></b> Parts on backorder within a timeframe by part category then vendor; or vendor then PO. Provides a summary graph displaying the number of parts and days on backorder.</p>	Y	W205 - Orders Not Received (w/ Back Order parameter selected)
27	<p><b><u>Parts Master List Report</u></b> Parts list sorted by part number, alternate part number, manufacturer part number or catalog number including:</p> <ul style="list-style-type: none"> <li>a. Part number and description</li> <li>b. Alternate part number</li> <li>c. Catalog number</li> <li>d. Manufacturer part number</li> <li>e. Location</li> <li>f. Quantity in stock</li> <li>g. Primary vendor</li> <li>h. All reference fields</li> </ul>	Y	W200 - Inventory Report
28	<p><b><u>Inventory Count Sheet in Location Order Report</u></b> Count sheets of part numbers in storeroom then location order.</p>	Y	W214 - Inventory Count Sheet
29	<p><b><u>Parts Obsolescence Report</u></b> Parts not issued since a specified time.</p>	Y	W219 - Inventory Obsolescence Report
30	<p><b><u>Parts Surplus Report</u></b> Parts that have been surplus and salvage value.</p>	Y	W218 - Inventory Surplus Report
31	<p><b><u>Parts Audit Trail Report</u></b> Audit trail (by range or a specific activity) of changes to cost, quantity or part number; orders received/deleted, and part number merges.</p>	Y	W221 - Inventory Audit
32	<p><b><u>Parts Inventory Movement Report</u></b> List of parts with any physical movement including receipts; return receipts; transfers in/out; issues; and issues returned. Totals include the last month, 3 months, 6 months, and 12 months.</p>	Y	W222 - Inventory Movement
33	<p><b><u>Parts Reorder Report</u></b> Ability to generate a report that lists frequently used parts (consumables) that need to be reordered.</p>	Y	W206 - Inventory Order Recommendation Report
34	<p><b><u>Direct Charge Transaction Report</u></b> Parts that are directly charged to a work order.</p>	Y	W217 - Direct Charge Transactions
35	<p><b><u>Inventory Discrepancy Report</u></b> Parts adjusted during an inventory displaying details and discrepancy percentage of distinct parts, quantity in stock and dollar value</p>	Y	W227 - Inventory Discrepancy Report
36	<p><b><u>Value of Perpetual Inventory Report</u></b> Ability to generate a report giving current value of inventory including credits issued to the inventory.</p>	Y	W230 - Valuation of Perpetual Inventory
	<p><b><u>Inventory Adjustment Report</u></b></p>		



37	Ability to adjust inventory at end of the month, end of quarter and fiscal end year	Y	W231 - Inventory Price Adjustments Report
38	<b><u>Downtime Summary</u></b> Provide a report displaying total downtime hours using the following sort options: a. Downtime status b. Work order date c. Equipment number d. Class e. Vehicle make	Y	W309s - DownTime Details Report Summary
39	<b><u>Active Work Orders</u></b> Provide a report for Administration users a listing all open work orders for a specific shop including: a. Equipment number b. Date in c. Number of days open d. Status e. Mechanic ID	Y	W311 - Active Work Orders by Shop
40	<b><u>Indirect Labor Report</u></b> Provide a report showing total labor hours and cost for each type of indirect labor by technician.	Y	W334 - Technician Labor Activity Report
41	<b><u>Fleet Work Order Code by Repair Reason</u></b> Provide a report showing work order costs totaled for: a. Stocked parts b. Non-stocked parts c. Outside labor d. Labor e. Total costs f. These costs shall be totaled for the report and subtotaled by repair reason.	Y	W328 - Repair Reason Frequency
42	<b><u>Scheduled vs. Nonscheduled Repairs</u></b> Provide a snapshot chart displaying the number of scheduled versus unscheduled repairs by month for the past 12 months.	Y	W326 - Scheduled vs. NonScheduled Repairs
43	<b><u>Work Order Count Report</u></b> Provides a comprehensive list of all work order numbers within a given date range.	Y	W300n - Work Order Details By WO Number
44	<b><u>Billing by Department / Account / Division</u></b> Provide a billing report sorted by account codes within department within division. Bill report filled by time period (i.e. from monthly, quarterly, and fiscally).	Y	W500 - Billing By Department W500a - Billing With Accounts
45	<b><u>Billing History Report</u></b> Provide a billing report for a past billing period.	Y	W501 - Billing By Department History W501a - Billing With Accounts History
46	<b><u>Equipment Financial History Report</u></b> Provide an equipment billing history for a specified calendar year summarized by month, year-to-date, and life-to-date. It should provide a cost per mile for operating and total costs.	Y	W527 - Charges By Department History W521 - Billing Information History
47	<b><u>Warranty Report</u></b> Provide a report of warranty claims and open warranties for a user defined date range. Vendor, part description, part number, original part cost, date used, and whether the warranty has been claimed need to be shown	Y	W134 - Asset Warranty Report This report is also available with an on screen search and can be exported and printed.
48	<b><u>Core Report</u></b> Provide a core report for a user defined date range displaying outstanding cores and claimed core credits. Vendor, part description, part number, original part cost, date used, and core charge/credit need to be shown.	Y	W208 - Vendor Returns Report (w/ Return Type set to Core)

13. TABLE J - Security/Access

Specifications	Response	Comments
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1	Provide unlimited user ID's with assigned password.	Y	The FASTER Web licensing model is based on Active Assets (per unit) and allows for an unlimited number of users. Each user login requires a strong password.
2	Ability to restrict/allow access to system's features by user ID and password.	Y	<p>FASTER Web has a role-based security model that includes two levels of permissions. All users require a username and password.</p> <p>Role-level permissions indicate what actions each role member can perform, view only, add, edit, or delete. You can customize as many roles as your processes require. Typical roles include Administrator, Fleet Manager, Supervisor, Parts Manager, Technician, and Customer.</p> <p>User level permissions are set for the different Modules, Organizations, Maintenance Shops, and Storerooms. These permissions determine the area(s) of the application that the user can access including the different screens and work flows such as PM management, Meters, Work Order Parts vs. Labor, and Inventory Ordering vs. Receiving.</p> <p>FASTER Web has additional security options by allowing integration with Active Directory in two ways. In both instances, user passwords are not stored in the FASTER Web database:</p> <ol style="list-style-type: none"> <li>1. Direct Active Directory password check: user enters login information into FASTER Web and the user credentials are authenticated directly against Active Directory.</li> <li>2. Active Directory Federated Service (AD FS): If your organization hosts AD FS users will be directed to your AD FS site to enter their credentials. If the credentials are valid, AD FS instance will then pass confirmation of the users Authentication to FASTER Web.</li> </ol>

**14. TABLE K - Training**

	Specifications	Response	Comments
1	Provide onsite system training for transitioning to live production with the software. The proposed pricing shall include all recommended training with a minimum of 40 onsite hours; which will accommodate (a) day, and (b) night work schedules.	Y	FASTER's detailed training agenda is outlined in this response. It is supplied in the document titled "FASTER Technical Proposal" within the <b>Section titled</b>
2	Provide training for all levels of users (management, admin, mechanics, etc.).	Y	FASTER's training is role based and includes all end users.
3	Provide a variety of training media including manuals, job aids and electronic instruction.	Y	FASTER's "Resource Central" on our secure customer site, is a comprehensive online platform that not only provides hands-on tutorials and learning materials but also offers ongoing support to FASTER users. It serves as a centralized hub where users can access a wide range of educational resources, including tutorials, guides, and interactive learning materials, while also receiving continuous assistance and support from experts to enhance their learning experience. Manuals are incorporated into the In-Product help and include sample reports, screen illustrations and instructions, and example problems.
4	Provide report writer training to the software database. Include the recommended training in the pricing section.	AO	Report Writer training is provided separately from the standard implementation training plan. This training is generally completed post go live after the customer has had time to get familiarized with FASTER Web's standard reports.

***FASTER***

**REQUIRED  
DOCUMENTS**







# DRUG FREE WORKPLACE

***FASTER***

## DRUG-FREE WORKPLACE FORM

The undersigned bidder in accordance with Florida Statute 287.087 hereby certifies that

TT FASTER LLC dba FASTER Asset Solutions

does:

(Name of Bidder)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for the drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this bidder complies fully with the above requirements.

Mitch Skyer  
Bidder's Signature

August 18th, 2023  
Date

***In the event of a tie bid, bidders with a Drug Free Workplace Program will be given preference. To be considered for the preference, this document must be completed and uploaded to DemandStar.com with your Submittal.***



# BIDDER VERIFICATIONS

***FASTER***



# BIDDER VERIFICATION FORM

**LOCAL PREFERENCE** (Check one) **Not Applicable-INTENTIONALLY LEFT BLANK**

**QUALIFIED SMALL BUSINESS AND/OR SERVICE DISABLED VETERAN BUSINESS STATUS** (Check one)  
**Not Applicable-INTENTIONALLY LEFT BLANK**

## **REGISTERED TO DO BUSINESS IN THE STATE OF FLORIDA**

Is Bidder registered with Florida Department of State's, Division of Corporations, to do business in the State of Florida?

YES  NO (refer to Part 1, 1.6, last paragraph)

If the answer is "YES", provide a copy of SunBiz registration or SunBiz Document Number (# M20000005839)

If the answer is "NO", please state reason why: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

TT FASTER LLC dba FASTER Asset Solutions

Bidder's Name

Mitch Skyer, President

Printed Name/Title of Authorized Representative

Mitch Skyer

08/18/2023

Signature of Authorized Representative

Date



# REFERENCES

***FASTER***

## REFERENCE FORM

Name of Bidder: TT FASTER dba FASTER Asset Solutions

Provide information for three references of similar scope performed within the past \_\_\_\_\_ years. You may include photos or other pertinent information.

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**#1** Year(s) services provided (i.e. 1/2015 to 12/2018): 2007 to Present

Company Name: Durham Area Transit Authority  
Address: 1903 Fray Street  
City, State Zip: Durham, NC 27704  
Contact Name: Bob Losiniecki  
Phone Number: (919) 560-1545 ext. 3634 Fax Number: (919) 560-1542  
Email Address (if available): Bob.Losiniecki@godurhamnc.org

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**#2** Year(s) services provided (i.e. 1/2015 to 12/2018): 2021 to Present

Company Name: Escambia County Area Transit (ECAT)  
Address: 1515 West Fairfield Drive  
City, State Zip: Pensacola, FL 32501  
Contact Name: Rodriques Kimbrough  
Phone Number: (850) 595-3228 Fax Number: N/A  
Email Address (if available): rkimbrough@myescambia.com

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**#3** Year(s) services provided (i.e. 1/2015 to 12/2018): 2021 to Present

Company Name: Fargo Transit  
Address: 650 23rd Street  
City, State Zip: North Fargo, North Dakota 58102  
Contact Name: Jordan Smith  
Phone Number: (701) 476-5940 Fax Number: N/A  
Email Address (if available): jmsmith@matbus.com

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# BIDDERS' W9

***FASTER***

# Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type.  
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>TT FASTER LLC</b>	
2 Business name/disregarded entity name, if different from above <b>FASTER Asset Solutions</b>	
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.  <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ <b>C</b> <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.  <input type="checkbox"/> Other (see instructions) ▶	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from FATCA reporting code (if any) _____  <i>(Applies to accounts maintained outside the U.S.)</i>
5 Address (number, street, and apt. or suite no.) See instructions. <b>760 Lynnhaven Pkwy, Suite #203</b>	Requester's name and address (optional)
6 City, state, and ZIP code <b>Virginia Beach, VA 23452</b>	
7 List account number(s) here (optional)	

<b>Part I Taxpayer Identification Number (TIN)</b>																																																			
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later.  <b>Note:</b> If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="10" style="text-align: center;"><b>Social security number</b></td> </tr> <tr> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> </tr> <tr> <td colspan="10" style="text-align: center;"><b>or</b></td> </tr> <tr> <td colspan="10" style="text-align: center;"><b>Employer identification number</b></td> </tr> <tr> <td style="width: 25px; height: 25px; text-align: center;">8</td> <td style="width: 25px; height: 25px; text-align: center;">4</td> <td style="width: 25px; height: 25px; text-align: center;">-</td> <td style="width: 25px; height: 25px; text-align: center;">3</td> <td style="width: 25px; height: 25px; text-align: center;">8</td> <td style="width: 25px; height: 25px; text-align: center;">1</td> <td style="width: 25px; height: 25px; text-align: center;">1</td> <td style="width: 25px; height: 25px; text-align: center;">8</td> <td style="width: 25px; height: 25px; text-align: center;">1</td> <td style="width: 25px; height: 25px; text-align: center;">4</td> </tr> </table>	<b>Social security number</b>																				<b>or</b>										<b>Employer identification number</b>										8	4	-	3	8	1	1	8	1	4
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8	4	-	3	8	1	1	8	1	4																																										

<b>Part II Certification</b>	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and	
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and	
3. I am a U.S. citizen or other U.S. person (defined below); and	
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.	
<b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.	
<b>Sign Here</b>	Signature of U.S. person ▶  Date ▶ <u>2/1/23</u>

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*



# EXCEPTIONS

***FASTER***



FASTER complies with the terms and conditions and the specifications contained within the City of Gainesville's Request for Proposal for the Maintenance Management System for Transit, with the exception of the following:

**1. ORDER OF PRECEDENCE OF DOCUMENTS IN SECTION 3 (PAGE 1).**

- We believe the Response to the RFP should take precedence over the RFP.

**2. SECTION 13(A) (PAGE 3)**

- Strike in its entirety. As the largest provider of Fleet Management Information System software to municipal government in North America, FASTER provides customizations to numerous customers. In order to efficiently provide these customizations for the lowest cost possible, FASTER routinely reuses portions of its software and associated deliverables in the creation of these customizations. As such, FASTER must maintain all intellectual property rights related to its software and deliverables.

**3. SECTION 18 (PAGE 4).**

- Add the following sentence to the end of that section, "Nothing herein, however, will prevent a Party from seeking relief from a court of competent jurisdiction following a final judgment from the City Manager."





# LAWSUITS, CLAIMS, AND CONTRACT TERMINATION

***FASTER***



# LAWSUITS, CLAIMS, & CONTRACT TERMINATION

## **Claims & Lawsuits**

FASTER Asset Solutions has never been involved in any litigation or dispute resolution with a customer.

FASTER has never had a suspension or disbarment.

## **Contract Termination**

Of our 460+ implementation starts, less than five chose not to complete the project for reasons that were outside of FASTER's control.







# CERTIFICATION REGARDING LOBBYING

***FASTER***

## CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

*Mitch Skyer*

Signature of Bidder's Authorized Official

**Mitch Skyer**

Name of Bidder's Authorized Official

**President**

Title of Bidder's Authorized Official

**August 18th, 2023**

Date



# CERTIFICATION REGARDING DEBARMENT

***FASTER***



## CERTIFICATION REGARDING DEBARMENT

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, “Nonprocurement Suspension and Debarment,” 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) “Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement),” 2 C.F.R. part 180. These provisions apply to each contract at any tier of \$25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

- a) Debarred from participation in any federally assisted Award;
- b) Suspended from participation in any federally assisted Award;
- c) Proposed for debarment from participation in any federally assisted Award;
- d) Declared ineligible to participate in any federally assisted Award;
- e) Voluntarily excluded from participation in any federally assisted Award; or
- f) Disqualified from participation in any federally assisted Award.

By signing and submitting its proposal, the bidder certifies as follows:

The certification in this clause is a material representation of fact relied upon by CITY. If it is later determined by CITY that the bidder knowingly rendered an erroneous certification, in addition to remedies available to CITY, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder further agrees to include a provision requiring such compliance in its lower tier covered transactions.

*Mitch Skyer*

\_\_\_\_\_  
Signature of Bidder's Authorized Official

**Mitch Skyer**

\_\_\_\_\_  
Name of Bidder's Authorized Official

**President**

\_\_\_\_\_  
Title of Bidder's Authorized Official

**August 18th, 2023**

\_\_\_\_\_  
Date



# CONTRACTOR RESPONSIBILITY CERTIFICATION

***FASTER***

## CONTRACTOR RESPONSIBILITY CERTIFICATION

The Bidder is required to certify compliance with the following contractor responsibility standards by checking appropriate boxes. For purposes hereof, all relevant time periods are calculated from the date this Certification is executed.

	YES	NO
1. Has the firm been suspended and/or debarred by any federal, state or local government agency or authority in the past three years?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Has any officer, director, or principal of the firm been convicted of a felony relating to your business industry?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Has the firm defaulted on any project in the past three (3) years?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Has the firm had any type of business, contracting or trade license revoked or suspended for cause by any government agency or authority in the past three (3) years?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. Has the firm been found in violation of any other law relating to its business, including, but not limited to antitrust laws, licensing laws, tax laws, wage or hour laws, environmental or safety laws, by a final unappealed decision of a court or government agency in the past three (3) years, where the result of such adjudicated violation was a payment of a fine, damages or penalty in excess of \$1,000?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Has the firm been the subject of voluntary or involuntary bankruptcy proceedings at any time in the past three (3) years?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. Has the firm successfully provided similar products or performed similar services in the past three (3) years with a satisfactory record of timely deliveries or on-time performance?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Does the firm currently possess all applicable business, contractor and/or trade licenses or other appropriate licenses or certifications required by applicable state or local laws to engage in the sale of products or services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. Does the firm have all the necessary experience, technical qualifications and resources, including but not limited to equipment, facilities, personnel and financial resources, to successfully provide the referenced product(s) or perform the referenced service(s), or will obtain same through the use of qualified, responsible subcontractors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. Does the firm meet all insurance requirements per applicable law or bid specifications including general liability insurance, workers' compensation insurance, and automobile liability insurance?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11. Firm acknowledges that it must provide appropriate documentation to support this Contractor Responsibility Certification if so requested by the City of Gainesville. The firm also understands that the City of Gainesville may request additional information or documents to evaluate the responsibility of firm. Firm agrees to provide such additional information or supporting documentation for this Certification.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Under the penalty of perjury, the Bidder's authorized representative hereby certifies that all responses marked in this form or otherwise submitted for purposes of determining the Bidder's status as a responsible contractor is true, complete and accurate and that he/she has knowledge and authority to verify the information in this certification or otherwise submitted on behalf of the Bidder by his or her signature below.

*Mitch Skyer*  
Signature of Bidder's Authorized Official

Mitch Skyer  
Name of Bidder's Authorized Official

President  
Title of Bidder's Authorized Official

August 18th, 2023  
Date





# DISCLOSURE OF LOBBYING ACTIVITIES

***FASTER***

# DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

0348-0046

(See next page for public burden disclosure.)

<b>1. Type of Federal Action:</b> <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	<b>2. Status of Federal Action:</b> <input type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	<b>3. Report Type:</b> <input type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change <b>For Material Change Only:</b> year _____ quarter _____ date of last report _____
<b>4. Name and Address of Reporting Entity:</b> <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee  Tier _____, <i>if known</i> :  Congressional District, <i>if known</i> : 4c	<b>5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime:</b>  Congressional District, <i>if known</i> :	
<b>6. Federal Department/Agency:</b>	<b>7. Federal Program Name/Description:</b>  CFDA Number, <i>if applicable</i> : _____	
<b>8. Federal Action Number, if known :</b>	<b>9. Award Amount, if known :</b> \$ _____	
<b>10. a. Name and Address of Lobbying Registrant</b> <i>(if individual, last name, first name, MI):</i>	<b>b. Individuals Performing Services</b> <i>(including address if different from No. 10a )</i> <i>(last name, first name, MI):</i>	
<b>11.</b> Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature: <u>Mitch Skyer</u> Print Name: <u>Mitch Skyer</u> Title: <u>President</u> Telephone No.: <u>(757) 623-1700</u> Date: <u>08/18/2023</u>	
<b>Federal Use Only:</b>		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

N/A





# FEDERALLY FUNDED PURCHASE QUESTIONNAIRE

***FASTER***



# FEDERALLY FUNDED PURCHASE QUESTIONNAIRE

Maintenance Management System for Transit - RTSX-230065-DS

This is a federally assisted contract and your response to this questionnaire helps the City in setting \*Disadvantaged Business Enterprise (DBE) goals with the federal government. Please complete and return this form with your bid response.

Bidder Name: TT FASTER LLC dba FASTER Asset Solutions

Bidder Address: 760 Lynnhaven Pkwy, Suite 203, Virginia Beach, VA 23452

Is Bidder a DBE?  Yes  No

Age of Firm: 40 years

Annual Gross Receipts of the Firm: (check one)

Less than \$500,000

\$500,000-\$1 million

\$1-2 million

\$2-5 million

More than \$5 million

***\*To be able to claim DBE status referenced above the bidder must be currently listed in the Florida Unified Certification Program (UCP) Disadvantaged Business Enterprise (DBE) Directory maintained by the Florida Department of Transportation's (FDOT).***



# VENDOR TECHNOLOGY QUESTIONNAIRE

***FASTER***

## [FASTER Asset Solutions] IT Questionnaire

Vendor please complete vendor identification section and then respond to all questions that apply. Some rows may be hidden; you do not need to respond to hidden questions. If documents are requested please use "Insert object" to attach the document directly into the Vendor Comments cell.

<b>Vendor Name:</b>	FASTER Asset Solutions
<b>Completed By:</b>	Michael Brawley
<b>Date Completed:</b>	14-Aug-23

#	Question	Vendor Response	Vendor Comments
<b>1</b>	<b>Facilities /Data Center</b>		
1.1	What are the data center/computer room implications (floor and rack space, power needs, A/C load, UPS load)?	N/A	FASTER Web a cloud based solution that is hosted in MS Azure.
<b>2</b>	<b>Server</b>		
2.1	What is the client/server architecture (provide diagrams if possible)?	Cloud Based	FASTER Web a cloud based solution that is hosted in MS Azure. See attached Architectual Diagram
2.2	The client stores what files?	N/A	
2.3	The server stores what files?	DB Server	
2.4	Is the product able to run and supported as a virtual machine with VMWare ESX V164.0 or higher?	Yes	
2.5	What operating systems & versions are supported?	Windows 2016 & 2019	
2.6	How many servers are needed?	2	We provide each customer their own web application server where the FASTER applications are installed. We also install each customer their own instance of MS SQL on a multi-tenant database server. Each customer is isolated by SQL instance the only thing that is shared are the resources (RAM, CPU, Disk)of the database server.
2.7	What are the minimum server requirements?	N/A	
2.8	Can existing servers be used?	No	
2.9	Is there any other software/middleware needed on the server side (e.g. IIS, SQL ...)? If so, what and identify versions?		FASTER will provide the Azure environment.
2.1	How many environments/partitions are needed (Sandbox, Dev, Test, Training, QA, and Production)?		An additional cloud environment is included in this response.
2.1	How is Dev/Test/QA and Production partitioning/separation done?		Separate Instance
2.1	Describe any certificate requirements?		FASTER will provide the SSL Certificates.
2.1	If certificate needed, how is it licensed?		Our SSL certificates are not self-signed we purchase from reputable SSL Certificate Register.
2.1	How is license compliance enforced?	N/A	
2.2	If a license server is needed, is Flexnet LMTTools supported?	N/A	
2.2	How is version/patch promotion, etc. done from Dev/Test/QA to Production?		As new releases occur, your hosted environment will be upgraded off-hours to insure there is no disruption to your work at a mutually agreed upon time. If the customer has a test environment, the production environment will be upgraded after being notified by the customer.
2.16a	How often are patches released?		Updates and patching are applied on all hosted systems monthly and are coordinated to apply during customers off hours.
2.16b	How often are upgrades released?		Since the release of FASTER Web, there has been on average a major release each 12-months and a minor release each six months.
2.16c	What is involved to install a patch and upgrade?		
2.17	How is load-balancing architected?	N/A	
2.18	How is High-Availability and Disaster/Recovery architected?		
2.19	Is H-A via external means (i.e. MS-Clustering)?	N/A	
2.20	If MS-Clustering is used, which options are available (active/passive or active/active)?	N/A	
2.21	Is H-A via internal means (i.e. synchronization of servers and data within the application)?	N/A	
2.22	GRU uses Trend Micro Worry-Free Business Security for Anti-Virus on servers. Have you tested your system with this product? What, if any, and the known scanning exception that need to be configure?	N/A	
<b>3</b>	<b>Storage &amp; RDBMS</b>		
3.1	What RDBMS is used?	MS SQL	
3.2	Must the RDBMS system be installed on the same server as the application, or can it be on a separate existing server?	N/A	We provide each customer their own web application server where the FASTER applications are installed. We also install each customer their own instance of MS SQL on a multi-tenant database server. Each customer is isolated by SQL instance the only thing that is shared are the resources (RAM, CPU, Disk)of the database server.
3.3	If your product uses MS-SQL, does your application require SA for installation?	Yes	



3.4	4. If your product uses MS-SQL, does your application operate and run using the SA account (bad practice), or does it use a different account after tables are setup?	Different Account	
3.5	If your product uses MS-SQL, does the configuration require "Named Pipes"?	N/A	
3.6	If your product uses MS-SQL, does the configuration require SQL Server Reporting services?	Yes	
3.7	Does your application utilize the Common Language Runtime (CLR) inside the SQL Server engine? If yes, please provide details as to why. This may require follow-up with DBA.	N/A	
3.8	Must user accounts be created in the RDBMS? If yes, why?	No	
3.9	What is the estimate DB size (initially and growth)?		This depends on the amount of data converted from the customers legacy system. (Fleetwatch)
3.10	What is a typical or ballpark size for data (1GB, 10GB, 100GB, 1TB ranges)	<10GB	
3.11	How do you determine the DB size estimate?		.BAK file size
3.12	Is a File Share necessary? If so, what for?		The RFP requirements include 2 integrations Fleetwatch and Clever Devices. These will require a secure FTP. FASTER provides the FTP site/folder.
3.13	Is a SAN (HP EVA, HP MSA) environment supported?	N/A	
3.14	Is local server disk space required? If so, why and how much?	No	
3.15	How is backup and restore accomplished?		The VMs themselves are backed up with Rubrik, which is a hypervisor-based backup solution. It uses VMware snapshots to take daily point-in-time copies of the entire VM, including all virtual disks, and stores it on dedicated backup storage, which are also copied offsite to a datacenter in Oregon (the production data center is in Pennsylvania). After 14 days the backups are automatically pruned.  In addition to the standard disaster recovery method noted above, FASTER's third-party host, Microsoft Azure, also provides a disaster recovery plan that includes a warm site at a datacenter which is remote from the site which is hosting. This plan includes an SLA of 4 hours for RTO and 30 minutes for RPO.
3.16	What, if any, are common backup and restore issues?		We also utilize Microsoft Azure ASR (Azure site recovery) to ensure reliability of our environments. This sends our data and infrastructure to the datacenters in Azure's US West region.
3.17	How is archiving done (internal to the application and database, and external databases)?	N/A	
3.18	What, if any, are the archiving issues?	N/A	
3.19	What is involved to configure the application if server name, storage locations and the like change?	N/A	
<b>4</b>	<b>Network</b>		
4.1	Does the product work on an IP network?	Yes	
4.2	Is a static IP address required? If so, why?	No	
4.3	Is multicasting required? If so, why?	N/A	
4.4	What is the estimated bandwidth consumption?		FASTER Web is a robust enterprise application, standard internet bandwidth is needed.
4.5	What ports need to be opened in the Firewall/Router? Please specify all port #'s and what they are for – those required and those optional.		See attached Architectual Diagram
4.6	Does any server need to be in the DMZ and/or Internet, if so describe details of the requirements?		GRU will need to standup an ADFS 2019 server.
4.7	How is security accomplished, particularly if anything is in the DMZ or the Internet?	N/A	
4.8	8. Does the server or application require or expect to have Internet access?		FASTER Web a cloud based solution that is hosted in MS Azure.
4.9	Will the server or application require or expect to have direct Internet access by non-employees?	No	FASTER does not require this.
<b>5</b>	<b>E-Mail</b>		
5.1	Is Exchange Online integration supported?	No	FASTER does not require this.
5.2	What specific version of MS-Exchange is required?	N/A	
5.3	What, if any, special configuration is needed for MS-Exchange?	N/A	
<b>6</b>	<b>Web Server/HTTP/HTTPS</b>		
6.1	Is a web server required? If so what is supported?	N/A	FASTER will provide the Web Server
6.2	What versions of web servers are supported?	N/A	FASTER will provide the Web Server
6.3	If the .Net framework required, what version(s)?	Yes	Microsoft .NET Framework 4.8 with all applicable updates
6.4	Is any special configuration needed for the web server?	Yes	FASTER will configure the Web Server
6.5	If an application container is needed (eg. JRun, Tomcat), what product and version?	N/A	
6.6	What browsers are supported?		Chrome, Chrome for iOS, Edge, Firefox
6.7	Is Internet access required by the product and by business functionality?		FASTER Web a cloud based solution that is hosted in MS Azure.
6.8	s HTTPS required, how and why is this used?	Yes	FASTER Web a cloud based solution that is hosted in MS Azure.
<b>7</b>	<b>Data Security</b>		
7.1	Do you require that all removable media, which may contain organizational data, is encrypted?	No	
7.2	Do you require that all media, including hardcopies, containing organizational data is disposed of securely when no longer required?	Yes	
7.3	Have you implemented data loss prevention tools?	Yes	

7.4	Do you employ full disk encryption on all laptops?	N/A	
7.5	Do you encrypt databases?	Yes	
8	<b>Client</b>		
8.1	What is the required/available client platforms?		FASTER Web is a browser based solution and only requires a compatible browser.
8.1a	Hardware minimums	N/A	
8.1b	OS (version(s), edition(s), bit size 32 or 64)	N/A	
8.1c	JVM (provider and version)		FASTER Web is a browser based solution and only requires a compatible browser.
8.1d	.Net version		Microsoft .NET Framework 4.8 with all applicable updates
8.1e	Browser provider and version		Chrome, Chrome for iOS, Edge, Firefox
8.7	Identify any other software needed on the client side (eg. MS-Project, Visio, ...)?	None	
8.8	Is there a deployment kit (like an MSI)?	N/A	
8.9	Is Microsoft APP-V (Application Virtualization) supported?	N/A	
8.1	How are client patches and upgrades done?	N/A	
8.10a	What is the delivery means from you to GRU?	N/A	
8.10b	What is the deployment means for GRU to do the installs?	N/A	
8.10c	How often will patches and upgrades be made available?	N/A	
8.10d	Is ADMINISTRATOR privilege required to do the install?	N/A	
8.11	GRU uses Cylance Protect Anti-Virus. Has your system been tested with this? What, if any, are the known scanning exception that need to be configured?	N/A	
9	<b>File Transfers</b>		
9.1	Describe any file transfers necessary, either from system to system within GRU, or to/from 3rd party vendor and GRU. The answer should include the following for each file:		The RFP requirements include 2 integrations Fleetwatch and Clever Devices. These will require a secure FTP. FASTER provides the FTP site/folder.
9.1a	Is the file transfer done through a batch (non-interactive) job/process?	Yes	Fleetwatch Fuel inegration can be automated by the customer as an option.
9.1b	Is the file transfer done through a user initiate interactive process, & by what means (launching a script or using an interactive tool)?	Yes	If the customer chooses not to automate this process, this is done manually through the FASTER UI.
9.1c	What is the schedule for the file transfer?		Customer definable.
9.1d	Will GRU be receiving a file, if so, where is it stored, what process is used to receive the file (batch job/script, user initiate/interactive tool)?		The Fleetwatch and Clever Device vendors will be providing GRU with a file. GRU will need to inform FASTER of these locations.
9.1e	What is the file retention period?		Files are overwritten weekly
9.1f	What logging, error checking/processing, error reports are generated?		Logging is generated by FASTER as the files are imported and are viewable in the FASTER Integrations Console UI.
9.1g	What happens when there are file transfer problems?		These are logged in the FASTER Integrations Console
9.1h	What happens if there are internal file/data format problems		The import rejects those transactions, and a log is created.
10	<b>Application Administration &amp; Security</b>		
10.1	Explain the system security model and requirements.	ADFS 2019	<p>FASTER Web has a role-based security model that includes two levels of permissions.</p> <p>Role-level permissions indicate what actions each role member can perform, view only, add, edit, or delete. You can customize as many roles as your processes require. Typical roles include Administrator, Fleet Manager, Supervisor, Parts Manager, Technician, and Customer.</p> <p>User level permissions are set for the different Modules, Organizations, Maintenance Shops, and Storerooms. These permissions determine the area(s) of the application that the user can access including the different screens and work flows such as PM management, Meters, Work Order Parts vs. Labor, and Inventory Ordering vs. Receiving.</p> <p>FASTER Web has additional security options by allowing integration with Active Directory in two ways. In both instances, user passwords are not stored in the FASTER Web database:</p> <ol style="list-style-type: none"> <li>1. Direct Active Directory password check: user enters login information into FASTER Web and the user credentials are authenticated directly against Active Directory.</li> <li>2. Active Directory Federated Service (AD FS): If your organization hosts AD FS users will be directed to your AD FS site to enter their credentials. If the credentials are valid, AD FS instance will then pass confirmation of the users Authentication to FASTER Web.</li> </ol>
10.2	Is the authentication integrated with Active Directory and/or LDAP and can it use Windows network authentication, or is it a separate authentication database?	Yes	The customer is required to stand up a ADFS 2019 server.
10.3	If using Active Directory or LDAP, if you change your AD or LDAP password does it automatically propagate to application authentication database.	No	
10.4	Beyond account authentication, is there integration with Active Directory and/or LDAP? If so, what & how?	No	
10.5	How are permission dealt with, is it Active Directory integrated?	No	FASTER Permission are managed in the application.
10.6	How is user authentication done?		Within FASTER.
10.7	Do users sign-on to the product?	Yes	

10.8	What tasks with typical time amount and skill sets are necessary to administer the system/application (ie. manager accounts, permission, etc...)?		Administers the FASTER Web System as it relates to Fleet Operations, such as: data integrity and cleanup, configuration and settings, roles and permissions, reports administration, etc. It is critical that the FASTER Web Administrator have knowledge of fleet operations and technical skills.
10.9	What internal systems will be accessed or interfaced with, give details of specifications?		The RFP requirements include 2 integrations Fleetwatch and Clever Devices.
10.10	What external systems will be accessed or interfaced with, give details of specifications?		The RFP requirements include 2 integrations Fleetwatch and Clever Devices.
10.10	What internal users will access system?	Fleet Staff	
10.12	What external users will access system?	None	
10.13	Does software meet established national/international security or quality agency standards? Agency examples include NIST, CISA, ISO, SOC, or similar. Additionally, can vendor provide evidence they use Secure Software Development Framework (SSDF), or measures such as Cyber Supply Chain Risk Management?		For our SOC2 readiness we are using NIST as the core framework.
<b>11</b>	<b>Printing, Scanning, &amp; Faxing</b>		
11.1	Are there any specific printer or other peripheral device requirements?		Bar code label printer(s) will be required based on the Technical Requirements from GRU.
11.2	Are there any special printing and other peripheral device issues?	None	
<b>12</b>	<b>Programming Environment</b>		
12.1	What programming languages are used?		With respect to system architecture and programming language: FASTER Web is a Microsoft IIS web application that uses the ASP.NET web development platform along with AJAX to provide a richer and more responsive user experience. To promote re-usability and maintainability of the objected-oriented business layer, FASTER Web is built upon the CSLA.NET development framework. FASTER Web runs on a highly normalized MS SQL database and uses SQL Server Reporting Services (SSRS) as the Report Engine. Integrations are built using SQL Server Integration (SSIS) services and Web Service APIs based on Microsoft's Web API2 technology. It includes optional add-on semantic layer that leverages the new Tabular data model in SQL Server Analysis Services (SSAS).
12.2	What programming environments are used?	Visual Studio	
12.3	What other IT tools are used?	Numerous	
12.4	How do we securely develop and deploy our own applications interfacing with this system?		FASTER has a robust set of standard Web Service API2 methods. FASTER Web APIs are based on the REST web service architecture and are used to add, update, delete and inquire on data in FASTER Web. The API methods support JSON.  These APIs allow for a robust integration by permitting FASTER, your IT Team, or your other vendor to build middleware connecting the APIs to your other vendor's system.
12.5	Does the application need Administrator privileges to run?	N/A	
12.6	Does the application use the least privilege to run paradigm?	N/A	
<b>13</b>	<b>Mobile Computing</b>		
13.1	What end-user mobile hardware is required and supported, what are the specification details? For example, laptop, handheld	None	Since the FASTER Web system is a true browser, web-based client, it is compatible with wireless enabled devices with a compatible browser and is therefore inherently mobile. In addition, our Technician Workstation is designed specifically for use with the latest touch screen technology to maximize data entry efficiency.
13.2	What network hardware is required and supported, what are the specification details? For example, 802.11a/b/g/n,GPS, Ethernet RJ45		Internet Connectivity
13.3	What are the OS requirements/specifications for the end-user mobile hardware (include all supported OS)? For example, Windows XP, Windows CE		Chrome, Chrome for iOS, Edge, Firefox
13.4	Does the vendor provide End to End application security allowing the product to be used from the Internet? How? For example: Yes, SSL/Application proxy in DMZ. User level authentication in the application.		Yes, SSL
13.5	What are the network security requirements/specifications for the end-user mobile hardware, OS and client application? Required: 802.11i(802.1x) Unacceptable: WEP, WPA-1, WPA-2		GRU standards
13.6	What enabling client software is required, specify exact products and version? For example, Web Browser (specify exactly), Java VM		Chrome, Chrome for iOS, Edge, Firefox
13.7	What is the client application software and its functionality?	None	
13.8	How is client installed: side load or available from a public/private app store?		Accessed via browser (URL Based)
13.9	Is there an application or "brokering" server that resides in the customers DMZ to communicate with the mobile client application software?	No	
13.10	What network protocols and tcp/udp port numbers will the "brokering" server in the DMZ require for access to the private network?	N/A	
13.11	What network protocols and tcp/udp port numbers will the "brokering" server in the DMZ require for access from user on the Internet?	N/A	
13.12	Is IPSec VPN supported?	N/A	
13.13	Is SSL VPN supported?	N/A	
<b>14</b>	<b>Phone System</b>		
14.1	Are there any special requirements for GRU's phone system?	No	
14.2	Is CISCO VOIP support? Specify appropriate details.	N/A	
14.3	Describe any VOIP integration requirements.	N/A	
<b>15</b>	<b>Support</b>		



15.1	Contact Information (phone#, web page, info needed to log call)?		1-800-75FASTER
15.2	Support hours, time zone?		Customers have access to FASTER's Technical Software Support Personnel ("Software Support") during normal business hours. Normal business hours are defined as 7:30 am to 6:00 pm EST/EDT, Monday through Friday (excluding U.S. public holidays). FASTER also 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 Emergency FASTER Support.
15.3	Support tools needed to interact with vendor?	N/A	FASTER uses GoTo Assist
15.4	What are the Support "protocols" needed to interact with vendor? In other words, how do you authenticate who the customer requesting support, that they are allowed to call, and are under support? What info does customer need to provide?		No info is required to call support. It is up to the customer if they have limitations.
<b>16</b>	<b>Typical Installation Schedule</b>		
16.1	Prep work and duration?		A draft implementation plan and timeline has been provided as part of this response.
16.2	Installation work and duration with vendor?		A draft implementation plan and timeline has been provided as part of this response.
16.3	Post work and duration?		A draft implementation plan and timeline has been provided as part of this response.
16.4	What IT staff types will be needed (Sys Admin, DBA, Programmer, Desktop support, business analysts)?		A draft implementation plan and timeline has been provided as part of this response.



# VENDOR SECURITY QUESTIONNAIRE

***FASTER***

## [FASTER Asset Solutions] Vendor Security Questionnaire

Vendor to complete vendor identification section and then respond to all questions. Some rows may be hidden; you do not need to respond to hidden questions. If documents are requested please use "Insert object" to attach the document directly into the Vendor Comments cell.

<b>Vendor Name:</b>	FASTER Asset Solutions
<b>Completed By:</b>	Michael Brawley
<b>Date Completed:</b>	14-Aug-23

#	Question	Baseline	Vendor Response	Vendor Comments
1	<b>Document Requests</b>	LOW, MEDIUM, HIGH		
1.2	Please attach a copy of any information security or privacy certifications (e.g. ISO 27001, PCI DSS, GDPR)	LOW, MEDIUM, HIGH	Not attached (Please explain)	FASTER is currently in pursuit of SOC2 Type 1 in the immediate future. We are currently well into a readiness engagement and addressing all gaps. Immediately following completion of Type 1, we will begin pursuit of Type 2. Goal is to be cert'd Type 2 by end of 2023. Existing docs are basic and incomplete. We will share those final products once we complete the Type 1 cert audit. FASTER Privacy Policy is included as part of this response.
2	<b>Asset Management</b>	LOW, MEDIUM, HIGH		
2.1	Do you maintain an inventory of all hardware and software assets, including ownership?	LOW, MEDIUM, HIGH	Yes	
3	<b>Governance</b>	LOW, MEDIUM, HIGH		
3.1	Do you have an information security policy that has been approved by management and communicated to all applicable parties?	LOW, MEDIUM, HIGH	Yes	
3.5	Have you designated an individual, who is at least at a manager level, who is responsible for information security activities?	LOW, MEDIUM, HIGH	Yes	
4	<b>Supply Chain Risk Management</b>	LOW, MEDIUM, HIGH		
4.1	Do you perform security assessments on potential suppliers prior to entering into agreements with them?	LOW, MEDIUM, HIGH	Partial (Please explain)	FASTER will not be providing materials or hardware for any of the services within the scope of this project.
5	<b>Identity Management, Authentication, and Access Control</b>	LOW, MEDIUM, HIGH		
5.1	Is all access to information systems formally approved by the appropriate asset owner?	LOW, MEDIUM, HIGH	Yes	
5.4	Are all access rights to information systems immediately revoked upon employee/contractor termination or change of role?	LOW, MEDIUM, HIGH	Yes	
5.7	Do you require the use of multi-factor authentication for all remote access to organizational data, including email?	LOW, MEDIUM, HIGH	Yes	
6	<b>Human Resource Security</b>	LOW, MEDIUM, HIGH		
6.1	Do you have an information security awareness program designed to ensure that all employees and contractors receive security education as relevant to their job function?	LOW, MEDIUM, HIGH	Yes	
7	<b>Data Security</b>	LOW, MEDIUM, HIGH		
7.1	Do you require that all removable media, which may contain organizational data, is encrypted?	LOW, MEDIUM, HIGH	Yes	
7.2	Do you require that all media, including hardcopies, containing organizational data is disposed of securely when no longer required?	LOW, MEDIUM, HIGH	Yes	
8	<b>System Acquisition, Development, and Maintenance</b>	LOW, MEDIUM, HIGH		
8.1	Are information security requirements defined for all new information systems, whether acquired or developed?	LOW, MEDIUM, HIGH	Partial (Please explain)	Existing docs are basic and incomplete. We are currently enhancing and adding as part of SOC2 readiness campaign and will share those final products once we complete the Type 1 cert audit.
8.3	Is data used for development and testing protected through anonymization?	LOW, MEDIUM, HIGH	Not applicable (Please explain)	Data used for development and associated testing activities is dummy data, meaning that it is generated by our employees and is not personally identifiable information related to real individuals.
9	<b>Physical and Environmental Security</b>	LOW, MEDIUM, HIGH		



9.1	Are physical security perimeter controls implemented around sensitive locations such as data centers?	LOW, MEDIUM, HIGH	Yes	
<b>10</b>	<b>Information Protection Processes and Procedures</b>	LOW, MEDIUM, HIGH		
10.4	Do you control the transfer of information to external parties through authentication and encryption?	LOW, MEDIUM, HIGH	Partial (Please explain)	As it relates to the FASTER Web application data is transfer via secure FTP or API.
10.6	Are all information systems that are susceptible to malware protected by up-to-date anti-malware software?	LOW, MEDIUM, HIGH	Yes	
10.7	Do you have a backup and recovery process designed to ensure that data can be recovered in the event of unexpected loss?	LOW, MEDIUM, HIGH	Yes	
10.12	Do you evaluate, test, and apply information system patches in a timely fashion according to their risk?	LOW, MEDIUM, HIGH	Yes	
<b>11</b>	<b>Protective Technology</b>	LOW, MEDIUM, HIGH		
11.1	Have security event logging requirements been defined, and are all information systems configured to meet logging requirements?	LOW, MEDIUM, HIGH	Yes	
11.3	Have you deployed intrusion detection or prevention systems at the network perimeter?	LOW, MEDIUM, HIGH	Yes	
<b>12</b>	<b>Security Continuous Monitoring</b>	LOW, MEDIUM, HIGH		
12.1	Have you deployed automated tools to collect, correlate, and analyze security event logs from multiple sources for anomalies?	LOW, MEDIUM, HIGH	Yes	FASTER has several layers of monitoring in place within our MS Azure environment. We have deep level application & database monitoring provided by New Relic & Red Gate SQL monitoring, we also have uptime monitoring provided by Pingdom and SEIMs, we also utilize Azure's change management monitoring for any creations, deletions of resources within Azure, there is also anti-virus and malware monitoring by our third party MSP
12.5	Do you employ automated tools to scan information systems for vulnerabilities on a regular basis?	LOW, MEDIUM, HIGH	Yes	FASTER Host in Microsoft Azure which is a secure environment both physically and logically segmented with firewalls and VLANs within Microsofts state of the arts datacenters. You can read more about Microsoft Azure's datacenter security and controls : <a href="https://learn.microsoft.com/en-us/azure/security/fundamentals/physical-security">https://learn.microsoft.com/en-us/azure/security/fundamentals/physical-security</a>
<b>13</b>	<b>Information Security Incident Management</b>	LOW, MEDIUM, HIGH		
13.1	Do you have a formal, documented security incident response plan?	LOW, MEDIUM, HIGH	Yes	
<b>14</b>	<b>Privacy</b>	LOW, MEDIUM, HIGH		
14.2	Do you maintain an inventory and mapping of where all personal data is stored that includes cross-border data flows?	LOW, MEDIUM, HIGH	Yes	Yes, in regards to the FASTER Web application. As it relates to FASTER Asset existing docs are basic and incomplete. We are currently enhancing and adding as part of SOC2 readiness campaign and will share those final products once we complete the Type 1 cert audit.



# PRIVACY POLICY

***FASTER***



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## PRIVACY POLICY

Effective Date: 9/14/2017

This website is operated by *FASTER Asset Solutions* (“FASTER” “we” “us” or “our”). This Privacy Policy describes our collection, use, storage, sharing and protection of your personal or nonpersonal information you may provide at this site.

### CONSENT & SCOPE

Each time you access this Site, you are consenting to the information practices described in this Privacy Policy. We reserve the right to change this privacy policy at any time by posting a revised version on this Site.. Your continued use of our website, services, and products after any change to this privacy policy will constitute your acceptance of such change. The revised version will be effective at the time we post it. Therefore, we encourage you to periodically review this Privacy Policy to remain informed about how we are helping to protect the personal information we collect.

### INFORMATION COLLECTED

When you visit our Site, we collect the following types of personal information in order to provide you with use of and access to our websites, services, and solutions, and to help us personalize and improve your experience.

**Information we collect automatically:** When you visit our Site, we collect information sent to us by your computer, mobile phone, or other access device. The information sent to us may include but is not limited to the following: data about the pages you access, computer IP address, device ID or unique identifier, device type, geo-location information, computer and connection information, mobile network information, statistics on page views, traffic to and from the sites, referral URL, ad data, and standard web log data and other information. We may also collect anonymous information through our use of cookies and web beacons.

**Information you provide to us:** We may collect personal information, such as your name, address, phone, email and other similar information that you enter directly onto or in connection with our Site. Generally, personal information is requested when: (i) *FASTER*



customers register to use the our *Customer Site* area of our Site (the “Customer Site”) and (ii) when visitors to our Site request certain information about *FASTER* products and services.

**Other methods of collection:** We may also collect information from or about you in other ways, such as through your contact with our Support Team, when you respond to a survey, and your interactions with *FASTER* Staff or other companies.

## HOW WE USE INFORMATION COLLECTED

Our primary purpose in collecting personal information is to provide you with a secure, easy, and efficient experience. We may also use your personal information to:

- operate our Site;
- provide support or to carry out the service(s) you have requested or authorized;
- troubleshoot your issue and provide you with more effective customer service;
- distribute alerts concerning product upgrades, special offers, events, updated information, and other new products and services from *FASTER*;
- make improvements to our Site
- share relevant information with affiliates and third-parties; or
- for such other purposes as required or permitted by law.

## HOW WE SHARE INFORMATION WITH AFFILIATES AND THIRD PARTIES

We do not sell or rent your personal information to third parties for marketing purposes. *FASTER* partners with and occasionally hires other companies to provide services on its behalf. Personal information may be shared with these companies; however, the use and amount of personal information shared is limited to the purpose for collection.

We may also share your information as follows:

- with your consent;
- and when we believe in good faith that disclosure is necessary to protect our rights or property; to protect your safety or the safety of others; to investigate fraud or respond to a government, judicial or other legal request; to comply with the law; or in connection with a corporate change, such as an acquisition or merger.

## HOW WE STORE AND PROTECT PERSONAL INFORMATION

We endeavor to protect the security of your personal information. We use a variety of security technologies and procedures to try to protect your personal information from

unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities.

## HOW WE USE TRACKING TECHNOLOGIES

*FASTER* and its partners use cookies or similar technologies to analyze trends, administer the website, track users' movements around the website, and to gather demographic information about our user base as a whole. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our website or service.

By using our Site, you agree to our use of tracking technologies.

## HOW YOU CAN OPT OUT OF MARKETING COMMUNICATIONS

You may sign-up to receive email or other communications from us. If you would like to discontinue receiving this information, you may update your email preferences by using the "Unsubscribe" link found in the emails that we send to you.



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# INVESTIGATION OF ALLEGED WRONGDOINGS, LITIGATION/SETTLEMENTS /FINES/PENALTIES

***FASTER***



# INVESTIGATION OF ALLEGED WRONGDOINGS, LITIGATION/SETTLEMENTS /FINES/PENALTIES

FASTER Asset Solutions has never been involved in any litigation or dispute resolution with a customer.

FASTER has never had a suspension or disbarment.





# SIGNED ADDENDUMS

***FASTER***



# Addendum #1

***FASTER***





## ADDENDUM NO. 1

**Date:** July 25, 2023  
**Bid Due Date:** August 21, 2023, 3:00 P.M. (Local Time)  
**Bid Name:** Maintenance Management System for Transit (Rebid)  
**Bid Number:** RTSX-230065-DS

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NOTE: This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

- Question: We are seeking clarification for question #4. Does the City want responders to provide both on premise and cloud pricing options, or are you only accepting cloud based options?  
“Question4: Would Gainesville prefer an On Premise or Cloud solution? Answer4: Cloud.”

**Answer:** *Only cloud-based options will be accepted.*
- Find attached:

  - Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

### CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: TT FASTER LLC dba FASTER Asset Solutions  
BY: *Mitch Skyer*  
DATE: August 18th, 2023

1. Find attached:

- Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: TT FASTER LLC dba FASTER Asset Solutions

BY: *Mitch Skyer*

DATE: August 18th, 2023

CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

41-524      **Prohibition of Lobbying in Procurement Matters**

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.



# Addendum #2

***FASTER***



## ADDENDUM NO. 2

**Date:** August 7, 2023  
**Bid Due Date:** August 21, 2023, 3:00 P.M. (Local Time)  
**Bid Name:** Maintenance Management System for Transit (Rebid)  
**Bid Number:** RTSX-230065-DS

---

**NOTE:** This Addendum has been issued to the holders of record of the specifications.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Question submittal deadline has passed; no additional questions will be answered.
2. Question & Answer:

**Question1:** Would the city still use FleetWatch for Preventative Maintenance activities, or is it expected that the new Maintenance Management System would take over the management of the PM activities?

**Answer1:** **FleetWatch is used to gather mileage data, fluid usage, and fuel usage. PM activities are monitored and coordinated with our current legacy system Fleetnet. The new Maintenance Management System is expected to manage PM data and activities per the specifications.**

**Question2:** Why did the city have to go to a rebid? Was there a previous accepted bid for the project that was cancelled? If so, why was it cancelled?

**Answer2:** **The awarded proposal was based upon an incorrect assumption by the bidder that was not known until the contract stage; the City had no choice but to rescind the award and rebid.**

**Question3:** Does your current asset management system produce reports to comply with the NTD and FTA reporting requirements? Would you be open to sharing the reports for the purpose of this RFP?

**Answer3:** **Fleetnet provides the data that is used to complete reports for NTD and FTA, but not an inclusive report. The reports that are required are stated in the specifications.**

- Question4: Regarding the full integration with Fleetwatch. Do you need any information to go from the Maintenance Management System to Fleetwatch? If so, can you provide an example of what type of information would need to flow from the Maintenance Management System to Fleetwatch? Or is it acceptable for the integration include only the import of fuel, consumables (diesel, gasoline, oil, and fluids), mileage, and related data into the MMS?
- Answer4: Regarding the integration with Fleetwatch, data is only being imported to the MMS not imported to Fleetwatch.**
- Question5: What system is currently used to process Purchase Orders and Invoices? Is the new Asset Management System expected to process the financial transactions regarding Purchase Orders and Invoices?
- Answer5: The new Maintenance Management System will not be involved in financial transactions; those are handled by the City's Workday ERP system.**
- Question6: What is the total square footage of area that will need to be managed using Facilio? How much of this is built area and how much are grounds/outdoor areas?
- Answer6: The facility square footage and grounds area has no bearing on the MMS, and is non-applicable.**
- Question7: What are the total number of buildings that will be managed using Facilio?
- Answer7: The requirement for buildings is listed under facilities inventory.**
- Question8: What are the total number of users who will access the platform? Facilio has the following user types:
- Admin users: ones who have access to configuration options, adding/deleting users, and more admin functionality
  - Maintenance users: in-house maintenance staff employed by the City who will be planning and executing work orders
  - Vendor users: third party vendors who the City uses for maintenance services who need access to the CMMS
  - Requester users: number of people who need to submit work requests through the CMMS
- Any info on number of each type of user will be very useful for pricing.
- Answer8: Six (6); 45; none; estimating around eight (8).**
- Question9: Is there a requirement for the CMMS to track the movement of fleet assets?
- Answer9: No, we currently use Clever Devices for telematics.**
- Question10: What data needs to be shared between Facilio and Fleetwatch as part of the integration?
- Answer10: All data from Fleetwatch needs to be transferred, i.e. mileage, fuel usage, fluid usage, employee, etc.**
- Question11: What is the use-case and data scope for integration between Facilio and Clever Devices?
- Answer11: We are using Clever Devices to complete pre-trip inspections and the driver generated write-ups need to be imported into the new MMS as a service request.**
- Question 12: For tracking fleet asset miles travelled, is the data going to be manually entered into the CMMS during work orders/inspections or will it be obtained automatically via integration with Clever Devices or Fleetwatch?
- Answer12: Mileage data is obtained through fleetwatch and is part of the Fleetwatch integration.**



Question13: How critical is the bar coding requirement for inventory?

Answer12: **Bar coding for inventory is a requirement.**

3. Find attached:

- Prohibition of Lobbying in Procurement Matters

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: TT FASTER LLC dba FASTER Asset Solutions

BY: *Mitch Skyer*

DATE: August 18th, 2023

CITY OF \_\_\_\_\_  
GAINESVILLE

FINANCIAL SERVICES  
PROCEDURES MANUAL

**41-524      Prohibition of Lobbying in Procurement Matters**

Except as expressly set forth in Resolution 170116, Section 9, during the Cone of Silence as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees, except the Procurement Division or the procurement designated staff contact person. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Cone of Silence period means the period between the issue date which allows for immediate submittals to the City of Gainesville Procurement Division in response to an invitation to bid, or a request for proposal, or qualifications, or information, or an invitation to negotiate, as applicable, and the time that City Officials or the Procurement Division, or City Department awards the contract.

Lobbying means when a person seeks to influence or attempt to influence City Officials or employees with respect to a decision of the City, except as authorized by procurement procedures.

***FASTER***

**APPENDIX #1  
FASTER MSA**







# FASTER MSA TEMPLATE

***FASTER***

## GENERAL AGREEMENT

TT FASTER LLC, dba *FASTER* Asset Solutions, hereinafter referred to as "*FASTER*," and the \_\_\_\_\_, hereinafter referred to as "Customer," agree to the following terms and conditions as detailed below and in the attached Schedules A-E (collectively, the "Agreement"), which are as follow:

- Schedule A: Statement of Work
- Schedule B: Software Upgrades & Support Agreement
- Schedule C: Software License Agreement
- Schedule D: Cloud Service Level Agreement (SLA)
- Schedule E: Pricing & Payment Terms

### 1. *FASTER* Web and Custom Deliverables:

- a. This Agreement may have custom deliverables, which are distinct and separate from *FASTER* Web. Custom deliverables, if any, will be listed in the Pricing & Payment Terms, attached as Schedule E. There are also several add-on products to *FASTER* Web that may be identified in Schedule E and licensed separately.

Whatever add-ons, custom deliverables and converted data are listed in Schedule E as work product will be deployed together through 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 E. The Soft Go-Live instance is tested in the *FASTER* datacenter and then deployed to Customer's single environment that serves as Customer's test environment during the implementation and will become the production environment upon Go-Live. This permits Customer to perform whatever tests it deems necessary in the later environment to which it will have access. Customer having one environment through the life of the implementation that will be promoted to the production environment is a critical aspect of quality control that is a distinctly important part of the *FASTER* Web implementation process.

- b. Integrations & Business Intelligence Work Approvals & Testing:

All solutions, processes, and custom deliverables will be documented in the Statement of Work, which will be confirmed by both parties at the time of project kickoff.

- Post project kickoff change orders will be documented in writing and signed by both parties to confirm agreement.

Data Conversion Testing:

If data conversion services are included in Schedule E, the following will apply:

- i. *FASTER* will perform data validation testing.
- ii. *FASTER* will ensure the accuracy of the data *FASTER* loads into Customer's *FASTER* Web database against the data provided by Customer.

- iii. *FASTER* will confirm Customer's converted data meets the business rules of *FASTER* Web.
- iv. Once *FASTER* has completed data validation testing internally, *FASTER* will provide Customer a Soft Go-Live copy of the database that contains the data *FASTER* loaded.
- v. Customer may, at its discretion, perform any due diligence it deems necessary to validate this data.
- vi. *FASTER* will provide data validation test cases for Customer to use free of charge.
- vii. Any data defects Customer finds and reports during its Soft Go Live Data Conversion Testing that are the result of *FASTER*'s work will be corrected by *FASTER* at no charge to Customer.

## 2. 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, is available to exempt the sale from sales or use tax liability, Customer will provide *FASTER* with a copy of such certificate or document.

## 3. Proprietary Rights of *FASTER*

- a. Nature of Rights and Title: Customer recognizes that all computer programs, system documentation, 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 very valuable to *FASTER*, and that their use and disclosure must be controlled.

Title: *FASTER* retains title to and all intellectual property rights to all programs, documentation, information or data furnished by *FASTER*. Customer retains rights to the asset data related to its property, which is housed within the MSSQL database. Other aspects of that MSSQL database, such as database structure and database objects remain the proprietary property of *FASTER*.

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*. 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 it will not directly or indirectly lease, license, sell, offer, negotiate, or contract to provide any software similar to that supplied hereunder to any third party. This clause, however, will not prohibit Customer from acquiring, for its own use, software from third parties. Customer agrees that it will not:
  - 1. Copy or duplicate, or permit anyone else to copy or duplicate, any physical or electronic version of the programs, databases, documentation, or information furnished by *FASTER* (other than for internal backup purposes).
  - 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 (whether oral, written, tangible, or intangible). Customer may copy for its own use documentation and any other materials provided by *FASTER*.
  - 3. Modify or permit others to modify the system's database structure. Any such modifications will void *FASTER's* warranties and *FASTER's* obligation to provide Software Upgrades and Support pursuant to Schedule B.
- ii. Demonstrations. Due to the proprietary nature of *FASTER Web*, Customer agrees not to demonstrate or show *FASTER Web* to any competitors, or consultants that work with competitors, of *FASTER*.

c. Transfer/Expansion of Rights

Customer's rights to use the programs, documentation, 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. Equitable Relief

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

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 Customer may enter a joint venture or other cooperative enterprise. The term employee means individual on whose behalf 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* software or its associated 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 fees.

## 7. Confidential Information

**“Confidential Information”** means any software provided by *FASTER* to Customer under this Agreement, the logon identifiers and passwords provided to Customer and its authorized users, 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 reasonably would be considered confidential. 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, including all renewal terms.

## 8. Term and Termination

The initial term of this Agreement shall be for five years from the Effective Date. After expiration of the initial term, Annual Software and Support (as outlined in Schedule B) shall automatically renew for successive one-year periods unless either party provides written notice of non-renewal at least 60 days prior to commencement of the applicable renewal term. The costs for Annual Software and Support in this Agreement will increase annually by the Consumer Price Index for the United States as published by the Bureau of Labor Statistics of the United States Department of Labor (capped at no more than 6% annually), or, if specified, by the amount identified in the pricing quotation. 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 is in material breach 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; or (b) *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. Early Termination

Customer recognizes that pricing consideration is given for multi-year term agreements. In the event that Customer elects to cancel the Agreement without cause prior to the completion of the initial term, Customer agrees to pay 85% of the unbilled portion of the Agreement for the remaining term.

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 Customer will be of no effect unless agreed to in writing by *FASTER*.

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. No Other Warranties outside of this Agreement

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



d. Severability

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

e. Force Majeure

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

f. Limitation Period (3 years)

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

g. Asset Count

*FASTER* reserves the right to periodically and reasonably confirm Customer's Standard Active Asset and Non-Standard Active Asset counts. Customer will reasonably cooperate with *FASTER* in the asset count confirmation process. Should those counts exceed the number of active assets licensed by Customer, *FASTER* reserves the right to bill Customer for those excess assets at the applicable additional asset rate noted in Customer's Statement of Work (SOW), Pricing & Payment Terms.

h. 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.

i. Governing Law

This Agreement will be governed by the laws of the Commonwealth of Virginia. Customer acknowledges that it has read this Agreement, understands it, and agrees to be bound by its terms and conditions. Further, 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.

**AGREED TO:**

Customer:	TT FASTER LLC DBA <i>FASTER</i> Asset Solutions:
By: _____	By: _____
Title: _____	Title: _____
Date: _____	Date: _____

## Schedule A: Statement of Work

### 1. SERVICES

- a. Orders for Services.
  - i. *FASTER* will provide and make the Services available to Customer in accordance with the terms and conditions of this Agreement and any applicable written Quote signed by all parties, which becomes an Order.
  - ii. In the event of a conflict between the terms of this Agreement and the terms of an Order, the terms of this Agreement will govern to the extent of the conflict unless the Order expressly states that it is intended to modify the conflicting terms of this Agreement, in which case the terms of the Order will govern to the extent of the conflict.
- b. Professional Services.
  - i. If specified in an Order, *FASTER* will provide Professional Services to Customer in accordance with this Agreement and the applicable Order.
    - 1. Data Extraction Support Services – optional add on service to support Customer with data extraction, mapping, and database population from existing database to *FASTER* Web MSSQL staging database.
  - ii. *FASTER* will own any improvements, enhancements, configurations, or other derivative works to the Cloud Services made by *FASTER* in connection with the Professional Services.
- c. Training Services.
  - i. *FASTER* shall provide training services via live, instructor led web-based internet sessions, live in person sessions, and via collateral materials for self-directed customer training. All training options shall include the instructional materials provided.
  - ii. Training may include some or all of the following training; supervisory and administrative functions, technicians, train the trainer, operators, and other identified customer representatives.
  - iii. All quotes for training options and/or combinations will be delivered in writing and only executed with Customer's authorized signature. Onsite training is recommended at key intervals based on customer need and/or deployment complexity. *FASTER* will provide quotes for onsite training as requested and/or as recommended at *FASTER's* then-current rates (unless specified in an Order. otherwise) plus travel expenses, which include airfare, ground transportation, parking, lodging, per diem, and administrative expenses.
- d. Implementation/Configuration Services.
  - i. *FASTER* shall provide Customer with account setup information within fourteen (14) days of the effective date of Order.
  - ii. To permit *FASTER* to perform historical data import, Customer shall provide *FASTER* with any requested configuration information and a copy of the Customer *FASTER* Win database and/or other external database as applicable. This typically is provided within twenty (20) business days of the applicable Order's effective date, or at a date mutually agreed upon within the project plan.
- e. Custom Work

- i. This Agreement may have custom work product, which is distinct and separate from the *FASTER* Web services and software. Custom work, if any, will be listed in Schedule E, or within a subsequent order document.
    - ii. There are also several software products that are licensed separately. Therefore, if the product is not specifically listed in Schedule E, no license rights are conveyed.
- 2. PROJECT MANAGEMENT.
  - a. Project Managers.
    - i. Each party shall, throughout the Term, maintain within its organization a project manager to serve as such party's primary point of contact for day-to-day communications, consultation, and decision-making regarding the Services.
    - ii. Each such project manager shall be responsible for providing all day-to-day consents and approvals on behalf of such party under this Agreement.
    - iii. Customer's project manager will assist with scheduling and coordinating training sessions and other requests Customer may have for the Services.
    - iv. Each party shall ensure its project manager has the requisite organizational authority, skill, experience, and other qualifications to perform in such capacity.
  - b. Delays in Performance.
    - i. *FASTER* shall not be deemed in breach of its obligations under this Agreement or otherwise liable if *FASTER*'s performance of its obligations under this Agreement is prevented or delayed by the unavailability of Customer's data, to include, but not be limited to, an existing *FASTER* Win database or other existing database.
    - ii. Additionally, *FASTER* will not be considered in breach of its obligations due to Customer delays with respect to configuration decisions, training scheduling, assigned project task completion, differences in the descriptions of the fleet as provided by Customer, or any other act or omission of Customer, its project manager, or any other of its agents, subcontractors, consultants or employees.
    - iii. *FASTER*'s obligation to perform will be extended by the same number of days as Customer's contingent action is delayed plus additional coordination time that results from these delays.
    - iv. *FASTER* will always work to minimize delays and partner with the Customer to address solutions if and when these situations occur.
- 3. *FASTER* Web Application
  - a. One instance of the *FASTER* Web application with one database is included.
  - b. Unlimited user access (named accounts) is included.
  - c. *FASTER* Fleet Management Dashboard includes 8 Key Performance Indicator (KPI) Charts, as Module landing page charts.
  - d. MODULES
    - i. Assets
    - ii. Inventory
    - iii. Maintenance
    - iv. Fuel
    - v. Accounting
    - vi. Vendors
    - vii. Reports
  - e. Technician Workstation
  - f. Customer Portal
- 4. SELECTED (OPTIONAL) SOFTWARE COMPONENTS



- a. Selected software add-on components as indicated in the Order.
  - b. Selected components are not included in the standard *FASTER* Web Application and are priced separately for initial and ongoing recurring fees.
5. Application Programming Interface (API) (OPTIONS)
- a. Communication protocol that allows communication between *FASTER* Web and specifically identified application. Includes all required definitions and protocols to communicate with external application as identified. Includes updates to the API if required due to definition or protocol changes.
    - i. Integrations Web Service API to retrieve, create, update, and delete API data is included with any purchased API. The Integrations Web Service returns setting values from the integration console and captures the execution history by status.
    - ii. Health Web Service API included with any purchased API option. Confirms user authentication and communication success, and provides diagnostics information for troubleshooting communication activity.
  - b. Maintenance Repair API
    - i. Retrieve work order and direct charge repair information from *FASTER* Web
  - c. Asset Alerts API
    - i. Retrieving and creating alerts from telematics vendor for assets in *FASTER* Web once per hour.
    - ii. Create one or more alerts for an asset or a collection of alerts for an asset in *FASTER* Web.
  - d. Asset Locations Web Service API
    - i. Create GPS location record for an Asset in *FASTER* Web from an external automated vehicle location/GPS vendor.
    - ii. One or more new location records are created once per hour per asset.
  - e. Inventory Orders and Invoices API
    - i. Import invoices into *FASTER* Web based on received date
    - ii. Import orders and line items by status and date
    - iii. Import orders and line items by Vendor Name, Vendor Code, and Purchase Order Number
    - iv. Create orders and order line items (optional parameter)
    - v. Deletes orders and order line items.
  - f. Inventory Item Request Web Service API
    - i. Retrieve item requests and create item request messages.
    - ii. Item requests include Storeroom, Begin and/or End Date and Offset
    - iii. Item Request Messages for technician include Item Request Identifier (unique), Message Subject, Message Body
  - g. Asset Meter Readings Web Service API
    - i. Create meter readings for each asset in *FASTER* Web daily per asset from external vendor data feed.
  - h. Purchase Orders Web Service API
    - i. Import one or more Purchase Orders that match the given Vendor Names, Vendor Codes and Purchase Order Numbers.
    - ii. Create one or more purchase orders and budget line items for purchase orders.
  - i. Process Billing Automation Web Service API
    - i. Auto create date specific billing statement in *FASTER* Web
  - j. Asset Birth Certificate Web Service API

- i. Retrieves and updates Assets in *FASTER Web*.
  - ii. Parameters include current Asset Status, date, VinSerial, License, Asset Number, and Organization.
- 6. Integrations (OPTIONS)
  - a. Asset Alerts Import
    - i. Import telematics alerts such as, but not limited to, Diagnostic Trouble Codes (DTC), fault codes, inspection comments from external vendors.
  - b. Asset Locations Import
    - i. Latitude and longitude GPS data points imported from Automated Vehicle Locator system and displayed on *FASTER Web's* map
    - ii. Fixed location and ignition status at time of import to be used to track parked vehicle locations.
    - iii. Requires vendor provided flat file that contains all required data or *FASTER Web* can fetch data via an APIs using SOAP-based web services or RESTful-based APIs
  - c. Asset Meter Readings Import
    - i. Import cumulative asset meter readings available from vendor into *FASTER Web*.
    - ii. Supported meter types that may be imported include Miles, Hours, PTO, Engine Idle Hours, etc.
    - iii. *FASTER Web* can fetch meter data from external vendor APIs using SOAP-based web services or RESTful-based APIs. Flat files with conforming data structure can be imported as well.
  - d. Single Vendor Fuel Import
    - i. Import fuel usage data by asset from a Fuel System Vendor (FSV).
    - ii. Live production export flat files including the complete disbursement transaction data from Fuel System Vendor are required for import.
  - e. Fuel Dispenser Integration
    - i. Allows *FASTER Web* users to track the individual fuel site and/or dispenser source.
    - ii. Allows configuration to track Inventory Items so fuel imports deplete quantity from inventory.
  - f. VIN Decoder
    - i. Scan or manually enter a VIN into *FASTER Web* Create Asset and Select Asset processes.
    - ii. VIN decoded by the National Highway and Transportation Safety Administration (NHTSA).
    - iii. Automatically creates Table Look Up values, such as Make, if the value provided by NHTSA is not in *FASTER Web*.
    - iv. Decoded VINS trigger import of the following fields and pre-populate in *FASTER Web* "Create New Asset" function.
      - 1. Vehicle Make, Vehicle Model, Year, Drivetrain, Engine
    - v. Decoded NHTSA values not already in the system will automatically be added to the appropriate field list in Setup when saving the asset.
    - vi. NHTSA values are checked to confirm active status in *FASTER Web*.
- 7. Modules (OPTIONS)
  - a. Barcoding Add On
    - i. Software to scan and print 2D or Symbiology – Code 128 barcodes
  - b. Alert Filtering and Mapping Add On

- i. Automatically create pending repairs or service items
    - ii. Automatically send text or email custom notifications.
    - iii. Assign custom descriptions to alerts from vendor provided XML file
    - iv. Optional alert description reference mapping to SAE (Society of Automotive Engineers) codes with SAE subscription.
  - c. Dashboard Add On
    - i. Separate module with user definable views and settings
    - ii. 12 additional KPI (Key Performance Indicators) Charts
  - d. *FASTER* Web Inventory Import Utility (IIU)
    - i. Interface that enables the issuance of parts and credits to *FASTER* Web work orders.
    - ii. Supports import of Inventory (parts) data from parts or fluid vendor.
    - iii. IIU is incorporated directly in *FASTER* Web Integrations Module
    - iv. Configuration is done within the *FASTER* Web Integrations Module, results are imported directly into the module.
    - v. Scheduling frequency of import as often as every five minutes.
    - vi. Data is retrieved via an external vendor provided comma separated value (CSV) flat file from a designated file location or SFTP site.
  - e. Web-Based MotorPool Module
    - i. Software package to manage Asset Sharing, Asset Rentals and Asset Reservations for both attended and unattended motor pools
    - ii. Unlimited user access (named accounts)
    - iii. Workflow processes to manage customer and end user interaction, rate structures, multiple motor pool locations, and consolidated billing.
  - f. Key Box Integration
    - i. Required to integrate keybox hardware with *FASTER* MotorPool module. Includes keyfob tracking, dispatch and reservations without requiring an onsite attendant.
- 8. Exports (OPTIONS)
  - a. Asset Alert Results Export
    - i. Utility to export alerts from *FASTER* Web by status fixed or cleared status.
    - ii. Fixed Alert exports include Alert Status, Alert Code, Alert Description, Asset Number, VIN/Serial, Maintenance Shop, Maintenance Shop Description, Work Order, Repair Description, Technician Name, Date/Time Completed
    - iii. Cleared Alert exports include Alert Status (Cleared), Asset Number, VIN/Serial, Alert Code, Alert Description, Date/Time Cleared
  - b. Asset Birth Certificate Export
    - i. Utility to provide initial and ongoing data for new and updated assets related to: asset identification, acquire/dispose, engines, fuel types, and meters for consumption by external solutions.
- 9. Data Services (OPTIONS)
  - a. Data Extraction Mapping Tools
    - i. Option 1: Pre-designed MS Excel data mapping template
    - ii. Option 2: MSSQL Staging Database provided for mapping and populating existing data for migration
  - b. Level 1 Data Conversion and Testing

- i. Data conversion from existing database to *FASTER* Web database. Includes Asset/Equipment Birth Certificates, Parts Birth Certificates, Vendor Birth Certificates, Employees/Users Records.
    - ii. Data Validation testing conducted to confirm data conversion integrity.
  - c. Level 2 Data Conversion and Testing
    - i. Data conversion from existing database to *FASTER* Web database. Includes Fuel Transaction Details and Work Order Transaction Details
    - ii. Data Validation testing conducted to confirm data conversion integrity.
  - d. Level 3 Data Conversion and Testing
    - i. Data conversion from existing database to *FASTER* Web database. Includes Inventory Orders/Receipt Transaction Detail, Chart of Accounts
    - ii. Functional stability testing conducted to ensure no data conflicts with *FASTER* Web table structure.
    - iii. Data Validation testing conducted to confirm data conversion integrity.
- 10. Implementation/Pre Go-Live Training Modules – training modules are continually enhanced and updated, examples of these modules are found below.
  - a. Maintenance Management Overview
  - b. System Configuration for *FASTER* Web system settings
  - c. Training Plan and Schedule for specific system users and job functions.
  - d. Live System Management Webinars: Assets, Inventory, Maintenance, Vendors, Reports, and Dashboards.
- 11. Go Live Training
  - a. Typically delivered on site during the first week *FASTER* Web is deployed and fully implemented.
  - b. Full system review followed by comprehensive sessions covering Setup of Users and Permissions; Inventory; Maintenance, Creating Work Orders; Fuel; Accounting; Vendors; Reports; and Technician Workstation.
- 12. Post Go-Live Training (OPTIONS)
  - a. Users are invited to attend scheduled *FASTER* Q&A topic focused sessions to get questions answered, learn best practices, and sharpen their *FASTER* Web skills. These are available for no additional charge for 12 months after Go-Live.
  - b. Add on programmed training packages are available at scheduled intervals (i.e., quarterly, semi-annually, and annually) after Go-Live. These packages include review and reinforcement, advanced specialty training, and new employee introductory training modules. Training packages are conducted both remotely and in person as required.
  - c. New manager training program modules are available to introduce Customer new hire management to the *FASTER* Web solution and provide understanding of the tools, capabilities and reporting analytics to replacement management personnel.



## Schedule B: Software Upgrades & Support Agreement

1. Software Upgrades & Support will consist of: (i). Upgrades to the *FASTER* Web software and custom deliverables listed in any Statement of Work; (ii). Correction of defects to keep the software in conformance with the applicable user documentation; and (iii). Support listed in Section 4.
2. Software Upgrades:
  - a. Software upgrades are regularly scheduled and implemented by *FASTER* to all customers with current Software Upgrades & Support Agreements (i.e., it cannot have expired). After the initial term, Software Upgrades & Support will automatically renew unless Customer cancels per the termination provisions identified herein. Software Upgrades & Support provides the following upgrade benefits:
    - i. Upgrades to *FASTER* Web: Each new version release is 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 *FASTER* Web.
3. Software Defects: Software Upgrades & Support covers issues or problems that are the result of 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 encompasses *FASTER* Web, and, if custom deliverables are included in Schedule E, the associated detailed Requirements Document.
4. *FASTER* Software Support Coverage and Policies

### Overview

*FASTER* Support Services are set forth in this Software Upgrades & Support Agreement. During the term of this Agreement, *FASTER* will provide the following support services if the Licensed Software does not operate substantially in accordance with the documentation. Support will be handled via phone, email, and the internet when *FASTER* support personnel are not at Customer's site. The infrastructure for this plan is a request tracking system used to facilitate the process of tracking and resolving customer needs and issues. Every service request is logged into the system and is accessible by *FASTER* support representatives.

- Full-service support hours are weekdays from 7:30 AM – 6:00 PM Eastern Time, except for holidays.
- On call support personnel are available 24/7/365 to handle Urgent and High severity issues outside of standard business hours.
- All support cases are entered in the *FASTER* tracking system, assigned a case number, and documented via email with a response and case number sent to Customer.

### Assignment of Service Request Severity

When Customer has opened a service request and reaches customer support, the *FASTER* associate will assess the severity of the request based on Customer's description of the issue.

Table 1 below describes the definitions used in identifying and assigning a severity level to Customer's reported issue for the *FASTER* Web cloud-based solution.

Severity Level	Criteria
Urgent	<ul style="list-style-type: none"> <li>Customer's production system is down due to an issue with a <i>FASTER</i> product.</li> <li><i>FASTER</i> product is unusable resulting in total disruption of work or other critical business impact.</li> <li>No workaround is available</li> </ul>
High	<ul style="list-style-type: none"> <li>Major feature/function failure</li> <li>Operations are severely restricted</li> <li>A workaround is available</li> </ul>
Medium	<ul style="list-style-type: none"> <li>Minor feature/function failure</li> <li>Product does not operate as designed, minor impact on usage, acceptable workaround deployed</li> </ul>
Low	<ul style="list-style-type: none"> <li>Minor issue</li> <li>Documentation, general information, enhancement request, etc.</li> </ul>

### Response and Resolution Targets

*FASTER* Support response and resolution targets are described below:

**Response:** When *FASTER* Customer Support receives a support request, a support engineer will provide feedback to Customer that the request has been logged and assigned to the appropriate resource. The support team will work as efficiently as possible with Customer to ensure **a clear understanding of the issue, and, where applicable, attempt to reproduce or identify from the system log the issue.**

*FASTER* offers the option to submit support requests in three ways: via our web portal, direct email to [support@fasterasset.com](mailto:support@fasterasset.com), or via our phone support line.

Severity Level	Target Response	Target Resolution	Solution (1 or more of the following)
<b>Urgent</b>	1 Business Hour	Within 4 hours from actual response	<ul style="list-style-type: none"> <li>Satisfactory workaround is provided</li> <li>Product patch is provided</li> <li>Fix incorporated into future release</li> <li>Fix or workaround incorporated into Solution Library</li> </ul>
<b>High</b>	4 Business Hours	Within 36 hours from actual response	<ul style="list-style-type: none"> <li>Satisfactory workaround is provided</li> <li>Product patch is provided</li> <li>Fix incorporated into future release</li> </ul>

			<ul style="list-style-type: none"> <li>• Fix or workaround incorporated into Solution Library</li> </ul>
<b>Medium</b>	1 Business Day	Within 5 Business Days	<ul style="list-style-type: none"> <li>• Answer to question is provided</li> <li>• Satisfactory workaround is provided</li> <li>• Fix or workaround incorporated into Solution Library</li> <li>• Fix incorporated into future release</li> </ul>
<b>Low</b>	1 Business Day	Within 10 Business Days	<ul style="list-style-type: none"> <li>• Answer to question is provided through FAQ, Knowledge Base, or through trained customer subject matter experts (SME)</li> <li>• Fix or workaround incorporated into Solution Library</li> </ul>

### Assignment of Service Request Status

When a customer contacts *FASTER* Customer Support and requests help to resolve a question or an issue, a service request is opened. The following table describes the possible status that may be assigned to a service request.

Status	Criteria
<b>Open/In-Process</b>	A service request has just been submitted. It may be assigned to an individual or a queue. <i>FASTER</i> has responded to Customer regarding receipt of the service request and is actively pursuing a resolution.
<b>Waiting on Customer</b>	<i>FASTER</i> is not actively working on the resolution of the service request. Generally, this is due to information pending from the submitter of the service request to be able to clearly understand, have the ability to reproduce or identify from the system log the issue at hand. However, service requests may be put on hold for other reasons as well.
<b>Active</b>	<i>FASTER</i> has identified the issue and is actively working on a resolution, but the issue requires additional activities, such as, but not limited to, development, integration, third-party discussions, and additional Customer department interaction. <i>FASTER</i> will regularly provide status updates and expected resolution timelines to the customer.
<b>Closed</b>	<p>Closed status reflects that:</p> <ul style="list-style-type: none"> <li>• Customer and <i>FASTER</i> agree that a satisfactory resolution has been provided, or</li> <li>• Customer understands that there is not a solution to the issue at hand, and the issue is not a result of a product defect, or</li> <li>• <i>FASTER</i> has made multiple attempts to contact Customer that opened the log and Customer has not responded.</li> </ul> <p>Electronic service requests (Web, e-mail) may be closed when <i>FASTER</i> Professional Services has provided an electronic reply with a high degree of confidence that the reply will resolve the issue or answer the question.</p>

Networking, hardware and installed software at the site are the sole responsibility of Customer and are not covered in Support Services. Customer misuse or unauthorized use of Licensed Software or Mobile Modules also is not covered in Support Services.

5. Training is provided as requested by Customer. Options for training include initial “Go-Live Training,” remote, web-based training, regional training sessions, progressive system administrator training, and onsite, in person training. Each option will be quoted, in writing, for Customer’s review. Once accepted, the account management team will coordinate scheduling at the earliest mutually acceptable date.
6. Customer’s Responsibilities:
  - a. Customer’s representative(s) must be qualified and authorized to communicate all necessary information.
  - b. Customer accepts sole responsibility for any compatibility problems between the *FASTER* Web software and any other application software or non-current software programs not maintained or supported by *FASTER*.
  - c. Provide all relevant information and supporting details necessary to clarify support issue(s).

Term:

A lapse in Software Upgrades & Support is defined as non-payment for 60-days. Customers who enter delinquent status may be subject to suspension of some or all services, including, but not limited to support, product updates, or access to cloud-based services. Removal of delinquent status will be at *FASTER*’s discretion and may require a penalty payment and/or increase in recurring service costs.

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. Recurring service fees may be pro-rated to reflect term agreement pricing as is applicable.



## Schedule C: Software License Agreement

### 1) Scope of License

#### a) Grant:

Subject to and conditioned on Customer's compliance with the terms and conditions of this Agreement, *FASTER* grants Customer a personal, non-exclusive, non-transferable, non-sublicensable, limited license for its Authorized Users to use the Licensed Software on behalf of Customer solely during the subscription term set out in Schedule E: Pricing & Payments Terms (including all orders and/or addenda accepted following execution of this Agreement, which shall be incorporated automatically into Schedule E at the time of acceptance) and for Customer's internal business purposes in accordance with the Documentation. Under the foregoing license, Customer may either (a) install and/or host the Licensed Software on *FASTER*'s hosting provider's hardware, as agreed by the Parties in Schedule E; (b) install and/or host the Licensed Software on Customer's, or its designated contractor's, hardware and in the number of copies of the Licensed Software permitted in Schedule E (or other licensing metric set forth therein, as applicable); or (c) any combination of the foregoing (a) and (b).

- b) Limitations. Customer shall not, and shall require its Authorized Users not to, directly or indirectly: (a) use (including make any copies of) the Licensed Software or Documentation beyond the scope of the license granted; (b) provide any other person or entity, including any subcontractor, independent contractor, affiliate or service provider of Customer, with access to or use of the Licensed Software or Documentation; (c) modify, translate, adapt or otherwise create derivative works or improvements, whether or not patentable, of the Licensed Software or Documentation or any part thereof; (d) combine the Licensed Software or any part thereof with, or incorporate the Licensed Software or any part thereof in, any other programs other than as contemplated by Schedule E or by the Documentation; (e) reverse engineer, disassemble, decompile, decode or otherwise attempt to derive or gain access to the source code of the Licensed Software or any part thereof; (f) remove, delete, alter or obscure any trademarks or any copyright, trademark, patent or other intellectual property or proprietary rights notices provided on or with the Licensed Software or Documentation, including any copy thereof; (g) copy the Licensed Software or Documentation, in whole or in part, other than as permitted by this Agreement; (h) rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer or otherwise make available the Licensed Software, or any features or functionality of the Licensed Software, to any third party for any reason, whether or not over a network or on a hosted basis, including in connection with the internet or any web hosting, wide area network (WAN), virtual private network (VPN), virtualization, time-sharing, service bureau, software as a service, cloud or other technology or service; (i) use the Licensed Software or Documentation in violation of any Law, regulation or rule; or (j) use the Licensed Software or Documentation for purposes of competitive analysis of the Licensed Software, the development of a competing software product or service or any other purpose that is to *FASTER*'s commercial disadvantage.

## 2) SaaS Services.

- a) **Access.** Subject to and conditioned on Customer's compliance with the terms and conditions of this Agreement, *FASTER* will provide Customer's Authorized Users a personal, non-exclusive, and non-transferable right to access and use the Licensed Software on behalf of Customer solely during the subscription term set out in Schedule E and for Customer's internal business purposes in accordance with the Documentation. *FASTER* shall host the Licensed Software on *FASTER*'s hardware, during the Access Term, as agreed by the Parties in this Agreement.
- b) **Acknowledgment.** Customer acknowledges and agrees that this Agreement and the rights provided pursuant to this Section 2 is a services agreement and *FASTER* will not be delivering copies of the Licensed Software to Customer or its Authorized Users as part of the SaaS Services.
- c) **Proprietary Rights.** Customer acknowledges and agrees that the Licensed Software and any necessary software used in connection with the services provided under this Agreement contain proprietary and confidential information that is protected by applicable intellectual property and other laws. Customer further acknowledges and agrees that the content or information presented to the Customer through the services provided pursuant to this Agreement may be protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws. Except where expressly provided otherwise by *FASTER*, nothing in this Agreement or Documentation shall be construed to confer any license to any of *FASTER*'s intellectual property rights, including, but not limited to, the Licensed Software, whether by estoppel, implication, or otherwise.
- d) **Limitations.** Customer shall not, and shall require its Authorized Users not to, directly or indirectly: (a) use (including make any copies of) the Licensed Software or Documentation beyond the scope of the access and use granted; (b) provide any other person or entity, including any subcontractor, independent contractor, affiliate or service provider of Customer, with access to or use of the Licensed Software or Documentation; (c) modify, translate, adapt or otherwise create derivative works or improvements, whether or not patentable, of the Licensed Software or Documentation or any part thereof; (d) combine the Licensed Software or any part thereof with, or incorporate the Licensed Software or any part thereof in, any other programs other than as contemplated by Schedule E and the Documentation; (e) reverse engineer, disassemble, decompile, decode or otherwise attempt to derive or gain access to the source code of the Licensed Software or any part thereof; (f) remove, delete, alter or obscure any trademarks or any copyright, trademark, patent or other intellectual property or proprietary rights notices provided on or with the Licensed Software or Documentation, including any copy thereof; (g) copy the Licensed Software or Documentation, in whole or in part; (h) rent, lease, lend, sell, license, assign, distribute, publish, transfer or otherwise make available the Licensed Software, or any features or functionality of the Licensed Software, to any third party for any reason, whether on a network or on a hosted basis, including in connection with the internet or any web hosting, wide area network (WAN), virtual private network (VPN), virtualization, time-

sharing, service bureau, software as a service, cloud or other technology or service; (i) use the Licensed Software or Documentation in violation of any Law, regulation or rule; or (j) use the Licensed Software or Documentation for purposes of competitive analysis of the Licensed Software, the development of a competing software product or service or any other purpose that is to *FASTER's* commercial disadvantage.

3) The term of this license or subscription will, unless written notice of termination is given at least 60 days prior to the end of the then-current term, automatically renew at the end of each term for a subsequent term equal in duration to the original term.

4) Environment:

Customer understands that it may use the Licensed Software in a single environment. In this Agreement, an "environment" is defined as a single installation (instance) of the Licensed Software and one *FASTER* Web database.

- a) *SINGLE FASTER TEST/PRODUCTION ENVIRONMENT*: In order to minimize costs, as well as control quality and reduce risk, there will only be one environment through the implementation process. This environment, upon installation and during implementation will be the test environment on which all tasks (system overview, configuration, testing, training, etc.) will be performed. Upon loading a final Go-Live database, this test environment will then be promoted to become the production environment.
- b) *OTHER TEST OR DEVELOPMENT ENVIRONMENT/S*: Customer may request a separate test or development environment for other purposes (e.g., during the implementation or after Go-Live) with the additional license and annual support fees outlined in Schedule E.

5) Software Modifications:

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

## Schedule D: Cloud Service Level Agreement (SLA)

### 1. Administration:

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

### 2. Database Backups

An incremental backup of the database to a local drive will occur hourly. And a full backup will occur nightly. Both the hourly and nightly full backups will be stored offsite.

### 3. Database Rights and Access:

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

3.2 Access to Database: Unless Customer purchases the optional "Database Access," Customer will not have access to the database or database server (e.g., to run queries directly against the database). However, Customer will have access to download a copy of the database backup file on a regular basis. In addition, through the user interface of *FASTER* Web, Customer will have access to the business intelligence built into *FASTER* Web to search data, run reports and view data in dashboards.

### 4. Cloud Service Level Agreement:

4.1 Availability: *FASTER* shall maintain a datacenter adequate to make *FASTER* software available to Customer twenty-four (24) hour per day, seven (7) days per week (excluding scheduled maintenance) with service availability of not less than 99.9% (the "Service Level Commitment") calculated as specified below.

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

Where: Total minutes in the month = TMM

Total minutes in the month the Service is unavailable = TMU

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



4.1.2 For purposes of this calculation, the *FASTER* software will be deemed to be unavailable if application functions do not successfully complete. Further, the *FASTER* software will not be deemed Unavailable for any downtime or outages excluded from such calculation by reason of the exceptions set forth in Sections 4.1.3 and 4.1.4 below. *FASTER*'s records and data will be the sole basis for all SLA calculations and determinations.

4.1.3 Exceptions: (a). Maintenance performed at Customer's request outside of the normally scheduled maintenance will not be considered an outage. (b). The *FASTER* Web software will not be considered Unavailable for any outage that results from maintenance performed by *FASTER* of which Customer is notified 48 hours in advance and to which Customer does not reasonably object. (c). Downtime resulting from errors or issues created by Customer will not be included in the Unavailable total. (d). Should Customer opt to purchase access to the database, *FASTER* is not accountable for disruptions caused by Customer's actions related to database access.

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

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

4.2.1 If the total Availability (as calculated in Section 4.1 above) for a given month is (a) below the Service Level Commitment and greater than or equal to 99.5%, Customer will receive three (3) Service Credits; (b) below 99.5% and greater than or equal to 99.0%, Customer will receive ten (10) Service Credits; and (c) below 99.0%, Customer will receive fifteen (15) Service Credits. Notwithstanding the foregoing and in lieu of the preceding Service Credits, any continuous outage of more than twenty-four (24) hours shall automatically result in a total of one month's value of Service Credits. If Service Level Commitment is not met for a second time in a thirty (30)-day period, then Customer shall be entitled to receive at Customer's election, either (i) another month's value of Service Credits, or (ii) the right to terminate this Cloud Service Level Agreement.

4.2.2 For purposes of this SLA, a Service Credit will be deemed to be an amount equal to 1/30<sup>th</sup> of the monthly fee for the cloud services to Customer (herein referred to as "Service Credit"). Service Credits will be recognized for billing purposes in the month following the month giving rise to such Service Credits. All Service Credits will be calculated assuming a 30-day month. Except as provided above in Section 4.2.1 of this SLA, Customer's right to receive Service Credits will be Customer's exclusive remedy for *FASTER*'s failure to satisfy the Service Level Commitment.

4.2.3 Remedies will not accrue (i.e., no Service Credits will be issued and an outage will not be considered unavailability for purposes of this SLA) if Customer is in breach of its payment obligations either when the outage occurs or when the credit would otherwise be issued.

4.3. Performance: Customer understands that performance of the *FASTER* Web software is dependent on multiple factors, including, but not limited to, internet access speed, onsite network capabilities, user demand load, and hardware performance.

**SCHEDULE E: PRICING AND PAYMENT TERMS**

**(Insert Quote/Order)**

**Payment Schedule**

**Migrating Customer**

**Standard Quote**

<b>MILESTONE</b>	<b>PAYMENT</b>
<b>Upon Purchase Confirmation</b>	<b>30% One Time Fees</b>
<b>Project Kickoff</b>	<b>20% One Time Fees</b>
<b><i>FASTER</i> Web Delivery</b>	<b>30% One Time Fees and 100% of 1<sup>st</sup> Year Recurring Fees</b>
<b>Data Delivery and Go-Live</b>	<b>20% One Time Fees</b>

**Software as a Service Quote**

<b>MILESTONE</b>	<b>PAYMENT</b>
<b>Upon Purchase Confirmation</b>	<b>75% of one-time fees, including, but not limited to, Training and Data Conversion.</b>
<b><i>FASTER</i> Web Delivery (Access to Database)</b>	<b>100% of 1<sup>st</sup> Year Recurring Fees</b>
<b>Data Delivery and Go-Live</b>	<b>25% of one-time fees, including, but not limited to, Training and Data Conversion.</b>

**New Customer**

**Standard Quote**

<b>MILESTONE</b>	<b>PAYMENT</b>
<b>Upon Purchase Confirmation</b>	<b>30% One Time Fees</b>
<b>Project Kickoff</b>	<b>20% One Time Fees</b>
<b><i>FASTER</i> Web Delivery</b>	<b>30% One Time Fees</b>
<b>Data Delivery and Go-Live</b>	<b>20% One Time Fees</b>
<b>1 year from Purchase Confirmation</b>	<b>100% of 1<sup>st</sup> Year Recurring Fees</b>

**Software as a Service Quote**

<b>MILESTONE</b>	<b>PAYMENT</b>
<b>Upon Purchase Confirmation</b>	<b>75% of one-time fees, including, but not limited to, Training and Data Conversion.</b>
<b><i>FASTER</i> Web Delivery (Access to Database)</b>	<b>100% of 1<sup>st</sup> Year Recurring Fees</b>
<b>Data Delivery and Go-Live</b>	<b>25% of one-time fees, including, but not limited to, Training and Data Conversion.</b>

# THANK YOU

Thank you for taking the time to review our response to your request. FASTER Asset Solutions will provide the right team and technology to meet and exceed your expectations. Our advanced fleet solutions will reliably streamline your operations now and into the future.

If you have any questions, please contact us.

## Contacts

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