



City of Peoria, Arizona Notice of Request for Proposal



Request for Proposal No:	P02-0099	Proposal Due Date:	6/28/02
Materials and/or Services:	Fleet Maintenance Information Software	Proposal Time:	5:00 P.M. local time
		Contact:	Santiago Flores
Project No:	Location: City of Peoria, Materials Management	Phone:	(623) 773-7115
	Mailing Address: 8314 West Cinnabar Street, Peoria, AZ 85345		

In accordance with City of Peoria Procurement Code competitive sealed proposals for the material or services specified will be received by the City of Peoria Materials Management at the specified location until the date and time cited above. Proposals shall be in the actual possession of the City of Peoria Materials Management on or prior to the exact date and time indicated above. Late proposals will not be considered, except as provided in the City of Peoria Procurement Code. **Proposals shall be submitted in a sealed envelope with the Request for Proposal number and the offeror's name and address clearly indicated on the front of the envelope.** All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to carefully read the **entire** Request for Proposal Package.

To the City of Peoria: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with Paragraph 1 of the City of Peoria Standard Terms and Conditions (form COP 202) contained in the Request for Proposal package issued by the City.

Arizona Transaction (Sales) Privilege
Tax License Number: IN PROCESS

Federal Employer Identification
Number: 54-1205684

CCG SYSTEMS, INC.
Company Name

612 Colonial Ave
Address

NORFOLK VA 23507
City State Zip Code

For clarification of this offer contact:
Name: LISA A. MILLAR
800-753-2783

Telephone: 757-623-1700 EXT 104

Lisa A Millar
Authorized Signature for Offer

LISA A. MILLAR
Printed Name

Vice President
Title

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For City of Peoria Use Only)

Your offer is accepted by the City, subject to approval of each written exception that your proposal contained. The contract consists of the following documents: 1.) Request for Proposal issued by the City, 2.) Your offer in Response to the City's Request for Proposal, 3.) This written acceptance and contract award.

As the contractor, you are now legally bound to sell the materials and/or services listed by the attached award notice, based on the solicitation of proposals, including all terms, conditions, specifications, amendments and your offer as now accepted by the City. The Contractor shall not commence any billable work or provide any material, service or construction under this contract until the Contractor receives an executed Purchase Order or written Notice to Proceed.

Attested by: [Signature]
City Clerk

CC: _____

Contract Number: A CON 47902

Official File: _____



City of Peoria, Arizona. Effective Date: Nov. 1, 2002

Approved as to form: [Signature]
Stephen M. Kemp, City Attorney

Contract Awarded Date: Oct. 31, 2002

[Signature]
Herman Koebergen, Materials Manager

	SOLICITATION AMENDMENT	Materials Management Procurement 8314 West Cinnabar Street Peoria, Arizona 85345-8560 Telephone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation No: P02-0099 Amendment No: One Solicitation Due Date: 6/28/02 Solicitation Due Time: 5:00 P.M., MST	Buyer: Santiago Flores
<p>A signed copy of this Amendment shall be received by the City of Peoria, Materials Management no later than the Solicitation Due Date and Time.</p> <p>Page 16, Delete second paragraph, 3rd sentence</p> <p>Page 18, line 1.4, section 4 delete Appendices A & B</p> <p>Page 23, line 3.3.4 System Performance, first and second sentences should read:</p> <p>The application must be demonstrated to provide consistent response time. Response times from 1 to 3 seconds for lookup by key, 3-10 seconds for searches by multiple criteria.</p> <p>Page 25, line 3.3.9, and delete Fleet Counselor Version 4.2 from FMIS interface list and the third paragraph, as follows:</p> <p>The City of Peoria Fleet Services Division also will be purchasing the asset management program, Fleet Arm, either before or in conjunction with the new fleet software.</p> <p>Section 4, page 7, line AM8 should read 520 units not 2000 units.</p>		
<p><i>All other provisions of this Solicitation shall remain in their entirety.</i></p>		
Vendor hereby acknowledges receipt and agreement with the amendment.  Signature Date Lisa A Millar, V.P. Typed Name and Title CCG SYSTEMS, INC Company Name 612 Colonial Ave Address Norfolk VA 23508 City State Zip	The above referenced Solicitation Amendment is hereby Executed June 11, 2002 at Peoria, Arizona  Santiago G. Flores, Contract Officer	
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REQUEST FOR PROPOSAL

INSTRUCTIONS TO OFFEROR

Materials Management Procurement

8314 West Cinnabar Street
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1. **PREPARATION OF PROPOSAL:**
 - a. All proposals shall be on the forms provided in this *Request For Proposal* package. It is permissible to copy these forms if required. Telegraphic (facsimile) or mailgram proposals will not be considered.
 - b. The Offer and Contract Award document (COP Form 203) shall be submitted with an original ink signature by a person authorized to sign the offer.
 - c. Erasures, interlineations, or other modifications in the proposal shall be initialed in original ink by the authorized person signing the *Vendor Offer*.
 - d. If price is a consideration and in case of error in the extension of prices in the proposal, the unit price shall govern. No proposal shall be altered, amended, or withdrawn after the specified proposal due date and time.
 - e. Periods of time, stated as a number of days, shall be calendar days.
 - f. It is the responsibility of all Offerors to examine the entire *Request For Proposal* package and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy before submitting a bid. Negligence in preparing a Proposal confers no right of withdrawal after proposal due date and time.
2. **INQUIRIES:** Any question related to the *Request For Proposal* shall be directed to the Buyer whose name appears on the front. The Offeror shall not contact or ask questions of the department for which the requirement is being procured. Questions should be submitted in writing when time permits. The Buyer may require any and all questions be submitted in writing at the Buyer's sole discretion. Any correspondence related to a *Request For Proposal* should refer to the appropriate *Request For Proposal* number, page, and paragraph number. However, the Offeror shall not place the *Request For Proposal* number on the outside of any envelope containing questions since such an envelope may be identified as a sealed proposal and may not be opened until after the official *Request For Proposal* due date and time.
3. **PROSPECTIVE OFFERORS CONFERENCE:** A prospective offerors conference may be held. If scheduled, the date and time of this conference will be indicated on the cover page of this document. The purpose of this conference will be to clarify the contents of this *Request For Proposal* in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this *Request For Proposal* or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine if any action is necessary and may issue a written amendment to the *Request for Proposal*. Oral statements or instructions will not constitute an amendment to this *Request for Proposal*.
4. **LATE PROPOSALS:** Late Proposals will not be considered, except as provided by the City of Peoria Procurement Code. A vendor submitting a late proposal shall be so notified.
5. **WITHDRAWAL OF PROPOSAL:** At any time prior to the specified proposal due date and time, a Vendor (or designated representative) may withdraw the proposal. Telegraphic (facsimile) or mailgram proposal withdrawals will not be considered.
6. **AMENDMENT OF PROPOSAL:** Receipt of a Solicitation Amendment (COP Form 207) shall be acknowledged by signing and returning the document prior to the specified proposal due date and time.
7. **PAYMENT:** The City will make every effort to process payment for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account. Any proposal that requires payment in less than thirty (30) calendar days shall not be considered.
8. **NEW:** All items shall be new, unless otherwise stated in the specifications.
9. **DISCOUNTS:** Payment discount periods will be computed from the date of receipt of material/service or correct invoice, whichever is later, to the date Buyer's payment is mailed. Unless freight and other charges are itemized, any discount provided will be taken on full amount of invoice. Payment discounts of thirty (30) calendar days or more will be deducted from the proposal price in determining the low bid. However, the Buyer shall be entitled to take advantage of any payment discount offered by the Vendor provided payment is made within the discount period.
10. **TAXES:** The City of Peoria is exempt from Federal Excise Tax, including the Federal Transportation Tax. Sales tax, if any, shall be indicated as a separate item.
11. **VENDOR REGISTRATION:** After the award of a contract, the successful Vendor shall have a completed Vendor Registration Form (COP Form 200) on file with the City of Peoria Materials Management Division.
12. **AWARD OF CONTRACT:**
 - a. Unless the Offeror states otherwise, or unless provided within this *Request For Proposal*, the City reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the City.
 - b. Notwithstanding any other provision of this *Request For Proposal*, The City expressly reserves the right to:
 - (1) Waive any immaterial defect or informality; or
 - (2) Reject any or all proposals, or portions thereof, or
 - (3) Reissue a *Request For Proposal*.
 - c. A response to a *Request For Proposal* is an offer to contract with the City based upon the terms, conditions and specifications contained in the City's *Request For Proposal* and the written amendments thereto, if any. Proposals do not become contracts unless and until they are accepted by the City Council. A contract is formed when written notice of award(s) is provided to the successful Offeror(s). The contract has its inception in the award document, eliminating a formal signing of a separate contract. For that reason, all of the terms and conditions of the procurement contract are contained in the *Request For Proposal*, unless modified by a Solicitation Amendment (COP Form 207) or a Contract Amendment (COP Form 217).



STANDARD TERMS AND CONDITIONS

Materials Management Procurement

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THE FOLLOWING TERMS AND CONDITIONS ARE AN EXPLICIT PART OF THE SOLICITATION AND ANY RESULTANT CONTRACT.

1. **CERTIFICATION:** By signature in the Offer section of the Offer and Contract Award page (COP Form 203), the Vendor certifies:
 - a. The submission of the offer did not involve collusion or other anti-competitive practices.
 - b. The Vendor shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11456.
 - c. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the vendor may be debarred.
2. **GRATUITIES:** The City may, by written notice to the Contractor, cancel this contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event this contract is cancelled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity. Paying the expense of normal business meals which are generally made available to all eligible city government customers shall not be prohibited by this paragraph.
3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement.

This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona.

This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.
4. **LEGAL REMEDIES:** All claims and controversies shall be subject to resolution according to the terms of the City of Peoria Procurement Code.
5. **CONTRACT:** The contract between the City and the Contractor shall consist of (1) the Solicitation, including instructions, all terms and conditions, specifications, scopes of work, attachments, and any amendments thereto, and (2) the offer submitted by the Vendor in response to the solicitation. In the event of a conflict in language between the Solicitation and the Offer, the provisions and requirements in the Solicitation shall govern. However, the City reserves the right to clarify, in writing, any contractual terms with the concurrence of the Contractor, and such written contract shall govern in case of conflict with the applicable requirements stated in the Solicitation or the Vendor's offer. The Solicitation shall govern in all other matters not affected by the written contract.



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6. **CONTRACT AMENDMENTS:** This contract may be modified only by a written Contract Amendment (COP Form 217) signed by persons duly authorized to enter into contracts on behalf of the City and the Contractor.
7. **CONTRACT APPLICABILITY:** The Offeror shall substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Solicitation. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City are not applicable to this Solicitation or any resultant contract.
8. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the contract will forthwith be physically amended to make such insertion or correction.
9. **SEVERABILITY:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.
10. **RELATIONSHIP TO PARTIES:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Contractor is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Contractor should make arrangements to directly pay such expenses, if any.
11. **INTERPRETATION-PAROL EVIDENCE:** This contract represents the entire agreement of the Parties with respect to its subject matter, and all previous agreements, whether oral or written, entered into prior to this contract are hereby revoked and superseded by this contract. No representations, warranties, inducements or oral agreements have been made by any of the Parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this contract. This contract may not be changed, modified or rescinded except as provided for herein, absent a written agreement signed by both Parties. Any attempt at oral modification of this contract shall be void and of no effect.
12. **ASSIGNMENT-DELEGATION:** No right or interest in this contract shall be assigned by Contractor without prior written permission of the City and no delegation of any duty of Contractor shall be made without prior written permission of the City.
13. **SUBCONTRACTS:** No subcontract shall be entered into by the contractor with any other party to furnish any of the material, service or construction specified herein without the advance written approval of the City. The prime contractor shall itemize all sub-contractors which shall be utilized on the project. Any substitution of sub-contractors by the prime contractor shall be approved by the City and any cost savings will be reduced from the prime contractor's bid amount. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract and if the Subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not Subcontractors are used.
14. **RIGHTS AND REMEDIES:** No provision in this document or in the vendor's offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.
15. **INDEMNIFICATION:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and



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expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

16. **OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.

17. **FORCE MAJEURE:** Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God: acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.

Force majeure shall not include the following occurrences:

- a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.
- b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *Certified-Return Receipt* and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this contract.



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18. **RIGHT TO ASSURANCE:** Whenever one party to this contract in good faith has reason to question the other party's intent to perform he may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
19. **RIGHT TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City.
20. **RIGHT TO INSPECT PLANT:** The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.
21. **WARRANTIES:** Contractor warrants that all material, service or construction delivered under this contract shall conform to the specifications of this contract. Unless otherwise stated in Contractor's response, the City is responsible for selecting items, their use, and the results obtained from any other items used with the items furnished under this contract. Mere receipt of shipment of the material/service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in the solicitation.
22. **INSPECTION:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. The City may elect to do any or all:
- a. Waive the non-conformance.
 - b. Stop the work immediately.
 - c. Bring material into compliance.
- This shall be accomplished by a written determination for the City.
23. **TITLE AND RISK OF LOSS:** The title and risk of loss of material and/or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.
24. **NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials shall fully comply with all provisions of the Contract. If a tender is made which does not fully conform, this shall constitute a breach of the Contract as a whole.
25. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment of lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials or a default of any nature, at the option of the City, shall constitute a breach of the Contract as a whole.
26. **SHIPMENT UNDER RESERVATION PROHIBITED:** Contractor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.
27. **LIENS:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.
28. **LICENSES:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.



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29. **PATENTS AND COPYRIGHTS:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this contract are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.
30. **PREPARATION OF SPECIFICATIONS BY PERSONS OTHER THAN CITY PERSONNEL:** All specifications shall seek to promote overall economy for the purposes intended and encourage competition and not be unduly restrictive in satisfying the City's needs. No person preparing specifications shall receive any direct or indirect benefit from the utilization of specifications, other than fees paid for the preparation of specifications.
31. **COST OF BID/PROPOSAL PREPARATION:** The City shall not reimburse the cost of developing presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.
32. **PUBLIC RECORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code.
33. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract, without prior written consent of the City.
34. **DELIVERY ORDERS:** The City shall issue a Purchase Order for the material and/or services covered by this contract. All such documents shall reference the contract number as indicated on the Offer and Contract Award (COP Form 203).
35. **FUNDING:** Any contract entered into by the City of Peoria is subject to funding availability. Fiscal years for the City of Peoria are July 1 to June 30. The City Council approves all budget requests. If a specific funding request is not approved, the contract shall be terminated.
36. **PAYMENT:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.



**SPECIAL TERMS AND
CONDITIONS**

Solicitation Number: P02-0099

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1. **Purpose:** Pursuant to provisions of the City Procurement Code, the City of Peoria, Materials Management Division intends to establish a contract for *Fleet Maintenance Information Software*.
2. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City. No alteration of any resultant contract may be made without the express written approval of the City Materials Manager in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract and the City Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
3. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for ninety (90) days after the opening time and date.
4. **Eligible Agencies:** Any contract resulting from this Solicitation shall be for the exclusive use of the City of Peoria.
5. **Contract Type:** Fixed Price
6. **Term of Contract:** The term of any resultant contract shall commence upon award and shall remain in effect for a period of two (2) years thereafter, unless terminated, cancelled or extended as otherwise provided herein.
7. **Contract Extension:** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to a maximum of forty-eight (48) months.
8. **Affirmative Action Report:** It is the policy of the City of Peoria that suppliers of goods or services to the City adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, and promote regardless of race, color, religion, gender, national origin, age or disability. On any contract in excess of six months, an annual report shall be provided to the City of Peoria, Materials Management Division on their activities to comply with this section.
9. **Pre-Proposal Conference:** A conference will be held at the Municipal Office Complex, Materials Management Division:

ADDRESS: City Hall
Council Chambers
8401 W. Monroe
Peoria, Arizona 85345

DATE: June 6, 2002

TIME: 2:00 p.m., local time

The purpose of this conference will be to clarify the contents of this Request for Proposal in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this Request For Proposal or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine the appropriate action necessary, if any, and issue a written amendment to the Request For Proposal. Oral statements or instructions shall not constitute an amendment to this Request For Proposal.
10. **Proposal Format:** Proposals shall be submitted in one (1) original and four (5) copies on the forms and in the format as contained in the Request for Proposal. Proposals shall be on 8 1/2" & 11" paper with the text on one side only. All submittal information must contain data for only the local office(s) which will be performing the work. The proposals should be submitted as specified in the Scope of Work.



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11. **Interview Guidelines:** During any requested interview, which would be scheduled in the future, be prepared to discuss your firm's proposal, staff assignments, project approach and other pertinent information. The presentation shall be approximately 30 minutes, allowing 15 minutes for a question and answer session. The Consultant's Project/Team Manager shall lead the presentation team and answer questions on behalf of the Consultant. If work involves a major sub-consultant, the firms Project/Team Manager's presence may also be requested (by the City) at the interview.
12. **Evaluation:** In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.
 - a. Project Understanding and Approach to Scope of Work.
 - b. Firm's Experience/Similar Applications.
 - c. Staff's Capabilities and Assignments.
 - d. Cost Considerations
 - e. Conformance to Request for Technical Proposals.
13. **Discussions:** In accordance with the City of Peoria Procurement Code, after the initial receipt of proposals, discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award.
14. **Proposal Opening:** Proposals shall be submitted at the time and place designated in the request for proposals. All information contained in the proposals shall be deemed as exempt from public disclosure based on the City's need to avoid disclosure of contents prejudicial to competing offerors during the process of negotiation. The proposals shall not be open for public inspection until after contract award. **PRICES SHALL NOT BE READ.** After contract award, the successful proposal and the evaluation documentation shall be open for public inspection.
15. **Scope of Work Deliverable:** The successful contractor shall prepare and provide a detailed Scope of Work for the project. The finalized Scope of Work shall include the agreed upon approach, method, format, and timing to complete the project.
16. **Compensation:** Compensation for services shall be based upon fees negotiated, including all approved costs and expenses incurred in connection with the project; including but not limited to, telephone and other communications, reproduction of documents, special consultants (as approved by the City) and computer costs.
17. **Acceptance:** Determination of the acceptability of work shall be completed in a responsive and professional manner and in accordance with the specifications, schedules, or plans which are incorporated in the Scope of Work.
18. **Payments:** The City shall pay the Contractor monthly, based upon work performed and completion to date, and upon submission of invoices. All invoices shall document and itemize all work completed to date. The invoice statement shall include a record of time expended and work performed in sufficient detail to justify payment.
19. **Insurance Requirements:** The Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of A-, or approved unlicensed in the State of Arizona with policies and forms satisfactory to the City.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole discretion of the City, constitute a material breach of this Contract.



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The Contractor's insurance shall be primary insurance as respects the City, and any insurance or self-insurance maintained by the City shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the City.

The insurance policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the City, its agents, representatives, directors, officers, and employees for any claims arising out of the Contractor's acts, errors, mistakes, omissions, work or service.

The insurance policies may provide coverage which contain deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the City under such policies. The Contractor shall be solely responsible for the deductible and/or self-insured retention and the City, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a Surety Bond or an irrevocable and unconditional letter of credit.

The City reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. The City shall not be obligated, however, to review same or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the City's right to insist on, strict fulfillment of Contractor's obligations under this Contract.

The insurance policies, except Workers' Compensation and Professional Liability, required by this Contract, shall name the City, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

20. Required Insurance Coverage:

a. Commercial General Liability

Contractor shall maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00011093 or any replacements thereof. The coverage shall not exclude X, C, U.

Such policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, nor any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form B, CG 20101185, and shall include coverage for Contractor's operations and products and completed operations.

Any Contractor subcontracting any part of the work, services or operations awarded to the Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than \$1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

b. Automobile Liability



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Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work. Coverage will be at least as broad as coverage code 1, "any auto", (Insurance Service Office, Inc. Policy Form CA 00011293, or any replacements thereof). Such insurance shall include coverage for loading and off loading hazards. If hazardous substances, materials or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

c. Workers' Compensation

The Contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services; and, Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

In case any work is subcontracted, the Contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the Contractor.

d. Professional Liability

The Contractor retained by the City to provide the work or service required by this Contract will maintain Professional Liability insurance covering acts, errors, mistakes and omissions arising out of the work or services performed by the Contractor, or any person employed by the Contractor, with a limit of not less than \$1,000,000 each claim.

21. **Certificates of Insurance:** Prior to commencing work or services under this Contract, Contractor shall furnish the City with Certificates of Insurance, or formal endorsements as required by the Contract, issued by Contractor's insurer(s), as evidence that policies providing the required coverage's, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a claims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the City fifteen (15) days prior to the expiration date.

All Certificates of Insurance shall be identified with bid serial number and title. A \$25.00 administrative fee will be assessed for all certificates received without the appropriate bid serial number and title.

22. **Cancellation and Expiration Notice:** Insurance required herein shall not expire, be canceled, or materially changed without thirty (30) days prior written notice to the City.

23. **Performance Bond:** The contractor shall be required to furnish non-revocable security binding the contractor to provide faithful performance of the contract in the amount of 100% of the total contract price payable to the City of Peoria.

Performance security shall be in the form of a performance bond, certified check or cashier's check. This security must be in the possession of the City of Peoria, Materials Management Division within the time specified or ten (10) days after notice of award if no period is specified. If the contractor fails to execute the security document as required, the contractor may be found in default and the contract terminated by the City. In case of default the City reserves all rights.



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All performance bonds must be executed on forms substantially equivalent to COP Form 302A, on file at the City of Peoria, Materials Management Division and incorporated by this reference. All performance bonds duly executed by the Bidder as Principal and having as Surety thereon a Surety Company approved by the City and holding a Certificate of Authority to transact surety business in the State of Arizona, by the Arizona Department of Insurance. Individual sureties are unacceptable. All Insurers and Sureties shall have at the time of submission of the proposal and AM Best rating of "A" or better.

24. Independent Contractor:

a. General

- i. The Contractor acknowledges that all services provided under this Agreement are being provided by him as an independent contractor, not as an employee or agent of the City Manager or the City of Peoria.
- ii. Both parties agree that this Agreement is nonexclusive and that Contractor is not prohibited from entering into other contracts nor prohibited from practicing his profession elsewhere.

b. Liability

- i. The City of Peoria shall not be liable for any acts of Contractor outside the scope of authority granted under this Agreement or as the result of Contractor's acts, errors, misconduct, negligence, omissions and intentional acts.
- ii. To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

c. Other Benefits

The Contractor is an independent contractor, therefore, the City Manager will not provide the Contractor with health insurance, life insurance, workmen's compensation, sick leave, vacation leave, or any other fringe benefits. Further, Contractor acknowledges that he is exempt from coverage of the Comprehensive Benefit and Retirement Act (COBRA). Any such fringe benefits shall be the sole responsibility of Contractor.

25. Key Personnel: It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.



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- a. The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the City.
- b. If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.

26. Confidential Information:

- a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Materials Supervisor of this fact shall accompany the submission and the information shall be identified.
- b. The information identified by the person as confidential shall not be disclosed until the Materials Supervisor makes a written determination.
- c. The Materials Supervisor shall review the statement and information and shall determine in writing whether the information shall be withheld.
- d. If the Materials Supervisor determines to disclose the information, the Materials Supervisor shall inform the bidder in writing of such determination.

27. Confidentiality of Records: The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others in carrying out its functions under the contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of contractor as needed for the performance of duties under the contract.

28. Ordering Process: Upon award of a contract by the City of Peoria, Materials Management Division may procure the specific material and/or service awarded by the issuance of a purchase order to the appropriate contractor. The award of a contract shall be in accordance with the City of Peoria Procurement Code and all transactions and procedures required by the Code for public bidding have been complied with. A purchase order for the awarded material and/or service that cites the correct contract number is the only document required for the department to order and the contractor to deliver the material and/or service.

Any attempt to represent any material and/or service not specifically awarded as being under contract with the City of Peoria is a violation of the contract and the City of Peoria Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.

29. Billing: All billing notices to the City shall identify the specific item(s) being billed and the purchase order number. Items are to be identified by the name, model number, and/or serial number most applicable. Any purchase/delivery order issued by the requesting agency shall refer to the contract number resulting from this solicitation.

30. Licenses: Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor.



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31. **Cancellation:** The City reserves the right to cancel the whole or any part of this contract due to failure by the contractor to carry out any obligation, term or condition of the contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:

- a. The contractor provides material that does not meet the specifications of the contract;
- b. The contractor fails to adequately perform the services set forth in the specifications of the contract;
- c. The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;
- d. The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.

Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:

- a. Cancel any contract;
- b. Reserve all rights or claims to damage for breach of any covenants of the contract;
- c. Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliant with the specifications, the actual expense of testing shall be borne by the contractor;
- d. In case of default, the City reserves the right to purchase materials, or to complete the required work in accordance with the City Procurement Code. The City may recover any actual excess costs from the contractor by:
 - i. Deduction from an unpaid balance;
 - ii. Any combination of the above or any other remedies as provided by law.



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Section 1

INTRODUCTION

1.1 NOTICE

The City of Peoria requests proposals for a replacement Fleet Maintenance Information Software System (FMIS), with a fully developed and previously implemented solution for a Windows based FMIS.

Questions and comments regarding this RFP must be received in writing by 5:00 p.m. on **June 6, 2002**.

Send questions in writing through US Mail or email to:

Santiago G. Flores
Contract Officer
Materials Management
City of Peoria
8314 W. Cinnabar Rd.
Peoria, AZ 85345
Santiago@peoriaaz.com

Sealed proposals marked "#P02-0099, Proposal for Fleet Maintenance Information Software System" and prepared in accordance with the instructions contained in this RFP must be received no later than **5:00 p.m. June 28, 2002**. Proposals received after that date will not be opened or considered.

Proposals must be sent to:

Santiago G. Flores
Contract Officer
Materials Management
City of Peoria
8314 W. Cinnabar
Peoria, AZ 85345

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1.2 General Statement Regarding the Specifications		
<p>It is the Vendor's responsibility to include aspects of the system, which will assure optimum functionality. Detailed functional aspects of the system may or may not have been included herewith. Failure of the Vendor to include vital or important functional aspects will result in the City of Peoria rejection of the bid.</p> <p>It is not the City's intent to specifically identify any one system. This specification has identified functional aspects of a computerized maintenance system for City acquisition. Individual functions, which are readily available from any one system in the marketplace, were specified only after demonstrations were performed and desirable functionality identified.</p> <p>The City fleet has the following description:</p> <ul style="list-style-type: none"> ◆ Fleet size – 520 units ◆ Users of the system – 25 ◆ Staff Size – 27 ◆ Central location <p>The functions as outlined with the Specifications and Vendor's Proposal shall be in keeping with the industry accepted standards for local government fleet maintenance agencies. As an example, the basic functions of the work order processing will include:</p> <ul style="list-style-type: none"> ◆ Security; ◆ Ease of processing; ◆ Ability to track basic information for reporting purposes; ◆ Reliability in operation; ◆ User friendliness; and, ◆ Minimal management intervention for normal operations by use of exception criteria, cost limits, approval coding, and emergency bypass coding. <p>Fleet Service currently uses a work order based system from Hansen Information Technologies – Version 7.5, to support these functions. Fleet Service intends to procure software, consulting services, and ongoing support to successfully implement a new FMIS in accordance with the following schedule:</p>		



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1.2.1 Functional Categories

The replacement FMIS will provide the following general categories of functionality:

- ◆ Plan and track annual accomplishments
- ◆ Schedule maintenance
- ◆ Track customer requests
- ◆ Track work orders
- ◆ Account for resource use
- ◆ Manage vehicle (asset) inventories
- ◆ Manage labor resources
- ◆ Manage parts and materials
- ◆ Manage equipment
- ◆ Manage contract services
- ◆ Monthly billing and Financial Asset Management

1.2.2 Business Goals and Objectives

Fleet Service seeks to replace the current MMS with a proven system that can meet the following business goals and objectives:

Goal: Optimize Customer Service: provide reliable Fleet Service while minimizing capital and operating expenses.

Objectives:

- ◆ Provide replacement fund accounts to ensure adequate funding to replace assets at the end of their service lives.
- ◆ Maximize the availability of fleet equipment through effective preventative maintenance programs and improved repair scheduling.
- ◆ Provide customer access to vehicle repair and maintenance status.
- ◆ Provide point of service maintenance documentation and costs.

Goal: Increase Operational Effectiveness and Efficiency: improve operational effectiveness through improved business practices.

Objectives:

- ◆ Eliminate or reduce duplication of effort, data redundancy, and separate, unrelated databases.
- ◆ Automate manual, labor intensive paper systems.
- ◆ Improve inventory and stores processes.

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<p>Goal: Increase Analytical Capability: increase ability to perform business analysis on equipment condition and shop workload. This will enable the City to manage fleet life-cycle in a way that maximizes the existing resources and determines replacement using the just-in-time management philosophy.</p> <p>Objectives:</p> <ul style="list-style-type: none"> ◆ Increase frequency of fuel and parts data access to improve our reporting capabilities. ◆ Supply data for statistical and system analyses to assist in operational decision making. ◆ Improve workload analysis and modeling. <p>1.3 Background</p> <p>1.3.1 Fleet Service Management</p> <p>The Fleet Service Division of Public Works manages 520 equipment assets from a central location. The main shop consists of five drive through bays, with a tire and electronic bays at one end. Administrative offices fill the middle part of the complex. Terminals will be required on the shop floor and the two additional service bays. An additional maintenance bay may be brought on line at the City of Peoria sports complex located seven miles from the main shop in the near future.</p> <p>The Fleet division does not operate the parts operation which is managed by the City Inventory Control division. Parts will be entered into Peoplesoft and downloaded into the new fleet management system on a daily basis to assure correct pricing, etc.</p> <p>1.4 Organization of RFP</p> <p>The RFP is organized into four sections, including this introduction, and two appendices:</p> <p>Section 1 - Introduction</p> <p>Section 2 – Instructions to Vendors – provides detailed instructions for preparing proposals.</p> <p>Section 3 – Technical Requirements – describes requirements for the computing environment, usability, maintenance and operations, and system implementations. It also provides the required format for vendor responses.</p> <p>Section 4 – Functional Requirements – describes each functional requirement and provides the required format for vendor responses.</p> <p>Appendix A – Interface Requirements</p> <p>Appendix B – List of Reports from Current FMIS.</p>		



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**SECTION 2
INSTRUCTION TO VENDORS**

2.1.1 Response to General Requirements

Respond to each of the general requirements and requested information items in Section 3 of this RFP. Use the heading and subsection numbering sequence for consistency of reference.

If you wish to obtain an electronic copy of the solicitation, visit the City of Peoria's web site at www.peoriaaz.com, then click on Solicitations.

Provide supplemental responses as necessary to explain or qualify your responses.

2.1.2 Cost Proposal

Itemize the unit and extended price for each product and service proposed as part of the replacement FMIS. This shall include everything necessary for the complete system implementation. Services shall be priced on a firm hourly basis with an estimated number of hours. Products and services shall include but not be limited to:

- Application software modules
- Database site licensing
- Implementation planning
- System installation and setup
- Training
- Annual maintenance support
- Data conversion
- Interface development

2.1.3 Hardware Requirements

Please describe the hardware requirements of the system. Hard drive, memory, # of processor(s), speed of processor(s), operating systems supported, database platform(s) and version(s) supported.



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2.2 Schedule Proposal

Provide high-level implementation work plan with time lines that considers all services being proposed, including related training.

2.6.6 2.6.5 Incorporation of RFP and proposal of Contract

This RFP and the Vendor's response, including all promises, warranties, commitments and representations made in the successful proposal, shall be binding and incorporated by reference in the City's contract with the Vendor.

2.7 Schedule for Procurement

As mentioned before, the City intends to use a very aggressive time line to implement the new FMIS. The City has developed the following schedule but reserves the right to add, drop, or reschedule procurement milestones as necessary.

June 6, 2002	Pre-proposal conference (attendance not mandatory)
June 6, 2002	Written questions and comments due
June 12, 2002	Response to written questions and comments
June 28, 2002	Deadline for proposal submittal
July 19, 2002	Notify vendors of short-list selection
July 31 – Aug 15	Application Demonstrations
August 31, 2002	Final vendor selection
September 30, 2002	Complete contract negotiations
October 1, 2002	Begin System Implementation



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**SECTION 3
TECHNICAL REQUIREMENTS**

This section documents the technical requirements for the FMIS and requests information from the vendor that is to be provided in accordance with the instructions contained in Section 2.

3.1 Technical Architecture

The City of Peoria network backbone is Gigabit Ethernet and 10/100MB to the workstations. The City is currently using a combination of Novell Netware 4.1 file servers and Windows NT 4.0 application servers. The City of Peoria uses Windows NT and Windows 2000 as the desktop operating systems. Dell computers are standard for desktop use and Compaq servers are used for File and Applications servers. Windows NT is also used as the application file server operating system.

3.1.1 Server/Network Operating System

Windows 2000 Advanced Server. Current networking environment is Novell 4.11 and Windows NT 4.0 moving to Windows 2000 Active Directory.

3.1.2 Client Workstations

Current Dell standard using Windows NT 4.0 and migrating to Windows 2000 and or Windows XP.

3.1.3 Relational Database Management System

Microsoft SQLServer is the preferred database management system.
MS SQLServer 2000 is the standard version.

3.1.4 Network

The computer room server at City Hall will be accessed through a shared T1 connection from the Municipal Operations Center (Fleet Division). Voice over IP exists on this network topology.

3.2 Usability

3.2.1 Graphical User Interface

The proposed system must provide access to all modules through a single executable. The proposed system must allow users to resize, minimize, and drag windows within the graphical use interface.

The proposed system must allow users to move freely among functions and screens with multiple windows, rather than requiring users to navigate up and down through a hierarchical menu structure.

Describe how menus/forms can be served through security so that each user sees only those menus/forms, which they need to use.

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<p>City of Peoria prefers the use of browser based client interface.</p> <p>3.2.2 Query and Reporting Identify any third-party query and reporting tools that are included in the proposed system.</p> <p>Describe the proposed system's use of the following query capabilities:</p> <ul style="list-style-type: none"> ◆ Query by example ◆ Conditional query building ◆ Direct input of Structured Query Language (SQL) ◆ Data mining <p>Does the proposed system provide the ability to search database records using partial entry of text fields (e.g., customer name, and department).</p> <p>Does the proposed system support the use of wild cards in queries?</p> <p>Describe the proposed system's capability to store, edit, and reuse queries and reports.</p> <p>Describe the ability of the system to allow the user to establish a production schedule for running a routine report.</p> <p>3.2.2 Documentation, On-line Help, Error Messages The proposed system must provide on-line help, and a well-written, indexed user manual that contains screen graphics and examples. Identify all documentation included with the proposed system. This includes user manuals, installation procedures, configuration and maintenance procedures, and operations manuals for all elements within the proposed system. A data dictionary and database schematic is also required. Installation documentation must comply with City of Peoria standard documentation template.</p> <p>3.3 System Operations and Maintenance</p> <p>3.3.1 Source Code Identify the programming language(s) in which the client and business rules layers of the proposed system are written and whether the source code is available. If the source code is not available, describe any escrow arrangements that have been made in the event the vendor is unable to continue providing upgrades.</p> <p>3.3.2 Year 2000 Compliance (include this in special terms & conditions) Year 2000 compliance means an application or system's products, programs, files, data bases, and functionality neither have nor create any logical or mathematical inconsistencies when dealing with any date before, or after January 1, 2000.</p> <p>3.3.3 Security Discuss how security is set for the system: whether security is table, field, or form level, the levels of</p>		

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<p>security provided, and how security is set-up and maintained. Is security controlled by the database and/or the application code?</p> <p>Discuss log-on options for your application and specifically how it can apply rules to passwords and enforce password changes.</p> <p>Describe capability to provide security reporting at the application and database levels. This reporting should include users and their access rights.</p> <p>Describe the tools provided by the proposed system for efficiently and effectively administering system security.</p> <p>3.3.4 System Performance The application must be demonstrated to provide consistent response time. Response times of from 1 to 3 seconds for lookup PeopleSoft by key, 3-10 seconds for searches by multiple criteria, and a maximum of 5 minutes for searches by partial text are required. The system solution needs to exist on a database of equivalent or comparable size to the City of Peoria estimated application (520 vehicles) including three (3) years of historical data.</p> <p>Provide your benchmark performance results for similar configurations to the proposed system.</p> <p>Discuss the scale ability of the proposed system (i.e., as the number of users grows, how would the hardware expand to meet new sets of users and what possible impact would this have on the software performance?).</p> <p>3.3.5 System Modification Describe the tools and methods used to modify the proposed system to meet the City's business requirements. Discuss added items, add/modified screens, domain edits, interfaces, modifications to standard reports, and query and report libraries.</p> <p>3.3.5 System Maintenance Describe the process used to incorporate requested user modifications into the current application. Also describe how these modifications are moved to future releases and versions of the proposed systems.</p> <p>Describe the availability of entity-relationship (E-R) diagrams and an annotated data dictionary as deliverable components of the proposed system. How will the vendor provide updates to the E-R diagram and data dictionary to reflect modifications in future releases?</p> <p>Discuss the software upgrade delivery schedule for the proposed system with respect to the various operating system platforms you support. Please include any software patches and minor releases into this schedule.</p>		

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<p>Identify the application upgrade tools you propose to provide which will help simplify and streamline the installation of application and database upgrades, including nay tools which test changes resulting from upgrades and/or business rule changes.</p> <p>Describe the proposed tools and techniques for automatic distribution of the client application software.</p> <p>Describe what is provided with your product's annual maintenance fees. Include application specifics, database specifics, and third-party products.</p> <p>3.3.7 Support</p> <p>Describe your ongoing user support, including whether you provide a service call desk, procedures for handling different types of calls, ability to prioritize critical calls, and ability to respond to calls within a reasonable time period. The City prefers a response from a service desk to non-emergency calls within four hours and a response to critical calls (delay in work or loss of data due to system failure) within one hour. Provide validation of this capacity.</p> <p>The vendor should provide dial-in remote support through our (VPN) virtual private network. Describe your method of accomplishing this including standard hours of support.</p> <p>Describe how problems and/or bugs are reported, fixes developed, and status tracked for the proposed system.</p> <p>Describe how you provide information to keep you clients informed of outstanding problems and fixes for the proposed system.</p> <p>Describe your process for receiving, evaluating and implementing requests for enhancements to the proposed system, after it is installed and in use.</p> <p>Identify national and regional user groups. Describe the role of the vendor and third-parts solution providers in user group programs. Provide a program or agenda from a recent meeting along with a user group contact.</p> <p>Identify any training program(s) that you offer to introduce users to software updates.</p> <p>3.3.8 Support Staff Resources</p> <p>Recommend a typical range of personnel resources needed to maintain the proposed system for 5-10 concurrent users in a normal production environment from the following perspectives: database management, network support, upgrades, desktop support, and user (functional) support.</p>		

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<p>3.3.9 Licensing</p> <p>What is the support and maintenance service included in the initial software license fee quotation?</p> <p>Describe what is provided with your product's annual maintenance fee. Include application specifics, and any third-party products.</p> <p>What limits are there on escalation of the annual maintenance fee?</p> <p>Include a copy of your software license agreement.</p> <p>3.3.9 System Interfaces and Connectivity</p> <p>The FMIS system shall provide the ability to interface several City of Peoria systems that are vital to daily operations of Fleet Service.</p> <p>The FMIS shall provide interfaces to the following systems:</p> <ul style="list-style-type: none"> ◆ Fuel Management System (currently Trak) ◆ PeopleSoft Financials ◆ Fleet Counselor Version 4.2 <p>The City of Peoria Fleet Services Division also will be purchasing the asset management program, Fleet Arm, either before or in conjunction with the new Fleet Software.</p> <p>The following is a description of the City of Peoria PeopleSoft system that shall interface with the proposed FMIS.</p> <p>(1) The package must have the capability of charging expenses by vehicle to the department the vehicle is assigned to. Fields connected to each vehicle must designate the PEOPLESOFT financial codes. From these fields the software must be capable of creating a balanced journal entry, including cash offset entries, in flat file format to feed to the Financial system using specified field parameters which will be supplied by IT.</p> <p>(2) The software must be capable of receiving a file download from PEOPLESOFT Inventory module for inventory parts costing in the Fleet software.</p> <p>(3) The software must work with the PEOPLESOFT Purchasing and Accounts Payable modules for ordering, receiving, and payment of non-inventory parts.</p>		

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<p>3.3.10 Upgrades</p> <p>Describe any major upgrades anticipated within the next two years, including schedule and costs. Describe the tools or methods used to deploy application upgrades and how this is normally accomplished.</p> <p>3.3.11 Data Storage</p> <p>Describe how the proposed system stores information over multiple years and indicate whether it utilizes data warehousing techniques. Describe the archiving capabilities of the system and at what point it would be necessary to archive and purge these records.</p> <p>3.4 Implementation Planning</p> <p>Describe the proposed approach for each of the following tasks: implementation plan development, fit analysis, system installation, system configuration, (business rule modifications to adapt the proposed system to the City's needs), test planning and execution, system interface design support, system rollout support. Identify any other tasks that should be planned.</p> <p>3.4.1 Project Staffing</p> <p>Describe the implementation personnel skills required from the City of Peoria for this project. Also include the recommended and availability of the skills from your staff for this project, and its deliverables. Describe your approach to managing your resource availability for this project. Indicate total time (full time equivalent days and overall duration) needed to implement system.</p> <p>3.4.2 Data Conversion</p> <p>Describe the tools and methods used to migrate City of Peoria data to the intended system offering. The City intends to convert equipment birth certificates. Repair history will not be converted.</p> <p>3.4.3 Training</p> <p>Describe your approach to training with regard to instructors, locations, and type of training offered (user, administrator, etc.)</p> <p>Describe tutorial materials that are provided with the proposed system. Describe how the tutorials are deployed (text, multimedia, video, intranet, internet, etc.).</p> <p>Describe any specific training that covers user modifications.</p>		



SCOPE OF WORK

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SECTION 4

Functional Requirements

Please see attachment:



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Request for Proposals for a Maintenance Management System City of Peoria, Arizona

Hand Held Computer Requirements

Optional Hardware

- Must provide for data entry via a battery operated Palm Pilot type III had held computer utilizing lithium batteries.
- Hand held computer must be ruggedized with a drop rating of 1 meter or greater.
- Hand held computer must be able to store multiple days work orders.
- Hand held computer must have built-in bar code scanner containing a Class 1 laser device.
- Hand held must be capable of scanning all major symbologies including but not limited to UPCA, UPCE, UPCE1, EAN13, EAN8, Bookland_Ean, COUPON.
- Hand held computer must have built-in radio frequency transfer capability utilizing a frequency of "Spectrum 24" spread spectrum network operating at 2.4 Ghz.
- System must provide for date synchronization between the hand held computer and the host computer.
- The hand held must have been tested and comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules and Regulations.
- All Palm Pilot type applications that are standard on the unit must be able to be disabled.
- A method for attaching hand held computer to technician's belt must be provided.

Functionality

The hand held computer:

- Must be able to send general messages to both various locations and bays within the locations from the maintenance supervisor.
- Must allow various master files to reside on it.
- Must allow for updating master files that reside on it.
- Update of master data must be on a record synchronization basis, and not a file synchronization basis.
- Must allow the technician to initiate a new work order or edit a work order that has been assigned to the bay where the mechanic is working.
- Data entry must allow for adding, editing and deleting of parts.
- Parts must be allowed to be entered via pop up keyboard or built in laser bar code reader.
- Each part entered or scanned must contain the part number, quantity, and warehouse from which the part came and whether the part is under warranty.
- Must have the ability to reassign a work order from hand held computer to hand held computer.
- Work Order records must optionally allow for entry of a repair classification code.
- Service records must optionally for the entry of the reason why this service is required.
- Work Order data must allow for the date when the work order was opened and when it was closed.
- Service record data entry must allow for a separate date when the service was entered.
- Technician time entry must allow for different mechanic rate codes to be identified and charged, even



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- on the same service.
- Pull down lists must be able to locate any record in a 3000 member list in under half a second based on an entered search word.
- Keyboard entry must allow for "special" characters such as "@#()\$.%&,':+-;
- Must allow for the entry of physical inventory counts.
- Must allow for the entry of part transfers between warehouses.

- Must allow entry for data pertaining to the receipt of parts on a specific purchase order.
- All data must be date and time stamped.
- When adding parts to a work order, the software must allow for the entry of the dispensed unit of measure of this part (i.e. Oil purchased in barrels, dispensed in quarts.)

Host Computer

- Must allow the maintenance supervisor to assign work order, asset number (unit number) technician and service to be performed to the hand held computer.
- Must automatically assign a work order number, which is next in the sequence, to a work order that was initiated by a mechanic on a hand held computer.
- Must have the ability to move any services initiated by the maintenance supervisor, but not performed by the technician, to work pending.
- Must allow the maintenance supervisor to identify maintenance location where the handheld computers will be used.
- Must allow for way installation of handheld software onto the handheld computers without requiring a support call to the software provider.
- Must allow for remote operation for the handheld computer, utilizing a telephone data communications connection for upload and download of data to the host computer. This operation must be accomplished with no user interaction on the host computer site.
- Must provide a fail-safe data storage system.



QUESTIONNAIRE

Solicitation Number: P02-0099

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Please list a minimum of three (3) references whom the Materials Management Division may contact:

1. Company: _____
Contact: _____
Address: _____
Phone: _____

2. Company: _____
Contact: _____
Address: _____
Phone: _____

3. Company: _____
Contact: _____
Address: _____
Phone: _____



QUESTIONNAIRE

Solicitation Number: P02-0099

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Has your firm been certified by any jurisdiction in Arizona as a minority or woman owned business enterprise? Yes _____, No _____.

If yes, please provide details and documentation of the certification.



PERFORMANCE BOND

Solicitation Number: P02- 0099

**Materials Management
Procurement**

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

KNOW ALL PERSONS BY THESE PRESENTS:

THAT, _____
(hereinafter called Principal), as Principal, and _____, a corporation organized and existing under the laws of the State Of _____, with its principal office in the City of, _____ (hereinafter called the Surety), as Surety, are held and firmly bound unto the City of Peoria (hereinafter called the Oblige) in the amount of _____ (Dollars) (\$ _____), for the payment whereof, the said Principal and Surety bind themselves, and their heirs, administrators, executors, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has entered into a certain written contract with the Oblige, dated the _____ day of _____ 20____, for the material, service or construction described as _____ is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein.

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION IS SUCH, that if the said Principal shall faithfully perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of said contract during the original term of said contract and any extension thereof, with or without notice to the Surety and during the life of any guaranty required under the contract, and shall also perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of any and all duly authorized modifications of said contract that may hereafter be made, notice of which modifications to the surety being hereby waived; then the above obligations shall be void. Otherwise it remains in full force and effect.

PROVIDED, however, that this bond is executed pursuant to the provisions of Title 34, Chapter 2, Article 2, Arizona Revised Statutes, and all liabilities on this bond shall be determined in accordance with the provisions of Title 34, Chapter 2, Article 2, Arizona Revised Statutes, to the extent as if it were copied at length in this agreement.

The prevailing party in a suit on this bond shall recover as part of his judgment such reasonable attorneys' fees as may be fixed by a judge of the Court.

Witness our hands this _____ day of _____ 20_____

_____ Principal Seal

BY: _____

_____ Surety Seal

BY: _____

_____ Agency of Record PERFORMANCE BOND

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SECTION 1 INTRODUCTION AND VENDOR SUMMARY

CCG Systems, Inc. very proudly presents this proposal as a response to the City of Peoria's Request for Proposals for Fleet Management Software. This proposal has been prepared carefully and with consideration of the outlined specifications, items of discussion, terms, and conditions as set forth in the RFP.

Purpose: Our purpose at CCG is to help our customers make a difference wherever they are planted. A manager has different needs, different perspectives, different performance accountability than a mechanic or a parts runner, etc. Each person has different needs and sees the world through his or her own experience and knowledge, as well as his or her position within the organization. We strive, always, to first understand the person we are trying to assist before we respond. The "right" answer for one is not necessarily the "right" answer for all. Above all, we try to help them to make a positive difference in whatever area of the organization they are currently serving.

Partnership: As the City of Peoria enters into the transition of implementing a new fleet management software system; its stakeholders will want and need a reliable partner. This partnership will be as critically important as selecting the software. Selecting a partner is a much more difficult and complex process. CCG Systems, Inc. has partnered with over 238 sites during our 19 years in existence. In assisting these sites in their transition to utilizing the *FASTER* system, CCG has learned to value each operation for its unique system needs and diverse in their objectives. Customers are not asked to fit into a mold framed by the *FASTER* Software System or CCG Systems. However, by choosing CCG as a partner for long-term growth and a catalyst for change, your organization will benefit in a myriad of ways. We will ask difficult questions of you in order to best determine the needs and desires of the City of Peoria. To truly make a difference in a partnership, there will be need for constant review and revision of both strategy and composition.

Process: The process has already begun with CCG listening and learning about your operation. We want to know what you want, and want to help you clarify what you need, as stated in our values. Frequently, these wants and needs are not equivalent. As a completely integrated, complex information system, *FASTER* will address certain objectives such as increased employee productivity, elimination of redundant information, increased communication among operational departments and improvement in services. CCG has found that the most effective tool for implementation of any new system is in the evaluation of the existing processes. Therefore, we have developed a successful Project Management/Pre-Installation Phase, which is directed toward definition of the process, and clarification of the issues. This, and many others described later in this RFP, is an activity provided by a partner, not simply a vendor. While CCG Systems, Inc. would be pleased to be your vendor of choice, we would much prefer to form a partnership with the City of Peoria.

FASTER

MISSIONS AND VALUES

The corporate culture at CCG is extremely strong; it is grounded by a purpose, to help each and every customer make a difference in the organizations they serve; that provides the framework for everything we do. In addition to knowing why we exist, we also serve a mission supported by a strong set of values. We invite you to review them both:

Our Purpose: Our purpose at CCG is to help our customers make a difference wherever they are planted. WE must remember that a manager has different needs, different perspectives, different performance accountability than a technician or a parts runner, etc. Each person has different needs and sees the world through his or her own experience and knowledge, as well as his or her position within the organization. We strive, always, to first understand the person we are trying to assist before we respond. The "right" answer for one is not necessarily the "right" answer for all. Above all, we try to help them to make a positive difference in whatever area of the organization they are currently serving.

Our Mission: To provide all fleet personnel with real-time access to the best computerized fleet information system available, along with the support, education and training needed to insure that all individuals in the fleet organization have the information they need to meet their individual, team and organizational objectives.

Our Six Abiding Values:

CCG Systems is a company driven by its mission and values. The mission keeps every single member of the CCG team focused on a holistic approach to working with customers. At CCG, we understand that having software that is comprehensive and that works is only the beginning. The real and long-term benefits are in how the software is implemented, how fleet processes are explored and served via technology, how well every single fleet employee understands and utilizes the information available, and how the outcomes (real-time information and reports) assist the fleet operation in meeting objectives. Our six values:

A Commitment to Serve, our number one value. At CCG, service to our customers is at the core of all we do. We strive to serve each customer individually, as we understand every customer is unique, unique in the particular environment in which they operate, unique in the blend of individuals that compose their team and, certainly, unique in their particular challenges and needs. Every staff member at CCG understands that the customer comes first and our primary focus is on partnering with our customers to meet their objectives.

Our second value is a commitment to open communication. At CCG, we believe that thorough, constant and open communication is key to keeping our customers, our associates, our vendors and our industry friends completely informed of what is happening at CCG and in the industry itself. We publish a bi-monthly management newsletter, the *FASTER* News, a quarterly *For Customers Only* update, and a monthly Tech News published by our support staff. We continually update and inform our customers and friends in our frequent telephone, email and written contacts. No question is "off limits" as there are no secrets at CCG.

Our fourth value is a commitment to excellence. This commitment is not only to the *FASTER* software and services, but to recommending the best hardware and network, and/or client server platform and database for each individual site. The cornerstone in CCG's commitment to excellence is the ability to ask good questions. It is often short-sighted to provide a customer only with what they want. Instead, by discovering-through research, industry knowledge and probing questions-what the customer really needs and then meeting those needs, we assist our customers in achieving new levels of effectiveness.

Our fifth value is a commitment to providing a learning environment both within our organization and with our customers. CCG is synonymous with training. Our annual national conference, now in its fifteenth year, is recognized throughout the industry as an outstanding learning opportunity. Our regional conferences provide our customers with training on each annual release update, as well as how to take advantage of any new services that are being offered. Our staff of fleet professionals provide initial and ongoing training in the use of *FASTER*. They also conduct the annual site

FASTER

visits where they assist each site in examining their processes and how *FASTER* can better be utilized to make those processes more efficient. The three publications, the *FASTER News*, *For Customers Only* and *Tech News* provide learning opportunities and several members of the CCG Staff regularly speak to organizations on fleet issues and challenges. At CCG, we understand that people do the best they can based on what they know at that moment in time. Our goal is to continually expand that base of knowledge.

Our sixth value is to Seek and Embrace Innovation and Change. In today's fast-paced world, no one can thrive without continually reevaluating their product and how they conduct business. At CCG, we participate in two employee retreats every year and, in addition, the management team meets frequently to discuss new technologies and consider new practices. We have a dedicated research and development team, as well as a team that maintains and enhances the current *FASTER* product and its many applets.

Since the founding of CCG Systems, our philosophy has been one of constant, controlled growth. For the last ten years, our company has grown at the rate of 22% on average, per year. In 1987, we had 14 customers. We are now well over 200! Our objective has always been to add support personnel prior to growth so that each customer, old and new, feels important and knows that their unique needs are understood by the *FASTER* team. Certainly, maintaining this intimacy is a challenge, one that we are meeting by better use of technology, as well as additional staff. At the core of everything we do, however, is the understanding that technology, though an aid, does not make the vital difference-people do. Our motto at CCG is, "If you want a product, buy anyone; if you want a partner, join with CCG and, together, we will make a difference."

HISTORY

CCG Systems, Inc., headquartered in Norfolk, VA, with regional offices in Blacksburg, VA, Denver, CO and Naples, FL has been in business for over 19 years. It is a closely held employee owned corporation. The corporation is led by CEO Pam Nelson and a management team comprised of Vice President, Reggie Mano; Director of Fleet Services, Gary Bishop; Fleet Technical Advisor, Mike Brawley; President, Nina McCoy; Vice President, Lisa Millar; Lead System Engineer, Alan Gamboa; and Lead Support Advisor, Doug Atkins. This company is focused through a clear vision and comprehensive purpose, mission and set of values that permeates the direction and decisions of the company and the *FASTER* Fleet Maintenance Software. Pam has presented at numerous national and regional fleet and equipment conferences to include NAFA, EMC, and APWA. Since 1997, Pam Nelson has contributed to the fleet industry by offering seminars for fleet managers.

We have 34 individuals on staff, who devote their energies to supporting and enhancing the *FASTER* system and its users. There are 10 members of the development staff, 10 technical support personnel, a Chief Financial Officer, and Operations Specialist, 4 Fleet Advisors, 5 Marketing Professionals, our President, Nina McCoy and CEO Pam Nelson. All staff members stay current on fleet issues, as well as the latest technological tools. Additionally, CCG Systems, Inc is very proud of the diversity of its staff and has also gained certification with the State of Virginia as a WBE Corporation #981031.

FASTER was first developed in 1982 for a large city and was successfully installed on an IBM Mainframe. It was ported to a micro-environment for installation at a medium size city in 1983. In 1995 CCG Systems, Inc. began the development of its client server version; *FASTER*. CCG Systems, Inc. has assumed all of the responsibilities for both the BOS *FASTER* and newer *FASTER* versions. Because of its design, which was tailored to meet the needs of a large mixed fleet, we continue to service more of this type of fleet than any other. We are installed in over 225 locations across the United States (in 35 states and Canada), with several additional sites in various stages of the pre-installation process. The majority of our installations are municipal governments. The size varies from fleets of 50 to fleets of over 7,000. We currently service both single location operations and those with numerous remote sites.

FASTER

MANAGEMENT SUMMARY

In the fleet software industry, CCG Systems, Inc. and *FASTER* has become analogous with superior customer support and excellence in fleet. The City of Peoria will rest comfortably knowing they have placed their confidence in CCG Systems, Inc. For over 19 years, CCG Systems has been installing, supporting, guiding, training, assisting, and consulting with over 238 fleet organizations, most of them municipal governments. Our fleet professionals on staff have an enviable amount of experience in the industry, and have combined this experience with suggestions from our customers to shape and develop our fleet management software, *FASTER*. It is Our Mission to provide all fleet personnel with real-time access to the best computerized fleet information system available, along with the support, education and training needed to insure that all individuals in the fleet organization have the information they need to meet their individual, team and organizational objectives. Our customers will attest to that. Call them; we encourage it. Our customers are all unique and special, and each has been taught to individualize *FASTER* to meet the needs of their fleet operations. The specifications and conditions listed in RFP #P02-0099 of the City of Peoria have been considered and meticulously prepared accordingly. CCG Systems, Inc. fully understands the scope of this project and is prepared to commit the resources necessary to carry through with our promises. A promise to us is, as stated before, the creation of a partnership, and an investment for the future.

The City of Peoria will gain many benefits by choosing *FASTER* and creating a partnership with CCG Systems, Inc. The professionals at CCG Systems, Inc. can support the City of Peoria with all of the training and guidance throughout the implementation, making the transition process easy and efficient. Project Management begins with an assigned CCG Professional visiting your site, bringing expertise in fleet operations and experience with *FASTER*.

The Project Manager will:

- Observe current processes, formulating recommendations for discussion
- Facilitate a joint review of processes
- Coordinate the installation team
- Evaluate the readiness of site for installation (network/hardware ordered, delivered, network established)
- Coordinate the collection of file layouts and data files necessary for customization
- Assist in codes definitions
- Assist in customization definitions
- Evaluate training needs for customization
- Establish a site-specific plan for training, support, and service
- Coordinate on-site visits to review the site plan
- Lead discussion of all above issues with management team
- Communicate with management team in a variety of ways including: on site visits, email, telephone or conference calls, and WebEx. *(The WebEx OnCall service enhances the effectiveness of traditional telephone-based technical support by allowing the Project Team professionals to interact with the City of Peoria live over the Web.)*

Through the well-developed implementation plan, all personnel, from the service manager to the technician, from the shop floor manager to the administration, will obtain training, education and understanding of *FASTER*.

The Implementation Plan:

- Phase 1- Project Management/Pre-installation
- Phase 2- Installation of the software
- Phase 3- Training and Practice: Train the Trainer
- Phase 4- User Training and Follow-up Training: Preparing for "Go Live"
- Phase 5- System Review/System acceptance
- Phase 6- Site goes live

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In order to maximize personnel productivity, a fleet services manager will need comprehensive and concrete documentation. This information, gathered from data captured in the easy to use and understandable real-time application of *FASTER*, will provide the management with the information necessary to better supervise and train technicians.

Personnel Management:

- Labor is tracked real-time through technicians workstation as they log on and off of work orders, includes indirect labor tracking
- Technician workstations are designed to automate tasks associated with shop floor personnel
- Work in progress screens reflect total time, allowing for centralized management of labor, evaluation of workload, and priority maintenance.
- Downtime is captured by user-defined code
- Tracks actual labor hours against unit downtime
- Tracks time from drop off until customer is notified of completion
- Provides user-defined rate codes for labor costs
- Supports multiple users, both local and remote

With the full implementation of *FASTER*, fleet management can measure their operations effectiveness. By capturing the information necessary to perform Asset Management, the management team will be able to isolate those vehicles that are disproportionately expensive to operate.

Asset Management includes:

- Analysis of total cost per mile (fuel plus maintenance costs)
- Life-cycle costing with on-line history broken down (labor, parts, etc.)
- Unlimited warranty tracking
- Inventory management (parts, vendors, purchase order numbers, usage types, bar-coding, tracks historical data for each part)
- Producing audit trail for transfers
- Vehicle replacement module
- Access to trend analysis (comparative performance data on each vehicle, within its class, and/or user-defined usage groups)
- Standard reports designed to provide management information pertaining to equipment, work orders, parts, and system information.
- Ability to interface with other systems such as automated fuel vending and general accounting systems

Implementing new technology provides the greatest opportunity for any organization to analyze how they do business, to re-examine their processes and to improve them. With the data captured by *FASTER*, the City of Peoria will be able to review their preventative maintenance program periodically, and make appropriate changes in order to provide maximum return to their customers. Using this new technology aggressively and effectively is a major determiner in a fleet operation's ability to serve customers well and at a competitive cost. Unless accompanied by a caring, skilled partner with strong organizational structure and a strong mission and values definition (like CCG Systems, Inc.), the success of such implementation will return minimal benefits, at best. The selection of the right software vendor could be the most critical decision being made, as the partnership formed between the vendor and the City of Peoria will be a direct determiner of the success of the implementation. Since continuous improvement is the hallmark of excellence and operational effectiveness, choosing *FASTER* and CCG Systems, Inc. will provide for the greatest opportunity for return of your investment.

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STAFF OVERVIEW

Fleet Professionals:

Gary Bishop, Director of Fleet Services Over 30 years of experience in the fleet industry, growing from Master Mechanic to fleet manager responsible for the implementation of *FASTER* with Montgomery County Schools, VA. His knowledge of people and shop floor processes, as well as the *FASTER* software application, have benefited customers since his joining the CCG staff in 1994. Gary has focused his talents on developing one of the best training programs in the fleet software industry. Gary is a leader, motivator, trainer and advisor to both CCG Systems and our customers. He continues to be instrumental in product design and implementation and also assists in the conversion of BOS *FASTER* customers to *FASTER*.

Phil Soldan, Senior Fleet Analyst: Ten years of experience in all aspects of governmental fleet management and 13 years experience in the fields of manufacturing technology, and programming. Phil has been involved in many facets of CCG Systems since joining our staff in 1995. He is familiar with both BOS *FASTER* and *FASTER*. While Phil works with other staff members in designing and writing standard and customized reports, his knowledge in both fleet operations and accounting has made him the main point of contact for all custom billing reports and accounting interfaces. Phil is also involved in the Project Management of new customers and current BOS customers moving to *FASTER*, conducts on site installations and training, and continues to support our customers through annual site visits.

Tom Spence, Fleet Consultant C.F.M, BS, University of Nebraska; MS, Public Administration, University of Shippensburg. 45 years of experience in ground equipment, aircraft maintenance and fleet management. Tom spent 31 years in the Army, retiring as a Colonel, working in Operations and Maintenance direction for ground vehicles and aircraft. He moved on to Chesterfield County where he spent 11 years as Fleet and Communications Manager. Tom has also been very active professionally as the past Co-Chair of the Public Sector for NAFA and was one of the first fleet managers in the country to become a NAFA Certified Fleet Manager. Tom has worked with CCG as a fleet professional providing project management, training and conducting consultative site visits since 1995.

Murray Kidner, Senior Fleet Consultant Murray began his 38-year career with the City of Vancouver after earning his degree in Engineering from the University of British Columbia. He has served in many capacities, including traffic engineering, project and materials management and, for the last 11 years, as a fleet manager for the City. In addition, Murray, a perpetual learner, has complemented his extensive experience with additional education, taking 35 post-secondary courses. Murray spearheaded the implementation of *FASTER* at the City and, since his retirement, works with CCG on various projects.

Mike Brawley, Fleet Technical Advisor CNE; AAS, Electrical Engineering Technologies, Tidewater Community College. Over 16 years of Fleet Management experience supported with computer systems knowledge. Mike has held the positions of District Manager, Fleet Manager and Computer Systems Supervisor for Jiffy Lube in Virginia Beach where he worked closely with local and state municipalities and other regional organizations, performed software and hardware maintenance and provided technical support and training. Mike joined CCG in June, 1998, and provides leadership for the support and technical and training staff.

Sherry Lee, Technical Consultant: BA, University of Texas. Sherry is a consultant and network and database administrator who in recent years has worked with two clients in California in upgrading from BOS *FASTER* to *FASTER*. She works with West Coast customers by conducting site visits, assisting in training, troubleshooting and participating in installations, training and database management for both new and existing customers. Though her University of Texas BA degree is in International Studies, most of her 25-year career has been spent in problem solving through technology.

Kathy Merrill, Senior Consultant: BA, University of Michigan; MBA, Eastern Michigan University. Kathy has over twenty years of experience in planning and implementation consultation. After a successful career in plant and senior management with General Motors, she has continued to work as a contractor with various cities and corporations, including

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GM, Washington, DC, and the US Navy to provide process improvement methodology. She assists CCG customers in streamlining work flow processes and better utilizing *FASTER* and other technologies in their operations.

CCG Systems' Development Staff:

Reginald Mano, Vice President: BS, Business Administration, Old Dominion University. Sixteen years of computer experience and management responsibilities. Reggie joined CCG Systems in 1992 after working with a development company and as a systems operations manager with Lube Ventures. He began as a primary front line person in problem solving and customer support. His role has grown to include design oversight for *FASTER*, as well as all web services, customized programming, network administration and technical support.

Alan Gamboa, Systems Engineer: BS, Computer Science, Old Dominion University. 15 years in the computer science field creating, designing, and programming, starting his work experience with Washington Design Group, Ltd. in 1986 and joining CCG in 1990. Alan has provided leadership in the design of both BOS *FASTER* and *FASTER* and his creativity, combined with outstanding technical competence, has provided the cornerstone for both products. Alan continues to lead the design efforts of *FASTER*.

Beau Hunt, Software Engineer: BA, Political Science, Virginia Commonwealth University; AS, Programming/Networking, ECPI College of Technology. During his pursuit of his degree in Political Science, he became fascinated with computer analysis in conducting research, returned to school for technical training, and subsequently began his career in computer programming and design. His experience also includes project management as he began and ran his own consulting group prior to joining CCG System, Inc., in the spring of 1997. He continues to be a key design and coding resource for the *FASTER* software.

Eric Evans, Senior Programmer/Analyst: Eric joined the CCG team on June 1st of 1998 bringing with him a passion for programming, system design, and a hunger for knowledge. Eric's background is diverse with ten years plus in computer related support assembly, and consulting and eight years programming professionally. His experience includes a myriad assortment of hardware and software packages. He has used both the traditional path of learning and a desire for discovering and solving problems on his own. An honor graduate of ECPI, he has been a consultant on various projects, and owner of a company. His specialty is finding the future in technology and bringing what works to *FASTER*.

Sumalee Nolpho, Systems Engineer: BA, Political Science, Thammasat University; MS, Computer Science, University of Iowa. Sumalee has a MA in Computer science with background strong in Windows NT and C++. Since joining CCG in the spring of 1997, she has directed her outstanding programming skills to developing many of the key functions and processes in *FASTER*. In December 1998, Sumalee and her family moved to San Diego, where she continues her commitment to CCG's customers via telecommuting.

Rusty Udan, Systems Analyst: Associates Degree in Science, Tidewater Community College. Rusty joined CCG Systems in 1997 as a full-time technical support team member. In addition to working full time at CCG, he has also been pursuing his degree in computer science at Old Dominion University. Rusty's passion for programming facilitated his transfer from the technical support team to the product design team, where he has the primary responsibility for the motor pool design, coding and enhancements.

Robert Chin, Programmer I: BS, Computer Engineering, Old Dominion University. Robert joined the CCG family in November 2000. Previously, he worked for Condition Red Entertainment as a programmer. He is currently working with Alan Gamboa on the re-design of the *FASTER* server module and recently added the completion of fuel interfaces to his responsibilities.

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Mike Pitchford, Developer: BS, Computer Science, Old Dominion University. He joined CCG in October 2001 as a part time developer and moved into full time status after his graduation from ODU. With six years of front-line customer service experience, the last four as a manager, Mike combines his customer focus skills with his strong programming capabilities to support several ongoing projects.

Raymond Futrell, Data Conversion Specialist: BS, Management Information Systems, Norfolk State University. Raymond joined the CCG family in February, 2002, to facilitate the accurate and complete conversion of data and history from other fleet and financial software (including BOS *FASTER*) into *FASTER*. He brings over five years of customer service experience, as well as two years of computer related support to the challenge. Raymond's passion for learning, helping others and his technical background will streamline the conversion process for all *FASTER* customers.

Betsy Edson, Communications Software Engineer: BS, Corporate Communication, Ithaca College. Betsy's education and experience include Training and Development, Instructional Design, Internet Design and Computer Generated Media Support. Betsy's primary focus at CCG is to provide communication tools, for both our internal and external customers, that utilize the latest technological advances in the communication field. As a result, she has designed, developed and continues to maintain our company database. She has also taken on the responsibility of CCG Webmaster, developing a website that remains current and useful to all its visitors. Betsy joined the CCG team in spring of 1997.

Lois M. Lawrence, Quality Assurance Team Leader: BS, Education, Truman University. Lois has 20 years in communications and training with The United States Navy, bringing to CCG Systems a multitude of talents that include but are not limited to; training and training program design, test and evaluation, customer relations, curriculum development, and computer problem solving. Lois joined CCG on January 1, 1999 and quickly became an invaluable asset to the technical support and training staff. October 1, 2000 Lois assumed the responsibility of insuring that all software released has undergone and passed the most rigorous testing process utilized in the industry.

Pat Wood, Senior Consultant: Pat has been involved in adult technical education for more than twelve years. She has ten years experience consulting and six years of departmental management expertise. Most recently, Pat has worked for a nationally known company that specializes in Seagate Crystal Reports training and consulting where she created a custom Crystal reports workshop specifically designed to be taught with the *FASTER* database. Pat became a full time CCG staff member in July of 2000 and conducts all Crystal Training. She is also instrumental in writing system and customized reports and oversees the creation and completion of all *FASTER* system documentation.

Technical Support Personnel

Melchor Udan, Systems Administrator: MCSE, 12 years experience in Information Systems and Management. Melchor joined CCG Systems in 1996 following an 8 year career with United Artists Theatres as Operations Manager. Originally hired as a Technical Support Specialist, Melchor now has direct responsibility for network administration and all other communication technology utilized by CCG.

Brian Cooper, Technical Support Specialist: Honor graduate of ECPI; four years experience in computer and software troubleshooting and training. Brian joined CCG in 1996 and his *FASTER* technical expertise, strong communication skills, personal warmth and sense of humor are dedicated to serving the front-line needs of CCG's growing customer base. Brian often provides the glue that keeps all of CCG's teams working together.

Doug Atkins, Systems Analyst: AS, Computer Science. Tidewater Community College, BS, Computer Science, Old Dominion University, Microsoft SQL Server Administration Certified, Crystal Reports Developer Certified. Oracle Database Administration Certification in progress and scheduled for completion in 2002. Doug plays a senior role on the technical support staff and assists customers with both report definition and database issues.

Bob Auger, Technical Support Specialist: Five years of experience in the customer service arena combined with military service in the United States Marine Corps qualifies Bob for his work with CCG Systems, Inc., which began in September,

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1998. His computer skills include dBase, diagnostic software, Inter-Networking Support Systems and hardware troubleshooting including, but not limited to, Monitors and Terminals. Bob also contributes four years of experience in the fleet/automotive industry from his previous employment as General Manger of Jiffy Lube in Virginia Beach. Bob's passion and stated goal is to become the resident CCG database expert. Bob is currently attending school to acquire his Associates Degree in databases.

Omar H. Muhammad, Technical Support Specialist: Associate's degree in electronic technology and several additional years of study in computer technology and engineering at Virginia State University. Omar spent four years working in technical support for Canon Inc. before joining CCG in August of 1999. Omar is an experienced and effective installer and trainer for CCG customers. Omar also designed and implemented a Tech Note capability that assists co-workers and customers in troubleshooting any problems they have with *FASTER*.

Jodie Bentley, Training/Technical Support Specialist: Twelve years of experience in the fleet and technical industries and currently completing her degree at Tidewater Community College. Jodie is also working towards receiving her Certification as a trainer. Jodie joined CCG Systems after 10 years with Tidewater's Regional Transit authority, where her background experience included fleet management, technical support and training, as well as computer repair. Just before joining CCG full time on October 1, 1999, Jodie was immersed in the deployment of a new fleet management system, making her uniquely qualified to immediately assist CCG's customers. Jodie is a lead trainer on *FASTER* and a favorite of many customers.

Anand Maharaj, Technical Support Specialist: CNA, CNE, AAS. Anand is originally from Trinidad. He moved to the United States in 1991 and served in the US Navy for 4 years. He recently graduated with highest honors (Summa Cum Laude) from Tidewater Community College with an Associates in Applied Science Degree in Information Systems Technologies specializing in Network Engineering. Anand is a Certified Novell Administrator and also earned the prestigious CNE certification. Anand provides front line technical support and training for CCG customers.

Charles (Chuck) Brvant, Technical Support Specialist: Chuck, who is currently pursuing his associate's degree in business administration, has eight years of experience in a variety of training and technical capacities. He comes to CCG after working with Gateway as a technical support professional and a manager in training. Prior to his work in the technical arena, he was a leading Petty Officer in the Navy where he served as a supervisor, trainer and LAN administrator, among other responsibilities.

Bradley K. Braendle, Technical Support Specialist: Brad, who is pursuing his associate's degree in Internet technologies, has fifteen years of experience as an automotive technician, a commercial driver, a manager and a route salesman. Brad previously worked with two seasoned CCG staff members, Reggie Mano and Mike Brawley, when he was a manager of a Jiffy Lube shop. Brad brings his extensive technical knowledge, both as a hands-on automotive technician and Internet specialist, to the always-growing technical support team.

Administration and Marketing

Pamela J. Nelson, Chief Executive Officer: BSBA, Marketing, University of Arkansas. 25 years of education, training, and management experience. Over a 20-year period, Pam has served as the president of two companies, both with a focus on education and training. Her skills as a leader, business person, motivator, and communicator have been integral to the operational success of both companies. She is a sought after speaker for National Fleet Conferences, is performing visioning and paradigm mastery sessions with fleet organizations, and is the editor and author of the monthly *FASTER NEWS*.

Nina R. McCoy, President: BA, Education, Furman University; MS, Human Development Counseling, George Peabody College. 25 years in education, training, and management, highlighted with achievements in the area of staff training and development. Nina also brings six years as the director of two proprietary educational facilities where she was responsible for overall operation. Nina joined CCG initially on a contract basis as a regional manager and formally joined the full-time team in the fall of 1990. She has been closely involved in all aspects of CCG, resulting in her promotion to President of CCG Systems on January 1, 1999.

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Jeannine Youngs, Chief Financial Officer: Twenty three years of accounting and management experience in the educational, architectural and legal fields. Produces and analyzes financial data and prepares budgets and financial forecasts to use as a tool in reaching company goals. Also provides day-to-day management and implementation of improved processes to ensure efficient office operations and oversees all employee benefit programs.

Lisa Millar, Vice President: BS, Physical Education, Southern Illinois University; MS, Physical Education, Ithaca College. Fifteen years of experience as an educator, coach, and administrator. Lisa began her work with CCG in 1992 as a regional manager and her responsibilities have continually broadened. In 1997, Lisa became the Director of Marketing for CCG Systems, Inc. Her role has expanded to include re-engineering the infrastructure for marketing *FASTER* to both prospects and customers. She conducts site visits, executes contract negotiations, supports prospect transition and acts as a resource for module definition and special projects. In 2002, Lisa assumed the role of Vice President and continues to lead the sales marketing team in their efforts for the strategically planned controlled growth of CCG.

Allan Richardson, Senior Software Consultant: Allan brings to CCG more than 13 years of experience in the automotive industry. He is ASE and ICAR certified and has also worked as a service manager for a computer manufacturer, where he honed the technology technical skills to accompany his automotive experience. Allan joined CCG in April of 1999 and his primary role at CCG is in working with clients to develop solutions that are most responsive to their fleet management information system needs.

Tyrone Lane, Regional Manager: Associates Degree in Computer and Information Science. Tyrone is a Microsoft Certified Professional with an extensive background configuring, installing and supporting networks. He served in the United States Coast Guard for eight years, managing search and rescue missions, providing project management and supervising as many as 15 people as a Boat Captain. He also worked for the Ford Motor Company performing review repairs and serving as a team leader in quality improvement programs. He has also served as a technical support resource for a large health network. Joining CCG in December 2000 as a Technical Support Specialist, Tyrone is now a regional manager working with prospective *FASTER* customers in meeting their information needs.

Melissa Logue, Marketing Office Manager: Melissa's initial interest as a chemistry major in college provided her with the attention to detail that has marked her career over the past ten years. She has served in a variety of administrative and customer service positions, always utilizing technology to augment her productivity and to better serve both internal and external customers. Melissa works directly with the management team, as well as providing office management and support to marketing personnel.

Chava B. Lefkowitz, Administrative Assistant: Chava earned her associate's degree in business management and administration from Burlington County College-Pemberton in New Jersey. In addition to numerous other learning endeavors, she is also a certified chiropractic assistant. She has worked in a variety of administrative positions during the past ten years and brings her excellent computer, project management, oral and written communication skills to the CCG team. She works with Melissa in serving the extensive administrative needs of the CCG staff.

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SECTION 2 SOFTWARE OVERVIEW

CCG Systems, Inc. is proposing the *FASTER* Fleet Maintenance Management Software System. While *FASTER* Fleet Maintenance Management Software has a 19-year history, the first installation of this product was in July of 1998. Presently, *FASTER* is running in production at 149 sites and BOS *FASTER* at 89 sites.

FASTER is a Windows Application. Microsoft Windows was chosen as the core of the *FASTER* System because of its efficiency, flexibility, and the universal acceptance in the government marketplace. To get the best performance from the system, MS compilers have been chosen. Among MS Compilers both Visual Basic and Visual C++ are available. *FASTER* is being developed in Visual C++ because of its additional flexibility and power.

The Architecture of FASTER

FASTER has three major components:

- **The Client**
- **The Server**
- **The Database**

The three components have been designed to support a well-defined relationship while maintaining their individual purposes. The base modules are written in C++ and take full advantage of the concepts of object programming and multitasking.

The *FASTER* Client Module: This module is a collection of applets that form the users' interface to the system. The applets are consistent in design and form. The windows allow almost unlimited access to information without the necessity of switching from screen to screen. The end-user has been considered in every phase of the development process. Ease of use and economy of motion allows the system to display extreme functionality without the complexity that is found in systems with so many screens that the user gets lost from point to point.

The *FASTER* Server Module: This program module coordinates all of the communication between the clients and the database. This code actually controls all ODBC reads and writes to the database. The connection is a named pipe for maximum throughput and control.

The *FASTER* Database Module: The database definition currently is loaded on Microsoft SQL server 7.0, Microsoft 2000 Server and Oracle 8.0.5 and Oracle 8i.

The Equipment Applet: This window with its associated tabs gives access to all of the information about a vehicle from acquisition and disposal to meters, PM's, linked parts and tasks, billing, warranties, configuration data, component information, a very comprehensive search capability to find vehicles on the basis of fields on the master record and a comprehensive historical record. The history is a summary of maintenance and repair with total maintenance broken into parts, labor and sublets with totals by month and by year for the life of the vehicle, year to date and life to date. Also included are fuel and oil usage and billing summary data.

The Parts Inventory Applet: This window provides all of the information about a part in an individual storeroom. It provides the base information about a part, its stocking level, EOQ, and various classifications and cross-references. The tabs provide information on the master record, the user defined fields, the warranties, audit records, orders and receipts, bar code information, transfers, components, history, the listing of parts and a search tab. All of these tabs provide information about a specific part.

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The Parts Processing Applet. This applet handles all of the transactions for storeroom management. This includes the orders, receipts, and issues of parts and the setup of purchase orders and requisitions. Also included are the inventory, cyclic inventory and reconciliation tabs, as well as a quick one-step order/receipt tab.

The Work Order Applet. This applet displays the information about a work order. The tabs include equipment information, a list tab to list work orders, the notes tab, the initiator tab that describes each major repair in the work order, the estimate tab for the information on the initial estimate, the parts issued tab, the labor entry tab, the sublet or commercial repair tab and a search tab that provides a comprehensive search engine.

The System Setting Applet. The access to the system and user defined codes for vendors, purchase orders, and repairs are stored and regulated through this applet. This window gives access to information stored on the various tables within the system. It can be used to limit a user to information only for vehicles within his organization, to parts within his storeroom and work orders within his shop. With a single click, all access for a user can be canceled. The operator ID and password are captured by Windows Operating System and passed to this table for appropriate action. All changes to passwords are controlled through the facilities of Windows Operating System.

The Technicians Workstation. This applet is used by the technician to log on and off work orders. It also allows the technician to logon to indirect, break, lunch, etc. This is a real time process to track technicians' activity. It provides the technician access to all work order history for any piece of equipment.

Motor Pool Module. This is a reservation module for the daily, weekly, monthly or annual rental of vehicles. Rates and mileage charges are set by class of vehicle and free miles or minimum usage can be established. There are three applets included in the module. The executable application, a user maintenance applet, and a maintenance applet for database update of stored fields and settings.

The Operation Applet. This applet manages all fuel and fluids information. With the automated fuel interface, fuel transactions that have been captured through another system are copied and posted to each piece of equipment. This applet also provides fuel inventory capability.

Shop Floor Manager. This applet provides the ability to store, schedule and/or assign to a technician future PM's, recalls and deferred repairs for specific equipment. Each repair automatically appears upon the initiation of the next work order for any piece of equipment with stored repairs.

The Utilities Applet. This applet provides the mass update capabilities, parts and task list preparation, title set definitions, and primary key changes in data.

Reports Applet. This applet contains all of the standard reports listing each area of the system, the reports available, and the on line description and options available with each report.

Tank Inventory Applet. This applet contains all of the screens and information necessary to track fuel consumption from tanks and delivery. The applet provides users with the ability to calculate a cost per gallon, collects receipts and stick readings, allows for adjustment to levels and integrates with the operations applet to allow for reduction of inventory for all issues.

Maintenance Utilities Applet This applet contains utilities designed for special needs within the operation. These utilities have been separated into client and server utilities and are not required as part of the client set up.

Client Utility
Server Utility

End of Period Applet This applet contains the program to create the end of period summary information necessary for MTD and YTD totals and to calculate depreciation.

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Billing History Applet This applet contains the relevant data for each asset record for all associated codes and costs for each billing period. It serves as the history from which the billing report or interface was created.

Post PM's Due Applet This applet contains the set up and programs necessary to initiate the PM Scheduler and create the records necessary for the schedule.

Batch Entry Applet This applet contains all batch processing screens for labor, parts, sublets and fuel transactional entry.

Independent Issue Applet This applet contains the user interface screen that supports the issuance of parts independent from the work order. Through the applet, parts can be issued to any identified asset.

FASTER Client/Server LAN/WAN with "FAT" Clients:

FASTER has been designed to provide sites with flexibility in implementation. The original implementations in the early stages of production have been traditionally client-server over a local or wide area network. Ethernet has been the most predominant topology. This type of implementation includes a *FASTER* Server running on a Windows 2000 server, "FAT" *FASTER* clients running Windows 2000/Windows XP, and a database housed on a separate database server supporting MS SQL 7.0 and 2000 or Oracle versions 8 and higher. For smaller sites, the database and server can reside on the same physical device. The bandwidth necessary to support this implementation is a full T1 or 10base T. The advantage of this type of implementation is the innate efficiency of distributed processing environment.

FASTER Client/Server LAN/WAN with "Thin" Clients:

An additional implementation option is *FASTER* with "Thin" clients utilizing Microsoft's Terminal Server. The *FASTER* Server running on a Windows 2000 Server, MS Terminal Server running on a separate server for the clients or running on the Windows 2000 Server for the clients, and a database housed on a separate database server supporting MS SQL 7.0 and 2000 or Oracle 8 and higher. The Terminal Server requires increased resources to provide the support for the clients however, decreases the resources necessary on the end user "thin" Client and relieves some of the bandwidth demand for the network. The advantage of this type of implementation is simplified administrative overhead for the clients (it is now mostly executed on the Terminal Server) and reduced upgrade cost for the end user machines and network connections. Additionally, the CITRIX "Thin" client provides even further reduction on the bandwidth and end user resource. The CITRIX Metaframe "Thin" Client is supported at numerous sites from a Central Citrix Box.

FASTER Client/Server LAN/WAN with "Internet" Clients:

While this implementation is not yet in production, the development of the *FASTER* "Internet" client is being planned and designed for *FASTER*. This client will be "Thin" and initiated and run through any device with a browser. The connectivity to the Server will be supported through the *FASTER* Server Software and designed *FASTER* Web Client application to utilize the Internet. The advantage of this type of implementation is mobility and reduction of cost for the end user device. There is a distinct disadvantage in the limitations of the features and functions that will be available with the small display and input screen for mobile devices however a full client application running on a PC will also be available.

The importance of global design is that *FASTER* will provide a site with implementation choices. It will not have to be one way or the other but a mix of options to meet the specific needs of the shop operation. For example; an operation may have one large central shop and three small remote shops with 4 mobile service trucks. With *FASTER* fully developed and web enabled, it is imaginable that the site could be operating all three options. The large central shop can be operating a LAN with 10 "FAT" Clients, supporting the three small remote shops with 2 "Thin" Clients on PC's for each shop, and using the limited use "Internet" client from a mobile device with a browser. To accomplish this enabling, *FASTER*'s back end is being decoupled from the front end by moving the business logic and utilizing COM + and eventually IIS to provide independence as the beginning of support for the future developments.

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All of this development is eventually leading to a simpler technological infrastructure where options, end user devices, and applications will not make a difference. In the perfect world of Microsoft and the .NET concept and through the MIS 2001 Mobile Internet Service, the application will be transparent and transported more efficiently through "A NET" of some sort, be it Intranet or Internet.

OVERVIEW OF FEATURES

System Design is driven by industry needs and processes. This is based on CCG's 19 years experience providing fleet management systems to municipal, county, state and private organizations, and the recommendations of fleet professionals and others in the industry.

- Is designed around the work order process, and capable of capturing associated costs as repairs are made and parts issued in real time.
- Information can be printed or displayed on line to support the premise that with good information good decisions can be made.
- Supports multiple users, both local and remote.
- Operates in "real time" where all files affected by a transaction are updated at the time of the transaction.
- Is an "off-the-shelf" package, providing on going technological growth and upgrades to meet future needs.
- Is flexible providing user defined fields and codes.
- Employs a graphical user interface (GUI) based on industry-standard screen design techniques and principles.
- Designed with simple navigation throughout the system. Users do not have to close screens to view others. Tab buttons allow for easy access to related information.
- Provides a simple and easy method of accessing information in equipment records, work orders, parts, and other system data.
- Makes all codes accessible for viewing, printing, and modification by authorized users.
- Supports the ability to interface with other systems such as automated fuel vending and general accounting systems
- Provides standard reports designed to provide management reports pertaining to equipment, work orders, parts, and system information. This function supports various print options, screen display, and export options such as HTML, Email, etc.
- Provides an easy-to-use on-line search function capable of producing ad hoc lists of selected equipment, work orders, and parts information. Lists can be sorted and printed from the screens to meet the needs of the user.
- Supports the "paperless shop" concept by maximizing the amount of information available online, and minimizing the need for hard copy.

FUNCTIONAL CAPABILITIES

FASTER is easy to understand and use. The 18 applets have been designed by shop process and shop roles. Each user can have access through security to all of the applets or just those applets necessary to perform their specific role. Within each applet, all the data and functionality are provided through multiple tabs identified with descriptions and focused upon the users process involvement. All of the codes are provided in drop down windows with the descriptions stored in the system to minimize keyboard entry and instead use a point and click selection. The uniformity of the screens and data entry tools provides users with the ability to move from one applet to another with ease.

THE EQUIPMENT APPLET

Equipment Inventory

- Asset/Equipment number field that accommodates 17 A/N characters.
- Asset/Equipment number can be changed while maintaining historical data.

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- Asset/Equipment master record field that provides the ability to hierarchically identify different companies or divisions. This code allows for the separation of data for billing and security purposes.
- Separate descriptive fields that are stored in tables to allow for editing. These fields are displayed in drop down windows for ease and consistency of entry.
- Year, Make, Model, Equipment Class, Department, Billing code, Color, Equipment Shop, Site, Employee, Availability, Engine Size, Transmission size, (2) Tire Sizes, Drive Train Type, Fuel Types, Radio Type.
- Serial Number, License Number, Priority code, Parking Space, Gross Vehicle Weight, Fuel capacity for two different fuel types, Oil capacity, (2) Key codes, Miscellaneous field, and three lines of comments that can be used to transfer information and print it on the work order.
- Provide for the ability to establish user-defined titles for each individual equipment record to support different titles for specialty shops and equipment fields. I.E. radio shops, motorcycle shops, fabrication shops,
- The parking space field can be updated from the Work order information automatically.
- Equipment can be linked to other pieces of equipment through component tracking in a parent/child relationship.
- Provide a Monitor Grouping Code for tracking and analyzing performance statistics for sub-classes of equipment.
- Track up to 3 different fuel types
- Ability to add, delete, modify and review equipment records defined by security permission with each tab
- Ability to add like vehicles simply and without repeating entry of common fields.

Equipment Acquisition, Disposal, Billing Information

Using a tab for Equipment Inventory Applet a user with adequate information can review, add, update and modify the acquisition, disposal, and billing information associated with a piece of equipment.

- Acquisition date, acquisition cost, status, Vendor, PO number, Out of service date, Title number, Type of lease, In Service date, Life Expectancy in Months. Expiration date is a displayed field using In Service date plus the Life expectancy date.
- Disposal date, disposal cost, disposal status, vendor, disposal number.
- Equipment billing code supporting the ability to define what items to bill at the equipment level.
- Supports a billing period charge that is updateable with adequate permission.
- Supports an insurance charge for each billing period.
- Supports additional or seasonal charges to accommodate surcharges for specific mounted equipment or specific usages that are seasonal or are in addition to the set monthly charge. This eliminates the need for billing code changes throughout the year to accommodate seasonal changes and provides additional billing period charges.
- Replacement Billing Period Charge field available for tracking replacement funds. This field is user defined.
- Hourly charge field to allow for tracking hourly charges by project as defined in accounting interfaces.
- Project management Field that is user definable and integrated with the hourly charge field as defined in accounting interfaces.
- Equipment billing Rate code that allows users to define a specific labor rate for a piece of equipment that will override the technicians labor rate for specialty rate with no intervention.

Vehicle Replacement Information

The information used for display on the vehicle replacement tab is captured and stored on several equipment tabs. The vehicle replacement tab displays in one place the field information used in calculations, totals to be used in reports and the individual equipment replacement statistics used to determine a status or rating. The CCG Systems, Inc. formula uses system information and assigns the vehicle a point value from 1 to 15. This point assignment can be used as a guideline for identifying vehicles for replacement.

- Acquisition Cost, Capitalization Costs, Acquisition date, In Service date, Life expectancy in Months from the acquisition tab and valid meter reading from the meters tab are used in calculation of replacement.
- Options available to track replacement by Fund and major groups are available
- User defined inflation rate, Salvage rate, and condition factors are available and utilized in calculating information for display on the vehicle replacement tab.
- Amount of Recovery dollars collected for replacement of this vehicle can be tracked.
- Vehicle information displayed on line for vehicle replacement:
 - In Service date
 - Acquisition Cost
 - Maintenance dollars life to date
 - Inflation rate used in calculation (can be adjusted on acquisition tab)
 - Salvage Rate: expected percentage of the cost recovered at disposal. This dollar amount is subtracted from replacement cost. (can be adjusted on acquisition tab)
 - Fund and Major Group Information (can be updated on the acquisition tab)
 - Points assigned for Total Mileage, Total Maintenance Cost, Total Age
 - Expected Life in Meters, Life in Months, Condition factor (can be adjusted on the acquisition and meters tab)
 - LTD Recovery collected listing total dollars collected through billing or allocation
 - Vehicle replacement calculations displayed on line:
 - Current life in Months, Original Life Remaining, Original Replacement Date, Original Replacement cost, Original Replacement Monthly Recovery, Adjusted Remaining Life, Adjusted Replacement Date, Adjusted Replacement Cost, Adjusted Replacement Monthly Recovery
 - Calculated points assigned for Highest meter, Maintenance LTD \$ and Age.
 - Calculated Dollar values for Salvage and Recovery Balance

Equipment Meters Tab

- Stores current and historical meter information for up to three meters.
- The meter record is updated when elected from the work order, fuel transaction entry, and motor pool reservation or through the odometer reconciliation program.
- Provides an odometer reconciliation program for updating equipment meters for batch entry of meter readings with a log written for all meter changes.

Equipment Warranty Tab

- Stores and displays warranty information for the selected piece of equipment
- Unlimited warranties can be tracked.
- Warranties are user defined
- Warranty tab information is integrated to provide display of active warranties when work orders are opened.
- Equipment Usage Codes
- The equipment usage codes are user defined and unlimited. This 2-character A/N code can be used in many ways to provide sub classification of equipment for seasonal usage, special projects, special assignment or designation for emergency readiness conditions.

Equipment PM Tab

The preventive maintenance tab stores the schedule for regularly scheduled service. The schedule is unlimited and the PM coding is user defined.

- Provides on line display of all PM cycles, lists the next due for the cycle and the previous completion for this cycle.
- Provide the ability to schedule using months, days, years, kilometers, voltage, fuel consumption for fuel type 1, fuel consumption for fuel type 2, fuel consumption for fuel type 3, weeks, a set monthly date, miles / odometer, hour meter, and tons hauled.
- The schedule is updated from the work order when elected and the services have been completed.
- As an option the schedule can be set up hierarchically or stacked so that a D level PM when completed will update the C, B, and A level PM's.

Equipment Account Tab

The account tab stores account codes for use in complex billing and accounting interfaces. A user with adequate permission may add, delete, and modify these credit and debit account numbers. This accounting information is used to produce special billing reports and accounting interfaces and allows the user to update and change account numbers without a programmers intervention.

- Provide storage for debit account numbers with corresponding credit account numbers.
- Provide the ability to bill percentage of costs to any number of different accounts.
- Provides the ability to separate costs by type or item and associate these costs with credit and debit account numbers.
- Specific parts can be associated with credit and debit accounts
- Credits from the work order may be associated with specific accounts
- Fuel, Other fluids, In direct labor, Insurance charges, labor of different types, miscellaneous charges, billing period charges, sublets, usage charges, and replacement charges can be associated with specific accounts.
- Account number field is A/N 60 characters.

Equipment User Reference Tab

The equipment user reference tab stores information that is site-specific and provides 4 associated description fields for each user reference name. The user reference name can be stored in a table and displayed in the drop down menu for selection in repeated entry. The Reference Key (25 A/N), C field (3 A), N field (7 numeric), and Description (80 A/N) provide great flexibility in what information can be stored in these fields. Common usage for the User reference fields are to store special part numbers associated with the piece of equipment, special project numbers, and additional license tags or under cover license numbers.

- Provides storage of site-specific information that is user defined.
- Provides fields that are user defined
- Provides unlimited source for site specific storage
- Provides a location of top security information that can be secured separately from the other equipment information by permission levels to this individual tab.

Equipment Notes Tab

Equipment Notes are unlimited with the ability to change text style, color and format. The notes may be printed or reviewed on line.

Equipment Component Tab

The component tab is a view only screen that displays a tree diagram showing all the stored components for this piece of equipment with the year, make, and model of the component and the total calculated acquisition cost of the configuration.

- Provides the ability to link equipment as an attached component with a status of permanent or detachable.
- Any piece of equipment can be attached as a component of another piece of equipment simply by entering the associated equipment number. This hierarchy is unlimited.

Equipment History Tab

The equipment history tab is view only displaying information by month, year, and shows fiscal year to date and life to date totals.

- Yearly totals can be calculated for fiscal and/or calendar year
- History can reflect either mile or hour meter information
- Display dollar totals for Total Maintenance and Repair, Maintenance only, Repair only, Accident only, Capital expenses, Miscellaneous Costs for months or years, YTD and LTD.
- Display Fuel Costs and Quantity for months or years, YTD and LTD
- Display cost per meter (miles or hours)
- (Miles or Hours) per Gallon
- Displays total dollars for parts issued, labor, sublet, Credits, accidents
- Displays Quantity of fuel consumed, oil used, and other fluids.

Equipment Search Capabilities

The search tab for equipment as with parts and the work order provides the user with the ability to search by any field listed for the equipment. There are wild cards symbols available to conduct non-exact searches. The display screen lists the requested information and allows the user to sort by all of the column headers. These lists are then available to print.

- Some of the search fields are:
 - Class
 - Fuel type
 - Year, Make, Model
 - Usage type
 - Driver
 - Priority code
 - Engine size
 - Wild Card searches available for Partial or exact equipment, license, serial numbers or other fields
 - A space () for blank characters in a search string position
 - Brackets [] allowing more than one specific character in a position
 - The up carrot ^ to eliminate characters for the search string.

FUEL MANAGEMENT

FASTER is capable of interfacing to an automated fuel system and provides fleet management with information to account for quantities, costs, and other factors pertaining to fuel and other liquids issued. This includes the ability to:

- Provide an electronic interface to an automated fuel system, in batch mode. The interface will be written specifically for this fleet.
- Track all fuels purchased in-house and commercially.
- Track fuel transactions on individual operator and equipment levels.
- Track multiple fuel types as specified for a given piece of equipment.

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- Maintain a perpetual inventory of fuel and other operational fluids, tracking all receipts, issues, stick readings, and meter readings.
- Charge fuel based on moving averages calculated from inventory receipts.
- View on-line and print fuel and operational fluids' transaction costs and odometer readings for a given piece of equipment.
- Add, change and delete fuel transactions manually.
- Provide information that reflects all transactions recorded after user-specified date, including: disbursement date, time, pump, quantity, cost, and transaction number.
- Provides the ability to mark up fuel and track dollars with and without markup.

WORK ORDER MANAGEMENT

The Work Order is the foundation of the *FASTER* Fleet Software maintenance system. Information is gathered from the Work Order for accounting, maintenance history, work scheduling, repair time monitoring, repair frequency monitoring, unit availability, billing and preventative maintenance updating. The work order applet provides the ability to:

- Add work orders
- Inquire on a specific work order
- Update work order status and description of work (i.e. repairs)
- Print the work order for the technician or for the customer - two print options
- Review all open work orders (by downtime status if set up in detail)
- Search for and list work orders by field (i.e. equipment class, repair type, etc.)
- Review the work order transactions prior to closing the work order.
- Issue Parts independent of a work order.
- Enter Labor, Sublet and Part information, in Batch.

The work order header provides basic information about each piece of equipment and allows the user to define codes and information necessary for the work order.

- The system automatically assigns a number to the work order when you add an order.
- Descriptive data for the vehicle will be displayed on the "Eq Info" tab at the bottom of the screen.
- The user can check the status of the Work Order.
- The user can designate the place (or shop-user defined) where the work will be performed.
- The user can identify to which department (user defined) this equipment is assigned.
- The user can identify the billing costs (user defined) of the equipment.
- The user will enter the meter type(s) of this equipment and odometer reading(s).
- The user can disable downtime tracking (downtime codes are user defined) here, if necessary.
- The user may select the employee/operator of this equipment or leave blank.
- The user may select a user-defined code for prioritizing work orders.
- Date in/out and Time fields are entered by the system. (Date/Time in - when Work Order is opened, Date/Time out - when Work Order Status is changed to F for finished or C for closed which stops the downtime clock)
- The user may select to print the work order, with or without notes.

Equipment Information Tab

Information to identifying the equipment to which work order is opened displays on this tab automatically when the work order is initiated. This data includes:

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- Year
- Make
- Model
- Class
- Color
- Serial #
- License #
- Status
- Gross vehicle weight
- Site
- Department
- Monitor group
- Transmission size
- Engine size
- Tire size 1 & 2
- Comment fields
- Last work order number and date
- Last meter reading
- PM schedule/cycle/next due
- Warranties on equipment

Notes Tab

The Work Order notes tab applet is useful for entering any additional information that pertains to the piece of equipment on a work order or to specific repairs. This "notepad" is a mini word processor.

Search Tab for the Work Order

- Provides the ability to search by multiple parameters in order to narrow the search.
- Provides the ability to perform a wildcard search by utilizing the percent sign (%) for anything before or after the percent sign.
 - A space () for blank characters in a search string position
 - Brackets [] allowing more than one specific character in a position
 - The up carrot ^ to eliminate characters for the search string.
- Provides the ability to print search results.
- Provides the ability to sort search results.

Query Tab

- Used for performing searches on information which you have actually used in your database versus all entries in the table file
- Provides ability to build inquiry statements using "or" as well as "and" connectors and using greater than and not equal to as well as equal to criteria.
- Query results may be sorted.
- Query results may be printed.

Repairs Tab

- The user can enter the reason the vehicle came in for repair, using the *Repair Type Generator*.
- Repair codes are user defined.
- The user can assign a technician.
- The user can estimate labor time.
- The user can prioritize the repair.

Parts Tab - Parts Issues/Returns To Work Orders

- Can issue both stocked and non-stocked parts to a work order
- Provides the ability to return parts from a work order
- Will alert the user when a part has a warranty

Labor Tab - for manually adding labor transactions

- Provides ability to manually add labor transactions.

Sublet Tab - Tracking Outside Repairs

- Can add and track sublets or outside repairs to a work order.

Cost Tab

- Shows a subtotal of the costs
- Shows credits associated with the work order to date (i.e. parts, labor and sublet)
- Shows a total cost amount
- Can be used to add any miscellaneous costs

Credit Tab

- Can credit a work order for all or part of a repair charge.
- The date, reason for the credit (description) and the amount are tracked on this tab.

User Reference Tab

- Contains reference information that has been defined by the user.
- Provides the user with an unlimited number of options for entering information that is unique to a particular work order.
- Can record items such as project codes and account codes associated with specific projects.
- Allows for additional security measures for sensitive work order information.

Parts and Tasks Lists

- User defined by repair- equipment-year make and model
- Can display or print a task list (work to be performed), which is associated with a repair type.
- Can display a list of parts specifically related to a piece of equipment and associated with a repair type that does a search and will advise on the availability of a part.

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- Used to assist shop floor personnel in completing all tasks involved with a repair without having to look up or remember the information.

Downtime Tracking

- Provides the ability to track reasons for delay when a work order is open on a piece of equipment.
- Provides the ability to track downtime and non-downtime by creating an individual record for each work order with Downtime and Non-Downtime stored separately.
- Downtime and non-downtime codes are user-defined, referred to as Equipment Availability codes.
- Can disable downtime tracking by clicking in the box on the Work Order Header.
- Some reasons for delay (coded definitions) include: waiting on parts, waiting for space, waiting for a technician, at the vendor (sublet), waiting on approval, etc.
- Provides optional downtime calendar that uses fleet-defined parameters for a given class or individual piece of equipment.

Snap Shot Feature

- Can easily view all transactions that have taken place on a work order.
- Provides the ability to perform a quality check before closing work orders, but it is available for viewing on all work orders regardless of status.
- Provides a quick view of Parts, Labor, Sublet, Cost and Credit.
- Displays the current total cost for the work order.

FASTER has been designed with the work order as the center of the system's data collection. There are numerous places where the work order applet can be accessed and utilized depending upon the user. The technicians have access through the technicians' workstation, the shop foreman through the work order applet, the parts manager from the parts applet. The work order is fully integrated so that parts can be ordered for a work order and issued upon receipt and all data is updated in real time. Each repair has a status so that work can be deferred and stored in the Shop floor manager and displayed upon the next occurrence of a work order for the waiting repair.

- Provides an on-line display of detailed work order information.
- Tracks unlimited repairs on each work order
- Tracks unlimited reasons for the work order that are user defined and include road calls, accidents, preventive maintenance, warranty work-factory or in-house, shop warranty, capitalization, and driver abuse.
- Tracks real time part issues
- Tracks costs as targeted and non targeted and scheduled and non scheduled
- Displays equipment identification information when the work order is initiated.
- Displays PM schedules and Warranties for each piece of equipment automatically upon initiation of the work order to support good decision-making.
- Captures details such as parts issued, cost, markup, reason part was issued, and the type of repairs performed.
- Links work order record(s) to associated equipment record, enabling users to retrieve all work orders for a piece of equipment quickly and easily.
- Will allow for some means of entering information on commercial repairs, enabling management to analyze cost and evaluate alternatives.
- Captures information on work orders linking repairs to individual operators.
- Enables users to enter job estimates.
- Provides the ability to view work in progress on-line, and evaluate status of each work order.
- Automatically updates equipment records with the next PM due milestone after PM service has been completed.
- Tracks unlimited PM services for all equipment components.

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- Supports hierarchical PM scheduling based on the ABC methodology.
- Produces management reports pertaining to work orders as follows:
 - Finished and closed work orders with information on shop floor transactions.
 - Technicians' accountability to analyze shop floor productivity.
 - Lists of parts issued to work orders.
 - Repairs contracted out to commercial vendors.
 - Deferred maintenance
- Summary of costs
- Summary of work order activity reflecting total hours work order has been open.
- Report isolating sublet costs.
- Reports isolating road call costs.
- Print out of all information associated with a work order.

PARTS INVENTORY APPLET

FASTER supports inventory management through an applet designed to assist parts managers with maintaining pertinent information for all stocked and non-stocked parts. It is fully integrated with all the other applets in the system and developed with tabs for the storage of different information and other functionality.

The inventory applet provides tabs within information or functionality on each part records as follows:

Part Header

- **Part Number** [27 A/N] This may be your own generated number or a manufacturer number that is unique to one part.
- **Storeroom** [3 A/N] Inventory for each storeroom is individual and supports transfers.
- **Part Description** [40 A/N]
- **In Stock quantity and Item Cost**
- **Part Category** [10 A/N] CCG offers prepared coding for part category used in benchmarking.
- **Part Type** - Part typing supports the ability to carry different types of inventory items and report on them separately.
- **Non-Stock Part** - If checked, means this part is not stocked in a storeroom.
- **% of Mark Up** to be used at issue
- **Location** [10 A/N] and **Alternate Location** [10 A/N]
- **Vendor** [10 A/N]
- **Status** [1 A/N]
- **EOQ flag** - Economic Order Quantity flag. The system will check this box if EOQ is to be run for this part, which means the system will automatically set the High or Maximum stock level for this part and will re-calculate it monthly.
- **Maximum Issue**. Low quantity, Safe, High levels
- **ABC**: The ABC analysis system entry is calculated for EOQ parts only. "A" parts are the top 20% of inventory, "B" parts are the next 30% and "C" parts are the bottom 50% of inventory.
- **Order Lead Time** and **Order Lead Type**
- **Unit of Issue** and **Unit of Order** and **Multiplier**
- **MTBF Type (MTB)** [1 A/N] The Mean Time Between Failure Table Lookup Code is used as a reference to represent the measurement (such as by weeks or months) of the average time it takes for a part to fail.
- **MTBF Length** [6 N] This reference shows the number for the average length of time it takes for a part to fail. If the part lasts an average of 43 months, enter "43" in this space (and choose the MTB code of "M" for months)

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Master Tab for Part Record

The master tab contains additional identification information for each part record.

- Reference Keys:
- Alternate Part [27 A/N], Catalog Number [27 A/N], Manufacturer's # [30 A/N], MSDS # [30 A/N]
- Barcode Equiv [24 A/N] This field stores an equivalent barcode reference.
- Part Reference Fields 1-4 [30 A/N - each] These reference fields allow you to track specific information for each part.
- Equivalence Part Number [24 A/N] Use this field to list the number of an equivalent part.
- Store Room (PST) [3 A/N] The storeroom is where the equivalent part is kept.

User Reference Tab

As the name indicates, this tab contains reference information that has been defined by the user. This provides you with an unlimited number of options for entering part information that is unique to your site. This information is also part of each part record. This tab stores information similar to the Reference spaces on the Master tab, however, there is more description space on this tab and you may have unlimited references. Storing this reference information on its own tab also allows for additional security measures for sensitive part information. The access to each table is granted (or withheld) on the Systems Settings/User Info tab. Search capabilities on these user reference fields provide convenient data inquiry.

The use of each field (column heading) shown on this sample screen is described below:

- Reference Name (URF) [15 A/N] stored in the system and provide to user by drop down listing
- Reference Key [25 A/N] After selecting a Reference Name, enter specific information about that reference.
- C* [3 A] Enter up to 3 additional characters in this space that are appropriate to the Reference Name.
- N* [7 N] Enter any 7-digit numeric value you wish (no decimal points) for this reference.
- Description [80 A/N] Enter a description of the Reference Name to further define your entry.

Warranty Tab

This tab is the final element of a part record. It contains both warranty information and Part Usage Codes.

- Type (PWT) [1 A/N] Warranty type for this part. You may enter an unlimited number of different warranties for each part.
- Cycle (PWC) [1 A/N] The warranty cycle, such as "D" = days, "W" = weeks, "M" = miles, etc.
- Length [3 N] The length of the warranty expiration by cycle (i.e. 100 days, 26 weeks, 1,000 miles).

Part Usage Codes

Part Usage Codes [2 A/N] The part usage codes are user defined and any part may have unlimited usage codes.

Notes

The Notes tab on the Parts Inventory applet is useful for entering any information that pertains to a specific part. As the example indicates, this "notepad" is a mini word processor.

Notes Locking Feature

The first person to open the Parts applet and select the Notes tab has read and write access. While the applet has the notes file "locked", any other applet which inquires on this part has read only access to the notes and will not be able to enter

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additional text to the notes window until the file is unlocked and the applet re-inquires on the part record. The re-inquiry allows the user to lock the file and have full access (read/write) to the file. This prevents two people inquiring on same part and typing notes in which only one is saved and the other is overwritten.

Audit Tab

The Audit tab is used to examine manual changes made to a part record which involved either: adjusting the cost, adjusting the quantity, changing the part number, deleting an ordered item or deleting a received item. For these types of transactions to occur, the operator must have been granted permission on the Systems Settings/User Info tab. Each time a part's cost or quantity is adjusted, the part number is changed or an ordered or received part is deleted, the system records the change, as well as the date, time and operator ID. This allows for accurate record-keeping as well as an audit check for who is making what kind of changes in the system and how often.

Bar Code Tab

This tab is used to print shelf or replacement barcode labels for a part. You may manually change the number of barcodes to print by clicking in the space at the bottom of the tab and type the change. Then click the Print button.

Order/Receipt Tab

This tab displays the orders and receipts of a particular part for a quick review of order and receipt history for this part. It displays information collected through the parts processing applet.

Transfer Tab

The Transfer tab displays any transactions of transferring a part from one storeroom to another or back to the vendor. The transfers are performed in the Parts Processing applet.

The columns in this table are defined below:

Mode - Notes the method of transfer.

Quantity - The amount of stock transferred.

Old Location - The storeroom the part was transferred FROM.

New Location - The storeroom the part was transferred TO.

\$ Before - The item cost of the part from the part record.

\$ After - The item cost of the part after the transfer.

Total Cost - The total cost of this transfer (the Quantity multiplied by the \$ Before)

Type - Type of transfer.

Status - The status of the part.

Date Posted - The date of the transfer.

Time Posted - The time of the transfer.

OP ID - The ID number of the person making the transfer.

History Tab

This screen displays on-line information totals for each part record: by month for a specified year; by fiscal year (current or previous); and by totals life-to-date.

Each column displays the following information:

--- **Issued** - The total quantity of that part issued to work orders for the indicated month or year.

--- **Issued Ret** - The number of this part's issues that were returned.

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- **Received** - The total quantity of the part received
- **Received Ret** - The total number of this part's receives that were returned.
- **Transferred in** - The total quantity of the part transferred into the inquired storeroom.
- **Transferred out** - The total quantity of the part transferred out of the original storeroom.
- **Adjusted up** - The total number of times the quantity in stock was increased.
- **Adjusted down** - The total number of times the quantity in stock was decreased.
- **End of Period** - The total quantity of this part in the inventory when the End-of-Month Posting Program is run
- **Unit Cost** - The price of this part at the end of the month
- **Extended Cost** - This total is the cost per part multiplied by the quantity (not including markup).
- **Markup** - This is the markup percent of the part.

Order Search Tab

The Order Search tab issued to search for parts by Invoice number, Order number, Purchase Order number, Vendor Code and to search for orders not received. For all Search Types on this tab, except for the "Orders Not Received" type, you will enter a Value after selecting a Search Type.

Search Tab

The Search tab is displayed when the Parts Inventory applet is first accessed. This enables the user to immediately search for a specific part record or for a listing of parts containing similar data without having to go to any other screens. Searches can be made on each of the following with exact information or through the use of wild card symbols [%], {_}, [].

- Alternative Part Number
- Industry Part Class Code
- Part Category
- Part Catalog Number
- Description
- Location
- Manufacturer's Number
- MSDS Number
- Non-Stock Parts
- Part Number
- Part Usage Code
- Reference 1, Reference 2, Reference 3, Reference 4
- Part Status
- Storeroom Part type
- Vendor
- Part Warranty Type

Special Functionality

ABC classification for each part

- A - top 20% (largest valued parts, even if not most expensive but move a lot)
- B - next 30%
- C - bottom 50%
- D - Not EOQ part

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Economic Order Quantity or EOQ

As an optional function of the *FASTER* system, the system will calculate three inventory levels based on your use of parts and the time it takes to receive them (as well as other data you will enter). These inventory levels are the Maximum (High), Minimum (Low) and Safety Stock, all of which are listed on the Parts Inventory header. The High or Maximum is known as the EOQ since this value states the most economic amount of stock to be stored for a part.

The system performs the calculations monthly and adjusts the stock quantities if necessary. Parts in which the EOQ calculation is performed will have a check mark in the EOQ flag box.

Cyclical Inventory Program

As part of the standard functionality, *FASTER* provides the ability to conduct a cyclical inventory from user defined cycles that will complete a complete physical inventory after all cycle inventories have been conducted. The user chooses the cycle (12 or once a month, 6 every two months, 4 every quarter etc.) and *FASTER* then randomly creates work lists of parts to inventory each cycle. The part that has been inventoried is then marked as complete and the random selection is then conducted from the inventory that remains until all parts are counted. The process allows for a systematic physical inventory program used by managers for many reasons. Many locations have found this process can substitute for the yearly physical inventory. Some sites have used the process to help manage parts rooms over time in addition to the yearly inventory to identifying problem areas earlier and provide opportunity to resolve issues prior to large deficits.

Bar coding for parts

Available as an additional module, bar coding can be used with the *FASTER* system. Labels can be printed for any entered field in the system, however, automatic printing upon receipt can be set up for parts and the work order. The primary use of bar codes in *FASTER* is to increase accuracy of information when issuing parts to a work order.

PARTS PROCESSING APPLLET

The Parts Processing applet in *FASTER* Fleet Software supports the following functionality:

- Order Parts
- Receive parts and issue to a work order
- Order, receive and issue parts in one step
- View Auto Ordering suggestions and make ordering selections
- Issue parts to a work order
- Transfer parts from storeroom to storeroom (or back to vendor)
- Manage the physical Inventory
- Search for parts records

This functionality is provided with 3 non-processing tabs for Search, Order Search, and Query and the remaining 9 tabs for processing parts in the system. The Search, Order Search, and Query are like the same tabs found in Parts Inventory and placed in the processing applet for convenience.

Ordering Tab

This tab is used to create an order for a part or a number of parts manually. Users can select a purchase order that already exists (blanket purchase order) or generate a new one from this screen. Additionally, parts that already have a record created can be ordered or new part records can be created as a stocked or non-stocked part. This is executed from a button for adding new information.

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When the order is created it captures the Vendor, Purchase Order number, Operator ID, and Date of order along with the part number (s), storeroom, quantity, cost, and shipping, if necessary. It is also possible to enter a special account code or Work order number, company, repair code, technician's id, and/or shop, if the part is on special order. Using these options allows for a direct issue from receipt. A note may be attached to any order.

Receiving Parts

When parts are received into a shop, the invoice information is entered and the parts are then received into the correct storeroom OR they are automatically issued to a work order. The record keeping for this process is completed on the Receipts tab.

By selecting a Vendor, PO, Order # a parts list from the order will be displayed. To receive the part, double click, enter the invoice number, verify your information and enter the receiver's name.

Order/Receive - One Step

FASTER Fleet Software includes a One Step screen which allows a part(s) to be ordered and received simultaneously. This screen combines the look and functionality of the Order and Receipt Screens into one. Resulting in the ability to track prompt vendor order/receipts in one process.

Auto Ordering Tab

To further assist the City of Peoria with parts management, the Auto Ordering tab is available in *FASTER* Fleet Software as a convenient method for keeping stock at a safe limit. This tab will list parts from a selected vendor, whose "In Stock" amount is less than the "Safe" stock quantity OR less than the "Low" limit. In listing the part numbers, it will generate an order and suggest an order amount that will bring each part to the "Max" stock quantity.

Any part from the list may be included on the order by selecting the part number (or choosing the all option). Once the quantity, shipping, and account information is entered the user selects send or order.

Issuing Parts to the Work order

Parts can be issued automatically to the work order with the receipt of a part by providing the work order and repair code at the time of order. When the part is received into *FASTER* it is issued directly.

The issues tab allows for manual issue of parts to work orders without leaving the parts processing applet. Enter the work order number and required information for any issue: part number, storeroom, quantity, repair type, and date.

Non-stocked part can be issued the same way after a part record is created directly from an automatic prompt that asks for the initial record on the same screen.

SYSTEM UTILITIES

This applet contains special programs for use by the user:

- Parts and Task list set up
- Mass update capabilities for system codes
- ABC/EOQ set up and capabilities
- Title set programs used to modify the titles of the headers for multiple use sites
- Major Key field changes

FASTER

SYSTEM SETTINGS APPLET

This applet contains the look up information for table codes and special tables:

- Table Look up Codes
- User Security Matrix for all user permissions
- System Information Matrix to define how the system switches will be set for your operation
- Vendor Table information
- Purchase Order table information
- Account Table information
- Repair type set up and linkages for use on the repair codes

SYSTEM MANAGEMENT REPORTING

In addition to the system's standard reports, *FASTER* supports training fleet personnel to produce reports through a standard, easy-to-use, report writer. Crystal Reports 8 is the recommended report writer to support the standard reports in *FASTER*. CCG Systems, Inc. offers both Regional Trainings and site-specific training for Crystal Reports.

BILLING CAPABILITIES

FASTER supports the following billing requirements:

- Billing periods are user-definable.
- Billing method is definable at the equipment level.
- Can bill a fixed monthly cost for individual pieces of equipment.
- Provides detailed statement each billing period, showing departmental cost, by piece of equipment.
- Prints separate statement to bill back for accident and driver abuse repairs.
- Applies credit for current and past errors.

LABOR MANAGEMENT

- Technician workstations are designed to automate tasks associated with shop floor personnel.
- Transactions are entered directly to the work order and through Technician's Workstation as work is performed.
- Labor transactions for direct and indirect labor captured in real-time as the technician logs on and off repair job.
- Work in progress and work completed (that day). Can be viewed on-line.
- Billing for labor based on user-defined rates, including:
 - Standard Labor Rate - rate assigned to a given technician
 - Equipment-specific rate code - applied to a specific piece of equipment
 - Modified Labor Rate Code - Used to override standard rate on work order
 - Provides for user-defined coding of times.

MOTOR POOL/RESERVATIONS

FASTER includes a Motor Pool module which is designed to run a centralized motor pool fleet. This module functions as an integrated component of the fleet management system when installed. It provides the ability to:

- Display vehicle/equipment availability, by class and by time dispatched / time returned, for each location.
- Capture reservation activity including, but not limited to
 - Department

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- Account Number
- Person Requesting Reservation
- Destination
- Driver's Name and License Number
- Vehicle Number and other identifying information.
- Dispatch Information
- Reservation Charges
- Establish user-defined rental rate structure by class, for hourly, daily, monthly, and annual rentals.
- Establish user-defined rate structure that takes into account free mileage or unlimited mileage for specified types of rental.
- Capture and track all costs associated with each rental.
- Apply additional costs to each rental.
- Bill a single rental to multiple departments/account numbers on a percentage basis.
- Schedule Pool vehicles and other equipment for preventive maintenance.
- Search database to retrieve records based on informational need. Should provide access to all data fields defined in the database.
- Generate Management Reports that provide information pertaining to:
 - Reservations, by Status
 - Daily Reservations Updates
 - Upcoming Reservations
 - Overdue Reservations
 - Print rental agreements

TECHNICAL CONSIDERATIONS

FASTER is built with state-of-the-art technology characterized by ease-of-use, information access, fast response, and intuitive information displays. It is built on the following product technologies:

- Microsoft Windows 2000 operating environment, with multithread capabilities
- Graphical User Interface based on industry standard screen design principles
- Program language C++
- SQL and Oracle database technologies that meet ODBC compliance standards
- Client/Server architecture that supports "thin client" solution, local and remote users
- A Modular design that facilitates analysis, change and expansion.
- Relational database design techniques
- "Off-the-shelf" implementation that allows numerous user-defined tables & codes
- Extensive use of table-driven, user-defined "drop-down menus".
- Application designed as a 3-tier client/server system.
- Fully Y2K compliant.
- Compiled for 32-bit execution under Windows 2000.
- Provides multi-level security, that controls system and data access through the operating system and at each screen. Security system is user defined and consistent with industry standards.
- Application is written in Windows 2000 to take full advantage of the multithread capabilities of the technology

FASTER CASUAL USER CAPABILITY

The Casual User is defined as a person who needs access to information about an asset but has no need to use the *FASTER* application itself. This need can be met through tools developed or enhanced by CCG Systems for use on the Internet.

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There are levels of information that define the complexity of the solution needed for a Casual User. Some may need simple inquiries for their assets: i.e. the status of work, when the next PM is due, or other basic information. This is the first level of the Casual User. Some may need more complex information in the form of full reports or grouped data. This is the second level of the Casual User. CCG Systems, Inc. addresses both levels of the Casual User as described below.

First Level Casual User: Inquiry only for assets.

CCG Systems has written scripts and programs that load on the customers Web site and create a simple *FASTER* Casual User interface. Through this screen, anyone with access to the Internet and the permission to use the *FASTER* Casual User will be able to enter equipment numbers or license numbers and obtain basic information such as:

- Identification Numbers
- Work Orders
- PM Schedules
- Odometer Readings

For security reasons, the ability to hide/mask individual pieces of equipment is available so that these assets are not available through this interface. This mask is managed from the *FASTER* Master record.

Second Level Casual User: Ability to obtain complex data through reports.

Crystal Reports is the report writer recommended and used by CCG systems for all the *FASTER* standard reports. One feature of Crystal is the ability to establish a Web Report Server within the structure of the customers Web Page. Through the Internet, the Casual User with permission can access reports that query the *FASTER* database and provide complex data. The reports placed on the Web Report Server can be *FASTER* Standard reports or reports written specifically for this purpose. This solution can also be used as an Intranet solution for all the *FASTER* reports in lieu of each client machine running the reports.

Benefits of the Casual User

- There is no set up or licensing necessary for the Casual User. Access to the Internet/Intranet is all that is necessary.
- It is simple and there is no training necessary for the *FASTER* application.

Execution and Set up

Level 1 Casual User

CCG Systems, Inc. provides the Level 1 Casual User Interface on a CD and it is easily loaded and set up by the Customer's Web Master. The interface is simple and easily used.

Level 2 Web Report Server

CCG Systems, Inc. provides training on the set up and report writing for the Web Report Server through Crystal Reports. The set up can be executed in about four hours and reports are easily written and loaded for this purpose.

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REPORTING OPTIONS IN *FASTER*

FASTER provides several different levels of reporting. The result of the multiple levels is the ability for users to run hundreds of different reports from hundreds of different combinations. Each level may be displayed and/or printed and/or processed several different ways.

Level 1: On-line Search Reporting

The on line search capabilities in *FASTER* are available through a tab on the Equipment Applet, Parts Applet, and Work Order Applet. Once accessed, the user selects the search field from a drop down box (any code from the file that is a table file code) as the first parameter for the search, then defines the type of search, using standard windows conventions that allows for wild cards and partial searches. Once the search screen has been filled with responding data, the display can be sorted by any column header and then printed. While a simple form of reporting, the Level 1 on-line search reports provides an excellent source for report lists of equipment, parts, and work orders. Wild cards can be used for partial number searches or group searches on all of the fields.

Level 2: On-line Query Reporting

The on line query capabilities in *FASTER* are invoked through a tab on the Equipment Applet, Parts Processing Applet, and the Work Order Applet and is a more sophisticated tool for queries to the database than Level 1. Once accessed, the user sets up standard queries to the database through the easy to use drop down windows. The result is a standard query statement executed with the results displayed on screen. The displayed results can be sorted by any of the column headers. Once the displayed results are in the preferred order, the query results can be printed as a report.

Level 3: *FASTER* Standard Reports Applet: Crystal Reports: Standard *FASTER* Reports

CCG Systems has chosen Crystal Reports (Seagate Software) as the report writer for the standard reports. While Crystal Reports is not required to run the standard *FASTER* reports and any standard report writer can be used for supplemental report writing by site personnel, there is an advantage in using Crystal Reports. Each standard report will be accompanied with the source to the report. The source will allow sites using Crystal Reports to use the *FASTER* Standard reports as templates for site specific modifications saving time and effort.

Level 4: Customized Crystal Reports

CCG Systems, Inc. offers training for Crystal Reports in Regional Sessions and at customer site training. Through trained on site personnel, customized reports can be written to meet site-specific needs. This capability expands the power of the information captured in *FASTER* and while these reports can be written by CCG Systems, Inc., an investment in the training of fleet personnel provides a long-term result and is recommended by CCG Systems.

*The standard reports list provided below is a minimal listing of the Standard *FASTER* Reports which have been distributed to users. There are over 100 Standard Reports that are being detailed and finalized. Completed reports are distributed to users through release CDs.*

Asset Management Reports

Equipment lists and report generation:

- The Level 1 Search on the equipment applet provides users the ability to search and sort equipment lists to specifically address their needs by the data fields on the equipment master record and then print these lists.
- The Level 2 Query on the equipment applet provides users the ability to query the database
- The Level 3 Standard Reports:
 - List in Class Order with Cost Information
 - List in Class Order Meter Information
 - List in Equipment Order with Cost Information
 - List in Year Order with Meter information
 - List in Department Order with Meter information

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- List in Department Order with Cost Information
- Average Equipment Age by Class
- Equipment Usage
- Billing by Department
- Billing by Account Codes
- Billing by Export File
- Maintenance Billing
- Vehicle Replacement Date
- Equipment List in Employee Order
- Equipment Maintenance CPM with Fuel Consumed
- Equipment System Unique ID Report
- Parent Component Relationship
- Equipment Screen Verification Standard Report
- PM Table Listing Standard Report
- PM Due Standard Report
- Miles Driven Year to Date by Equipment, Class, and/or Department Standard Report

Parts Management Reports

Parts lists and report generation:

- The Level 1 Search on the parts applet provides users the ability to search and sort parts lists to specifically address their needs by the data fields on the parts master record and then print these lists.
- The Level 2 Query on the parts processing applet provides users the ability to query the database and prepare lists of parts in inventory from any data field on the parts master record.
- The Level 3 Standard Reports:
 - Inventory by Category
 - Issued by Storeroom
 - Parts Received by Vendor
 - Part Inventory List in Alternative part number order
 - Parts Received by Storeroom
 - Part Inventory List in Catalog Order
 - Print Parts Auto Order
 - Part listing with Warranty Information
 - Parts Transfer List
 - Part Inventory list
 - Parts Back Order Report by Vendor
 - Vendor Lists
 - Parts Back Order Report by Part Type
 - Vendor Purchase Order List
 - Manufacturer Part Number List
 - Inventory Count Sheet in Location Order
 - Parts Warranty
 - Parts Reference List
 - Parts Inventory with no Markup
 - Parts Surplus by Storeroom
 - Parts Issued By Repair Reason
 - Parts Audit Report
 - Inventory Movement Report
 - Part System Unique ID Report

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Fleet Management and Shop Reports

- The Level 1 Search on the work order applet provides users the ability to search and sort work orders and then print the displayed information.
- The Level 2 Query on the work order applet provides users the ability to query the database and prepare lists of work orders from any data field on the work order record.
- The Level 3 Standard Reports:
 - Work Order Print
 - Sublet by Vendor with Account Codes
 - Technician's Accountability
 - Department, Shop and Date - Deferred Maintenance List
 - Department Deferred Maintenance 2
 - Equipment Deferred Maintenance
 - Work Order Activity
 - Work Order Number Report
 - Work Order Parts Issued by Shop
 - Shop Deferred Maintenance 1
 - Work Order Cost Report by Company/Site
 - Shop Deferred Maintenance 2
 - Work Order Cost Report by Department/Class
 - Sublet Report by Vendor
 - Downtime by Status Report
 - Downtime by Vehicle
 - Downtime Detail Report
 - Open Work Order by Shop
 - Possible Comeback Report
 - PM Labor Percentage Report
 - Repair Type Code Breakdown Report
 - Repair Type Code List Report
 - Summary Maintenance CPM with Fuel Consumed

Motor Pool Reports

- Motor Pool Billing
- Overdue Reservations
- Motor Pool Department and Account Review
- Rental Summary by Equipment ID
- Reservations - Upcoming

System Administrative Reports

- Table Lookup Codes
- Mass Update Audit Report
- User Permission Report
- Table Look up Codes by Description
- Fuel Transaction

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DOCUMENTATION

The following documentation has been provided on CD in Microsoft Word format. A review of each has been provided and reference has been made to specific manuals. It is recommended that sites install the manuals on PC Client hard drive for easy user reference. The easy to use table of contents assists personnel with finding and navigating to the section chosen by double clicking on the page number. CCG Systems, Inc. maintains the latest version of the manuals on the CCG Systems, Inc. FTP Customer site and includes an electronic copy of each manual with each CD enhancement sent to each site. One hard copy of each manual will be delivered to the City of Peoria as part of the Project Management preinstall package. Additional hard copies may be ordered through a third party vendor or sites can make unlimited copies from the manual CD.

Start Up Manual

The *FASTER* Start Up (or Pre-Installation) Manual is designed to assist a site in preparing for an installation. The Installation Section includes four chapters: Examining the Processes, How *FASTER* Works, Getting Ready for a *FASTER* Installation, and The Installation. In addition, each location receives an Index describing the system codes, a sample of the coding file, and a detailed discussion of repair types and equipment classes. (*Note: Suggested repair types, equipment classes, and part categories are also presented based on APWA and VMRS recommendations and are used by *FASTER* sites to benchmark with other *FASTER* users.)

Work Order Process Manual

This manual is designed for the shop supervisor, lead technicians, and fleet manager. It describes how to use all the On-line *FASTER* Screens associated with the flow of work on the shop floor. It includes flat rates, downtime tracking, part/task lists, outside repairs, job estimates, and the work order management reports that come with the system.

Technicians Workstation Manual

This short manual is designed for the technicians on the shop floor to use as a learning tool and reference for the Technicians Workstation Screen, which allows them to capture their labor time as it occurs. It is written for the person who has never used a computer before with step-by-step instructions and diagrams.

Parts Process Manual

This manual is designed for the parts room supervisor, parts clerk, and the fleet manager. It describes how to use all the *FASTER* on-line Screens in the parts process including part record details, stocked vs. non-stocked parts, ordering and receiving parts, issuing parts, independent part issues, part warranties, part transfers, inventory, audit trail, and parts management reports.

Motor Pool Manual

This manual describes in detail how to set up the motor pool programs, how to use each on-line screen in an effective motor pool process, special billing, and motor pool management reports. It also includes suggestions for developing rental rates.

System Administrator's Manual

This manual presents every process associated with maintaining the *FASTER* System, how to perform each process, and what to do when problems occur. It also overviews system basics, on-line screens, security, mass updates, system diagnostics, management analysis reports, and set up procedures for the most often used special programs.

Asset Management Manual

This manual was written to assist the fleet manager and administrative staff in effectively utilizing the *FASTER* Software for optimal fleet performance through asset management. Specific instructions are provided for data management activities necessary to maintain valid equipment records and history. The sections are dedicated to the preventative maintenance, vehicle replacement, and equipment reports.

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Fuel Management Manual

Fuel Management emphasizes the process involved in accurate management and tracking of fuel transactions and inventory. It provides the user with alternatives for tracking other fluids, credit card purchases, how to set up PM's by fuel consumption, and the Fuel Interface program instructions. Management analysis reports are presented by when to run and how to effectively use.

SECTION 3 CUSTOMIZED SERVICES

FASTER Fleet Maintenance Management Software is an "off the shelf" fleet maintenance application. Customer modifications are carefully reviewed to determine the ramifications of any customization on the ability of a site to install future releases and remain open to support. However, many users have requested modifications or special customization that takes place adjunct to the application itself as special reports, programs, modules or tables that do not effect the "off the shelf" status.

Automated Fuel Interfaces

This type of service is a standard customization for CCG Systems customers. Each Fuel interface is written to match the fuel transaction of the site and is maintained with each release therefore is subject to an annual support service fee. CCG Systems, Inc. has written interfaces to most major automated fuel vendors system and many of the outsourced agencies. Because CCG writes the interface to the users exact transaction file, it does not matter where or how the data is collected just that a file of fuel transactions is provided to copy for the interface to *FASTER*. CCG Systems, Inc. programmers work directly from a sample transaction file with field definitions. The equipment number, date/time, quantity, Fuel type, pump number or site number are required fields. Other fields can be included.

Customized Billing Reports and Accounting Interfaces

Customized billing reports and accounting interfaces can be written by CCG Systems Staff. CCG will create the reports and interface files to specification and our fee for this type of customization is \$1000 per day. CCG will provide an estimate after a review of your requirements and file layout. If customized billing reports or accounting interfaces are identified, a budgetary figure from \$2,000 to \$25,000 should be included in pricing proposal.

The process for customized services

The process for all customized customization includes several stages and is considered work outside of the basic implementation plan, and therefore is invoiced separately.

The project must first be fully defined and clear specifications written. This is the most time consuming and challenging part of the project. CCG uses email, conference calls, questionnaires and documentation for clarification. However, site personnel need to meet and sufficiently specify the purpose, outcome and content to be included in the customized report, interface, or program. It is from this information that CCG systems prepares the scope of work defining the cost and deliverables of the project.

After final specifications have been created, a final document with scope of work (providing the layout, data fields, and formats for the customized report/interface) needs to be written and submitted. At this point in time, a firm quotation for the customization can be provided by CCG. The customer will be asked to accept the specified scope of work. Invoicing for any special customizations will be billed as a separate project and will take place OUTSIDE OF THE CONTRACT for implementation of *FASTER*.

The customization is written off site from the scope of work and tested on sample files and/or sample database tables.

The final stage for customization is the testing, implementation, and making modifications where necessary. This phase of the customization can frequently be accomplished through FTP transfers, dial in diagnostics, and minor adjustments to the programs or reports off site. However, in some cases and based upon the complexity of the project, it is necessary to execute these tasks on site. CCG will make this determination in advance whenever possible and calculate the onsite costs at \$1000/day + \$200/day living + travel (mid week air line ticket).

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Data Conversion

The conversion process begins during the pre-installation phase of the implementation and involves several progressive tasks.

1. Data elements from one system need to go through an interpretation to be converted to another.
2. CCG Systems, Inc. has developed a thorough data mapping process. The process begins with guidance and information about the *FASTER* Data Fields provided by the Project Manager.
3. A data mapping form is then completed to assure all fields are properly converted from the existing system to the *FASTER* system. This data mapping is extremely important to assure data conversion is both accurate and valid.

Transfer Medium:

There are several acceptable forms of transfer medium for the data files.

1. Email can be used for files up to 1 mg
2. A Customer Specific FTP site is provided by CCG Systems, Inc. for transfer of files.
3. For larger files, Zip disks
4. CD's are also acceptable (write only CD's must be used due to the different writing properties of CD writers).

Once the data has been mapped, CCG Systems, Inc. offers several options for data conversion. There are four acceptable forms of data files and pricing estimates for each.

1. CCG Formatted EXCEL Sheets (Provided by CCG Systems and can be download from FTP site)
2. User Defined File Format - EXCEL
3. User Defined MS SQL 7.0 File format or Oracle export
4. ASCII Fixed Length or delimited Format (text file)

Data supplied in CCG Formatted EXCEL files are much simpler to work with and they are the preferred source of data submission. The CCG Formatted EXCEL sheets provided by CCG Systems, Inc. are the least expensive, easiest to use and least expensive data conversion formats.

Using CCG Formatted EXCEL Sheets:

The site is supplied with CCG Formatted EXCEL sheets with the *FASTER* data elements identified and defined. Additionally, these files contain the *FASTER* "Generic" Codes and all of the "critical" codes within the system. The User may choose to use and/or modify these standard codes in the EXCEL sheet prior to the conversion. The User can also remove and or modify the Generic" codes (such as make and model) and/or replace the required information within the file structure provided. Preparation of these EXCEL sheets prior to conversion can save sites time on data entry. All modified fields or User Defined (User Reference Fields) must be accompanied with a complete description of the data fields and explanation of the layout of any fields not represented in the *FASTER*. Completed Data mapping forms are vital to the technician and are necessary for accurate and efficient conversion of data. To assure accuracy on the conversion, decisions need to be made by site personnel on the logical conversions (old field to new field decisions) and the actual fields that will be included. A full definition of any partial fields or movement/changes in fields (dropping a number or adding a prefix to a number) must be identified prior to the first conversion.

Using USER DEFINED Formats (regardless of which type of file): Any data files provided to CCG that do not match the *FASTER* file structure exactly are considered User Defined.

The site supplies data for conversion in one of the acceptable User Defined file formats that contain data elements from their existing files or from user input. Since these files will not match the *FASTER* Database, the files must

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be accompanied with a complete description of the data fields and explanation of the layout along with a data mapping form, which will assist the technician. Definitions should be written with a full understanding of the *FASTER* fields available to assist technicians with the ability to convert accurately the information supplied to CCG. Decisions are required by the user to logically convert all data fields (make decisions for the placement of old fields into new fields) and the data mapping forms are used to make these decisions.

The data definitions, file layouts, data element lengths and data mapping forms are required to execute conversions efficiently. Many times, there are fields included in USER DEFINED files which are empty or which will not be used. It is better if these are removed from the file and at the least, must be identified in the file definitions.

PREPARATION TIME: Using the CCG Formatted EXCEL spreadsheets is the least expensive and takes the least amount of time to convert. The turn around time for conversion programming is also less. Therefore; those sites choosing NOT to use the CCG Formatted EXCEL sheet will be subject to an extended conversion process and increased cost. When using the CCG Formatted EXCEL Sheets, a site must provide CCG with the data 2 weeks prior to the installation of the software. For USER Defined Format, this period will be extended depending upon the elected format and complexity of the conversion.

The data conversion process is a joint effort between CCG and the City of Peoria. CCG technicians work with the information available to them. It is very important that the site personnel responsible for preparing the files, especially those not in CCG Formatted EXCEL sheets be prudent and accurate in their definitions of the fields, field lengths, mapping fields and decisions.

Data Conversion Process:

CCG provides to new sites a detailed overview of the installation and conversion process along with customized Excel Spreadsheets to assist in converting current data to *FASTER*.

- Providing Data in a CCG Formatted Excel sheet is the most commonly used conversion. The Excel spreadsheets mirror the *FASTER* database tables for Equipment and Part Records, Work Order History dollars and Vendor/Purchase Order/Account Codes. The site matches data fields from their current system, extracts and imports into the data fields of *FASTER* Excel sheets and sends the completed files to CCG Systems. The CCG Conversion staff completes the data conversion that is then used to populate the site's *FASTER* database during the installation. The CCG project coordinator is available to answer any specific questions during this process. This process takes the least amount of time and is executed in about 2 weeks time.
- Providing Data in an ASCII Format or other User Defined formats is another conversion option. The site must identify data fields from the current system and provide specific file layouts of the data to the CCG Conversion staff. The CCG Conversion staff matches data fields from this layout to the *FASTER* database and completes the data conversion that is then used to populate the site's *FASTER* database during the installation. The CCG project coordinator is available to answer any specific questions during this process. The process using User Defined Formats extends the lead time for conversion from 2 to 4 weeks or more depending on the complexity of the User Defined Formats.

SECTION 4 SUPPORT

Since the founding of CCG Systems, our philosophy has been one of constant, controlled growth. For the last ten years, our company has grown at the rate of 22%, on average, per year. In 1987, we had 14 customers. We are now well over 238! Our objective has always been to add support personnel prior to growth so that each customer, old and new, feels important and knows that the *FASTER* team understands their unique needs. Certainly, maintaining this intimacy is a challenge, one that we are meeting by better use of technology, as well as additional staff. At the core of everything we do, however, is the understandings that technology, though an aid, does not make the vital difference-people do. Our motto at CCG is, "If you want a product, buy any one; if you want a partner, join with CCG and, together, we will make a difference."

*"I don't know where you find your employees,
but everybody that comes here is incredible.
They know their stuff and if they don't know something, they go find out."
--Lisa Barney, Northern Virginia Electric Cooperative*

CCG Systems, Inc. has set a standard for excellence in support services within the fleet software industry. The partnership begins at our first introduction and is maintained and developed through open communication and multiple opportunities for growth and education. CCG Systems assists and supports *FASTER* clients as a partner and not just a vendor. Annual support services are listed below and are all included in a single fee.

*"I have yet to find a company that is more customer service based than CCG Systems. The staff is friendly and knowledgeable of the product they provide. It's a joy to work with an organization who provides a quality system as well as excellent customer service."
-- Marilyn Rawlings, Lee County Fleet*

Support services are renewable annually at 20% of the total software, interface and customization costs. Our Support services include, but are not limited to, the following:

- FTP access to process-oriented documentation, updated with each release
- Annual personal visit to every customer site
- Twenty 800 Support Lines - Normal support hours are 7:30 AM - 6:30 PM EST Monday through Friday
- 24-hour support through the use of emergency numbers
- Bi-Monthly *FASTER News* Newsletter- also available online
- *FASTER Tech News* Newsletter - provides Tech Support information
- Regional training workshops offered every year to coincide with the latest release
- Training Opportunities offered Bi-Monthly
- Annual National Conference
- All new enhancements to the *FASTER* System
- Overnight delivery at no extra charge
- Quarterly *For Customers Only* Newsletter
- Remote access through WebEx for immediate troubleshooting and diagnostics (Using a powerful set of interactive tools, support representatives can instantly initiate online sessions so they can diagnose and fix problems.)
- Guaranteed maximum three (3) hour response time
- CCG Web Server providing Internet access for *FASTER* Customers for documentation, bulletin board, technical support, schedule of events, and on-line registration.

FASTER

Annual On-Site Visit

Another facet of our training and support process is the annual on-site visit, made by a fleet professional (one of the *FASTER* team) to every single customer. In this visit, we review how the system is currently serving the site's needs and what the goals are for implementing other components or processes that could benefit the customers of that particular operation. We have found that discussions over the telephone, though helpful, do not afford us the opportunity of working with those individuals who are "in the trenches" using the system on a day-to-day basis. Only by visiting sites and directly witnessing how the system is being used can we make recommendations that can really make a difference for that site.

"I just wanted to let you know that everything out here is going very well! The upgrade today went very smoothly, and we didn't have any problems. Bob is very knowledgeable, and is a pleasure to work with. I would also like to thank you and EVERYONE at CCG for their patience with me over the past month or two. I've called numerous times to ask many questions, and everyone always takes the time to help me out, or answer my questions. This is what makes CCG Systems a "World Class" organization! Please thank everyone there for their efforts!"

*-- Matt Leigh, Equipment Repair Supervisor,
City of Los Angeles, Department of Airports*

Management Seminars

Pam Nelson, CEO has been invited to speak at numerous national, state and regional fleet and equipment conferences held by NAFA, EMC, WAFA, APWA and various state and regional organizations.

Pam's speaking topics have included:

- "Surviving Technology," NAFA National Institute
- "21 Ways to Measure Fleet Performance," AEMP
- "Proving Your Worth," NAFA
- "Technology in Fleet Operations," EMC National Conference
- "Effective Technology Implementation," WAFA
- "Living, Not Just Paying Lip Service To, Superb Customer Service," APWA
- "Unleashing the Power of People," NAFA National Institute

In addition to these, CCG's National Conference 2001 took place October 14-16, 2001, in Virginia Beach, VA, at the Sheraton Oceanfront. This year's selection of diverse guest speakers included talks on:

- Breaking Through the Barriers of Change
- Strategies for managing an effective parts operation
- Technology: What's on the Horizon?
- Survey results from Regional 2001 for next release enhancements
- Valuable reports to help run your fleet business
- Bringing Out the Best in People
- Attracting and Keeping Qualified Technicians
- Managed Competition: A Report from the Front Line
- CCG's ASP (Application Service Provider) testing results and new *FASTER* modules
- Serving Customers Through the Web
- Being a Change Agent and Turning a Fleet Around
- Developing Professionalism through Certification and other learning opportunities
- The Evolution of Government Funding and the Impact of GASB-34 on Fund Type and Reporting Requirements
- Using Technology to Increase Productivity at all levels of the organization

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- Is it time to Get Out of the Fuel Business?
- Writing a Fleet Business Plan: A Step-by-Step Guide for Taking Control of Operational Effectiveness
- Changing the Culture of an Organization to Chart a New Course

Training Opportunities

One way we provide ongoing training and support is through our regional workshops, training workshops, Crystal Report Classes, and our annual users' conferences. The regional training sessions are conducted in different areas of the country and are scheduled to coincide with our annual enhancement. At these sessions, in addition to comprehensive coverage of the annual release, various system capabilities are explored and new services are introduced and users are trained accordingly.

Our Training Workshops are scheduled bi-monthly throughout the year. These workshops offer four separate sessions, on key *FASTER* topics, over a one week period. These sessions offer a chance for initial training for new employees and refresher training for any site. They are scheduled to be held in Dallas, TX, Frederick, MD, Orlando, FL and Reno, NV in 2002.

Crystal Reports training is offered throughout the Country and are scheduled as needed. They offer report writing and information that is useful for the beginner and advanced *FASTER* user. These classes are executed on a *FASTER* Database and focus on *FASTER* report writing.

Our National Users' Conference is conducted annually and is directed more to the fleet manager. Each conference has at least one of the industry's top consultants as the keynote speaker and each year an intensive, third day of training conducted by a leading trainer/consultant in the industry.

User Groups

CCG Systems, Inc. promotes and supports the development and formal meetings of our users. There are several groups in the country which meet from regular once-a-month basis to less formal meetings at state and local functions. These are independent groups for which we have supplied the following contacts:

Colorado:	Kathy Beach, Arapahoe County Title: System Administrator Phone: 303.192.5018
Washington, DC:	Jerry Moury, Loudoun County Title: Fleet Manager Phone: 703.771.6485
Ohio:	Harry Willoughby, City of Middletown Title: Fleet Manager Phone: 513.425.7984
Florida:	Bruce Krefit, City of West Palm Beach Title: Director Phone: 561.659.8035
Northwest:	Bill DeRousse, City of Everett Title: Fleet Manager Phone: 425.257.7250

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Bi-Monthly Newsletter

Industry support and on-going training is also provided through the bi-monthly publication of our *FASTER* News (now in its twelfth year). The primary focus of the newsletter is management information and provides insights into the latest process strategies.

Tech News Newsletter

Issued by CCG's Tech Support Team, is designed to provide information to Network, Database, and System Administrators. Focus is on technological issues and ideas to assist in making *FASTER* efficient as possible.

Fleet benchmarks

In order to provide our customers with a rational approach to managing their vehicle/equipment fleet, the Professional Staff of CCG Systems, Inc. has defined benchmarking codes for all *FASTER* users.

The *FASTER* Equipment Class Codes provide our customers with a logical method of classifying equipment while allowing for benchmarking of key industry data with other *FASTER* customers. The code structure is much like the APWA 8-digit codes of 1973; however, the 10-digit *FASTER* codes allow for consistent column definitions throughout the entire coding where the APWA codes vary the use of their columns from general class to general class.

"In my 24 years in Fleet Management, I have seen and worked with some very good fleet management systems. However, when it comes to the FASTER Fleet Management System, you are talking about something very extraordinary. The FASTER System is a combination of many unique qualities.

It comes with management that is committed to advancing state-of-the-art fleet management software technology.

A staff that is highly technically trained and oriented towards excellent customer service.

A product which has embraced the very latest computer platform, NT technology.

A wide range of applicability in that it is a real time system.

Standard database technology insuring long time compatibility with many systems.

And, of course, it is very user friendly.

Best of all, in my opinion, the FASTER system is available at an unbelievable competitive price."

Windell T. Mitchell
King County Fleet Manager

WebEx Services

CCG Systems, Inc. has contracted WebEx as their interactive communications service provider. WebEx functions provide our Project Management Team and Support Staff flexibility and instant responsiveness, enabling a high level of interaction. The comprehensive functionality of the WebEx platform enables services with features such as real-time sharing of applications, presentations, or documents as well as Web co-browsing, live chat, record and playback, remote control and file transfer. *FASTER* Support professionals can instantly engage customers in on-line interactive support sessions live over the Web without the need to pre-install or pre-configure any software. Using any standard Web browser, our support staff can assist the City of Peoria, regardless of location provided the site has Internet access, and can take full control of a customer's computer system if the customer desires. Customers' firewalls do not have to be reconfigured to enable online meetings, thus complying with corporate, municipal and other governmental security policies that guard against the opening of firewall ports. WebEx meeting services can be thought of as adding true multimedia and Web capabilities to a teleconference call, creating what in essence is a "data call."

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Support Expenses

CCG Systems, Inc. provides support services that have been reviewed in explanation of services. The expenses of these services are calculated as 20% of the total software, interface and customization costs. The total costs of support services have been itemized in the pricing section.

There are several services which have costs associated with them beyond the annual fee. These are:

- Annual CCG Conference held in the Hampton Roads VA area each year
Travel and living costs
Registration fee to help defray the costs of a two-day seminar:
2001 \$350 per person that includes two receptions, two breakfasts, two lunches, and two activities with food.
- Regional Training, which is held in 21 locations throughout the country.
Travel and living costs
Registration fee to help defray the costs of a one-day seminar:
2001 \$115 per person, which includes continental breakfast and lunch
- On site supplemental training.
\$1000 a day plus any travel and living costs
- On-Site consultant services
\$1,000 a day plus travel and living costs
- Special Programming
\$1000 a day/\$125 hour
- Bi-Monthly Training Opportunities held throughout the country
Travel and living costs
Registration Fee to help defray the costs of the one-day seminar
2002 \$150 per person or \$1000 site license offered covers 10 training sessions, includes continental breakfast

All other services are unlimited and included in the annual fee. Of special note is the annual on site visit which is conducted each year to provide CCG Systems, Inc. and the City of Peoria the opportunity to review the use of the system and specific needs identification.

All of CCG Systems, Inc. *FASTER* users currently maintain an annual support contract.

System Enhancements Procedure and Release History

CCG Systems, Inc. assumes a partnership with each of the *FASTER* Customers. Part of this partnership is developing and enhancing the *FASTER* products. Using many venues and groups, CCG Systems surveys, polls, reviews and discusses the system functionality and possible enhancements to the system. Information is collected from many sources to include fleet consultants, *FASTER* Customers, CCG Fleet Professionals, CCG System Engineers and an enhancement is then determined to be an enhancement which would be of benefit to everyone. The enhancement is then added to the developmental listing and prioritized through review. Before any programming can begin, the enhancement challenge is specifically researched and defined. In most cases, this is the most time consuming process.

In July of 2002 CCG Systems management team facilitated *FASTER* listening sessions throughout the country. Each session includes what we are planning and a discussion on what *FASTER* needs to support our Customers now and in to the future.

Throughout the 19-year history of CCG Systems, Inc. software releases and updates have been based primarily on the BOS *FASTER* product. Our history reflects one update per year at a minimum. The *FASTER* product has undergone numerous

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revisions and resulted in more than one release per year. The release schedule for *FASTER* in 2001, as reflected in our history, has returned to one per year.

GUARANTEED RESPONSE TIMES

Process of error/challenge/problem reporting and response time

Customer will initiate error reports with CCG Systems in one of three ways:

- Through calling the 800-753-2783
- Through faxing an error description or flag to 757.625.5114
- Through email: support@ccgsystems.com

Once an error has been initiated, the error/challenge/problem will be prioritized by CCG Systems staff and the report logged with a status code. The report is tracked and timed in a call monitor. Only after a QA process is the call updated with resolved. In most cases, the response to challenges and errors can be remedied immediately, by the person answering the phone or email. In all cases, a response to the report will be made within 3 hours. Remedies to errors/challenges/problems will be efficiently addressed in the most expedient manner with CCG Systems making best efforts to correct the error as soon as possible.

In cases where diagnostics need to be performed on the system to provide further definition, CCG Systems will need access to the application and network through the WEBEX connection established at the installation of the software.

Design or documentation problems will need to be specified in writing and reported in one of two ways:

- Through faxing written description and specification to: 757.625.5114
- Through email: nina@ccgsystems.com

All design and documentation changes will be reviewed from the specifications and discussed with the customer

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SECTION 5 TRAINING

The Best Training Approach for Your Site

CCG puts a high priority on training because we recognize the importance of implementing fleet software in a way that fits the flow of work throughout each organization. Training becomes an extension of the project management where current workflow processes are identified and modified. We have designed our training program & curriculum around the key work flow areas of a fleet organization – Work Order Process – Asset Management – Parts Management: Processing & Inventory – Fuel Management – System Administration – Motor Pool (optional).

Developing solutions for the best way to set up your data is a key element of our training. *FASTER's* flexibility allows you to track information in a variety of ways. Decisions you make in setting up your system are dependent on the way in which you run your fleet operation. How do you bill to other departments? How do you track downtime? How do you schedule PM's? How are your purchase orders set up? Do you track vehicle replacement? What management information do you need to get out of the system on a regular basis?

CCG recommends a "Train the Trainer" concept for most large sites, a select group of personnel are chosen to become *FASTER* trainers. These individuals participate in all training and receive additional feedback on what works best for specific processes. They are not necessarily fleet supervisors (though they can be), but are technicians from the shop floor, parts room personnel, or administrative staff who understand computers and have good communication skills. They become an excellent on-site resource to assist any employees with special needs, as well as train new employees.

Based on the premise that individuals learn differently – by reading, by hearing, or by doing, the CCG trainer presents in a variety of styles through electronic and printed manuals, site-customized "Short Cut" sheets, classroom instruction & discussion, and hands-on practice.

A THREE-PART TRAINING CURRICULUM PROCESS

This training curriculum centers on the specific work processes identified during the initial project management stage that includes on-site kick off meetings.

- **Initial Installation and System Administration Training.** This is when the fleet system administrator and key individuals receive an overview of how the system works and also begin setting up security, system features, technician workstation features, etc. that are available to customize the application to your site's specific needs. Discussion takes place on how the application will impact the proposed workflow process developed during the project management stage. Any modifications are made at this time.
Manuals: *FASTER Start Up* & *FASTER System Administrator Process Questionnaire*
Exit Interview (Out briefing) & Needs Assessment
Task list is developed of what needs to be completed before Initial Training.
- **Initial Training.** This curriculum includes the "how to" at every level of system operation. As each course is completed, the attendee is ready to practice using skills he/she has learned on the site's actual database. Evaluate individual levels of expertise – Proficiency - hands on operation.
Manuals: *FASTER Asset Management*, *FASTER Parts Management*, *FASTER Work Order Process*, *FASTER Operations (Fuel) Management*, *FASTER Reports* and *FASTER System Administrator Customized Quick Instruction Sheets* Developed and Distributed

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Exit Interview (Out briefing) & Observations

Task list is developed of what needs to be completed before "Go Live"

- **Follow Up / Go Live Training.** This curriculum includes a final review of the work process at every level and the actual "go live" of the application. The established work process is rolled out into every area of the organization with some additional classroom training, but primarily with observation, assistance, troubleshooting, and problem solving where the activity occurs - service writer's counter, shop floor, shop supervisor's office, parts room, etc. The trainer observes from the fleet perspective to assure the process works appropriately and to make any necessary modifications. He/She evaluates individual levels of expertise for follow-up clarification. The actual "go live" may take place right before, during, or right after the training is complete.
Manuals: *FASTER Asset Management, FASTER Parts Management, FASTER Work Order Process, FASTER Operations (Fuel) Management, FASTER Reports and FASTER System Administrator*
Customized Short Cut Sheets modified if necessary
Exit Interview (Out briefing) & Observations
List of any Follow Up Issues is developed

CURRICULUM CONTENT

- **System Overview**
Purpose. To provide a brief overview of how the system will work within your site's service delivery process.
Suggested Attendees. *All Fleet and Information Technology Personnel*
Course Coverage.
An overview of the *FASTER* system set up and security
An overview presentation of all on-line applets using the site's work order and parts work flow process
An overview of getting the data out to better manage the fleet
- **System Administration**
Purpose. To provide an understanding of how the fleet data, security, and special programs in the system are set up and skills to add, modify, maintain, and extract information to be used as management tools.
Suggested Attendees. *Fleet System Administrator, Fleet Manager, or Fleet Analyst*
Course Coverage
Setting Up the System with the System Settings Applet
Managing the System with the Utilities Applet
Getting Billing Information with the Accounting Extract
"Easy" Set ups for each Technicians Workstation using the Options Tab
Understanding the system Registry Editor
Managing assets with the Equipment Inventory Applet
- **Asset Management**
Purpose. To provide a complete overview of asset and component tracking for the life of the equipment.
Suggested Attendees. *Fleet System Administrator, Fleet Manager, Admin. Assistant, or Fleet Analyst*
Course Coverage
Equipment Record Use and Maintenance
Billing & Accounting Configuration
PM Cycles & Warranty Tracking
Equipment Replacement
Equipment History
Equipment Searches, Queries, and Reports

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- **Service Writer Functions**
Purpose. To provide the skills necessary for opening and tracking work orders, tracking equipment and work order history, scheduling repairs, and running associated reports.
Suggested Attendees. *Service Writer, Admin. Assistant, Scheduler, Clerk*
Course Coverage
Opening Work Orders using the Work Order Applet
Updating a Work Order for Downtime Tracking
Adding Sublets through the Sublet Tab or Batch Entry
Adding shop costs or credits to the work order
Getting Vehicle information with the Equipment Inventory Applet
Updating or adding Labor Entries from the Labor Tab and Labor Batch Entry
Scheduling PM's & Recalls, and Deferring Repairs with the Shop Floor Manager Applet
Use of Work Order Applet Searches and Queries
Running PM Due and Deferred Maintenance Reports
- **Work Order Process**
Purpose. To provide work order management system skills through the work order and technicians workstation applets in tracking availability, technician proficiency, PM scheduling, etc. and running work order management reports.
Suggested Attendees. *Shop Supervisor, Lead Mechanic, System Administrator*
Course Coverage
Opening, Updating, and Closing Work Orders using the Work Order Applet
Tracking Mechanic/Technician Labor Real Time
Updating or adding Labor Entries from the Labor Tab or Batch Entry
Adding or modifying indirect labor through the Indirect Labor Editor
Scheduling PM's & Recalls, and Deferring Repairs with the Shop Floor Manager Applet
Work order costs tab and credit tab
Use of Work Order Applet Searches and Queries
Work Order Management Reports
- **Mechanic/Technician Training**
Purpose. To provide skills in tracking shop floor activity and obtaining equipment, parts and work order details. How they can get all the information they need to do the job right.
Suggested Attendees. *Mechanics/Technicians, Service Writer, Shop Supervisor, System Administrator*
Course Coverage
Using Technician Workstation to log on and off repairs
MWS Work Order Tab for equipment work order history
MWS Work Order Status Change *(if applicable at site)*
MWS Work in Progress
MWS Parts Search
MWS Assigned Repairs Search
- **Operations (Fuel and other fluids) Tracking**
Purpose. To provide skills in all areas of operations (fuel) management through the Operations Applet and Operations Reports.
Suggested Attendees. *Admin. Assistant, Clerk, System Administrator, Fleet Analyst*
Course Coverage
Posting, Changing, and Deleting Fuel Transactions
Fuel Tank Inventory Set Up, Maintenance, and Tracking
Operations Reports

- **Parts Tracking**
Purpose. To provide basic skills in tracking, issuing and transferring parts, as well as obtaining information through searches and queries.
Suggested Attendees. *Parts Manager/Supervisor, Parts Clerks, Fleet System Administrator*
Course Content
Parts Inventory Applet Overview
Warranty Tracking
Use Codes
History, Transfers, and Order/Receipt Tracking
Issuing parts in the Work Order Applet including part issues to work order, independent issues, and batch entry.
Part Searches, Queries, and Reports

- **Parts Processing**
Purpose. To provide parts management system skills through the parts inventory, parts processing, and system settings applet and in running parts management reports.
Suggested Attendees. *Parts Manager/Supervisor, Parts Clerks, Fleet System Administrator*
Course Coverage
Vendor, Purchase Order and Account Code review and maintenance
Ordering and Receiving Parts
Transferring Parts
Parts and Tasks Lists development and use
Bar Code Print Utility (*optional module*)
Issuing parts in the Work Order Applet including part issues to work order, independent issues, and batch entry.
Issuing parts in Parts Processing Applet
Part Management Reports

- **Fleet Management**
Purpose. To demonstrate ways the system is designed to track key fleet management issues in all areas of the operation through special programs and extensive management reports.
Suggested Attendees. *Fleet Manager, Assistant, Analyst, System Administrator*
Course Coverage
Vehicle Replacement Program
Flat Rate Program
Parts and Task List Program
Labor Standard Rate for Mechanic Efficiency Reporting
Effective Use of Searches and Queries
Review of all Management Reports

SECTION 6 REFERENCES

FASTER users

Name of Site	Address	Contact/ Title	Tel	Size	Type	Description of Site	Install Date
Adams County	4955 E. 74 th Avenue Commerce City, CO 80022-1535	Stef Pipkin, Director Fleet Mgt. & Support Services	303- 287- 5249		County Gov't	MS SQL 7.0 12 Workstations Fuel Interface	1/1986 Initial Install 7/1999 Upgraded to new <i>FASTER</i>
Arapahoe County	7600 S. Peoria Street Englewood, CO 80112-4101	Kathy Beach, System Administrator	303- 792- 5018	600	County Gov't	MS SQL 7.0 7 Workstations Fuel Interface Accounting Interface Custom Reports	12/1993 Initial Install 9/1999 Upgraded to new <i>FASTER</i>
Augusta Richmond County	1568 Broad Street Augusta, GA 30904-6009	Harry Siddall, SKE Support Services Project Mgr.	706- 821- 2892	2400	County Gov't	MS SQL 7.0 22 Workstations 5 Shops Fuel Interface	12/1999
Broward County Sheriff	840 NW 5 th Avenue Ft. Lauderdale, FL 33311-7219	Bob Savage, Fleet Manager	954- 765- 4292	2200	County Gov't	MS SQL 7.0 23 Workstations Fuel Interface Motor Pool Module	1/2000
Cablevision, NY	1111 Steward Avenue Bethpage, NY 11714-3581	Frank Felicetta, Fleet Manager	516- 803- 1805	3200	Utilities	MS SQL 7.0 8 workstations 14 Shops	2/2000
Charleston County, SC	4371 Headquarters Road Charleston, SC 29405-7402	Robert Gannon, Fleet Manager	843- 202- 7900	1800	County Gov't	Oracle 2 Shops Fuel Interface Motor Pool Module Bar Code Module	5/6/02
Chatham County	PO Box 8161 Savannah, GA 31406-8161	Candace Fee, System Administrator	912- 652- 6875	700	County Gov't	MS SQL 7.0 8 Workstations Fuel Interface Accounting Interface	9/1999
Citrus County	110 North Apopka Inverness, FL 34450	Mary Ellen Weimert, System Administrator	325- 527- 5231	300	County Gov't	Oracle 8.1.7 12 Workstations	5/2001
City of Alexandria	3550 Wheeler Avenue Alexandria, VA 22304-6401	Tom Hammitte, Fleet Manager,	703- 751- 3322	645	City Gov't	MS SQL 7.0 15 Workstations Fuel Interface	4/1999
City of Anaheim	Dept. of Maintenance PO Box 3222 Anaheim, CA 92803	Frank Pepito, Fleet Operations Manager	714- 757- 6830	1400	City Gov't	Oracle 8.1 30 Workstations Fuel Interface Accounting Interface Motor Pool	3/1999
City of Aurora	1365 East Ellsworth Aurora, CO 80012-1331	Pam Chessmore, System Administrator	303- 361- 7230	1300	City Gov't	MS SQL 7.0 18 Workstations Fuel Interface	12/1993 Initial Install 9/1999 Upgraded to new <i>FASTER</i>

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City of Baltimore	101 W. Dickman St. Baltimore, MD 54560-5003	Bob Albert, IS Fleet	410- 396- 3605	5700	City Gov't	Site License 7 Shops Billing Interface Fuel Interface Work Flow Analysis	In process
City of Burlington	PO Box 1358 Burlington, NC 27216	Mike Burch, EQ Maintenance Supervisor	336- 222- 5069	700	City Gov't	MS SQL 7.0 5 Workstations Fuel Interface	10/1999
City of Charlotte	829 Louise Avenue Charlotte, NC 28204-2129	Ed Sizer, Director	704- 336- 2719	4098	City Gov't	MS SQL 46 Workstations 4 Shops Fuel Interface Accounting Interface	12/1996 Initial Install 6/1999 Upgraded to new <i>FASTER</i>
City of Chula Vista	707 F Street Chula Vista, CA 91910-2096	Jack Dickens, Fleet Manager	619- 585- 5630	460	City Gov't	MS SQL 7.0 10 Workstations Fuel Interface Accounting Interface	5/2000
City of Cleveland	4150 E. 49 th Street Cleveland, OH 44105-3206	Don Haskins, Commissioner Fleet Management	216- 420- 8104	3000	City Gov't	MS SQL 7.0 12 Workstations Fuel Interface	6/1993 Initial Install 7/1999 Upgraded to new <i>FASTER</i>
City of Coconut Creek, Facilities Maintenance	4800 West Copans Rd Coconut Creek, FL 33063	Richard Cascio, Manager	954- 973- 6781		City Gov't	MS SQL 7.0 12 Workstations	6/2001
City of Coconut Creek, Fleet Services	4800 West Copans Rd Coconut Creek, FL 33063	Richard Cascio, Fleet Manager	954- 973- 6781	350	City Gov't	MS SQL 7.0 9 Workstations Fuel Interface Bar Code Module	6/2001
City of Concord	1950 Parkside Drive Concord, CA 94519-4519	Steve Miller, Fleet Manager	925- 671- 3147	550	City Gov't	Oracle 8.0.5 2 Workstations Fuel Interface Accounting Interface Citrix	10/1999
City of Dayton Public Schools	4290 James McGee Blvd Dayton, OH 45427-3436	Tim Stafford, Supervisor	937- 542- 4010	450	Public Schools	MS SQL 6 Workstations 2 Shops Fuel Interface	10/2000
City of Daytona Beach	950 Bellevue Ave. Daytona Beach, FL 32114-5108	Jon Crull, Fleet Manager	386- 671- 8681	1200	City Gov't	2 Shops Fuel Interface	
City of Denton	804 Texas Street Denton, TX 46201-4350	Carey Tower, Fleet Manager	940- 349- 8423	900	City Gov't	MS SQL 7.0 11 Workstations Fuel Interface Bar Code Module	9/1999
City of Englewood	2800 S. Platte River Englewood, CO 80110-1407	Pat White, Fleet Manager	303- 762- 2535	1000	City Gov't	12 Workstations	
City of Everett	3200 Cedar Street Everett, WA 98201-4516	Bill Spies, Maintenance & Operations Supervisor	425- 257- 8920	2651	City Gov't	Oracle 8.0.5 20 Workstations 5 Shops Fuel Interface Bar Code Module Motor Pool Module	5/1999 Upgraded to new <i>FASTER</i>

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City of Fairfax	10455 Armstrong Ave Fairfax, VA 22030-3644	Kevin Hart, Fleet Supervisor	703- 385- 7989	400	City Gov't	MS SQL 7.0 7 Workstations Fuel Interface	8/1999
City of Farmers Branch	PO Box 819010 Farmers Branch, TX 75381-9010	Don Moore, Director	972- 484- 1948	511	City Gov't	MS SQL 7.0 6 Workstations Accounting Interface Fuel Interface	2/2001
City of Farmington Hills	27245 Halstead Road Farmington Hills, MI 48331-3507	Jerry Brock, Fleet Manager	248- 553- 8580	250	City Gov't	MS SQL 6.5 8 Workstations 2 Shops Fuel Interface	2/1999
City of Fort Myers	PO Box 2217 Fort Myers, FL 33902-2217	Mike Burks, Fleet Manager	841- 332- 6841	600	City Gov't	MS SQL 7.0 6 Workstations Bar Code Module Fuel Interface	9/2000
City of Fremont	37350 Sequoia PO Box 5006 Fremont, CA 94537-5006	Tony Vargas, Fleet Manager	510- 713- 5738	450	City Gov't	Oracle 8.0.5 6 Workstations Fuel Interface	8/1999
City of Ft. Wayne/First Vehicle	1700 South Lafayette St Ft. Wayne, IN 46803-2321	Mark Kolander, Fleet Manager	219- 427- 5291	700	City Gov't	MS SQL 7.0 12 Users Fuel Interface Bar Code Module	10/1999
City of Fremont	37350 Sequoia Fremont, CA 94537-5006	Tony Vargas, Fleet Manager	510- 713- 5738	450	City Gov't	Oracle 8.0.5 6 Workstations Fuel Interface	
City of Gahanna	200 S. Hamilton Road Gahanna, OH 43230-2996	John Kring, Supervisor	614- 478- 1323		City Gov't	MS SQL 6 Workstations	
City of Gainesville	400 S.E. 5 th Avenue Gainesville, FL 32601-7053	Ken Green, Fleet Analyst	352- 334- 2261	1700	City Gov't	MS SQL 7.0 21 Workstations Fuel Interface Motor Pool Module	6/1995 Initial Install 5/1999 Upgraded to new <i>FASTER</i>
City of Glendale	800 Airway Glendale, CA 91201-3012	Robert LaRoche, Fleet Maintenance Supervisor	818- 548- 2095	1000	City Gov't	MS SQL 4 Shops	9/2001
City of Grand Junction	2549 River Road Grand Junction, CO 81505-7209	Chuck Leyden, Supervisor	970- 224- 1569	550	City Gov't	MS SQL 7.0 12 Workstations Fuel Interface	11/1994 Initial Install 9/2000 Upgraded to new <i>FASTER</i>
City of Grapevine	501 Shadybrook Drive Grapevine, TX 76051-8214	Mark Jerome, Superintendent	817- 410- 3340	340	City Gov't	MS SQL 7.0 12 Workstations Fuel Interface Accounting Interface Bar Code Module	12/1991 Initial Install 5/1999 Upgraded to new <i>FASTER</i>
City of Greeley	1300 A Street, Bldg C Greeley, CO 80631-2026	Judy Workman, Fleet Manager	970- 350- 9375		City Gov't	6 Workstations	

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City of Greensboro	401 Patton Street Greensboro, NC 27406	Gary Smith, Fleet Manager	336- 373- 2495	2000	City Gov't	MS SQL 7.0 30 Workstations 7 Shops Fuel Interface Bar Code Module Motor Pool Module	10/1998
City of Hamilton	2210 S. Erie Highway Hamilton, OH 45011-4128	Dan Winland, Fleet Manager	513- 868- 5905	740	City Gov't	MS SQL 7.0 6 Workstations Fuel Interface Accounting Interface	6/1998 Initial Install 4/1999 Upgraded to new <i>FASTER</i>
City of Hopewell	103 South Hopewell St Hopewell, VA 23860-2740	Carl Spivey, Fleet Supervisor	804- 541- 2296	250	City Gov't	MS SQL 6 Workstations Fuel Interface	10/2001 Upgraded to new <i>FASTER</i>
City of Iowa City	1200 S. Riverside Drive Iowa City, IA 52246-5717	Tom Hansen, Fleet Manager	319- 356- 5197	575	City Gov't	Accounting Interface Fuel Interface	2/2002
City of Kent, OH	325 South Depeyster St Kent, OH 44240-7545	John Osborne, Fleet Manager	330- 676- 4189	300	City Gov't	3 Workstations	11/1994 original install 7/2000 Upgraded to new <i>FASTER</i>
City of Kent, WA	220 4 th Avenue South Kent, WA 98032-5895	Larry Blanchard, Fleet Superintendent	253- 856- 5630	450	City Gov't	MS SQL 7.0 6 Workstations Fuel Interface Accounting Interface Motor Pool Bar Code Module Citrix	7/2000
City of Kettering	1015 E. Dorothy Lane Kettering, OH 45418-2002	Steve Andrews, Manager	937- 296- 2484		City Gov't	MS SQL 12 Workstations	
City of Lewisville	1100 A.N. Keally Ave Lewisville, TX 75057	Ron Carson, Equipment & Supply Supervisor	972- 219- 3523	400	City Gov't	7 Workstations Fuel Interface	7/2001
City of Little Rock	3314 J. E. Davis Drive Little Rock, AR 72209-5535	David Bragg, Director	501- 918- 4202	1100	City Gov't	MS SQL 7.0 32 Workstations 4 Shops Fuel Interface Motor Pool Module Bar Code Module	10/1999
City of Longmont	1100 Sherman Street Longmont, CO 80501	Bruce Maysilles, Fleet Manager	303- 651- 8377	625	City Gov't	Oracle 8.0.3 7 Workstations Fuel Interface Bar Code Module	8/1999
City of Lynchburg	1650 Memorial Avenue Lynchburg, VA 24501-1704	Christi Kessler, System Administrator	804- 847- 1393	650	City Gov't	MS SQL 7.0 20 Workstations 5 Shops Fuel Interface Accounting Interface Bar Code Module	6/1999

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City of Miami	1390 NW 20 th Street Miami, FL 33136-3604	Alan Savarese, Fleet Manager	305- 575- 5171	3500	City Gov't	MS SQL 7.0 30 Users 7 Shops Bar Code Module Motor Pool Module	9/1999
City of Miami Beach	140 MacArthur Causeway Miami Beach, FL 33139-5101	Andrew Terpak, Director	305- 673- 7000	913	City Gov't	24 Workstations 2 Shops Fuel Interface	
City of Middletown	400 N. Main St. Middletown, OH 45042-1560	Harry Willoughby, Fleet Manager	513- 425- 7986		City Gov't	MS SQL 5 Workstations Fuel Interface	
City of Naples	370 Riverside Circle Naples, FL 34102-7230	Randy Bills, Shop Sup/ System Administrator	941- 213- 4747	650	City Gov't	MS SQL 7.0 12 Workstations Fuel Interface Accounting Interface	
City of Norfolk	1188 Lance Road Norfolk, VA 23502-2405	Carol Buckley, Fleet Manager	757- 664- 4513	1900	City Gov't	MS SQL 7.0 32 Workstations 5 Shops Fuel Interface Bar Code Module	8/1999
City of Oceanside	4925 Oceanside Blvd. Oceanside, CA 92056-3044	David Mills, Fleet Manager	760- 435- 5134	500	City Gov't	MS SQL 7.0 12 Workstations Fuel Interface Motor Pool	8/1993 Original Install 7/1999 Upgraded to new <i>FASTER</i>
City of Orlando	1010 S. Westmoreland Orlando, FL 32805-3853	James Vick, Bureau Chief	407- 246- 2336	1700	City Gov't	MS SQL 35 Workstations Fuel Interface Accounting Interface	1/2002 Upgraded to new <i>FASTER</i>
City of Pasadena, CA	100 N. Garfield Ave PO Box 7115 Pasadena, CA 91109-7115	Doug Lee, Operations Specialist	626- 744- 4337	800	City Gov't	MS SQL 7.0 11 Workstations Fuel Interface	6/1994 Original Install 7/1999 Upgraded to new <i>FASTER</i>
City of Pasadena, TX	PO Box 672 Pasadena, TX 77501-0672	Bruce McCoy, Superintendent	713- 477- 8337	800	City Gov't	12 Workstations 4 Shops Fuel Interface	8/2001 Upgraded to new <i>FASTER</i>
City of Pontiac	55 Wesson Street Pontiac, MI 48341-2266	Robert Englund, Garage Supervisor	248- 857- 7725	550	City Gov't	MS SQL 5 Workstations Fuel Interface Accounting Interface	
City of Portsmouth	801 Crawford Street Portsmouth, VA 23704-3822	Kenny Strickland, System Administrator	757- 393- 8871		City Gov't	MS SQL 7.0 Motor Pool Module Bar Code Module Fuel Interface Citrix	11/2000
City of Raleigh	Po Box 590 Raleigh, NC 27602-0590	Charlie Johnson, Director	919- 831- 6407	2470	City Gov't	33 Shops 18 Workstations Fuel Interface Accounting Interface Motor Pool Module Bar Code Module	

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City of Rochester	945 Mt. Read Blvd. Building 100 Rochester, NY 14606-2888	David Keefe, Director of Fleet Operations	716- 428- 6980	1200	City Gov't	Fuel Interface Bar Code Module	
City of Rocky Mount	1 Government Plaza PO Box 1180 Rocky Mount, NC 27802-1180	John Hatcher, Fleet Manager	252- 972- 1310	412	City Gov't	MS SQL 7.0 12 Workstations Fuel Interface Accounting Interface	12/1996 Initial Install 6/1999 Upgraded to new <i>FASTER</i>
City of San Antonio	329 South Frio San Antonio, TX 78207-4414	Doug Goode, Fleet Manager	210- 207- 8377	4700	City Gov't	MS SQL 7.0 43 Workstations 8 Shops Bar Code Module Fuel Interface Accounting Interface	3/1998
City of San Antonio Fire Department	4531 South Zarzamora San Antonio, TX 78211	James Adams, Captain - Services	210- 207- 7110	500	Public Safety	MS SQL 7.0 18 Workstations Fuel Interface Accounting Interface Bar Code Module	8/2001
City of Sidney	201 W. Poplar Street Sidney, OH 45365-2720	Jerry Alexander, Fleet Manager	937- 498- 8117		City Gov't		5/1989 Initial Install
City of Sterling Heights	7200 18 Mile Road Sterling Heights, MI 48313-4082	Jim Rhinehardt, Fleet Management	810- 446- 2453	650	City Gov't	Oracle 8 i 8 Workstations Bar Code Module	1/2000
City of Tallahassee	400 Dupree Street Tallahassee, FL 32304-3819	James DeMay, Fleet Manager	850- 891- 5220	1800	City Gov't	Oracle 8.0.5 39 Workstations Motor Pool Module Bar Code Module	1/1995 Initial Install 7/1999 Upgraded to new <i>FASTER</i>
City of Thousand Oaks	1993 Rancho Conejo Blvd. Thousand Oaks, CA 91320-1425	Larry Carpenter, Fleet Services Supervisor	805- 449- 2499	275	City Gov't	MS SQL 7.0 12 Workstations Fuel Interface Motor Pool Module Accounting Interface	12/1994 Initial Install 9/2000 Upgraded to new <i>FASTER</i>
City of Toledo	2411 Albion Street Toledo, OH 43606-4206	Sherm Mosher, Fleet Administrator	419- 936- 2556	2460	City Gov't	MS SQL 7.0 11 Workstations 3 Shops Bar Code Module Fuel Interface	10/2000
City of Troy	4693 Rochester Road Troy, MI	Sam Lamerato, Motor Pool Supervisor	248- 524- 3390	500	City Gov't	MS SQL 2000 8 Workstations Fuel Interface	11/1998
City of Vancouver, BC	250 W. 70 th Avenue Vancouver, BC V5X2X1	Brent Krezan	604- 323- 7797	4200	City Gov't	MS SQL 7.0 65 Workstations Fuel Interface Motor Pool Module Bar Code Module	9/1998
City of Victoria	PO Box 1758 Victoria, TX 77902-1758	Jerry Seyfert, Fleet Administrator	361- 572- 2752	450	City Gov't	MS SQL 7.0 12 Workstations Fuel Interface Accounting Interface	9/1999

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City of Waco	PO Box 2570 Waco, TX 76702-2570	Lovie Foster, Senior Project Analyst	254- 750- 8059	1067	City Gov't	MS SQL 7.0 12 Workstations Accounting Interface Fuel Interface	9/1991 Initial install - 10/2000 Upgraded to new <i>FASTER</i>
City of Winston-Salem	650 Stadium Drive Winston-Salem, NC 27102	Sandy Barfoot, Fleet Services Superintendent	336- 727- 2119	1900	City Gov't	Oracle 8.i 22 Workstations Fuel Interface Motor Pool Module Bar Code Module Accounting Interface	1/1999
City of Winter Park	PO Box 2191 Winter Park, FL 32790-2191	Jeff Pansh, Dir. of Fleet Maintenance	407- 623- 3264	860	City Gov't	MS SQL 7.0 4 Workstations Fuel Interface Accounting Interface	1/1999
City Utilities of Springfield	PO Box 551 Springfield, MO 65801-0551	Joe Gorski, Fleet Manager	417- 831- 8418	630	City Gov't	MS SQL 6.5 15 Workstations 3 Sites Motor Pool Module Bar Code Module	2/2000
Collier County	2901 County Barn Rd. Naples, FL 33962	Dan Croft, Fleet Manager	941- 793- 5655	550	County Gov't	MS SQL 7.0 12 Workstations 3 Shops Fuel Interface Motor Pool	5/1990 Initial Install 5/1999 Upgraded to new <i>FASTER</i>
Columbus City Schools	889 E. 17 th Avenue Columbus, OH 43211-2492	Phil Downs, Asst. Director	614- 365- 5263	1200	Public Schools	Oracle 8i 36 Workstations Fuel Interface	
County of Baltimore	100 W. Susquehanna Avenue Towson, MD 21204-4712	Bob Majewski, Chief of Administration	410- 887- 3920	1300	County Gov't	Oracle 8 i6 23 Workstations 4 Shops Fuel Interface Bar Code Module	5/2001
County of Frederick/Board of Education	331 Montevue Lane Frederick, MD 21702-8213	Terry Brown, Director of Motor Pool	301- 631- 3588	1300	Public Schools and County Governme nt	4 Shops 26 Workstations Fuel Interface Motor Pool Bar Code Module Custom People Soft Accounting Interface	6/2002
County of Kings	1400 Lacey Blvd. Hanford, CA 93230-3230	George Cowell, Parts Supervisor	559- 852- 9207	450	County Gov't	MS SQL 7.0 12 Workstations Fuel Interface Motor Pool Module	10/1994 Initial Install - 2/2000 Upgraded to new <i>FASTER</i>
County of San Joaquin	444 S. Wilson Way Stockton, CA 95205	Dan McCann, Fleet Manager	209- 468- 3106	1500	County Gov't	MS SQL 7.0 23 Workstations 2 Shops Fuel Interface Motor Pool Module Bar Code Module	5/2000

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County of San Luis Obispo	1087 Santa Rosa Street San Luis Obispo, CA 93408	Tom Mitchell, Project Coordinator	805- 781- 5934	765	County Gov't	MS SQL 10 Workstations Motor Pool Fuel Interface	10/2000
DeKalb County	3043 Warren Road Decatur, GA 30034-1638	Stan Thomas, System Administrator	404- 224- 4228	4600	County Gov't	MS SQL 64 Workstations 4 Shops Fuel Interface Motor Pool Module Bar Code Module	9/1999
District of Columbia	1725 15 th Street NE, Room 200 Washington, DC 20002-1846	Ron Flowers, Fleet Administrator	202- 576- 5799	2500	Gov't	MS SQL 7.0 50 Workstations Fuel Interface Motor Pool Module	5/1994 Initial Install 7/2000 Upgraded to new <i>FASTER</i>
Entenmanns New York	1724 5 th Avenue Bay Shore, NY 11706-3444	Pete Vella, Fleet Manager	631- 951- 5170	1000	Private Delivery	Oracle 8.0.5	5/2000 Upgraded to new <i>FASTER</i>
Gila River Indian Community	PO Box 97 Sacaton, AZ 85247	Dennis Cochyouma, Fleet Manager	520- 562- 6119	600	Other	MS SQL 2 Workstations Accounting Interface	10/2001
Glynn County	4145 Norwich Ave. St. Ext. Brunswick, GA 31520- 2520	Burnard Bracey, System Administrator	912- 554- 7149	800	County Gov't	MS SQL 12 Workstations 2 Shops Fuel Interface Accounting Interface	
Hanover County	12454 Taylor Complex Lane Ashland, VA 23005-7445	Marvin Fletcher, Superintendent	804- 798- 8992	930	County Gov't	MS SQL 7.0 12 Workstations	8/1996 Initial Install - 8/1999 Upgraded to new <i>FASTER</i>
Iowa State University	Transportation Services Harbor Road Ames, IA	Dave Strom, Manager Transportation Services	515- 294- 3414	450	University	MS SQL 6.5 6 Workstations Fuel Interface Motor Pool Module	8/1999
James City County	PO Box 8784 Williamsburg, VA 23187-8784	Buddy Stewart, Fleet Manager	757- 259- 4122	400	County Gov't	MS SQL 7.0 6 Workstations Fuel Interface	7/1998 Initial Install 10/1999 Upgraded to new <i>FASTER</i>
King County, WA	500 4 th Avenue Room 858 Seattle, WA 98104-2337	Jose DeLeon	206- 205- 8303	2500	County Gov't	MS SQL 7.0 50 Workstations Bar Code Module Motor Pool Module Fuel System Interface SAP Accounting Interface Customized Billing Reports	10/1998
Lake County	600 W. Winchester Rd Libertyville, IL 60048-1381	Lynn Barthel, Fleet Manager	847- 816- 2783	1000	County Gov't	MS SQL 7.0 12 Workstations 5 Shops Fuel Interface Bar Code Module	2/1999

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Lee County	2955 Van Buren Street Ft. Myers, FL 33916-6521	Marijyn Rawlings, Fleet Manager	941- 388- 3219	1000	County Gov't	MS SQL 7.0 18 Workstations Fuel Interface Accounting Interface	10/1993 Initial Install 7/2001 Upgraded to new <i>FASTER</i>
Lee County Electric Co-Op	4980 Bayline Drive N. Ft. Myers, FL 39917-3998	Kelley Crocker, Fleet Manager	941- 656- 2227	300	Utilities	MS SQL 2000 5 Workstations Fuel Interface Accounting Interface	8/2001
Lee County Sheriff	14750 Six Mile Cypress Parkway Fort Myers, FL 33192-3192	Rusty Hillman, Fleet Supervisor	941- 328- 2505	600	County Gov't	MS SQL 7.0 10 Workstations Fuel Interface Bar Code Module	9/1999
Leon County	2280 Miccosukee Road Tallahassee, FL 32308-5310	John Pompey, Fleet Director	850- 922- 4458	563	County Gov't	Oracle 8.1 7 Workstations Fuel Interface Accounting Interface Motor Pool Module	9/1999 Initial Install 11/1999 Upgraded to new <i>FASTER</i>
Los Angeles Airport	7411 World Way West Los Angeles, CA 90045-5830	Matt Leigh, Fleet Manager	310- 646- 9455	700	Private	MS SQL 7.0 12 Workstations Fuel Interface	11/1993 Initial Install 4/1999 Upgraded to new <i>FASTER</i>
Manatee County, FL	1108 26 th Avenue East Bradenton, FL 34208	Ron Schulhaier, Fleet Services Manager	941- 742- 5955	1000	County Gov't	Oracle 8.1.7 15 Workstations Fuel Interface Motor Pool Module Bar Code Module Accounting Interface	8/1999
Maricopa County	3325 West Durango Phoenix, AZ 85003-2115	Barb Chatfield, System Administrator	602- 506- 8693	2000	County Gov't	MS SQL 7.0 40 Workstations Motor Pool Module Fuel Interface Accounting Interface	2/1992 Initial Install 5/1999 Upgraded to new <i>FASTER</i>
Marion County Sheriff, FL	692 NW 30 th Avenue Ocala, FL 34475	Wyatt Earp, Fleet Manager	352- 368- 3566	500	County Gov't	MS SQL 7.0 5 Workstations Fuel Interface Bar Code Module	3/2000
Marva Maid Dairy	5500 Chestnut Avenue Newport News, VA 23605-2118	Denise Lewis, Acting Asst Manager	757- 245- 3857	200	Private Delivery	MS SQL 7.0 12 Workstations	9/1998 Initial Install 3/1999 Upgraded to new <i>FASTER</i>
Maryland National Parks	16641 Crabbs Branch Way Rockville, MD 20855	Bob Kotter, Fleet Manager	301- 670- 8011	550	Gov't	Oracle 8.0.5 24 Workstations 10 Shops	6/2000 Upgraded to new <i>FASTER</i>
Munroe County	5100 College Road CRS Wing Room 2 Key West, FL 33040-4389	Ron Cherry, Fleet Coordinator	305- 292- 3571	250	County Gov't	MS SQL 6.5 12 Workstations 3 Shops Fuel Interface	8/1998

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Montgomery County	16630 Crabbs Branch Way Rockville, MD 20855-2221	Jason Gailey, System Administrator	240- 777- 5729	3500	County Gov't	MS SQL 7.0 72 Workstations Multiple Remote Sites Fuel Interface Bar Code Module Motor Pool Module	2/1995 Initial Install 7/1998 Upgraded to new <i>FASTER</i>
Montgomery County Public Schools	16651 Crabbs Branch Way Rockville, MD 20855-2201	Michael Vernon, Fleet Manager	301- 840- 8130	1800	Public Schools	Oracle 8i 30 Workstations 5 Shops Fuel Interface Accounting Interface Bar Code Module	
Norfolk Public Schools	5555 Raby Road Norfolk, VA 23502-2408	John Hazelette, Director of Transportation	757- 892- 3320	400	Public Schools		4/1992 Initial Install
Northern Virginia Electric Cooperative	5399 Wellington Road Gainesville, VA 20155-1616	Lisa Barney, Fleet Administrator	703- 754- 6751	300	Utilities	MS SQL 7.0 6 Workstations Fuel Interface	9/1992 Initial Install 6/2000 Upgraded to new <i>FASTER</i>
Ohio State University	1080 Karmac Road Beavis Hall Room 120 Columbus, OH 43210-3210	Carl Steck, Systems Manager	614- 292- 8539	954	University	MS SQL 6.5 18 Workstations Motor Pool Module	
Orange County Sheriff	4549 LB McLeod Rd Orlando, FL 32881-6405	Deborah Prano, Fleet Manager	407- 423- 4934	1476	County Gov't	MS SQL 7.0 20 Workstations Fuel Interface Accounting Interface Motor Pool Module	
Palm Beach County Sheriff	3350 Gun Club Road West Palm Beach, FL 33406-3406	Lisa Murnan, System Administrator	561- 688- 3474	1600	County Gov't	MS SQL 7.0 45 Workstations 3 Shops Fuel Interface Motor Pool Module	12/1997 Initial Install 7/1999 Upgraded to new <i>FASTER</i>
Palm Beach County Solid Waste Authority	6255 North Jog Road West Palm Beach, FL 33412-2414	Bob Wright	561- 687- 2991	1200	County Gov't	Fuel Interface	
Pasco County	7530 Little Road Public Works Utilities Bldg Suite 108 New Port Richey, FL 34654-5522	Charles Bellerose, Fleet Manager	800- 368- 2411	1088	County Gov't	MS SQL 7.0 18 Workstations Fuel Interface Accounting Interface	8/1999
Phoenix Aviation	2515 E. Buckeye Road Phoenix, AZ 85034-4921	Don Young, Fleet Manager	602- 273- 4599	475	Private	MS SQL 7.0 12 Workstations	4/2000 Upgraded to new <i>FASTER</i>
Pierce County	1420 112 th Street East Tacoma, WA 98445-3716	Alan Kies, Fleet Manager	253- 798- 6805	1100	County Gov't	MS SQL 20 Workstations 6 Shops Custom Accounting Interface Fuel Interface Job Costing Module	9/2001

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Polk County	Po Box 9005 Drawer AS03 2450 Bob Phillips Road Barton, FL 33831-9005	Bob Stanton, Director of Fleet Management	863- 534- 0387	2000	County Gov't	MS SQL 20 Workstations 11 Shops Fuel Interface Accounting Interface Bar Code Module	
Prince George Parks District	7200 Ritchie Marlboro Road Upper Marlboro, MD 20772	Rick Hilmer, Fleet Manager	301- 780- 2401	2500	Gov't	MS SQL 15 Workstations 7 Shops Accounting Interface Fuel Interface	11/2000
Prince William County Schools	12153 Hooe Road Bristow, VA 22013-2013	David Walton, Admin Coord of Vehicle Repair & Maintenance	703- 361- 7414	750	Public Schools	MS SQL 7.0 15 Workstations 4 Shops Bar Code Module	11/1999
Raleigh Capital Area Transit	1430 S. Blount Street Raleigh, NC 27603- 2506	Stan Frye, Transit Supervisor	919- 755- 4048		Transit	3 Workstations	
Raleigh Fire Department	220 S. Dawson St. Raleigh, NC 27601-1306	Donald Sykes, District Chief	919- 831- 6525	68	Public Safety	3 Workstations	
Rock County	3715 Newville Road Janesville, WI 53545-8844	Mike Turk, Fleet Superintendent	608- 757- 5463	660	County Gov't	MS SQL 7.0 12 Workstations Fuel Interface Accounting Interface Bar Code Module	9/1999
Salt Lake City Corporation	325 W. 800 Street Salt Lake City, UT 84101-2611	Steve Barth, Fleet Manager	801- 535- 6962	2200	City Gov't	MS SQL 7.0 25 Users Fuel Interface Motor Pool Module	4/1999
Salt Lake County	2001 S. State Street #N4500 Salt Lake City, UT 84190-3100	Vickie Cleverly, Fleet Manager	801- 562- 6442	1500	County Gov't	MS SQL 7.0 25 Workstations Fuel Interface Bar Code Module	12/1999
San Bernardino County	210 N. Lena Rd. San Bernardino, CA 92415-0842	Bill Morris, Information Systems	909- 387- 7901	4000	County Gov't	5 Shops 42 Workstations 2 Fuel Interfaces Accounting Interface Billing Interface Motor Pool Module Bar Code Module	4/2002
Sarasota Sheriff's Office	425 Old Venice Road Osprey, FL 34229	Steven Meadows, Fleet Officer	941- 486- 2720	500	Public Safety	MS SQL 7.0 8 Users Fuel Interface	11/1998
Sedgwick County, KS	1015 Stillwell Wichita, KS 67213	Marvin Duncan, Fleet Manager	316- 383- 7732	750	County Gov't	MS SQL 6.5 15 Users 3 Shops Fuel Interface Bar Code Module	3/1999
South Metro Fire Rescue	7900 East Berry Place Greenwood Village, CO 80111	Richard "Mac" McGowan, Deputy Chief Administrator	303- 773- 8282	110	Fire District	MS SQL 3 Users	3/2000
Stanislaus County	448 East Hackett Modesto, CA 95358-5358	Steve DeMass, Fleet Manager	209- 558- 3653	523	County Gov't	MS SQL 7.0 12 Workstations Motor Pool Module	
State of Alabama	1030 Coliseum Blvd. Montgomery, AL 36109-1212	Johnny Hartley, Fleet Manager	334- 242- 4137		State Gov't	MS SQL 6.5 12 Workstations Fuel Interface	8/1999

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Summit County	PO Box 626 Frisco, CO 80443-0626	Don Johnson, System Administrator	970- 668- 4233	200	County Gov't	MS SQL 6.5 6 Workstations 2 Shops Fuel Interface Motor Pool Module	9/1999
Tallahassee Transit	555 Appleyard Drive Tallahassee, FL 32304-3837	Bob Chamberlin, Assistant Director	850- 891- 5195		Transit	Oracle 8.0.5 10 Workstations	4/1996 Initial Install 7/1999 Upgraded to new <i>FASTER</i>
TECOM	8834 N. Capital of Texas Hwy, #302 Austin, TX 78759	Dean Bailey	512- 454- 7966	6,000	Private	TECOM runs multiple locations services 6 different agencies throughout the State of Texas from the Single <i>FASTER</i> Server. The sites are connected as Thin Clients using Citrix Metaframe.	Continuously installing since 1997
Texas A & M University	Agronomy Bldg 958 Mail Stop 1376 College Station, TX 77843	Jimmy Kanetzky	979- 845- 9530		University	MS SQL 24 Workstations Motor Pool Module	
Town of Greenwich	22 Quaker Ridge Road Bethel, CT 06801	Elizabeth Linck, Fleet Manager	203- 869- 0532	489	City Gov't	MS SQL 7 Workstations Fuel Interface	5/2002
University of Iowa	6035 Madison Iowa City, IA 52242	Dave Ricketts, Director of Transportation	319- 335- 8628	500	University	MS SQL 7.0 10 Workstations Accounting Interface Fuel Interface	4/1999
University of Kentucky	N-3 Agricultural Science Building Lexington, KY 40546-0001	Ted Walker, Maintenance Superintendent	606- 257- 2983	1000	University	MS SQL 7.0 16 Workstations 3 Sites Accounting Interface Motor Pool Module Fuel Interface	9/1999
University of Michigan	1213 Kipke Drive Ann Arbor, MI 48019-8019	Renee Jordan, Transportation Administrator	734- 936- 0387	1000	University	MS SQL 7.0 12 Workstations Fuel Interface Bar Code Module	5/1999 Upgraded to new <i>FASTER</i>
University of Minnesota	901 29 th Avenue SE Minneapolis, MN 55414-2904	Bill Roberts Director of Transportation	612- 625- 8020	1200	University	Oracle Accounting Interface Fuel Interface	
University of Nebraska	1707 Y Street Lincoln, NE 68508-1231	Michael Cacek, Dir. of Transportation Services	402- 472- 2422	1272	University	MS SQL 7.0 12 Workstations Fuel Interface Motor Pool Module	5/1997 Initial Install 4/1999 Upgraded to new <i>FASTER</i>
University of Northern Iowa	Physical Plan Cedar Falls, IA 50614	Dennis Hayes, Operations Administrator	319- 273- 7653	180	University	MS SQL 6.5 6 Users Fuel Interface Motor Pool Module	1/1999

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Ventura County	664 El Rio Drive Oxnard, CA 93030-1107	Tony Patton, Manager	805- 388- 4570		County Gov't	MS SQL 7.0 39 Workstations Motor Pool Module	8/1999 Upgraded to new <i>FASTER</i>
Virginia Tech	Virginia Tech Motor Pool Off South Gate Drive Blacksburg, VA 24061-0519	Gene Reed, Fleet Manager	540- 231- 9927	900	University	MS SQL 6.5 12 Workstations Motor Pool Module Fuel Interface Accounting Interface	5/1999
Williamson County	1900 Georgetown Interloop Georgetown, TX 78626-6339	Mike Fox, Fleet Manager	812- 930- 3349	400	County Gov't	MS SQL 7.0 Motor Pool Module Fuel Interface	
York County	201 Operations Drive Yorktown, VA 23692	Denny Kincade, Shop Supervisor	757- 890- 3840	322	County Gov't	12 Workstations Fuel Interface	3/1989 Initial Install 8/2000 Upgraded to new <i>FASTER</i>

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Complete list of FASTER and BOS FASTER Users

AAA Maintenance Adam Harms (703) 803-1366	City of Aurora Pam Chesemore (303) 326-8022	City of El Segundo Rick Longobart (310) 524-2709
Adams County Stef Pipkin (303) 287-5249	City of Baltimore Bob Albert (410) 396-3605	City of Englewood Pat White (303-762-2535
Alachua County Wendell Chastlain (904) 462-1975	City of Burlington Mike Burch (336) 222-5069	City of Everett Bill Spies (425-257-8920
Albemarle County Public Schools Warren Carter (804) 973-7805	City of Canton Don Heath (330) 489-3010	City of Fairfax Kevin Hart (703) 385-7989
Arapahoe County Kathy Beach (303) 792-5018	City of Charlotte Ed Sizer (704) 336-2719	City of Farmers Branch Don Moore (972) 484-1948
Augusta Richmond County Harry Siddell (706) 821-2816	City of Chula Vista Jack Dickens (619) 585-5630	City of Farmington Hills Jerry Brock (248) 553-8580
Avon-Beaver Creek Transit Dan Higgins (970) 748-4130	City of Cleveland Don Haskins (216) 420-8104	City of Fort Myers Mike Burks (941) 332-6841
Baker Support Services-Little Rock Paul Rinkles (501) 225-2018	City of Coconut Creek, Facilities Richard Cascio (954) 973-6781	City of Fort Wayne Mark Kolander (219) 427-5291
Broward County Sheriff John Dyak (954-765-4428	City of Coconut Creek, Fleet Richard Cascio (954) 973-6781	City of Fremont Tony Vargas (510) 713-5738 John Dyak (954-765-4428
Cablevision Frank Felicetta (516) 803-1805	City of Commerce City Larry Bligh (303) 289-8142	City of Gahanna John Kring (614) 478-1323
Camp Peary Motor Pool Dick Tracer (757) 229-2121	City of Concord Steve Miller (925) 671-3147	City of Gainesville Ken Green (352) 334-2261
Charleston County, SC Robert Gannon (843) 202-7900	City of Coon Rapids Craig Borchardt (763) 767-6557	City of Galveston David Smith (409) 797-3920
Charlotte County Frank Hood (941) 575-3662	City of Coral Gables Clive Cork (305) 460-5144	City of Glendale Robert LaRoche (818) 548-2095
Chatham County Candace Fee (912) 652-6875	City of Danville Barry Doebert (434) 799-5245	City of Grand Junction Chuck Leyden (970) 244-1569
City Utilities of Springfield Joseph Gorski (417) 831-8418	City of Dayton Barb Alexander (937) 333-4861	City of Grapevine Mark Jerome (817) 410-3340
Citrus County Mary Ellen Weimert (352) 527-7626	City of Dayton Public Schools Tim Stafford (937) 542-4010	City of Greeley Judy Workman (970) 350-9375
City of Alexandria Tom Hammitte (703) 751-3322	City of Daytona Beach Jon Crull (386) 671-8681	City of Greensboro Gary Smith (336) 373-2495
City of Altoona Blasé Grace (814) 949-2235	City of Denton Cary Tower (940) 349-8423	City of Hamilton Dan Winland (513) 868-5905
City of Ames Paul Hinderaker (515) 239-5520	City of Dublin Roy Johnson (614) 761-6570	City of Henderson Kevin Hill (702) 565-2302
City of Anaheim Frank Pepito III (714) 765-6830	City of Durham Kent Cash (919) 560-4101	City of Hopewell Carl Spivey (804) 541-2296

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City of Iowa City Tom Hansen (319) 356-5197	City of Norfolk Carol Buckley (757) 664-4513	City of San Antonio Doug Goode (210) 207-8377
City of Kent, OH John Osborne (330) 676-4189	City of Norman Frank Lawson (405) 292-9708	City of San Antonio Fire Dept. James Adams (210) 207-7110
City of Kent, WA Larry Blanchard (253) 856-5630	City of North Myrtle Beach Delton Grissett (843) 280-5578	City of San Luis Obispo Ron Holstine (805) 781-7046
City of Kettering Steve Andrews (937) 296-2484	City of Oceanside David Mills (760) 435-5134	City of Santa Clara Claude Edwards (408) 615-3051
City of Killeen John Strickland (254) 634-6726	City of Orlando James Vick (407) 246-2336	City of Shreveport Dwayne Major (318) 673-7450
City of Lewisville Ron Carson (972) 219-3523	City of Ormond Beach Tom Mulligan (904) 676-3265	City of Sidney Jerry Alexander (937) 498-8117
City of Little Rock David R. Bragg (501) 918-4202	City of Palm Bay Gary Carter (321) 952-3425	City of Smyrna Mark Brugh (770) 319-5382
City of Littleton Doug Boettcher (303) 795-399	City of Palm Springs Steve Drinovsky (760) 323-8167	City of Sterling Heights Jim Rhinehardt 9586) 446-2453
City of Longmont Bruce Maysilles (303) 651-8377	City of Pasadena, CA Doug Lee (626) 744-4337	City of Suffolk Cecil Hawkins (757) 923-3630
City of Longview Dwayne Archer (903) 237-1251	City of Pasadena, TX Bruce McCoy (713) 740-7042	City of Tallahassee James DeMay (850) 891-5220
City of Los Angeles, Dept. of Airports Matt Leigh (310) 646-9455	City of Plano Karl Henry (972) 769-4181	City of Tampa Tim Perry (813) 348-2053
City of Lynchburg Christi Kessler (804) 941-1393	City of Pompano Beach Mark Stevens (954) 786-4109	City of Thousand Oaks Larry Carpenter (805) 449-2499
City of Manassas Keith Orr (703) 257-8370	City of Pontiac Robert Englund (248) 857-7725	City of Toledo Sherm Mosher (419) 936-2556
City of Manitowoc Kevin Glaeser (920) 683-4558	City of Poquoson Tom Petty (757) 868-3595	City of Traverse City Rich Durkin (231) 922-4900
City of Martinsville John Poe (540) 656-5357	City of Portsmouth Kenny Strickland (757) 393-5155	City of Trenton George Meyers (734) 675-8470
City of Mason David Riggs (513) 459-1665	City of Raleigh Charlie Johnson (919) 831-6407	City of Troy Sam Lamerato (248) 524-3390
City of Miami Alan Savarese (305) 575-5171	City of Rochester David Keefe (716) 428-6980	City of Two Rivers Bill Scolia (920) 793-5580
City of Miami Beach Andrew Terpak (305) 673-7000	City of Rockville Patnck Stroud (301) 309-3018	City of Upper Arlington Jerry Mohar (614) 583-5390
City of Middletown Harry Willoughby (513) 425-7986	City of Rocky Mount John Hatcher (252) 972-1310	City of Vancouver Brent Krezan (604) 323-7797
City of Naples Randy Bills (941) 213-4747	City of Roseville Fran Campbell (916) 774-5654	City of Victoria Jerry Seyfert (361) 572-2752
City of Newport News Gregg Jones (757) 269-2401	City of Salem Tony Terry (540) 375-4002	City of Waco Lovie Foster (254) 750-8059

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City of Waukesha
Mark Grisa (262) 524-3565

City of West Palm Beach
Bruce Kreft (561) 659-8035

City of Westerville
Jo Ann Hurtt (614) 901-6765

City of Westminster
Rick Malesko (303) 430-2400

City of Wilmington
Ed Thorpe (910) 341-7881

City of Winston Salem
Sandy Barfoot (336) 727-2119

City of Winter Park
Jeff Parrish (407) 623-3264

City of Worthington
Mike Kellar (614) 431-2425

City Utilities of Springfield
Joseph Gorski (417) 831-8418

Clemson University
Jim Castle (864) 656-2436

Collier County
Dan Croft (941) 793-5655

Columbus City Schools
Phil Downs (614) 365-5263

County of Baltimore
Bob Majewski (410) 887-3920

County of Frederick/Board of Education
Terry Brown (301) 631-3588

County of Kings
George Cowell (559) 582-9207

County of San Joaquin
Dan McCann (209) 468-3106

County of San Luis Obispo
Tom Mitchell (805) 781-5934

D.M. Stoltzfus & Son, Inc
Eric Nordstrom (717) 656-2411

DeKalb County
Stan Thomas (404) 244-4228

District of Columbia
Ron Flowers (202) 576-6799

Eagle County
Bill Smith (970) 328-3543

Elizabethtown Gas Company
Walt Siedlecki (908) 289-5000

Entenmanns New York
Pete Vella (631) 951-5170

Fauquier County
Raymond Mills (540) 347-6179

Floyd County
Rhonda Bollen (706) 236-2488

Gila River Indian Community
Dennis Coochyouma (520) 562-6119

Greenville County
Alan Fairfield (864) 467-2650

Glynn County
Burnard Bracey (912) 554-7149

Hanover County
Marvin Fletcher (804) 365-6503

Henry County Public Schools
Valera Gammons (540) 647-3704

Hoffman Beverage Company
Gary Latrace (757) 552-8339

Iowa State University
David Strom (515) 294-3414

James City County
Buddy Stewart (757) 259-4122

Jefferson County
Ronald Mudd (502) 574-5783

King County
Jose DeLeon (206) 205-8303

Lake County
Lynn Barthel (847) 377-7411

Lee County
Marilyn Rawlings (941) 338-3219

Lee County Electric Co-Op
Kelley Crocker (941) 656-2227

Lee County Sheriffs Office
Rusty Hillman (941) 477-1434

Leon County
John Pompey (850) 922-4458

Lexington County
Ellis Gammons (803) 359-8360

Little Rock
Paul Wrinkles (501) 225-2018

Loudoun County
Jerry Moury (703) 771-6485

Manatee County
Ron Schulhofer (941) 742-5955

Maricopa County
Barb Chatfield (602) 506-8693

Marion County Sheriff
Wyatt Earp (352) 368-3566

Marva Maid Dairy
Denise Lewis (757) 245-3857

Maryland National Parks Comm.
Bob Kotter 9301) 670-8011

Meckley Limestone Products, Inc
Barry Martz (570) 758-1563

Monroe County
Ron Cherry (305) 292-3452

Montgomery County
Jason Galey (240) 777-5729

Montgomery County Public Schools
Michael Vernon (301) 840-8136

Muskegon County
Forrest McCauley (231) 724-3458

Niagra County
Dan Bixler (716) 439-7367

Norfolk Public Schools
John W. Hazelette (757) 892-3320

Northern VA Electric Co-Op
Lisa Barney 9703) 754-6751

Ogden N.Y. Services, Inc
Charlie Laudage (718) 995-9769

Ohio State University
Carl Steck (614) 292-8539

Orange County
Alan Gosiewski (407) 836-8211

Orange County Sheriff
Deborah Prano (407) 423-7934

Osceola County School Board
Jim Beekman (407) 935-3720

Palm Beach County Sheriff
Lisa Muman (561) 688-3474

Palm Beach County Solid Waste Auth.
Bob Wright (561) 687-2991

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Pasco County
Charles Bellerose (800) 368-2411

Pennsylvania State University
Sam Entz (814) 865-3871

Phoenix Aviation
Don Young (602) 273-4599

Pierce County
Alan Kies (253) 798-6805

Polk County
Bob Stanton (863) 534-0387

Prince George Parks District
Rick Hilmer (301) 780-2401

Prince Georges County Public Schools
Rex Holiday (301) 952-6532

Prince William County Schools
David Walton (703) 361-7414

Purdue University
Mike Funk (765) 494-2115

Putnam County
Gary Armstrong (386) 329-1211

Raleigh Capital Area Transit
Stan Frye (919) 755-4048

Raleigh Fire Department
Donald Sykes (919) 831-6525

Roanoke County Public Schools
Danny Carroll (540) 387-6583

Rock County Equipment Services
Mike Turk (608) 757-5463

Rohrs Quarry
Mike Witman (717) 626-9760

Salt Lake City Corporation
Steve Barth (801) 535-6962

Salt Lake County
Vickie Cleverly (801) 562-6442

San Bernardino County
Bill Morris (909) 387-7901

Sarasota County Sheriffs Office
Steven Meadows (941) 486-2720

Sedgwick County Central Fleet Services
Marvin Duncan (316) 383-7732

Shelby County
Rex Waites (901) 387-5773

South Metro Fire & Rescue
Richard McGowan (303) 773-8282

Spartanburg County Fleet Services
Dennis Taylor (864) 596-3586

Stanislaus County
Steve DeMass (209) 558-3653

State of Alabama
Johnny Hartley (334) 242-4137

Summit County Road & Bridge
Don Johnson (970) 668-4233

Tallahassee Transit
Bob Chamberlin (850) 891-5195

TECOM/ Brownsville Transit Fleet
Dean Bailey (512) 454-7966

TECOM/City of Allentown Fleet
Yvonne Behler (610) 791-8985

TECOM/City of Brownsville Fleet
Dean Bailey (512) 454-7966

TECOM/Phillips 66 Fleet
Dean Bailey (512) 454-7966

TECOM/Tinker AFB Fleet
Dean Bailey (512) 454-7966

Texas A & M University
Jimmy Kanetzky (979) 845-9530

Town of Chapel Hill
Brady Moore (919) 968-2800

Town of Greenwich
Elizabeth Linck (203) 869-0532

Town of Matthews
Bob Fletcher (704) 845-3075

University of Iowa
Dave Ricketts (319) 335-8628

University of Kentucky
Ted Walker 9859) 255-2648

University of Michigan
Renee Jordan (734) 615-0527

University of Minnesota
Bill Roberts (612) 625-8020

University of Nebraska-Lincoln
Michael Cacak (402) 472-2422

University of Northern Iowa
Dennis Hayes (319) 273-7853

University of Oklahoma
Pamela Scott (405) 325-1795

University of Virginia
Bobbie McClemens (434) 924-7231

Ventura County
Tony Patton (805) 388-4570

Virginia Beach Public Schools
Bob Ciinebell (757) 437-4900

Virginia Tech Motor Pool
Gene Reed (540) 231-9927

Volusia County
Dave Crocker (386) 254-1595

Washtenaw County
Carl Graham (734) 971-9988

Weld County
Leva Adams (970) 356-4000

Williamsburg/JCC Public Schools
Leyr Ping (757) 565-1566

Williamson County
Mike Fox (512) 930-3349

York County
Denny Kincade (757) 890-3840

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SECTION 7 PROJECT MANAGEMENT AND IMPLEMENTATION PLAN

Project Management specifically includes but is not limited to the following activities:

1. Confirmation of customer site
 - Notification email by Marketing Representative to selected project manager.
 - Any special needs unique to this site
 - Promised dates
 - Conversion issues
 - Customization needs
 - Prospect information is converted to the customer database with details of the site and contact information.
 - The contract and/or project implementation pricing is finalized.
 - The PO is received and information is forwarded that includes:
 - Purchase Order Overview / Itemized Payment Information
 - Printout of the Prospect Database Record
 - Printout of the Customer Database Record
2. Transition to a CCG *FASTER* Customer.
 - The project coordinator/manager makes an introductory call and discusses the project management process.
 - Email the Installation Manual to the site allowing time to review the first section.
 - Set a time for a WebEx conference call to review Section 1.
 - Work Order Process examination and definition
 - Definition of informational needs – end results reflected in codes development. Outlined timeline – Time they will need to allow to complete the implementation
 - Resource allocation. Someone from each area of the fleet organization – parts, shop floor, and administration should be included throughout the process.
 - On going 800 number support for definition and clarification. Sites are encouraged to call us at any time.
3. Schedule a Kick-Off Meeting Date. This is generally 2 days. If a site has a unique situation (i.e. 2 separate operations, implementing multiple modules, etc.), marketing may have identified the need for greater depth in project management and included more days on site.
4. On-Site Kick-Off meeting (2 days on-site). The project manager also contacts the site ahead of time and explains the different people who need to be present.
The Project Manager sends the following documents ahead of his visit:
 - Agenda
 - Technical Questionnaire
 - Work Order Process Questionnaire

At the Kick off the project manager overviews the following:

- System functions as relates to processes
- Definition of codes required
- Evaluation of floor plan and layout
- Review of hardware and network
- Review of Fuel System download procedures
- Motor Pool Rates Set Up Questionnaire
- Data Conversion Pricing Chart is reviewed and pricing for this may be finalized at this time.
- A Task List is prepared with responsible personnel and projected completion dates for each task.
- A specific time line is developed for all phases of installation through "Go Live Date".

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5. Immediately following the Kick Off Meeting
 - Follow up call is made to the site.
 - The database and the calendar is completed with the tentative dates for:
 - Installation
 - Initial Training
 - Follow Up Training
6. Ongoing Coordination of Data Conversion Definition
 - Data mapping is reviewed by the project manager and questions coordinated with the conversion specialist.
 - Conversion Pricing Chart is finalized with the new customer if this has not been finalized during the On-Site Kick Off.
 - After receiving file layouts with field descriptions, the conversion specialist and project manager will review them to assure consistency, particularly "Does it make sense from a fleet perspective?"
7. Ongoing Coordination of Fuel Interface Definition
 - Data mapping is reviewed by the project manager and questions coordinated with CCG's conversion specialist.
 - After receiving file layouts and transaction file, the programmer and project manager will review them to assure consistency.
8. Coordination of any special interfaces or customizations.
 - Accounting Interface and Customized Billing form are included in the Kick Off meeting. Additional clarification will be made for any particular adjustments requested by the site. Final pricing is provided to the customer for the customized services. The specifications document is sent to the customer for acceptance.
9. Motor Pool applicable professionals on the CCG Staff are available throughout the implementation process to:
 - Discuss and review motor pool information and to pre-establish rental rates set up prior to installation.
 - The Project Coordinator/Manager

The Project Coordinator/Manager serves primarily as a liaison between the site and CCG Systems. Anyone on the CCG Systems team can serve as a project manager. The responsibilities included in project management are coordination of the installation team -- System Analysts, Marketing Representative, Trainer, assistance in evaluating the readiness of site for installation (network/hardware ordered, delivered, network established), coordinating the collection of file layouts and data files necessary for customization, codes definition, specific customization definition, evaluation of training needs, establishing a site specific plan for training, support and service. The project manager will make on-site visits to review the site plan and discuss issues, processes, site-specific needs, and training needs. Additionally, communication between the project manager and the City of Peoria may occur in a variety of ways including: on site visits, email, telephone or conference calls, and WebEx. The WebEx OnCall service enhances the effectiveness of traditional telephone-based technical support by allowing the Project Team professionals to interact with the City of Peoria live over the Web.

THE IMPLEMENTATION TEAM

The primary team for project implementation includes:

- Nina McCoy, President
- Mike Brawley, Project Coordinator and Customer Support
- Tom Spence, Project Manager and fleet consultation
- Phil Soldan, Customized Billing and Accounting Interfaces
- Gary Bishop, Fleet Advisement

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- Raymond Futrell, Data Conversions
- Pat Wood, Report Writer Training

CCG Systems, Inc. assigns a team of selected qualified personnel who assist the site throughout the implementation. Once a customer is on line for a period of time, all technical support staff, as well as fleet professionals, work with customers throughout the long term partnership with CCG Systems. Additionally, the Project Coordinator assigns resources to best meet the needs of the site. The qualifications of all of the staff members are reviewed in Section 1.

The implementation team is reviewed below:

Nina Rae McCoy, *President*: BA, Education, Furman University; MS, Human Development Counseling, George Peabody College. 25 years in education, training, and management, highlighted with achievements in the area of staff training and development. Nina also brings six years as the director of two proprietary educational facilities where she was responsible for overall operation. Nina joined CCG initially on a contract basis as a regional manager and formally joined the full-time team in the fall of 1990. She has been closely involved in all aspects of CCG, resulting in her promotion to President of CCG Systems on January 1, 1999.

Mike Brawley, *Fleet Technical Advisor*: CNE; AAS, Electrical Engineering Technologies, Tidewater Community College. Over 16 years of Fleet Management experience supported with computer systems knowledge. Mike has held the positions of District Manager, Fleet Manager and Computer Systems Supervisor for Jiffy Lube in Virginia Beach where he worked closely with local and state municipalities and other regional organizations, performed software and hardware maintenance and provided technical support and training. Mike joined CCG in June, 1998, and provides leadership for the support and technical and training staff.

Gary Bishop, *Director of Fleet Services*: Over 25 years experience in the fleet industry, growing from Master Mechanic to fleet manager responsible for the implementation of *FASTER* with Montgomery County Schools, VA. His knowledge of people and shop floor processes, as well as the *FASTER* software application, has benefited customers since his joining the CCG staff in 1994. Gary has focused his talents on developing one of the best training programs in the fleet software industry. Gary is a leader, motivator, trainer and advisor to both CCG Systems and our customers. He continues to be instrumental in product design and implementation and has recently accepted leadership in converting BOS *FASTER* customers to *FASTER*.

Phil Soldan, *Senior Fleet Analyst*: 20 years experience in the field of manufacturing, technology, programming, and fleet analysis. Previously a full-time spec-writer and fleet analyst for two *FASTER* customers, Phil works full time in designing and writing both standard and customized reports for the *FASTER* software. Phil is also the main point of contact for all billing and accounting interfaces.

Tom Spence, *Fleet Consultant*: BS, University of Nebraska; MS, Public Administration, University of Shippensburg. 45 years of experience in ground equipment, aircraft maintenance and fleet management. Tom spent 31 years in the Army working in Operations and Maintenance direction for ground vehicles and aircraft. He moved on to Chesterfield County where he spent 11 years as Fleet and Communications Manager. Tom has also been very active professionally as the past Co-Chair of the Public Sector for NAFA. Tom has worked with CCG as a fleet professional providing project management, training and conducting consultative site visits since 1995.

Raymond Futrell, *Data Conversion Specialist*: BS, Management Information Systems, Norfolk State University. Raymond joined the CCG family in February, 2002, to facilitate the accurate and complete conversion of data and history from other fleet and financial software (including BOS *FASTER*) into *FASTER*. He brings over five years of customer service experience, as well as two years of computer related support to the challenge. Raymond's passion for learning, helping others and his technical background will streamline the conversion process for all *FASTER* customers.

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Pat Wood, Senior Consultant: Pat has been involved in adult technical education for more than twelve years. She has ten years experience consulting and six years of departmental management expertise. Most recently, Pat has worked for a nationally known company that specializes in Seagate Crystal Reports training and consulting where she created a custom Crystal reports workshop specifically designed to be taught with the *FASTER* database. The addition of Pat to the CCG staff brings a wide variety of increased services to our customers.

THE IMPLEMENTATION PLAN

CCG Systems, Inc. has provided a tentative implementation schedule for the City of Peoria. Our experience throughout the 19 year history of implementation is that each site is different and to address specific needs and to maximize the growth of the organization, the implementation schedule must reflect each site's uniqueness. As part of the project management/pre-installation phase, the site specific needs will be identified and addressed through modification of the implementation schedule. During a transition to a new information system, flexibility and providing time to listen are imperative to the organization's acceptance of both the change in processes and change in environment. Data ranges have been included to establish time frames for implementation.

It is recommended that the City of Peoria identify an implementation team from 4 to 8 people. The tasks prior to installation and after are varied and will require input from many areas of the organization. However, one of the largest tasks and greatest challenges will be the evaluation and review of the present process for the work order, parts, fuel, asset management and the motor pool. CCG Systems, Inc. has found that having a core group committed to a smooth transition and included from the beginning of the implementation is of great benefit when making changes and implementing the new system. This group should include personnel with an investment in the success of the transition, a passion for technology, strong communication skills, and a commitment to the project. Through the implementation process, many of our sites have found previously unrecognized potential and strength from individuals from all areas of the operation, including but not limited to the shop floor.

PHASE 1 - PROJECT MANAGEMENT/ PRE-INSTALLATION 4 - 12 weeks from notice to proceed

Phase 1 includes many tasks in preparation of the installation and is vital to a smooth transition to a new system. While the list has been numbered, many of these tasks take place simultaneously.

(Estimated hours 95 - 110 hours Steps 1 - 3)

This estimate includes combined hours for both the City of Peoria's and CCG Systems implementation teams. During this phase, conference calls and implementation meetings assist in the communication vital to the transition.

1. Notice to proceed
2. Installation Manual with pre-installation diskettes and one (1) documentation CD mailed and project management begins.
 - Process examination and definition resulting in a work process flow definition
 - Coding definitions
 - Outlined timeline
 - Resource allocation
 - Definition of informational needs -- end results reflected in codes development.
 - Begin definition of conversion of data*(please see complete details in the section marked data conversion)
 - On going 800 number support for definition and clarification

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- Scheduled Conference Calls with project coordinator
3. Pre-installation visit on site. To take place from 3 – 5 weeks after notice to proceed
 - Review of the Pre-installation diskette and startup manuals
 - System functions as relates to processes
 - Further definition of codes required
 - Final clarification of data conversion field definition and logical conversions
 - Evaluation of floor plan and layout
 - Review of hardware and network
 - Review of fuel system download procedures
 - Present tasks list to site personnel of things to do to be ready
 4. Finalize definition and writing for the Fuel Interface (15 hours)
 - Sample transaction file to CCG
 - File layout and field definitions to CCG- 5 hours
 - Interface written - 10 hours (the fuel interface is not completed and installed until after the system has been fully tested for complete table file set up and codes definition. This normally takes place in the 4 - 6 weeks into the installation)
 5. Finalize definition of the data conversions (5 – 15 hours) Existing data files to CCG using Excel Spread Sheet format supplied by CCG Systems or
 - ASCII Delimited files of old data to be converted
 - Sample files for testing to CCG Systems
 - File layout and field definitions to CCG
 - Conversions written and tested at CCG Systems.
 6. Project Coordinator schedules and facilitates on going conference calls for project continuity, definition, and issue resolution.

PHASE 2 - INSTALLATION OF THE SOFTWARE
6 – 8 weeks after notice to proceed

(Estimated time 40 – 65 hours) The City of Peoria will need to provide a Windows 2000 Network administrator and Database administrator for availability during the installation. It is not necessary that they be present continuously.

- Technical services on site 4 days with one CCG Systems Technical Staff. This will depend upon the physical layout of the sites, the anticipated installation of all PC Clients or just part.
- Installation of the *FASTER* Server Software onto the Windows 2000 Server
- CCG Technical Personnel review database and set up with the database administrator
- Manipulation of the database for table file manipulation, codes and table creation
- Check and Review ODBC Drivers
- Set up Database maintenance schedule utilizing database utilities to compliment the IT database schedule
- Basic System Administrative Review and instruction – which includes installation of the client, password set up and permissions, review of the systems, equipment, and parts inventory applet. (Formal training to take place with the trainer – see Phase 3)
- On site testing of the application
- Data conversions run and tested by City personnel
- On going Project Management and support through 800 line

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PHASE 3 - TRAINING AND PRACTICE

This phase includes a Train the Trainer – Session. This session will take place from 1 – 4 weeks after the installation of the software. The tasks listed below are also included in this very important phase. (Estimated time 32 – 40 hours)

- This initial session of formal training will provide instruction on the system usage and techniques for training to a select group (6 people) of on site personnel who have been identified as *FASTER* on site trainers. CCG Systems will conduct the training session on site for the appointed group and practice will take place once CCG has left the site.
- Continued testing of the application
- Practice by personnel – guidance provided by CCG Systems support team 800 number
- Review of site for next phase – Project Manager off site consultation
- Special customizations finalized and writing to begin. Accounting Interfaces – special reports

PHASE 4 - USER TRAINING AND FOLLOW UP TRAINING -- PREPARING TO GO LIVE

3 – 24 weeks following the initial training

User training targeted at developing a confidence level in users for the established GO Live date. Clarification and final implementation and testing of customization occur during phase 4. (Estimated time 64 – 76 hours)

- On site User Training
- On site follow up training specific to the needs of the operation
- Installation and testing of customization
- Site preparation for going live - Project manager off site consultation

PHASE 5 - SYSTEM REVIEW/SYSTEM ACCEPTANCE

15 – 40 weeks following the installation

- System Review for site readiness for going live
- System Review for system acceptance
- System Acceptance

PHASE 6 - SITE GOES LIVE

A thoughtful decision and resulting firm commitment to a date for going live is vital. There is no “best time” for going live, as each customer is unique. This date and time will be discussed throughout the process. The project manager and project coordinator will provide feedback on readiness as noted above and during the system review a go live plan of action will be prepared by the CCG Systems project manager and the City of Peoria’s project management staff.

System Testing begins in Phase 2 – Installation and ends in Phase 5 – System Acceptance.

A *FASTER* implementation involves many levels of testing. The network stability is vital to a smooth transition and will be the responsibility of the City. The selected standard ODBC database should be optimized by the Database Administrator and will be part of the testing for the application. The *FASTER* application initial testing will be conducted jointly by CCG and the City of Peoria Network Administrator during the software installation phase. Both the network level of testing and database level of testing will be emphasized during this time frame.

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Upon departure of the CCG Systems technician, testing will continue as the City of Peoria personnel make adjustments to the coding structure, establish site specific codes, and begin reviewing the information from the converted data to make corrections and additions as needed to fulfill the application requirements.

During the initial training session, indirect application testing will take place as personnel use the system for practice and learning. The testing of the application will continue as site personnel participate in self-guided practice on the application. Testing for the modules and customization will take place during the second session in conjunction with the specialized training.

During the complete testing phase, dial-in technical services and diagnostics will be utilized to provide trouble shooting and corrections to the application or to the coding and table structure. Errors or difficulties identified as initiating from the Network or Database, will be presented to system administrator for delegation to the appropriate City of Peoria personnel. CCG Systems, Inc. will assist in this clarification and definition.

System Acceptance

The *FASTER* request for system acceptance will be presented to the City of Peoria after a review of the system's performance. The review will include a checklist of the features and functionality of the *FASTER* system, interfaces, and customizations. From the review, the City of Peoria will sign off on the listed features and functions accepted and present CCG with a list of any outstanding concerns or challenges required for full acceptance. The CCG project manager will review any outstanding issues or challenges and prepare a plan of action and a second acceptance document. Upon accepting these items, the City of Peoria will formally accept the *FASTER* System and provide final payment to CCG Systems, Inc.

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SAMPLE TIMELINE FOR *FASTER* IMPLEMENTATION

WEEK NUMBERS 1 - 7

CCG	On-Going 800 Support								
	Phase 1 - Project Management / Pre-installation								
Both	On-Site Installation Planning								
Both	Evaluation of site processes								
Both	Pre-installation support (on-site) Project Kick Off								
Both	Review file conversion & customization requirements								
	Hardware/Network								
Both	Finalize hardware configuration & network requirements								
Site	Install necessary Hardware, upgrades, establish network, install database								
Site	Network stable for a minimum of 2 weeks								
Both	Establish and test dial in diagnostics set up for CCG Systems.								
	File Conversions								
Both	Finalize conversion requirements (mutual sign-off)								
Site	File layouts & records to CCG								
CCG	File conversions completed and tested at CCG								
	Fuel System Interface								
Both	Finalize fuel interface requirements (defined)								
Site	Fuel system file layouts and sample transactions to CCG								
CCG	Fuel interface completed & tested at CCG after installation								
	WEEKS	1	2	3	4	5	6	7	8

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WEEK NUMBERS 9 - 16

CCG	On-Going 800 Support																			
	Phase 2 - Installation																			
Both	<i>FASTER</i> Software Installation - Initial. Determine and schedule other sessions as necessary.																			
CCG	<i>FASTER</i> , file conversions, installed and tested at site																			
Both	Verification that <i>FASTER</i> , the hardware, the network, the communication all work together (mutual sign-off)																			
Site	Evaluate system coding, set up and definition of the system Data conversion accuracy is reviewed																			
Both	System Functionality is reviewed and outstanding issues are identified for acceptance procedure																			
Both	Basic on-site Instruction of <i>FASTER</i> system administrator																			
	Phase 3 - First Training Session 1 - Train the Trainer																			
Both	Schedule and Outline the training session																			
Both	Finalized interface and customization requirements. Specifications accepted and format approved. Programming begins.																			
Both	On site Train the Trainer Session 1																			
	Phase 4 - User Training and Secondary Set up																			
Both	On-Site hands-on training of fleet personnel Session 2																			
Both	Final review of tasks for going live																			
Both	On site specialized training Session 3																			
	Phase 5 - Testing System Review/ System Acceptance																			
CCG	Delivery of customized interfaces on site to be tested and included in System Acceptance procedure																			
Site	System Acceptance document prepared with outstanding issues and challenges identified																			
	Phase 6 - Site goes live																			
Site	Final Data Files are sent to CCG for final conversion for go live.																			
Site	Scripts are run to clear out old data and new data is converted. Site Goes live																			
	WEEKS	9	10	11	12	13	14	15	16	17										

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SECTION 8 TECHNOLOGY AND INFRASTRUCTURE

Answers for the future

What is the basis for the technology used in *FASTER*?

FASTER is a Windows Application. We have chosen Microsoft Windows as the core of the *FASTER* System because of its efficiency, flexibility, and the universal acceptance in the government marketplace. To get the best performance from the system, MS compilers have been chosen. Among MS Compilers both Visual Basic and Visual C++ are available. While Visual Basic is easier and faster to program, *FASTER* is being developed in Visual C++ because of its additional flexibility and power.

Where is technology heading?

The future of computing is based on the Internet but this can mean many different things. A true web application is a variant of the concept of a thin client that was written to function on the Internet. The advantage of a web application is that it does not require any software installed on the client machine except a browser, i.e. MS Internet Explorer. The application actually runs on a web server at the central site (either an ASP or your own server/database). An application running over the Internet is not necessarily a web application. Most applications can run over the Internet, but they were not designed to do so and many problems can surface. Transmission can be slow and queries and reports run from the database can create long delays and inconsistent performance. To maximize the technology of the Internet, the application needs to be written to utilize the available resources.

In the new development of the *FASTER* Web Client, MS .Net technology will allow the modified use of a browser. The forms and a security key are stored on the client machine. This technology will allow the user the use of more complex windows without the need to download the code to generate screens relieving the network of the burden on bandwidth.

Must a technological direction be decided on now?

Technology is a moving target and makes flexibility critical when making choices. *FASTER* has been designed so that while direction is important, choice remains available within the client/server concept. There are three models within the client/server concept that are supported by *FASTER* Software.

The first model is a classic client/server application, using a "FAT" client, with a server and database. The programs for the application are stored and run on the users computer. With this model, the processing is distributed and the central machine (the server) only has to coordinate the clients need for data. The server is a "traffic cop" between the client and the database.

The second model is the "Thin" client. This model uses a server, database, with the end user machines operating as "Thin" clients. These "Thin" clients do not store or run the application programs, they only display screens and information. All of the processing of the application takes place on a terminal server. This model is much like the old mainframe model without the mainframe. The advantages of the "Thin" client model are the reduction in the administrative overhead and the bandwidth required to operate the client reducing expensive connectivity upgrades. Additionally, there are two types of "Thin" clients. The traditional is based on a system written originally by CITRIX as proprietary and modified to coexist with the operating systems, Windows NT and Windows 2000 through MS Terminal Server. The client can run any windows version and numerous other operating systems. MS Terminal Server can be used to support thin clients without CITRIX, however, the end client must be running MS Windows 95/98/ME. The second "Thin" Client is a Web Client and the third model. This model only requires a browser on the client machine. Running just a browser requires very little resource on the client and, in many cases, provides the

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mobility and flexibility an end user needs. However, to run the "Web" client, the application must be written as a pure web application and support a browser.

In the future development of *FASTER*, all of the above solutions and models will be supported. There are presently two functional features that are supported by *FASTER* and support pure web processing. The *FASTER* Casual User scripts and programs used to set up an Inquiry Only Section on an operational web page and the Crystal Reports Web Server are both available now. These two features are not part of the *FASTER* application but extensions of *FASTER* that conduct direct database queries. Anyone with access to your Web Page and permission can use these two features.

The challenge of developing an application with the flexibility to support all the available options listed above takes time and a well-designed plan. The choice of writing in Visual C++ code and moving from ODBC to OLE DB and using MS compilers will allow *FASTER* to support all the options defined now and in the foreseeable future. Based on MS strategy for .NET and the future use of the Internet as a fundamental basis for application development, *FASTER* Fleet Maintenance Management Software will provide support for what the user needs in the environment they have created. This may be a mixture of the above options where the Web client, Thin client, and FAT Client are all supported depending upon the end user of the organization. There will not be a need to choose.

Is there never an end to the changes?

No, all organizations and their people are participating in the technological revolution. Change is an everyday reality and technology creates new options and presents constant challenges. As you read this, Windows XP is being tested and will soon be released as an operating system that will replace Windows ME, 95,98, and 2000. While *FASTER* will continue to change, support the newest technology and bring you new technology, some things do not change. At CCG, every customer is important and special. Many new modes of communication have been added but there is still a helpful and informed person who will answer your call. You can count on the people of CCG Systems, Inc. to steadily provide customer support far exceeding any expectation.

**We know what application we want, what about the Database?
Does it really make a difference?**

Choices are available when selecting a database and should meet the needs of your organization. *FASTER* is in production using MS SQL 7.0, MS SQL 2000, Oracle 8.05 and Oracle 8i. The definitive choice of database is MS SQL primarily due to the ease of administration and the built in self tuning capabilities. While Oracle is designed for the support of larger groups of data and is more sophisticated in design, the administration of Oracle requires more time and expertise. For many of our sites, the database is not large enough to justify the costs and administrative overhead for Oracle.

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SYSTEM SPECIFICATIONS

GENERAL SPECIFICATIONS FOR THE OPTIMAL *FASTER* ENVIRONMENT

FASTER is a true client/server software application with a standard Graphical User interface (GUI). The *FASTER* application requires a standard database and Windows 2000 Server. The optimal networking protocol is Ethernet, however, Token Ring and hybrid systems are acceptable using TCP/IP. *FASTER* is also in production at sites running a Novell network with a Windows 2000 Server sharing the Ethernet.

IPC is handled via named pipes, so a domain setup is required. Capability of high speed transmission over the LAN and WAN from the server to the client has significant ramifications on the application's response times. The preferred set up is NTFS for both the Server and client.

Placement of the Windows 2000 Server and Database is important: The fastest, simplest configuration has the Windows 2000 Server and Database in the same location as the local area network. In this case, CAT-5 cable is sufficient with NIC cards and Hubs/switches, both installed to support 10/100 Base-T.

If the Windows 2000 Server and Database are located at a central site with network clients located at remote sites, and connectivity is through a wide area network (WAN), a T1 transmitting over Fiber is the best option. Where Fiber is not available, a standard T1 over conventional lines will provide the best performance. If necessary, other WAN solutions are acceptable, but transmission speed must be at 10MB per second, or the connection will *not* provide satisfactory response times.

For smaller sites (20 Users or less) using MS SQL Server, the database and Windows 2000 server can reside on the same server with good results. However, providing a separate server for the MS SQL database and one for the Windows 2000 server for the application (database server and application server) is the best configuration for sites larger than 20 Users.

For sites utilizing an Oracle database, a separate database and application server are recommended for the best results.

FASTER supports thin client using Terminal Server and Citrix Metaframe and is in production with both products. Specifications and configurations for thin client are listed later.

INSTALLATION AND SUPPORT FOR WINDOWS 2000 AND DATABASE

Installation and support of the Windows 2000 Network, the database and supplemental software programs and applications are the responsibility of the site personnel. If these services are not available within your organization it is suggested that they be contracted from an outside local vendor. These services are vital to providing a stable and efficient environment for the *FASTER* Application.

Support for the database will need to be provided by site personnel. CCG Systems will assist in setting up the tables for *FASTER* once the database is set up. However, there needs to be an on site *FASTER* Database Administrator (dba). Their tasks include but are not limited to:

- Building new databases.
- Adding logins and users to the database.
- Granting permissions to tables and users.
- Writing scripts and queries in SQL language.
- Creating backups and schedules.
- Restoring backups and files.
- Maintaining data integrity by managing indexes and keys.
- Installing service packs and upgrades.
- Building ODBC connections for all users.
- Thorough knowledge of FTP file transfer procedure

In addition, there are situations and circumstances that arise unpredictably that a DBA should be capable of handling.

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CRYSTAL REPORTS - AD HOC REPORT WRITER

The recommended report-writing tool is Crystal Reports version 8, Professional Edition. This product can be obtained from most resellers or directly from Crystal Decisions www.crystaldecisions.com. It is not sold by CCG Systems. The product is required only for sites deciding to write their own reports to the *FASTER* database or edit the standard reports. Although the standard reports in *FASTER* are written in Crystal Reports, users do not need the Crystal Reports software to run reports. Please call CCG prior to purchasing Crystal Reports Professional 8.5.

REPORT WRITER TRAINING

Report writer training is offered by CCG Systems, Inc.

1. Regional Training for Crystal Reports:

The three day class is scheduled throughout the year all over the country. The Regional trainings are group sessions limited to 12 students, each with their own PC and database to work with over the three day period. The students will receive instruction on the database and data table design in *FASTER*, Crystal Reports Professional 8 overview and introduction to report writing, basic report formatting, layout and display options, and basic formulas. Special topics relating to *FASTER* will be reviewed and discussed that provide short cuts even for users familiar with writing Crystal reports.

CCG Systems, Inc. recommends that report writer training be included with the *FASTER* implementation for at least 2 people. While the standard reports within *FASTER* are extensive and Crystal is not necessary to run them, many times there are minor modifications necessary to create the exact report a user needs. Having Crystal training provides a site with the ability to use these standard reports as templates and modify them to meet specific needs or to write their own. It is a fast and easy way to provide managers with the exact information they need.

2. On site specialized Report writer training:

On occasion, site information and reporting requirements are very specific and CCG Systems, Inc. recommends a site specific reporting package that includes the 3 day class mentioned above along with specific site assistance in design and assistance with special reports. These packages would include up to 12 Users for a class scheduled in the local area of the site and held in a rented training facility that would provide the specialized hardware/classroom set up necessary for the class. Additional days may be added to include training on Crystal Reports Web Server set up, Special Reports definition and design, and/or Advanced or specialized Crystal Reports Training. These activities could be executed on site.

OPTIONS AVAILABLE FOR THIN CLIENT AND WORKSTATIONS

Network Terminals and Workstations

To support network terminals (WinTerm) or Windows 95 and Windows 98 Clients, Windows 2000 (which includes terminal server) is used as the operating system on one of the *FASTER* Clients. This device is configured under the MTS. This requires additional licensing from Microsoft. MTS is purchased with licenses along with an individual Windows 2000 Workstation license for each device. Additionally, each device needs a CAL. The recommendation for thin client assumes there is onsite expertise and maintenance support for Terminal Server or CITRIX Metaframe.

REMOTE Dial in Support or support of Non Windows based PC's

To support remote dial ins or non-windows PC's a Windows 2000 Network will need to be established to include a *FASTER* Client running Windows 2000, Terminal Server Edition and CITRIX Metaframe. This configuration requires licensing from Microsoft and CITRIX. Remote dial-in is not recommended for any other configuration.

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Additional Site Requirements

The Fleet Organization will need several set up items established to operate efficiently and to take full advantage of this technology.

- Internet connection (even if restricted) for use of the CCG System, Inc. technical support and FTP web site.
- Email that allows for file transport
- Microsoft Office to allow for the viewing and printing of the documentation written in MS Word.

Operating Systems

Application Server: The *FASTER* Server software requires Windows 2000 (SP1) or better with license for number of clients equal to users. Windows NT Server (SP6) is supported.

FAT Clients: The *FASTER* FAT client requires Windows 2000 (SP1) or Windows XP (most recent SP). Windows NT Workstation (SP6) is supported.

Databases

MS SQL 2000: This is the recommended database for a *FASTER* implementation. MS SQL Server 7.0 is supported.

Oracle: The recommended version of Oracle is 8.17. Oracle 8.05, 8.i, and 9i are supported. The optimal environment with an Oracle database is Unix. The configuration should include a separate application server and database server. This means that two servers will be necessary to operate *FASTER* under Oracle: one Windows 2000 Server as specified for *FASTER* and a database server.

Utilities and other software:

- Utilities:
- Defrag program for Windows 2000 for both the Server and each client. Diskeeper is recommended.
Approximate cost: \$400 for server and \$25 for client versions.
 - Screen Print program. This program provides users to print the screens selectively. Screen Print Gold is a recommended program.
Approximate cost: \$50.00 per copy. www.softwaretabs.com
 - Antivirus package: This should meet the needs and standards of the organization.
- Back up Program:
- Any Windows 2000 compliant package or utilities that are supplied with the database. Ultrabac by BEI or equivalent. If third party software is elected (not necessary with MS SQL) when purchasing backup software, an "Open File Agent" should be specified. This is an additional module to backup software that is not included with standard packages. It allows the program to perform a back up on "open files".
Approximate Costs: For pricing call 206 644 6000.

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Purchasing Hardware and peripheral devices

Keep in mind the following important issues when purchasing your hardware.

1. Because hardware technology is changing so rapidly, ordering your hardware too far in advance may result in having outdated hardware at the time of implementation.
2. All hardware purchased/used must be compatible with Windows 2000. To verify, check your hardware purchases against Microsoft's Hardware Compatibility List, which can be obtained on the Internet at www.microsoft.com/hwtest/
3. When purchasing either the server or clients, try to purchase units with the highest processor speed (measured in Megahertz or MHz) available at that time.
4. Hardware prices listed below are intended to provide guidelines. Hardware specifications listed below represent minimum standards and minimum requirements to load and run the Windows 2000 Operating System alone. When "sizing" your system, consideration should be given to requirements for running the operating system as well as any other software you expect will run on your system server.

Hardware Specifications:

Servers (minimums):

Windows 2000 Application Server with MS SQL 2000 database on same PC:

(For sites 20 Users or less)

Minimal Requirements are a top-end Intel PC certified for Windows 2000:

- Pentium III, 750 MHz, with 3 1/2 " disk drive CD ROM - SCSI 10x, or higher (Dual Processor optional)
 - 512 MB RAM minimum and a GIG RAM recommended for over 15 Clients
 - Dual Ultrafast Wide SCSI 9 GB hard disk drives with SCSI Controller
 - 3 COM Ethernet card - 10/100mb depending on Network
 - 14" VGA Monitor & SVGA Video Card with 4 MB
- Estimated Cost: \$3,500 - \$7,000

Windows 2000 Application Server with MS SQL 2000:

Minimal Requirements are a top-end Intel PC certified for Windows 2000:

- Pentium III, 750 MHz, with 3 1/2 " disk drive CD ROM - SCSI 10x, or higher (Dual Processor optional)
 - 512 MB RAM minimum and a GIG RAM recommended for over 15 Clients
 - Dual Ultrafast Wide SCSI 9 GB hard disk drives with SCSI Controller
 - 3 COM Ethernet card - 10/100mb depending on Network
 - 14" VGA Monitor & SVGA Video Card with 4 MB
- Estimated Cost: \$3,500 - \$7,000

Windows 2000 Server when implementing a Thin Client Solution (Terminal Server):

- Pentium III, 750 MHz, with 3 1/2 " disk drive CD ROM - SCSI 10x, or higher (Dual Processor required)
 - 512 MB RAM minimum for under 12 clients -- 1 GIG RAM for over 12 clients
 - Dual Ultrafast Wide SCSI 9 GB hard disk drives with SCSI Controller
 - 3 COM Ethernet card - 10/100mb depending on Network
 - 14" VGA Monitor & SVGA Video Card with 4 MB
- Estimated Cost: \$5,000 - \$10,000

Windows 2000 Server when implementing a Thin Client Solution (Citrix Metaframe):

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- Pentium III, 750 MHz, with 3 1/2 " disk drive CD ROM - SCSI 10x, or higher (Dual Processor required)
 - 1 GIG RAM
 - Dual Ultrafast Wide SCSI 9 GB hard disk drives with SCSI Controller
 - 3 COM Ethernet card - 10/100mb depending on Network
 - 14" VGA Monitor & SVGA Video Card with 4 MB
- Estimated Cost: \$5,000 - \$12,000

MS SQL Server as a database server

- Pentium III, 750 MHz, with 3 1/2 " disk drive CD ROM - SCSI 10x, or higher (Dual Processor required)
 - 512 MB RAM minimum for under 12 clients -- 1 GIG RAM for over 12 clients
 - Dual Ultrafast Wide SCSI 9 GB hard disk drives with SCSI Controller
 - 3 COM Ethernet card - 10/100mb depending on Network
 - 14" VGA Monitor & SVGA Video Card with 4 MB
- Estimated Cost: \$5,000 - \$10,000

Using the Oracle Database with FASTER Fleet Maintenance Management Software

This configuration should include a separate application server and database server. This means that two servers will be necessary to operate *FASTER*; one Windows 2000 Server as specified and a database server.

Oracle Database Server:

The preferred operating system for an Oracle Database server is Unix. CCG Systems, Inc. has found the Unix environment to be more supportive of Oracle than Windows 2000 and XP. Windows 2000 will support Oracle and the database is functional at *FASTER* Sites.

Requirements:

- Multiple Processors
- Multiple Disk Drives
- Minimum of (1) Gig of RAM

Using Windows 2000 for the Oracle Database:

- Pentium III, 750 MHz, with 3 1/2 " disk drive CD ROM - SCSI 10x, or higher (Dual Processor required)
 - 1 GIG RAM
 - Dual Ultrafast Wide SCSI 12 GB hard disk drives with SCSI Controller
 - 3 COM Ethernet card - 10/100mb depending on Network
 - 14" VGA Monitor & SVGA Video Card with 4 MB
- Estimated Cost: \$5,000 - \$10,000

CLIENT SPECIFICATIONS (minimum)

FAT Clients: OS – Windows 2000 (SP1) or Windows XP (most recent SP)

- Should be an Intel Pentium III PC 500 mhz
 - CD ROM - 24x or higher
 - 10 GB or higher Hard Disk Drive
 - 256 MB RAM
 - 3 COM Ethernet Card 10/100mb depending on network
 - 17", or larger, VGA Monitor with SVGA Video Card with 2 MB
- Estimated Cost: \$1,200 - \$3,000

Thin Clients: The thin client solution supports minimally configured PC's or Terminals. The recommendation for thin client assumes there is onsite expertise and maintenance support for Terminal Server or CITRIX Metaframe. Please check with CCG Systems.



System Backup

Size will depend on the size of your hard disk drive & must be supported by the Windows 2000 operating system. Purchase software with Open File Agent module.

Estimated Cost: \$1,000 - \$1,500

Diagnostics

Each site is required to provide access to the *FASTER* Server, Database, and Windows 2000 Server for use by CCG systems Staff to perform dial in diagnostics. This capability is supported through the use of an external modem, phone line, and software package or through the Internet with the use of an IP address or as a Citrix Client.

- Diagnostic Package Specifications:
 - PC Anywhere (please check version first with CCG Systems)
 - US Robotics 56K modem - external (no substitute)
 - Or Internet access for use of WebEx

Site must provide dial-in line and passwords to CCG Systems Staff. The client receiving the incoming call must have the following installed on it:

- Database client
- *FASTER* client software
- *FASTER* administrative tools
- PC Anywhere
- Windows 2000
- Administrative tools

The PC Anywhere software, modem and phone line should be installed as part of the network installation, tested, and ready prior to the arrival of CCG Systems Staff.

An option to modem access is a TCP/IP connection for PCAnywhere.

BAR CODING HARDWARE:

As an option with the *FASTER* Software, the Bar code module can be purchased. This module supports the printing and reading of barcode labels for parts and the work order. CCG Systems, Inc. recommends and installs ONLY the following hardware. Hardware can be purchased through CCG Systems or directly from the distributor. CCG Systems, Inc. will not install or guarantee any substitutions of the following bar coding hardware. A bar code label printer is necessary at all locations receiving parts. A reader is necessary at all locations that bar code labels will be used for data entry. The inventory hand held is only used during physical inventory.

Printer

To print labels on the work order, the work orders must be printed on a laser printer.

Datamax I-4208 Bar Code Label Printer (203 dots-per-inch; 8 inches per second; Serial & Parallel; 3 year warranty)	\$1,595
Labels (4.5" by 1") Minimum order 6 rolls (2500/roll @ \$45.00/roll)	\$270
Ribbon (1 ribbon / 4.3" wide @ \$340.00 ea.) Minimum of 2.	\$80
Requires a Null Modem Cable (laplink cable) with 9 pin female to 25 pin male (default length is six feet)	\$1945
Total	

Bar Code Reader:

PSC Power Scan (Reader)	\$1,140
Or	
Cordless PSC Power Scan (includes base unit, power supply, and cable/keyboard port)	\$1,800

Inventory Handheld

SPT 1700 Palm Pilot with 8 MB Memory	\$973
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Communication Cradle
Or Desktop Cradle with serial cable and power supply
Desktop Software Downloaded from http://www.palm.com/support/downloads/win_desktop.html.

\$90
or \$148

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SECTION 9 DISASTER RECOVERY AND BACK UP

The *FASTER* application does not provide a back up utility or recovery service. However, CCG Systems, Inc. technicians will address the issue of back up and recovery process during the installation period and can assist site personnel at that time. The network and/or database administrator will need to provide the services to assure data protection.

The following process and tools at minimum are recommended by CCG Systems but will vary according to the database and on site Information Systems policies for your organization.

Oracle

Tools: Oracle Export Utility is sufficient and can meet sites minimal needs.

Process: (1) one daily full database back up to a separate hard drive or tape back up. These should be executed Monday, Tuesday, Wednesday, Thursday, and Friday at the same time each day. They can be set up to run unassisted and will back up open files.

Tools: Recovery Manager is sufficient to meet sites minimal needs. Operating system commands or third party software can be used.

Process: (1) Full hard drive back up with all Oracle files and directories to some mobile media (tape or CD). Week one, Week two, Week three, and Week four should all be stored off site. Week four should be saved and not reused on a quarterly basis.

MS SQL

Tools: Database Maintenance Planner through MS SQL Enterprise Manager is sufficient to meet sites minimal needs. Operating system commands or third party software can be used.

Process: (1) one daily full database back up to a separate hard drive or tape back up. These should be executed Monday, Tuesday, Wednesday, Thursday, and Friday at the same time each day. They can be set up to run unassisted and will back up open files.

Tools: Operating system commands or third party software with open file agent.

Process: (1) Full hard drive back up with all Oracle files and directories to some mobile media (tape or CD). Week one, Week two, Week three, and Week four should all be stored off site. Week four should be saved and not reused on a quarterly basis.

FASTER NOTES are stored outside of the *FASTER* database. Therefore for both Oracle and MS SQL, this file must be additionally backed up using THIRD Party Software for file system back ups. This back up should be done following the above-defined process.

The levels of complexity added to the above process are related to the site tolerance to data loss in case of a failure or corruption.

Time will be dedicated during the installation to discuss your tolerance for data loss and downtime in respect to developing a solid back up strategy.

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SECTION 10 CONTRACTUAL ISSUES

SAMPLE CONTRACT

CCG SYSTEMS, INC.
SOFTWARE LICENSE AGREEMENT
LICENSE AGREEMENT NO. # _____

CCG Systems, Inc. hereinafter referred to as "CCG", agrees to grant to the _____, hereinafter referred to as "Customer", and Customer agrees to accept from CCG, Inc. in accordance with the following terms and conditions, a permanent non-exclusive single site license for use of CCG proprietary software as detailed in Schedule A.

I. CCG SUPPLIED PRODUCTS

- A. Software Designation: *FASTER* Fleet Management System ___ User License
- B. Support Services as listed in Schedule A
- C. Other Services: As listed in Schedule A

II. PAYMENT AND ACCEPTANCE TERMS

Payment is due on all delivered software and services in accordance with the following schedule and as described in the acceptance document approved by CCG Systems and Customer:

Start of Project. Receipt of Purchase Order	Net 30 days	30% of total contract
Satisfactory Installation of Software	Net 30 days	30% of total contract
Completion of Initial Training	Net 30 days	20% of total contract
Acceptance of System	Net 30 days	20% of total contract

System Acceptance of the *FASTER* software will be executed from a joint plan and checklist prepared by the CCG Project Manager and the _____ implementation team as part of the initial phase of installation and training. This plan and checklist will be updated with outstanding issues as the site personnel gain both knowledge and experience with the system. The *FASTER* request for system acceptance will be presented to the _____ after a review of the system's performance and based upon the outstanding issues provided by the _____. The review will include a checklist of the features and functionality of the *FASTER* system, interfaces, and customizations. From the review, the _____ will sign off on the listed features and functions accepted and present CCG with a list of any outstanding concerns or challenges required for full acceptance. The CCG project manager will review any outstanding issues or challenges and prepare a plan of action and a second acceptance document. Upon accepting these items, the _____ will formally accept the *FASTER* System and provide final payment to CCG Systems, Inc.

III. TAXES

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

IV. PROPRIETARY RIGHTS OF CCG Systems, Inc. IN THE SOFTWARE

A. THE NATURE OF THESE RIGHTS, AND TITLE

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

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

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

B. RESTRICTIONS ON CUSTOMER USE

The computer programs and other items supplied by CCG hereunder are for the sole use of Customer at their location, supporting only workstations operated by Customer.

1. **COMPETITIVE USES:** Customer agrees that while this license is in effect or while it has custody or possession of any property of CCG, it will not directly or indirectly lease, license, sell, offer, negotiate, or contract to provide any software similar to that supplied under this license for any third party, but this clause shall not be construed to prohibit Customer from acquiring, for its own use, software from third parties.
2. **COPIES:** Customer understands that it is able to **make regular backups** of all programs and data. Customer agrees that while this license is in effect, or while it has custody or possession of any property of CCG, it will not:
 - a. Copy or duplicate, or permit anyone else to copy or duplicate, any physical or magnetic version of the programs, documentation, or information furnished by CCG in machine-readable form.
 - b. Create or attempt to create, or permit others to create or attempt to create, by reverse engineering or object program or otherwise, the source programs, or any part thereof, from the object program or from other information made available under this license otherwise, (whether oral, written, tangible, or intangible). Customer may copy for his own use, and at his own expense, operator manuals, training materials, and other terminal copies made for their distribution.
1. **USE RESTRICTIONS:** The computer programs licensed hereunder shall be used only on the networked PC's and their associated peripheral units at the same site. Customer shall advise CCG in advance of the manufacturer and the serial number of the PC's and their site location.
4. **INSPECTION:** To assist CCG in the protection of its proprietary rights, Customer shall permit representatives of CCG to inspect, at all reasonable times, any location at which items supplied are being used or kept.

C. TRANSFER OF LICENSE RIGHTS

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

D. REMEDIES

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

E. BINDING EFFECT AND DEFINITIONS

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

V. WARRANTY

A. SOFTWARE

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

Following the warranty period Customer may continue to receive CCG's software maintenance by Customer's execution of CCG's then standard agreement and payment of CCG's then current charge for such maintenance.

B. NO OTHER WARRANTIES

Except for the express warranties stated in paragraph V.A above, CCG disclaims all warranties with regard to the CCG product sold hereunder, including all implied warranties of marketability and fitness and all obligations or liabilities on the part of CCG for damages including, but not limited to, consequential damages arising out of, or in connection with, the use or performance of the system.

C. EXCLUSION OF INCIDENTAL, CONSEQUENTIAL AND CERTAIN OTHER DAMAGES.

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

VI. GENERAL

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

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

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

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.

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

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

AGREED TO:
CUSTOMER: _____ CCG SYSTEMS, INC.: _____
By: _____ By: _____
Title: _____ Title: _____
Date: _____ Date: _____

MAINTENANCE AGREEMENT

CCG SYSTEMS, INC.
SOFTWARE MAINTENANCE AGREEMENT

NAME AND ADDRESS OF CUSTOMER: _____

CCG Systems, Inc. hereinafter referred to as "CCG", and the _____, hereinafter referred to as "Customer", agree to enter into a software maintenance agreement in accordance with the following terms and conditions.

TERMS

This agreement includes automatic renewal on an annual basis with annual fees to be established on the then current CCG Systems rate. This agreement may be terminated by either party providing 60 days written notice to the other party.

FEE

Maintenance fees shall be payable yearly in advance. The fee for the 12 month period beginning 1 year from the customer's installation date is \$ _____. This fee covers support services for the *FASTER* fleet management system as specified in detail in Schedule A and will not be increased more than 15% in any calendar year.

Changes in terms, conditions and fees:

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

TAXES AND DUTIES

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

COVERAGE

The software covered in this agreement includes *FASTER*, the fleet management system, and all options/additions outlined in Schedule A. This agreement also covers all ongoing support and training which include, but are not limited to, phone consultation, site visits (when possible), regional training, participation in the annual users' conference, regular newsletters, and periodic updates to the software, with accompanying updates to the user manual.

During the term of this agreement, CCG will correct or replace software and/or provide services necessary to remedy any programming error which is attributed to CCG and which significantly affects use of the software. Such corrections, replacement or services will be promptly accomplished after customer has identified and notified CCG of any such error.

Customer agrees to provide CCG with data dumps or error logs, as requested, and with sufficient support and test time on customer's computer system to duplicate the problem and certify that the problem has, indeed, been fixed. Customer shall inform CCG in writing of any modifications made by customer to the software. CCG shall not be responsible for maintaining customer-modified portions of the software or for maintaining portions of the software affected by customer-modified portions of the software.

Corrections for difficulties or defects traceable to customer errors or system changes will be billed at standard CCG's time and materials rates. Prices include a time rate of \$125.00/hr and materials billed at cost. These prices are subject to reasonable increases.

Any corrections or alterations to, or new versions of, the software that CCG may deliver to customer under this agreement shall be limited to one copy of such software and documentation delivered to the customer.

TRAVEL EXPENSE

Customer shall reimburse CCG for any out-of-pocket expenses incurred at customer's request, including travel to and from the customer site, lodging, meals, telephone, and shipping, as may be necessary in connection with duties performed under this agreement by CCG.

PROPRIETARY RIGHTS

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

TERMINATION

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

GENERAL

This agreement is binding when accepted by CCG Systems, Inc. and the _____, indicated by the authorized signatures below. This agreement will be governed by the laws of the State of _____. The terms and conditions stated herein supersede all prior agreements between parties relating to the subject matter of this agreement. This agreement may be changed or modified only in writing.

CUSTOMER: _____ CCG SYSTEMS, INC.: _____

By: _____ By: _____

Title: _____ Title: _____

Date: _____ Date: _____

SCHEDULE C – CUSTOMIZED SERVICES

CCG Systems, Inc. will supply the customized services as defined in the attached specification document. The total charge for the customized services is _____ with annual support services for the customization of _____. This amount will be added to the current annual support services contract fee.

Customized Services:

All customized services are quoted upon review of the specifications, lay out and definitions provided in the specifications document. Upon acceptance of this document and quote, _____ acknowledges that they have reviewed the specifications and have given approval to proceed with the project. Payment for the customized services will take place upon completion of the customized services as described herein.

Any modifications in outcome, content, format or output will be considered a change in the specifications and will be subject to a flat change fee of \$100 per change in addition to the quoted price and the resulting time charges incurred to make the modifications. CCG Systems, Inc. will provide an estimate of the resulting time charges for the modifications prior to executing requested changes. Each customization project will be accompanied with a definition document and instructions for users.

Annual Maintenance:

Maintenance of the customization is required to assure the support and upkeep of the customization for each release and enhancement. CCG Systems, Inc. does not accept responsibility for changes required by the upgrade or change of third party software for interfaces or special programs.

I have read and understand that the specifications outlined on the attached document for customized services from CCG Systems, Inc. and have been requested by _____.

With my signature, I am providing notice to proceed with any and all programming/script writing/report writing necessary to complete the defined customization. Changes or modifications after the project has begun will be subject to a change fee as defined above.

Print Name:
Print Title:
Signature:
Date:

STANDARD ESCROW AGREEMENT

THIS AGREEMENT made and entered into effective as of the _____ day of _____, 2002 by and between the City of _____ ("City"), and CCG Systems, Inc. ("CCG"); and Payne, Gates, Farthing & Radd, Attorneys at Law, 999 Waterside Drive, Norfolk, VA 23510-3309 ("Escrow Agent");

WITNESSES THAT:

WHEREAS, CCG and City have entered into a software license agreement for the *FASTER C/S Fleet Information Software System*, and

WHEREAS, the parties hereto wish to make an arrangement to maintain, protect, secure, and provide access by the City to the effective source code for the said software pursuant to the terms of the license agreement;

NOW, THEREFORE, the parties have agreed and do agree as follows:

CCG agrees that it shall keep, and maintain current, a copy of the source code for *FASTER Fleet Management Software System* during the term of the license agreement in escrow with Escrow Agent.

Escrow Agent shall keep the source code in trust and release the said source code to the City pursuant to the terms of the license agreement upon written notice if and when:

CCG is no longer supporting the *FASTER Software*;

CCG has been served with a writ of attachment or another distraint of its assets by any creditor, public or private, or by the Internal Revenue Service of the United States of America and said writ has not been released or removed within 60 days;

CCG has sought the protection of state or Federal bankruptcy laws and the license agreement has not been assumed or assigned pursuant to Section 365 of the *Bankruptcy Act* (11 U.S.C. s.365);

CCG is named in a suit for declaration of involuntary bankruptcy or insolvency and the license agreement has not been assumed or assigned pursuant to Section 365 of the *Bankruptcy Act* (11 U.S.C. s.365);

CCG makes a transfer of all or substantially all of its assets as an assignment for the benefit of its creditors.

City shall pay CCG \$500 as a one-time set-up fee, plus \$150 per year. CCG will pay all costs of providing and maintaining the source code in escrow, including the fees of the Escrow Agent.

The copy of the source code in escrow shall be reproduced, verified and maintained by such reasonable methods of reproduction and documentation as shall be specified by the City.

When a change is made to the source code by or on behalf of CCG, the revised source code, including the change, shall be delivered to the Escrow Agent not later than two (2) business days after the change is effected.

The City has authority under this agreement to, at their own cost, verify said source code under the supervision of the named Escrow Agent.

All notices shall be given in writing to the Escrow Agent. Unless written notice shall be so given, the Escrow Agent shall not be required to take or be bound by any notice or request or to take action concerning same. If written notice is properly

Prepared for the City of Peoria, AZ

given and Escrow Agent is required to take any action and such action involves any expense or liability, the Escrow agent shall not be required to take such action unless it is indemnified against such expense or liability in a manner satisfactory to Escrow Agent. This Agreement shall be governed by and construed in accordance with the laws of the State of Virginia and shall be binding upon and inure to the benefit of the parties and their successors and assigns.

CCG now agrees to release, indemnify and hold harmless the Escrow Agent from and against any claims, demands or liabilities whatever for any and all of its acts or omissions while serving as Escrow Agent hereunder, except in case of actual, willful fraud.

The City now agrees to release the Escrow Agent from and against any claims, demands of liabilities whatever for any and all of its acts or omissions while serving as Escrow Agent hereunder, except in the case of actual willful fraud or actual intentional breach of the Escrow Agent's duties to the City under this Agreement.

IN WITNESS WHEREOF, the parties have caused the instrument to be signed the day and year first above written.

CITY OF _____

CCG SYSTEMS, INC.

By: _____

By: _____

PAYNE, GATES, FARTHING & RADD, Attorneys at Law

By: _____

Name of Partner: _____

SOFTWARE SOURCE CODE

The source code for *FASTER* can be placed in Escrow as outlined in the sample Escrow Agreement which is included with the Sample Contract. A machine readable copy will be held in the name of the City of Peoria to be released under the described situations. However, please note that CCG Systems, Inc. places in the contract that ANY site who has an active annual support service contract is eligible to receive the source code, at no cost if CCG Systems were no longer able to provide support for the *FASTER* application.

Costs of Source Code

To place *FASTER* Source Code in escrow and have it maintained on an annual basis as outlined in the agreement, the cost are:

Initial Setup fee: \$500

Annual Support: \$150 per year

SECTION 11 ITEMIZED PRICING

Basic Services

- **FASTER Basic System Software & 2 Year Warranty - Windows 2000 Platform**

FASTER Server Software using MS SQL	\$ 21,000
FASTER Client Software - 20 @ \$2,100 each	\$42,000
Bar Code Module	\$2,800
Fuel Interface - 1 @ \$2,250 each	\$2,250
Total Software Costs using MS SQL	\$68,050
Using Oracle would result in a pricing increase of \$5,000.	

- **Project Management**

Given the myriad tasks and activities involved in the successful implementation of a complex system, CCG systems, Inc. works as a team on all installations. A CCG professional will be assigned as Project Manager who will act as liaison between CCG Systems, Inc. and the City of Peoria, with responsibility for evaluating site readiness for installation, establishing a site-specific installation and training plan, and coordinating all implementation activities.

The Project Team will include a system software installer and professional trainer versed in training techniques as well as fleet processes and issues. The team will partner with the City of Peoria during the entire implementation and training process to ensure a smooth implementation and transition.

Total Cost Project Management	\$20,000
--------------------------------------	-----------------

- **Initial Installation and System Administrator Instruction**

The purpose of this visit will be to install the *FASTER* software on a stabilized network and installed database, test all connections and response times, set up the program files and populate the tables. In addition, initial instruction for the site's designated *FASTER* system administrator will take place.

For your operation we recommend:

Four (4) days (32 Hours) on site at \$1000 per day	\$4,000
Travel and Living Allotment	\$1,800
Total Cost	\$5,800

- **On-Site Training for City of Peoria Staff - Session 1 - Train the Trainer**

The purpose of this visit will be to conduct concentrated train the trainer sessions for those City of Peoria staff who have been identified as *FASTER* system on site trainers. Prior to training, an outline and schedule will be developed. We recommend:

Four (4) days (32 hours) on site at \$1000 per day	\$4,000
Travel and Living Allotment	\$1,800
Total Cost	\$5,800

- **On-Site Training for City of Peoria Staff - Session 2 - User Training**

The purpose of this visit will be to conduct specific training for the City of Peoria staff in preparation to going live on the *FASTER* training. Prior to training, an outline and schedule will be developed. We recommend:

Four (4) days (32 Hours) on site at \$1000 per day	\$4,000
Travel and Living Allotment	\$1,800
Total Cost	\$5,800

- **On-Site Training - Session 3 - Follow Up Training**

Follow-up training will take place 3 - 6 months following the installation of the software. The benefits experienced from better knowing how to utilize *FASTER* will certainly be greater from the additional training at a cost of \$1000 per day plus travel allotment. This can be scheduled as go live training or utilized differently depending upon the site needs. We recommend:

Four (4) days (32 Hours) on site at \$1000 per day	\$4,000
Travel and Living Allotment	\$1,800
Total Cost	\$5,800

Additional Services

- **Crystal Reports Training**

CCG Systems, Inc. offers Regional Training Session for Crystal Reports Professional 8. These sessions are announced and open to all *FASTER* Users. The classes can be hosted by *FASTER* Sites with training facilities adequate for this level of instruction or the facility needs to be rented from a training company. Therefore the class prices range from \$750 to \$1,100 per person for the 3 day training session. For budget purposes, the maximum price should be used, and may be less.

Crystal Reports training (2) Two people	\$2,200
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Special on Site Report training and customization packages are available. If interested contact CCG Systems, Inc.

- **Work Flow Process Evaluation with Recommendations (OPTIONAL)**

This service provides a review of the workflow process within your operation. Through on site observation and discussions with end users and management an existing process diagram will be created. A debriefing exercise will follow recommending improvement and process change, with an optimal process diagram.

- Work flow process diagram/flow chart
- Debrief Exercise
- Recommendations for improvement and change
- Optimal work flow process diagram/flow chart

Cost for Work Flow Process Evaluation	\$15,000 - \$30,000
	<i>Depending upon the complexity of the organization</i>

- **Annual Support Services After Second Year**

Support services are renewable annually and calculated as 20% of the total list price for all the software products, interfaces, and customizations.

<i>FASTER</i> Server MS SQL	\$3,000
<i>FASTER</i> - Client Software - 20 @ \$300 each	\$6,000
Bar Code Module	\$400
Fuel Interface	\$300
Customized Accounting Interface	\$3,000
Export for Parts Receipts (optional)	\$1,200
Total Annual Support Costs with MS SQL	\$13,900

- **Standard Billing Capabilities- (No Additional Cost)**

A billing history is provided as a standard feature of the *FASTER* system. For each billing period, a table of data is created. This program captures and stores all costs associated with each piece of equipment, including but not limited to: parts, labor, fuel, indirect labor, and other miscellaneous costs, markups, and identifiers for categories on the reason, group and component code for repairs. The billing history, along with completed accounting credit and debit information, provides a site with adequate stored information costs. This billing history and account information stored on each equipment record can be used to write your own customized billing report and supplemental export for an accounting interface.

The Standard Billing Report meets most facility needs where billing is made to a single account code for a given piece of equipment. If the standard report does not fully satisfy requirements, a program can be written to generate a custom billing report and supplemental export file for your accounting interface.

- **Export Program for Parts Receipts – Optional Customization.** **\$7,000**
This program would provide an export flat file to load part receipt data into PeopleSoft. Please see 3.3.9 (3rd option)

- **Customized Billing Reports and Accounting interfaces**

A not to exceed estimate of **\$15,000
has been included with the total pricing for
an Accounting interface that would create a Flat File with costing data from *FASTER*
as specified by the City of Peoria. 3.3.9 (1)**

Can be written from the standard accounting extract by almost anyone with report writer experience or training. Training and or contracted customized report writing is fairly simple and can be arranged through CCG on a site to site basis. At some facilities, staff programmers create the reports. At others, fleet or administrative staff have taken on the responsibility after taking a brief (several days) training course. If necessary, CCG will create the reports and our fee for this type of customization is \$1000 per day. CCG will provide an estimate after a review of your requirements and file layout. If customized reports or accounting interfaces are identified, a budgetary figure from \$2,000 to \$25,000 should be included in pricing proposal.

The process for all customized reports and interfaces includes several stages and is considered work outside of the basic implementation plan, and therefore are invoiced separately.

1. The project must first be fully defined and clear specifications written. This is the most time consuming and challenging part of the project. CCG uses email, conference calls, and documentation for clarification. However, site

personnel need to meet and sufficiently specify the purpose, outcome and content to be included in the customized report.

2. After final specifications have been created, a final document with scope of work (providing the layout, data fields, and formats for the customized report/interface) needs to be written and submitted. At this point in time, a firm quotation for the customization can be provided by CCG. Invoicing for any customized accounting interfaces or special customizations will be billed as a separate project and will take place OUTSIDE OF THE CONTRACT.

3. The customization is written off site from the scope of work and tested on sample files and/or sample database tables.

4. The final stage for customization is the testing, implementation, and making modifications where necessary. This phase of the customization can frequently be accomplished through FTP transfers, dial in diagnostics, and minor adjustments to the programs or reports off site. However, in some cases and based upon the complexity of the project, it may be necessary to execute these tasks on site. CCG will make this determination in advance and calculate the onsite costs at \$1000/day + \$200/day living + travel (mid week air line ticket)

• **Data Conversions**

A not to exceed estimate of

\$500

This estimate is for the conversion of Equipment Birth Certificates using CCG formatted EXCEL sheets and has been included with the total pricing. If other tables and data are needed, additional costs will be incurred. Please see attached worksheet.

The conversion process begins during the pre-installation phase of the implementation and involves several progressive tasks.

Data elements from one system need to go through an interpretation to be converted to FASTER. CCG Systems, Inc. has developed a thorough data mapping process. The process begins with guidance and information about the FASTER Data Fields early in the implementation process. A data mapping form is then completed to assure all fields are properly converted from the existing system to the FASTER System. This data mapping is extremely important to assure data conversion is both accurate and valid.

Transfer Medium:

There are several acceptable forms of transfer medium for the data files.

1. CCG Formatted EXCEL Sheets (Provided by CCG Systems and can be download from FTP site)
2. User Defined File Format - EXCEL
3. User Defined MS SQL 7.0 File format or Oracle export
4. ASCII Fixed Length or delimited Format (text file).

Data Conversion Pricing Worksheet

As a guide to estimating the conversion of data from another system other than FASTER, the following pricing estimate worksheet has been prepared. The data conversion is priced per FASTER table that will be populated with converted data. For each table, a separate conversion must be written and data converted through a separate process.

There are two pricing levels for establishing a conversion estimate.

CCG Formatted EXCEL sheets: Data supplied in a CCG Formatted EXCEL spreadsheet is much simpler to work with and the preferred source of data. Each site is supplied with a CCG Formatted EXCEL sheets which are used to provide

the data for conversion. These forms are available through the Customer FTP site. This is the least expensive option available.

User Defined formats: Data supplied in a User Defined format (EXCEL, ASCII delimited files) are more difficult to convert and consume more time in preparing the data for conversion. The data definitions, file layouts, and data mapping forms are required to execute these User Defined conversions. Many times, there are fields included in User Defined format which are empty or which will not be used. It is better if these are removed from the file and/or must be identified prior to the conversion.

<i>FASTER</i> Table	Description <i>The field names for each of the tables are provided on the attached sheet.</i>	CCG Formatted Excel Price per table	User Defined Price per table or field.	Total Cost of converted data
<u>Equipment Master information</u> EHEADER Table	This is descriptive data for the Master Record	500.00	1,500.00	
<u>Equipment PM schedules</u> EPM Table	This is information which fills the PM schedules for the Equipment PM table. The definition for this conversion should include the intended <i>FASTER</i> PM Codes for the mapping of data.	500.00	1,500.00	
<u>Equipment Warranty</u> EWARRANTY Table	If equipment warranty information is available for conversion, the definition for this conversion should include the intended <i>FASTER</i> Warranty codes.	300.00	900.00	
<u>Equipment Meters</u> EMETER Table	The conversion of odometers to the EMETER Table. If replacements of old meters are included, this should be included in the definition.	200.00	600.00	
<u>Equipment History</u> EHISTORY Table	This information is converted to <i>FASTER</i> in summary only. Summary means the piece of equipment with total dollars for the months and years.	1,000.00	3,000.00	
<u>Parts Master information</u> PHEADER Table	This is descriptive data for the Master Record.	500.00	1,500.00	
<u>Parts Warranty information</u> PWARRANTY Table	This is information converted into the <i>FASTER</i> Part Record for warranties.	300.00	900.00	
<u>Parts History</u> PHISTORY Table	This information is converted to <i>FASTER</i> in summary only. Summary means part number with summary totals by month and year.	1,000.00	3,000.00	

TLT Codes: TLTABLE Table	Each code is a separate conversion and should be quoted separately. <u>DPN, MID, EOC, Makes, Models, PTC, Fuel Types, etc.</u>	500.00 Flat fee for table.	150 per code from old system	
Work Order Summary: WCOST Table WHEADER Table	The unique structure of the <i>FASTER</i> repair code design is built upon entry from multiple tables therefore, <u>Work Order Detail</u> is not an option. <u>Work Order Summary means that the total cost of a Work Order with associated equipment number will be posted to a specially marked and dated Work order in <i>FASTER</i>.</u> Work Order Converted Number, Equipment Number, Date and time Total Cost, Meter related information	1,000.00	3,000.00	
User Reference Field Conversions: UserRef Table	These conversions are the most difficult and involve the most amount of time in determining the exact information to be converted. A complete definition of what the information represents and its format should be included.	300.00 This is a flat fee for the User Reference Table.	150.00 per User Reference Field to be converted to <i>FASTER</i> .	
Pvender Table	Vendor Table Populated with Code, Name, Address, Contact information	500.00	1,500.00	
Motor Pool Module Only: Motor Pool Department Tables	Department ID Number Department Name Address Phone FAX Web site email	300.00	900.00	
Motor Pool Module Only: Motor Pool Account Tables	This table is related to a specific entry in the department table. There cannot be a conversion of accounts without a conversion of Department information. Department ID (related to Department Table Account ID Point of Contact Address City State Zip Phone Description	300.00	900.00	
Account Code Master information on ACode Table	This is Account Codes used through the systems in Part and Equipment purchases.	300.00	900.00	

Equipment Account Table Eaccounts Table	This is the Account Code or Codes attached to individual Equipment records for cost accounting. Information.	500.00	1,500.00	
Equipment Usage Table EUseCode Table	A table that allows the User to add an Unlimited number of Use Codes to be attached to specified Equipment Numbers. Use codes may be used in Reports and Searches to View very selective groups of Equipment.	300.00 Per Use Code	900.00 Per Use Code	
Part Usage Table PUseCode Table	A table that allows the User to add an Unlimited number of Use Codes to be attached to specified Part Numbers. Use codes may be used in Reports and Searches to View very selective groups of Parts.	300.00 Per Use Code	900.00 Per Use Code	
Purchase Order information. PNOrder Table	This is Purchase Order codes used through the systems in Part and Equipment purchases.	500.00	1,500.00	
Repair Type Information Repair Type Code Tables Table	The Repair Type Codes are used in Labor, Part and Sublet Transactions to Work Orders.	500.00	1,500.00	
TLT Codes: TLTABLE Table	Conversion of <i>FASTER</i> Generic or Customer supplied Codes. This conversion can involve more than 70 separate codes required for correct system function.	1,000.00	1,500.00	

Notes

- All application software costs include a CD with all documentation in electronic format and one set of printed manuals. Additional Hard copies can be purchased from a third party vendor, please call CCG for information. Unlimited copies may be printed by the customer from the CD.
- Training and follow-up training are vital to maintaining a high level of proficiency within your operation. Including additional on-site training days in your yearly support services is one way to maximize your staff's potential. The cost of training/consulting is \$1000 per day plus travel and living.
- It is necessary that when a NETWORKED version of *FASTER* has been selected that preparation for the *FASTER* installation include a fully operational network.
- All prices quoted in this price estimate are guaranteed for 120 days.

CCG Systems, Inc Proposed Payment Schedule (For Both Basic and Additional Services)

Invoiced at the issuance of PO.	30% of total contract
Invoiced at the installation of the software	30% of total contract
Invoiced at the completion of the initial training	20% of total contract
Invoiced at the acceptance of the system	20% of total contract
Invoiced at completion	100% of all accounting interfaces or special customization

Pricing in this proposal is valid for 6 months after date submitted.

SUMMARY PRICING

Item	Description	Total
<i>FASTER</i> Software MS SQL Database	<i>FASTER</i> Server, 20 clients, (1) Fuel interface, Bar code Module, includes two years support.	\$68,050
Project Management	Implementation services and project management	\$20,000
Installation	Installation of the <i>FASTER</i> System On site services includes travel and living	\$5,800
User Training	12 days (96 Hours) on site includes travel and living	\$17,400
Crystal Reports Training	(2) attendees to a 3 day Regional Session for <i>FASTER</i> Crystal Reports writing	\$2,200
Bar Code Hardware (Minimum for initial setup)	(1) Printer (1) Reader	\$3,085
Accounting Interface	Not to exceed estimate	\$15,000
Export Program for Parts Receipts (optional)	Optional Customization	\$7,000
Data Conversion	Not to exceed estimate, for conversion of equipment birth certificates only.	\$500
Total First Year Cost		\$139,035.00
Annual Support Service after second year	Renewable support agreement with CCG Systems. All items.	\$13,900

SECTION 12 – RFP DOCUMENT
SCOPE OF WORK

SECTION I INTRODUCTION

1.1 NOTICE

The City of Peoria requests proposals for a replacement Fleet Maintenance Information Software System (FMIS), with a fully developed and previously implemented solution for a Windows based FMIS.

Questions and comments regarding this RFP must be received in writing by 5:00 p.m. on **June 6, 2002**.

Send questions in writing through US Mail or email to:

Santiago G. Flores
Contract Officer
Materials Management
City of Peoria
8314 W. Cinnabar Rd.
Peoria, AZ 85345
Santiago@peoriaaz.com

Sealed proposals marked "**#P02-0099, Proposal for Fleet Maintenance Information Software System**" and prepared in accordance with the instructions contained in this RFP must be received no later than **5:00 p.m. June 28, 2002**. Proposals received after that date will not be opened or considered.

Proposals must be sent to:

Santiago G. Flores
Contract Officer
Materials Management
City of Peoria
8314 W. Cinnabar
Peoria, AZ 85345

1.2 GENERAL STATEMENT REGARDING THE SPECIFICATIONS

It is the Vendor's responsibility to include aspects of the system, which will assure optimum functionality. Detailed functional aspects of the system may or may not have been included herewith. Failure of the Vendor to include vital or important functional aspects will result in the City of Peoria rejection of the bid.

It is not the City's intent to specifically identify any one system. This specification has identified functional aspects of a computerized maintenance system for City acquisition. Individual functions, which are readily available from any one system in the marketplace, were specified only after demonstrations were performed and desirable functionality identified. (Sentence deleted per amendment one 6/11/02)

The City fleet has the following description:

- ◆ Fleet size – 520 units
- ◆ Users of the system – 25
- ◆ Staff Size – 27
- ◆ Central location

The functions as outlined with the Specifications and Vendor's Proposal shall be in keeping with the industry accepted standards for local government fleet maintenance agencies. As an example, the basic functions of the work order processing will include:

- ◆ Security;
- ◆ Ease of processing;
- ◆ Ability to track basic information for reporting purposes;
- ◆ Reliability in operation;
- ◆ User friendliness; and,
- ◆ Minimal management intervention for normal operations by use of exception criteria, cost limits, approval coding, and emergency bypass coding.

Fleet Service currently uses a work order based system from Hansen Information Technologies – Version 7.5, to support these functions. Fleet Service intends to procure software, consulting services, and ongoing support to successfully implement a new FMIS in accordance with the following schedule:

1.2.1 Functional Categories

The replacement FMIS will provide the following general categories of functionality:

- ◆ Plan and track annual accomplishments
- ◆ Schedule maintenance
- ◆ Track customer requests
- ◆ Track work orders
- ◆ Account for resource use
- ◆ Manage vehicle (asset) inventories
- ◆ Manage labor resources
- ◆ Manage parts and materials
- ◆ Manage equipment

- ◆ Manage contract services
- ◆ Monthly billing and Financial Asset Management

1.2.2 Business Goals and Objectives

Fleet Service seeks to replace the current MMS with a proven system that can meet the following business goals and objectives:

Goal: Optimize Customer Service: provide reliable Fleet Service while minimizing capital and operating expenses.

Objectives:

- ◆ Provide replacement fund accounts to ensure adequate funding to replace assets at the end of their service lives.
- ◆ Maximize the availability of fleet equipment through effective preventative maintenance programs and improved repair scheduling.
- ◆ Provide customer access to vehicle repair and maintenance status.
- ◆ Provide point of service maintenance documentation and costs.

Goal: Increase Operational Effectiveness and Efficiency: improve operational effectiveness through improved business practices.

Objectives:

- ◆ Eliminate or reduce duplication of effort, data redundancy, and separate, unrelated databases.
- ◆ Automate manual, labor intensive paper systems.
- ◆ Improve inventory and stores processes.

Goal: Increase Analytical Capability: increase ability to perform business analysis on equipment condition and shop workload. This will enable the City to manage fleet life-cycle in a way that maximizes the existing resources and determines replacement using the just-in-time management philosophy.

Objectives:

- ◆ Increase frequency of fuel and parts data access to improve our reporting capabilities.
- ◆ Supply data for statistical and system analyses to assist in operational decision making.
- ◆ Improve workload analysis and modeling.

1.3 BACKGROUND

1.3.1 Fleet Service Management

The Fleet Service Division of Public Works manages 520 equipment assets from a central location. The main shop consists of five drive through bays, with a tire and electronic bays at one end. Administrative offices fill the middle part of the complex. Terminals will be required on the shop floor and the two additional service bays. An additional maintenance bay may be brought on line at the City of Peoria sports complex located seven miles from the main shop in the near future.

The Fleet division does not operate the parts operation which is managed by the City Inventory Control division. Parts will be entered into Peoplesoft and downloaded into the new fleet management system on a daily basis to assure correct pricing, etc.

1.4 ORGANIZATION OF RFP

The RFP is organized into four sections, including this introduction, and two appendices:

Section 1 – Introduction

Section 2 – Instructions to Vendors – provides detailed instructions for preparing proposals.

Section 3 – Technical Requirements – describes requirements for the computing environment, usability, maintenance and operations, and system implementations. It also provides the required format for vendor responses.

Section 4 – Functional Requirements – describes each functional requirement and provides the required format for vendor responses.

Appendix A – Interface Requirements

Appendix B – List of Reports from Current FMIS.

(Appendix A and Appendix B deleted per Amendment One 6/11/02)

SECTION 2 INSTRUCTION TO VENDORS

2.1.1 RESPONSE TO GENERAL REQUIREMENTS

Respond to each of the general requirements and requested information items in Section 3 of this RFP. Use the heading and subsection numbering sequence for consistency of reference.

If you wish to obtain an electronic copy of the solicitation, visit the City of Peoria's web site at www.peoriaaz.com then click on Solicitations.

Provide supplemental responses as necessary to explain or qualify your responses.

2.1.2 COST PROPOSAL

Itemize the unit and extended price for each product and service proposed as part of the replacement FMIS. This shall include everything necessary for the complete system implementation. Services shall be priced on a firm hourly basis with an estimated number of hours. Products and services shall include but not be limited to:

Application software modules

Database site licensing

Implementation planning

System installation and setup

Training

Annual maintenance support

Data conversion

Interface development

2.1.3 HARDWARE REQUIREMENTS

Please describe the hardware requirements of the system. Hard drive, memory, # of processor(s), speed of processor(s), operating systems supported, database platform(s) and version(s) supported.

A detail description of the recommended hardware requirements to run *FASTER* can be found in Section 8 of the RFP.

2.2 SCHEDULE PROPOSAL

Provide high-level implementation work plan with time lines that considers all services being proposed, including related training.

Section 7 of the RFP contains a detailed implementation plan for all services being proposed by CCG Systems, Inc.

2.6.6 2.6.5 INCORPORATION OF RFP AND PROPOSAL OF CONTRACT

This RFP and the Vendor's response, including all promises, warranties, commitments and representations made in the successful proposal, shall be binding and incorporated by reference in the City's contract with the Vendor.

2.7 SCHEDULE FOR PROCUREMENT

As mentioned before, the City intends to use a very aggressive time line to implement the new FMIS. The City has developed the following schedule but reserves the right to add, drop, or reschedule procurement milestones as necessary.

June 6, 2002	Pre-proposal conference (attendance not mandatory)
June 6, 2002	Written questions and comments due
June 12, 2002	Response to written questions and comments
June 28, 2002	Deadline for proposal submittal
July 19, 2002	Notify vendors of short-list selection
July 31 – Aug 15	Application Demonstrations
August 31, 2002	Final vendor selection
September 30, 2002	Complete contract negotiations
October 1, 2002	Begin System Implementation

SECTION 3 TECHNICAL REQUIREMENTS

This section documents the technical requirements for the FMS and requests information from the vendor that is to be provided in accordance with the instructions contained in Section 2.

3.1 TECHNICAL ARCHITECTURE

The City of Peoria network backbone is Gigabit Ethernet and 10/100MB to the workstations. The City is currently using a combination of Novell Netware 4.1 file servers and Windows NT 4.0 application servers. The City of Peoria uses Windows NT and Windows 2000 as the desktop operating systems. Dell computers are standard for desktop use and Compaq servers are used for File and Applications servers. Windows NT is also used as the application file server operating system.

3.1.1 Server/Network Operating System

Windows 2000 Advanced Server. Current networking environment is Novell 4.11 and Windows NT 4.0 moving to Windows 2000 Active Directory.

FASTER requires a Windows 2000/NT Network. Many operations are operating in conjunction with Novell sharing the Ethernet. Windows NT is also used as the *FASTER* application.

3.1.2 Client Workstations

Current Dell standard using Windows NT 4.0 and migrating to Windows 2000 and or Windows XP.

Windows NT 4.0, 2000 and XP are standard supported FAT clients. 9x is only supported by operating as Thin client through Terminal Server.

3.1.3 Relational Database Management System

Microsoft SQLServer is the preferred database management system. MS SQLServer 2000 is the standard version.

MS SQL 2000 is the preferred database with support for 7.0. *FASTER* also supports Oracle 8.1.7 and higher. *FASTER* does not support 7.3.4. It is recommended that Oracle run in a Unix environment.

3.1.4 Network

The computer room server at City Hall will be accessed through a shared T1 connection from the Municipal Operations Center (Fleet Division). Voice over IP exists on this network topology.

T1 connectivity is the basic level of connection that is acceptable for *FASTER*.

3.2 USABILITY

3.2.1 Graphical User Interface

The proposed system must provide access to all modules through a single executable. The proposed system must allow users to resize, minimize, and drag windows within the graphical user interface. The proposed system must allow users to move freely among functions and screens with multiple windows, rather than requiring users to navigate up and down through a hierarchical menu structure. Describe how menus/forms can be served through security so that each user sees only those menus/forms, which they need to use.

FASTER Fleet Maintenance Software has a user friendly GUI. The system is designed with 11 Applets oriented around processes in the operational shop. This minimizes the passage from one applet to another and simplifies training. The applets are displayed from on screen icons or from a menu. These screens may be moved and minimized however the screen size is fixed. Each screen is designed with Tabs that allow users to easily move from one information area to another by selecting the named tab. Multiple screens can be displayed at once and brought to the front when needed reducing the use of minimizing the screens.

City of Peoria prefers the use of browser based client interface.

At this point in time, *FASTER* does not support a browser based client. This is in development as the mobile client. It is a priority one developmental item with release date set not currently set.

3.2.2 Query and Reporting

Identify any third-party query and reporting tools that are included in the proposed system.

While not required to run the standard *FASTER* Reports, Crystal Report Professional 8.0 (www.crystaldecisions.com) is the recommended report writer.

Describe the proposed system's use of the following query capabilities:

- ◆ Query by example

FASTER's search capabilities are available through out the system. The display of data from the numerous search parameters provides lists that can be sorted and then printed. CCG considers this as a level 1 simple lists reporting. All fields on the master records, as well as, user reference fields are standard in the search criteria.

- ◆ Conditional query building

As a level 2 reporting capability, the query tab provides users with the capability to build queries with conditional statements and multiple fields. The displays provided may be sorted and may be printed.

- ◆ Direct input of Structured Query Language (SQL)

With the mass change utility and the SQL utility provided for system administrators, SQL statements can be built easily to make mass updates to the database. There is security through permission protection with this powerful tool. Additionally, the SQL database is accompanied with tools for use of running and executing SQL scripts at the advanced level and executed by system administrative personnel.

◆ Data mining

Does the proposed system provide the ability to search database records using partial entry of text fields (e.g., customer name, and department).

FASTER accomplishes this through the use of partial text and wildcards that can be used in searches. If a user has a partial license number, they can search using wild cards that allow for every license number that includes the identified numbers. A single digit from a serial number may be used to find all vehicles that include a specific digit in a specific location within the number.

Does the proposed system support the use of wild cards in queries?

FASTER supports the use of wildcards in queries.

Describe the proposed system's capability to store, edit, and reuse queries and reports.

Reports can be saved to any number of formats for storage and reuse at a later time. To edit a report, the report would need to be rerun. The search and queries screens do not provide the ability to save.

Describe the ability of the system to allow the user to establish a production schedule for running a routine report.

When a report is identified as one to be run on a schedule and through a routine, it will need to be saved to the menu as a custom report with the parameters set. This eliminates the need for selecting parameters prior to running standard reports. Once the report is saved, it is a matter of scheduling the report to run by time and sequence.

3.2.2 Documentation, On-line Help, Error Messages

The proposed system must provide on-line help, and a well-written, indexed user manual that contains screen graphics and examples. Identify all documentation included with the proposed system. This includes user manuals, installation procedures, configuration and maintenance procedures, and operations manuals for all elements within the proposed system. A data dictionary and database schematic is also required. Installation documentation must comply with City of Peoria standard documentation template.

On line help in *FASTER* is by automatic tool tips and error messages that instruct the user about the error. Included documentation is as follows:

The following documentation is provided on CD in Microsoft Word format. A review of each has been provided and reference has been made to specific manuals. It is recommended that sites install the manuals on PC Client hard drive for easy user reference. The easy to use table of contents assists personnel with finding and navigating to the section chosen by double clicking on the page number. CCG Systems, Inc. maintains the latest version of the manuals on the CCG Systems, Inc. FTP Customer site and includes an electronic copy of each manual with each CD enhancement sent to each site. One hard copy of each manual will be delivered to Turlock Irrigation District as part of the Project Management preinstall package. Additional hard copies may be ordered through a third party vendor or sites can make unlimited copies from the manual CD.

Start Up Manual

The *FASTER* Start Up (or Pre-Installation) Manual is designed to assist a site in preparing for an installation. The Installation Section includes four chapters: Examining the Processes, How *FASTER* Works, Getting Ready for a *FASTER* Installation, and The Installation. In addition, each location receives an Index describing the system codes, a sample of the coding file, and a detailed discussion of repair types and equipment classes. (*Note: Suggested repair types, equipment classes, and part categories are also presented based on APWA and VMRS recommendations and are used by *FASTER* sites to benchmark with other *FASTER* users.)

Work Order Process Manual

This manual is designed for the shop supervisor, lead technicians, and fleet manager. It describes how to use all the On-line *FASTER* Screens associated with the flow of work on the shop floor. It includes flat rates, downtime tracking, part/task lists, outside repairs, job estimates, and the work order management reports that come with the system.

Technicians Workstation Manual

This short manual is designed for the technicians on the shop floor to use as a learning tool and reference for the Technicians Workstation Screen, which allows them to capture their labor time as it occurs. It is written for the person who has never used a computer before with step-by-step instructions and diagrams.

Parts Process Manual

This manual is designed for the parts room supervisor, parts clerk, and the fleet manager. It describes how to use all the *FASTER* on-line Screens in the parts process including part record details, stocked vs. non-stocked parts, ordering and receiving parts, issuing parts, independent part issues, part warranties, part transfers, inventory, audit trail, and parts management reports.

Motor Pool Manual

This manual describes in detail how to set up the motor pool programs, how to use each on-line screen in an effective motor pool process, special billing, and motor pool management reports. It also includes suggestions for developing rental rates.

System Administrator's Manual

This manual presents every process associated with maintaining the *FASTER* System, how to perform each process, and what to do when problems occur. It also overviews system basics, on-line screens, security, mass updates, system diagnostics, management analysis reports, and set up procedures for the most often used special programs.

Asset Management Manual

This manual was written to assist the fleet manager and administrative staff in effectively utilizing the *FASTER* Software for optimal fleet performance through asset management. Specific instructions are provided for data management activities necessary to maintain valid equipment records and history. The sections are dedicated to the preventative maintenance, vehicle replacement, and equipment reports.

Fuel Management Manual

Fuel Management emphasizes the process involved in accurate management and tracking of fuel transactions and inventory. It provides the user with alternatives for tracking other fluids, credit card purchases, how to set up PM's by fuel consumption, and the Fuel Interface program instructions. Management analysis reports are presented by when to run and how to effectively use.

3.3 SYSTEM OPERATIONS AND MAINTENANCE

3.3.1 Source Code

Identify the programming language(s) in which the client and business rules layers of the proposed system are written and whether the source code is available. If the source code is not available, describe any escrow arrangements that have been made in the event the vendor is unable to continue providing upgrades.

FASTER is written in C++ due to its flexibility. Section 2.1.3 describes the architecture and Section 2.1.11, Technology and Infrastructure supplies further details about *FASTER*'s design and strategic development plan.

The source code for *FASTER* can be placed in Escrow as outlined in the sample Escrow Agreement that is included with the Sample Contract in Section 2.1.10. A machine-readable copy will be held in the name of Turlock Irrigation District to be released under the described situations. However, please note that CCG Systems, Inc. places in the contract that ANY site that has an active annual support service contract is eligible to receive the source code, at no cost if CCG Systems were no longer able to provide support for the *FASTER* application.

Costs of Source Code

To place *FASTER* Source Code in escrow and have it maintained on an annual basis as outlined in the agreement, the costs are:

Initial Setup fee: \$500
Annual Support: \$150 per year

3.3.2 Year 2000 Compliance (include this in special terms & conditions)

Year 2000 compliance means an application or system's products, programs, files, data bases, and functionality neither have nor create any logical or mathematical inconsistencies when dealing with any date before, or after January 1, 2000.

The *FASTER* Fleet Maintenance Software system is year 2000 compliant requirements.

3.3.3 Security

Discuss how security is set for the system: whether security is table, field, or form level, the levels of security provided, and how security is set-up and maintained. Is security controlled by the database and/or the application code?

The security design of the *FASTER* software application provides levels and layers of security relating to access to tables, specific fields, tabs and functions. Utilizing a single sign on for efficiency, the *FASTER* application uses the Windows NT/2000 Log on and builds an application specific profile for the user. The complex security is embedded in the application itself and presented in a straightforward User Permission Matrix that can be updated by the *FASTER* System Administrator. The Windows NT user signing on to the client must have a matching user name and profile set up in the *FASTER* Application. This is a validation process only. The *FASTER* user profile is established through the *FASTER*

User Info Tab. Each user is granted permissions to execute specific security sensitive application functions. This allows them to access *FASTER* tables within the database, execute actions (inquire, update, add, delete) within that table, and gain tab specific access for greater control over information within *FASTER*. The database security is controlled by the Database Management System (DBMS). Log on parameters are passed to the DBMS at run time by the application.

The security-sensitive application functions that are defined for the *FASTER* user are:

Equipment Defaults: Company, Shop and Meter Override

While this provides defaults for ease of entry, the user can also be restricted to Equipment information within a company and equipment shop identified as the default and restricted as to whether not they can override meters.

Parts Default: Storeroom, ability to change cost and ability to change quantity.

While this provides default information for the storeroom for ease of entry, the user can also be restricted to storeroom information and functionality. The change permissions are a yes or no option and apply to only the identified storeroom.

Work Order Shop Default: Company, Shop and close open repairs.

While this provides defaults for ease of entry, the user can also be restricted to the work order shop within a company. The ability to close/re-open work orders and close open repairs when closing work are yes or no options and apply only to the identified work order shops.

Shop Floor Manager Default: Mass logoff ability.

While this provides defaults information for the shop floor manager, the user be given the ability to log technicians off of repairs. The ability to use mass logoff is a yes or no option and applies only to the identified user.

Fuel Company Defaults: Change company associated with fuel .

While this provides defaults for ease of entry, the user can also be restricted to a specific fuel company. The ability to change the company involved with fuel is a yes or no option and apply only to the identified user.

***FASTER* Administrative Level Permission. This option grants permission to:**

Cross companies, storerooms, and work order shops.
The ability to override odometer readings and parts receipts.
Perform mass updates.
Prepare and edit parts and task list.
Change primary keys throughout.

Discuss log-on options for your application and specifically how it can apply rules to passwords and enforce password changes.

FASTER uses an NT name matched against the network sign on/log on. Therefore there is no need for a password to launch the application.

Describe capability to provide security reporting at the application and database levels. This reporting should include users and their access rights.

The reporting capability on security within the application is a User Permission listing which provides a review of logons and permission in *FASTER*. Database queries can be run to provide the same kind on information from the database.

Describe the tools provided by the proposed system for efficiently and effectively administering system security.

The Security Matrix for *FASTER* defines the actions allowed within tables in the Database. They are inquire, update, add, and delete for most of the 74 listed tables in the *FASTER* table matrix. For those holding systems codes, the security levels cannot be updated.

The Tab by Tab Security feature. Tab by Tab Security (individual related tables) is accomplished through User Permission given for the header record in order to access tabs on applets. Specific permissions for selected tabs now in place are on the following:

- Work Order (Downtime, Cost, Credit, Labor, Parts, Sublet, Repairs and User Reference tabs).
- Equipment Inventory (Meter, PM, Account Code, Warranty and User Reference tabs).
- Parts Inventory (Warranty and User Reference tabs).
- Parts Processing (Inventory, Order, Receipt, One Step, and Issue tabs).
- Utilities Applet (Mass Update and Key Change tabs).

The *FASTER* Standard Billing History Extract:

This standard program is run for a billing period. There is additional and specific security applied to this program because of the nature of the material. An additional password is stored for the ability to delete the billing history extract.

3.3.4 System Performance

The application must be demonstrated to provide consistent response time. Response times of from 1 to 3 seconds for lookup PeopleSoft by key, 3-10 seconds for searches by multiple criteria, and a maximum of 5 minutes for searches by partial text are required. (First and second sentences changed to the following, per amendment one 6/11/02)

The application must be demonstrated to provide consistent response time. Response times from 1 to 3 seconds for lookup by key, 3-10 seconds for searches by multiple criteria.

FASTER Software shall meet the following performance standard: (a) movement from one active screen to another of the *FASTER* Software will occur in two seconds or less; (b) the *FASTER* Software will retrieve a record within two seconds when installed and run on a standalone workstation using Windows 2000 Service Release 1 as its operating system, a Pentium IV CPU with a clock speed of 750 mhz, and 256 MB RAM; and (c) process and spool to print a repair order within fifteen (15) seconds. The parties contemplate that *FASTER* Software will not necessarily be tested by this standard as part of the System Acceptance Process, but will be tested by this standard at any time in the event of a dispute between the parties regarding the acceptability of *FASTER* Software performance.

The system solution needs to exist on a database of equivalent or comparable size to the City of Peoria estimated application (520 vehicles) including three (3) years of historical data.

FASTER Fleet Maintenance Software is functioning with good response times at sites utilizing up to 100 clients and storing equipment information for up to 7,000 vehicles. Section 8 reviews the detailed hardware recommendations.

Provide your benchmark performance results for similar configurations to the proposed system.

Please see above

Discuss the scale ability of the proposed system (i.e., as the number of users grows, how would the hardware expand to meet new sets of users and what possible impact would this have on the software performance?).

FASTER Fleet Maintenance Software is currently operating well with over 100 clients. An increase in hardware resources, specifically RAM to 1 Gig and higher and dual processors, is recommended for over 15 clients. Performance is generally impacted more through the limitations of the network communication lines (*FASTER* needs T1 or better for use over a WAN).

3.3.5 System Modification

Describe the tools and methods used to modify the proposed system to meet the City's business requirements. Discuss added items, add/modified screens, domain edits, interfaces, modifications to standard reports, and query and report libraries.

FASTER Fleet Maintenance Management Software is an off the shelf application. As an off the shelf application, each of our customers are able to install all the releases we provide under the annual support contract. To avoid difficulty with upgrading, modifications that change the applications functionality or appearance of the software are limited.

Any modification to the *FASTER* software that is identified and specified by a customer is reviewed to see if it is applicable to all the other customers. If the modification is made, it is done globally and becomes part of the *FASTER* package for all customers. In this way, *FASTER* remains an off the shelf application and CCG protects the ability to continue to both support and upgrade.

Modifications can be specifically requested by any customer and therefore; paid for by the customer. These modifications are reviewed and evaluated by the development and management team prior to acceptance. Many customers make recommendations for enhancement to *FASTER* and submit their requests to CCG. A list of enhancements is compiled with recommendations accepted as practical and adding potential benefit to all customers. These enhancements are reviewed and evaluated by all customers on a regular basis by survey, focus groups and the CCG Staff and then included as options for future releases.

CCG Systems, Inc. considers any modification to *FASTER* property of CCG Systems.

Customized services (development of ad hoc programs, reports, modules, or interfaces) are outside of the application and are quoted and developed specifically for the customer requesting the custom services. These programs, scripts and reports are in most cases very specific and not applicable to the general customer base. Documentation and instruction for the custom services are provided to the customer. Each of these services are charged an annual support fee so that they can be maintained with each release/enhancement of the system to assure that the customer can continue to grow with the *FASTER* system and remains on the present release. Therefore; customer modifications or changes are not included. If a customer chooses to modify these items, they leave the jurisdiction of support by CCG Systems, Inc. Ownership of the source code for these or any other products remain in control of CCG Systems, Inc.

3.3.5 System Maintenance

Describe the process used to incorporate requested user modifications into the current application. Also describe how these modifications are moved to future releases and versions of the proposed systems.

Please see 3.3.4 Above -- Modifications

Describe the availability of entity-relationship (E-R) diagrams and an annotated data dictionary as deliverable components of the proposed system. How will the vendor provide updates to the E-R diagram and data dictionary to reflect modifications in future releases?

These items are considered proprietary to CCG Systems, Inc. and supplied only to customers. The data dictionary is the most valuable to our customers when writing reports. The ER diagrams are less frequently requested, however they are available by request.

Discuss the software upgrade delivery schedule for the proposed system with respect to the various operating system platforms you support. Please include any software patches and minor releases into this schedule.

Throughout the 20 year history of CCG Systems, Inc. software releases and updates have been based primarily on the BOS *FASTER* product. Our history reflects one update per year at a minimum. The *FASTER* product has undergone numerous revisions and resulted in more than one release per year. The release schedule for *FASTER* in 2001 was one, as reflected in our history, with one anticipated for 2002 and each year after.

Delivery of the upgrades for the *FASTER* application occur in two phases. The first phase is directed toward the MS SQL database. The Oracle database upgrades are released in the second phase.

Identify the application upgrade tools you propose to provide which will help simplify and streamline the installation of application and database upgrades, including any tools which test changes resulting from upgrades and/or business rule changes.

The *FASTER* Upgrades are created using Install Shield to prepare and assist the customer in executing the upgrade. Each upgrade is accompanied with a full release document and READ ME instructions. Each site is assigned a technical staff member and the upgrade execution is scheduled with this technician to assure individual and streamlined attention. The documentation contains all enhancements, fixes and changes. Additionally, CCG Systems, Inc. schedules in conjunction with the upgrade release a Regional Training Session that prepares customers for the new features and changes.

Describe the proposed tools and techniques for automatic distribution of the client application software.

At this point in time, the client application is required to be run on each machine. There is no facility available to distribute the software from a single location unless a site is utilizing Terminal Server and/or Citrix Metaframe.

Describe what is provided with your product's annual maintenance fees. Include application specifics, database specifics, and third-party products.

Third party products are not within the scope of CCG Systems, Inc. products or services. However, the annual support services fees that are detailed in Section 4 include all *FASTER* enhancements and upgrades.

3.3.7 Support

Describe your ongoing user support, including whether you provide a service call desk, procedures for handling different types of calls, ability to prioritize critical calls, and ability to respond to calls within a reasonable time period. The City prefers a response from a service desk to non-emergency calls within four hours and a response to critical calls (delay in work or loss of data due to system failure) within one hour. Provide validation of this capacity.

Section 4 provides a complete overview of the support services available from CCG Systems, Inc. Our company serves the customer with a clear mission and a firm set of values. Assisting in emergencies is always a priority, however, CCG guarantees a 3 hour response time to all calls and all customers.

CCG Systems, Inc. has a full staff of technical support staff available at the Norfolk Office. They are available through email and the 800 753 2783 from 7:30 AM to 6:30 PM Monday through Friday. Outside of these hours customers are serviced through two cellular phones carried by CCG Systems, Inc. technical staff. On holidays, emergency numbers are always available through the 800 number. Additionally, specialized CCG Systems staff have offices in Florida, South Western Virginia, and Colorado each with their own 800 lines for conversions, customized services, and reporting. Email is centrally routed through the www.ccgsystems.com address.

The goal for the Norfolk office is to answer each call within 2 rings (a person answers the phone) and to resolve any issue upon the first attempt. Each call is logged with time, customer and resolution. Those issues that cannot be resolved are placed in a status of unresolved and remain in the monitored call log active screen. This monitor displays the call, the customer, and the status until the issue is resolved. Technical support management reviews the monitor to assure response. There are 31 people in the Norfolk Office, 10 are specific to technical support. Of the other 21 (the telephone rings in everyone's office) people, 20 are proficient on the *FASTER* application and can assist users with application level issues.

The average response time is 1 hour with our goal to immediately assist the customer. Issues that involve the database are more complex and can sometimes take hours to track and complete. There are occasions that a staff members must dial in and examine the system or data. This process may take longer depending upon the sites specific security procedure.

The average problem completion depends upon the nature of the issue. Application questions and user questions are immediate in most cases. Report searches or system level questions may take up to 2 hours depending upon the complexity. Database issues can take days. What CCG will guarantee is to a consistent pursuit to resolution as the problem or issue is tracked from the time it is entered until the time it is resolved.

The vendor should provide dial-in remote support through our (VPN) virtual private network. Describe your method of accomplishing this including standard hours of support.

September 01, 2001 CCG Systems, Inc. went on line with WebEx. Through WebEx, the support technician can set up a support session and the customer logs into the support session through the Internet. At this point, the customer gives control of the desktop for use in diagnostics. CCG technicians are then able to execute any function on the system that the user of the desktop has the permission level to execute. This is the preferred method of remote support.

Additionally, a modem can be provided for dial in support and CCG Systems, Inc. support technicians utilize PC Anywhere to dial into a system and perform the necessary functions and tasks. The requirements for this type of dial in support can be found in Section 8.

Standard hours of dial-in remote support are the same as the 800 number 7:30 am to 6:30 pm EST.

Describe how problems and/or bugs are reported, fixes developed, and status tracked for the proposed system.

CCG Systems, Inc. uses a call log and monitoring system to track all reported bugs, errors, issues, and challenges. All entries carry a status and are tracked to resolution. If the report is a "replicated" bug, the bug is forwarded to QA and is entered into our TEAM bug tracking system to be tested and defined for the fix. The bug is given a priority and assigned to a system analyst for resolution. At a time when the programming is completed, the fix is tested and added as part of the fix release or next release.

Example of a "Bug" fix problem reported, reviewed, corrected, and upgraded by technical support

Email sent by Jose Deleon at King County, WA to Mike Brawley on 4/23/01 at 9:30 A.M. stating PMs do not appear to be updating correctly on all vehicles.

Steps to resolve: Issue was discussed between staff members.

It was decided to have Jose complete the following:

1. Screen-print the Equipment Inventory Applet, PM Tab, to see current PM schedule.
2. Screen-print the Equipment Inventory Applet, Meter Tab, to see current meter configuration.
3. Screen-print work order applet, Labor tab, to see info concerning labor transaction where PM was performed.
4. Print complete work order using work order print function if *FASTER*.
5. Print FCS0102 (PM Table Listing) & FCS0103 (Preventative Maintenance Due) to look at overall PM compliance for this particular vehicle and entire fleet.
6. Email all info the CCG Support

After reviewing info it was determined that, this vehicle had an incorrect digit setup. The PM was updating properly, but the full meter was not being displayed. Jose was instructed to correct the digit counter on this vehicle and issue was resolved.

Total time: One and One-Half Hours

To increase the efficiency of comparable calls in the future FSR0152 was created. It will search all Equipment records and point out possible discrepancies in the meter setup records.

CALL LOG 13415 FROM CCG COMM

04/23/01 10:51:27 AM // Jose sent Mike and email about a PM not updating correctly. It was for an hour meter that has a cycle length of 75 hours and the system shows the next at 4 and the previous at 229. After looking at the database Doug found that the digit is set at 2 for the meter and the system is truncating the beginning of the meter. I emailed Jose to let him know what the problem is and that if they just update the record to make the digit 3 or higher it will then show the entire meter reading. The reading in the database is 304 not just 4.jlb.

Describe how you provide information to keep you clients informed of outstanding problems and fixes for the proposed system.

CCG publishes several newsletters. A monthly Tech News is distributed to each customer along with a quarterly For Customers Only newsletter these both address specifics about the *FASTER* Application including fixes and bugs. Emails are utilized when information must be distributed quickly. A customer email contact list for problems and resolutions is used to distribute these emails. Fixes and Patches are distributed through the customer FTP site.

Describe your process for receiving, evaluating and implementing requests for enhancements to the

proposed system, after it is installed and in use.

CCG Systems, Inc. assumes a partnership with each of the *FASTER* Customers. Part of this partnership is developing and enhancing the *FASTER* products. Using many venues and groups, CCG Systems surveys, polls, reviews and discusses the system functionality and possible enhancements to the system. Information is collected from many sources to include fleet consultants, *FASTER* Customers, CCG Fleet Professionals, CCG System Engineers when an enhancement is determined to be an enhancement which would be of benefit to everyone. The enhancement is added to the developmental listing and prioritized through review. Before any programming can begin, the enhancement challenge is specifically researched and defined. In most cases, this is the most time consuming process.

Identify national and regional user groups. Describe the role of the vendor and third-parts solution providers in user group programs. Provide a program or agenda from a recent meeting along with a user group contact.

CCG Systems, Inc has several user groups that meet throughout the country. These user groups are run individually by customers. For a complete listing of user groups and contacts please see Section 4.

Identify any training program(s) that you offer to introduce users to software updates.

Regional Training Sessions are held nationally to coincide with annual software releases. Additionally bi-monthly training sessions and the Annual User's conference offer additional training opportunities throughout the year, for new staff or just as refresher training. Please see Section 4 for more information on these training opportunities.

3.3.8 Support Staff Resources

Recommend a typical range of personnel resources needed to maintain the proposed system for 5-10 concurrent users in a normal production environment from the following perspectives: database management, network support, upgrades, desktop support, and user (functional) support.

One primary person and a secondary person within the fleet organization should be designated the *FASTER* Fleet Software System Administrator. The System Administrator is key in maintaining the system and assisting others in using it to its fullest potential. The System Administrator will:

- Serve as the primary contact between your site and the CCG staff.
- Insure that the software maintenance procedures are followed (including updates and system backups).
- Have good telephone skills and be able to follow instructions from CCG support staff over the phone.
- Be a good listener and communicator who can accurately relay the questions of others.
- Have a willingness to learn new things.

Many fleet organizations set the System Administrator's permission level to the highest level on all applets and tabs. This unrestricted access is needed to perform system problem solving when working with the CCG staff and the system maintenance functions. The highest permission level allows the user to:

- Set up new users and change permission levels.
- Add, update, and delete records within the data files.
- Add, update, and delete information within the operational codes (table file) of the system.
- Work with the CCG staff in problem solving and new feature updates.

The *FASTER* System administrator should have a working knowledge of the database, network, and hardware. They should also have basic knowledge of SQL for writing scripts or at least understanding what they do.

If the *FASTER* System administrator is not provided these permission levels, then someone from outside the fleet organization will need to be available to assist in these functions.

Report Writing:

The responsibilities of the *FASTER* System Administrator may be combined with responsibilities as a Custom Report Writer for sites desiring custom report writing. The *FASTER* standard reports provide most sites with the core reports need for Fleet, however, having a person on the fleet staff trained in report writing strengthens the reporting capability and makes writing the reports more straight forward. CCG Systems, Inc. provides this training and has recommended that two people attend and would benefit. Even if the personnel in fleet do not become the writer, knowing how to define reports through field names and data types/understanding report writing, can be beneficial and shorten the time that report can be written.

Database Administrator:

At most sites, this is a partial assignment for a full time DBA responsible for several databases. They would need to:

- Write and administer SQL scripts to the database.
- Provide FTP for CCG Support services by request for trouble shooting. (This is not a regular necessity but can be necessary in difficult situations.)
- Back up database nightly at minimum and verify data for integrity.
- On going monitoring of performance of the database with tuning.
- Maintain optimal level of connectivity and availability.
- Upgrade and maintain database to highest level services packs etc.
- Maintain database maintenance plans and design and administer disaster recovery plan.

Network Administrator:

These responsibilities are normally assigned as additional duties to the full time administrator for Networking services:

- Installation and upgrades of the application software including *FASTER* Server and Clients.
- Monitoring and tuning the network for optimal performance.
- Back up the OS and program following the recommended program and verify the back up.
- Maintain optimal level of connectivity and availability of the network.
- Upgrade and maintain the OS and client software to highest level services packs etc.
- Maintain network maintenance plans and design and administer disaster recovery plan.
- Add NT passwords for *FASTER* and administer password permissions to control users, groups, and security throughout the network.
- Have knowledge of domains, networking protocols, 2000 Server and Windows operating systems.
- Familiarity with Internet services, firewalls, network security.
- Upgrade the hardware as needed.
- Perform diagnostics when needed.
- Full knowledge of network printing features and requirements: print servers, etc.

Functional Administrative time for *FASTER* Fleet Maintenance Software

In order for the *FASTER* Fleet Maintenance Software to be fully operational and work at the optimal level of performance, the above responsibilities should be addressed. Information technology professionals most commonly handle the database and network administration. Their level of expertise and joint responsibilities/assignments determine the amount of time necessary to meet fleet's needs in maintaining *FASTER*'s infrastructure. This would be a partial assignment.

The *FASTER* System administrator at most of our customer sites can be fully responsible as a half time assignment for a fleet person. In aggressive sites, this person has additional responsibilities as a fleet systems analyst (CCG systems has

available a job description) and has responsibilities in designing and writing custom reports. This full time position has been a great help to many Fleet Managers. However, it is not required to run the *FASTER* system.

3.3.9 Licensing

What is the support and maintenance service included in the initial software license fee quotation?

The first two year's support services are included in the software cost and covers all the listed support services in Section 2.1.12. The support services contract is renewable annually from then on.

Describe what is provided with your product's annual maintenance fee. Include application specifics, and any third-party products.

The annual support services and maintenance fee includes all enhancements and upgrades to the *FASTER* software. CCG Systems, Inc does not support or maintain databases or third party applications or software.

What limits are there on escalation of the annual maintenance fee?

The annual maintenance fee remains fixed for a period of three (3) years. At this point, CCG Systems, Inc. reviews the fee and limits any increases to a maximum of 15% of the total.

Include a copy of your software license agreement.

A copy of the software license agreement and sample contracts are included in Section 10 of the RFP.

3.3.9 System Interfaces and Connectivity

The FMIS system shall provide the ability to interface several City of Peoria systems that are vital to daily operations of Fleet Service.

The FMIS shall provide interfaces to the following systems:

- ◆ Fuel Management System (currently Trak)
- ◆ PeopleSoft Financials
- ◆ Fleet Counselor Version 4.2 (Deleted per amendment one 6/11/02)

The City of Peoria Fleet Services Division also will be purchasing the asset management program, **Fleet Arm**, either before or in conjunction with the new Fleet Software. (Paragraph deleted per amendment one 6/11/02)

The following is a description of the City of Peoria PeopleSoft system that shall interface with the proposed FMIS.

(1) The package must have the capability of charging expenses by vehicle to the department the vehicle is assigned to. Fields connected to each vehicle must designate the PEOPLESOFT financial

codes. From these fields the software must be capable of creating a balanced journal entry, including cash offset entries, in flat file format to feed to the Financial system using specified field parameters which will be supplied by IT.

CCG has written PEOPLESOFT Interfaces at the County of Frederick, MD and The University of Iowa. They are successfully implemented. *FASTER* is capable of storing the correct codes and CCG Systems, Inc. can provide the flat file in the format necessary to feed the financial System. This is a customized program that is firmly quoted upon completion and review of the Accounting interface questionnaire supplied by Project Manager from CCG Systems, Inc. A not to exceed estimate is provided for budgetary purposes.

(2) The software must be capable of receiving a file download from PEOPLESOFT Inventory module for inventory parts costing in the Fleet software.

This type of interface is not one that has ever gone past the discussion stage with *FASTER* users. The reason for this is that in a real time operation and even in a batch operation, accuracy of cost is necessary when issuing parts. Parts received into *FASTER* are averaged and therefore issued at an average cost. If price per part is inaccurate due to lag time from the Inventory Module in Peoplesoft, then the work order issue costs are not accurate. Manipulating costs from an outside source if parts are to be received into *FASTER* is redundant. CCG Systems, Inc. while remaining open to negotiation would not recommend this interface and therefore; bids exception to this interface.

(3) The software must work with the PEOPLESOFT Purchasing and Accounts Payable modules for ordering, receiving, and payment of non-inventory parts.

CCG Systems, Inc. will provide an EXPORT program that provides orders and receipts information. *FASTER* does not track payment information of receipts. This would be performed as specified and CCG has provided a not to exceed quote for budgetary reasons. However, full definition would be necessary prior to a firm quotation. This type of interface would produce a flat file with part numbers, account numbers (if appropriate), invoice numbers, dates received, vendor information and quantity, costs etc. This export program is listed in the pricing section as an option.

CCG Systems, Inc. does not recommend any importing of this data. Instead, if the City of Peoria elected to collect receipts and orders in Peoplesoft, to use only the non stocked direct issue to work order and NOT use the Inventory program in *FASTER*. The one project where this type of interface was quoted in Real time, since that is the only way in which the *FASTER* inventory would be reliable, was estimated at \$75,000 with support services at \$15,000 per year.

3.3.10 Upgrades

Describe any major upgrades anticipated within the next two years, including schedule and costs. Describe the tools or methods used to deploy application upgrades and how this is normally accomplished.

Over the next two years, *FASTER* will undergo three (3) upgrades. The enhancement listing priority one (1) was compiled after a series of reviews by development, customers, and the CCG Systems, Inc management team. There are twenty (20) listed enhancements to be included for release in 2002. A priority two (2) and priority (3) list remain on going for the 2003 year. All enhancements are included in the support services fee.

Application upgrades are rigorously tested internally by first the QA (Quality Assurance) staff and then supplementally by the support technicians. Upon clearing the testing phase, CCG installs the upgrade at Beta customer sites. During this time, the application is tested in a live environment. Upon clearing this stage of the release, the support staff is assigned 5

- 7 customers for which they are responsible in guiding through the upgrade process. The customers schedule their upgrade with the assigned support technician to assure they have dedicated support through the entire process.

The upgrade is distributed to the customer on a CD sent to each site. Install shield is used to ease the process of upgrades. Each upgrade is accompanied with a Read Me file that contains instructions and a Release document providing instructions on all enhancements and fixes included in the release.

3.3.11 Data Storage

Describe how the proposed system stores information over multiple years and indicate whether it utilizes data warehousing techniques. Describe the archiving capabilities of the system and at what point it would be necessary to archive and purge these records.

Data is stored in the *FASTER* database with the intention of keeping the data on line for multiple years. *FASTER* does not use data warehousing. Instead, information on active vehicles is stored in an active company. When vehicles are retired, sold, or in some way disposed of; the records that belong to this vehicle are transferred to a Company created for the purpose of storing retired vehicles and their associated records. In this way, they may be accessed at any time by selecting the retired company. This has been a successful technique used at numerous *FASTER* sites. Disk storage is inexpensive and available in large quantities; therefore sites are electing to keep their data on line.

3.4 IMPLEMENTATION PLANNING

Describe the proposed approach for each of the following tasks: implementation plan development, fit analysis, system installation, system configuration, (business rule modifications to adapt the proposed system to the City's needs), test planning and execution, system interface design support, system rollout support. Identify any other tasks that should be planned.

A detailed implementation plan including all of the above information is included in Section 7.

3.4.1 Project Staffing

Describe the implementation personnel skills required from the City of Peoria for this project. Also include the recommended and availability of the skills from your staff for this project, and its deliverables. Describe your approach to managing your resource availability for this project. Indicate total time (full time equivalent days and overall duration) needed to implement system.

Section 7 provides a full overview of the project implementation team and overall hours for each phase of the project. A 120 day plan is solid with some sites needing more time to complete the training and go into production. In the 3.3.8 response, a full overview of the system administrative needs and skills was provided. The project coordinator manages the resources of the project team from CCG Systems and the progress of the project with follow up and pre planning conference calls throughout the project. These calls are communication tools and extremely valuable to assuring a complete understanding of the expectations, issues and resolutions for challenges throughout the project.

3.4.2 Data Conversion

Describe the tools and methods used to migrate City of Peoria data to the intended system offering. The City intends to convert equipment birth certificates. Repair history will not be converted.

Data Conversion

The conversion process begins during the pre-installation phase of the implementation and involves several progressive tasks.

4. Data elements from one system need to go through an interpretation to be converted to another.
5. CCG Systems, Inc. has developed a thorough data mapping process. The process begins with guidance and information about the *FASTER* Data Fields provided by the Project Manager.
6. A data mapping form is then completed to assure all fields are properly converted from the existing system to the *FASTER* system. This data mapping is extremely important to assure data conversion is both accurate and valid.

Transfer Medium:

There are several acceptable forms of transfer medium for the data files.

5. Email can be used for files up to 1 mg
6. A Customer Specific FTP site is provided by CCG Systems, Inc. for transfer of files.
7. For larger files, Zip disks
8. CD's are also acceptable (write only CD's must be used due to the different writing properties of CD writers).

Once the data has been mapped, CCG Systems, Inc. offers several options for data conversion. There are four acceptable forms of data files and pricing estimates for each.

5. CCG Formatted EXCEL Sheets (Provided by CCG Systems and can be download from FTP site)
6. User Defined File Format - EXCEL
7. User Defined MS SQL 7.0 File format or Oracle export
8. ASCII Fixed Length or delimited Format (text file)

Data supplied in CCG Formatted EXCEL files are much simpler to work with and they are the preferred source of data submission. The CCG Formatted EXCEL sheets provided by CCG Systems, Inc. are the least expensive, easiest to use and least expensive data conversion formats.

Using CCG Formatted EXCEL Sheets:

The site is supplied with CCG Formatted EXCEL sheets with the *FASTER* data elements identified and defined. Additionally, these files contain the *FASTER* "Generic" Codes and all of the "critical" codes within the system. The User may choose to use and/or modify these standard codes in the EXCEL sheet prior to the conversion. The User can also remove and or modify the Generic" codes (such as make and model) and/or replace the required information within the file structure provided. Preparation of these EXCEL sheets prior to conversion can save sites time on data entry. All modified fields or User Defined (User Reference Fields) must be accompanied with a complete description of the data fields and explanation of the layout of any fields not represented in the *FASTER*. Completed Data mapping forms are vital to the technician and are necessary for accurate and efficient conversion of data. To assure accuracy on the conversion, decisions need to be made by site personnel on the logical conversions (old field to new field decisions) and the actual fields that will be included. A full definition of any partial fields or movement/changes in fields (dropping a number or adding a prefix to a number) must be identified prior to the first conversion.

Using USER DEFINED Formats (regardless of which type of file): Any data files provided to CCG that do not match the *FASTER* file structure exactly are considered User Defined.

The site supplies data for conversion in one of the acceptable User Defined file formats that contain data elements from their existing files or from user input. Since these files will not match the *FASTER* Database, the files must be accompanied with a complete description of the data fields and explanation of the layout along with a data mapping form, which will assist the technician. Definitions should be written with a full understanding of the *FASTER* fields available to assist technicians with the ability to convert accurately the information supplied to CCG. Decisions are required by the user to logically convert all data fields (make decisions for the placement of old fields into new fields) and the data mapping forms are used to make these decisions.

The data definitions, file layouts, data element lengths and data mapping forms are required to execute conversions efficiently. Many times, there are fields included in USER DEFINED files which are empty or which will not be used. It is better if these are removed from the file and at the least, must be identified in the file definitions.

PREPARATION TIME: Using the CCG Formatted EXCEL spreadsheets is the least expensive and takes the least amount of time to convert. The turn around time for conversion programming is also less. Therefore; those sites choosing NOT to use the CCG Formatted EXCEL sheet will be subject to an extended conversion process and increased cost. When using the CCG Formatted EXCEL Sheets, a site must provide CCG with the data 2 weeks prior to the installation of the software. For USER Defined Format, this period will be extended depending upon the elected format and complexity of the conversion.

The data conversion process is a joint effort between CCG and the Customer. The CCG technicians work with the information available to them. It is very important that the site personnel responsible for preparing the files, especially those not in CCG Formatted EXCEL sheets, be prudent and accurate in their definitions of the fields, field lengths, mapping fields and decisions.

Data Conversion Process:

CCG provides to new sites a detailed overview of the installation and conversion process along with customized Excel Spreadsheets to assist in converting current data to *FASTER*.

- Providing Data in a CCG Formatted Excel sheet is the most commonly used conversion. The Excel spreadsheets mirror the *FASTER* database tables for Equipment and Part Records, Work Order History dollars and Vendor/Purchase Order/Account Codes. The site matches data fields from their current system, extracts and imports into the data fields of *FASTER* Excel sheets and sends the completed files to CCG Systems. The CCG Conversion staff completes the data conversion that is then used to populate the site's *FASTER* database during the installation. The CCG project coordinator is available to answer any specific questions during this process. This process takes the least amount of time and is executed in about 2 weeks time.
- Providing Data in an ASCII Format or other User Defined formats is another conversion option. The site must identify data fields from the current system and provide specific file layouts of the data to the CCG Conversion staff. The CCG Conversion staff matches data fields from this layout to the *FASTER* database and completes the data conversion that is then used to populate the site's *FASTER* database during the installation. The CCG project coordinator is available to answer any specific questions during this process. The process using User Defined Formats extends the lead time for conversion from 2 to 4 weeks or more depending on the complexity of the User Defined Formats.

3.4.3 Training

Describe your approach to training with regard to instructors, locations, and type of training offered (user, administrator, etc.)

The Best Training Approach for Your Site

CCG puts a high priority on training because we recognize the importance of implementing fleet software in a way that fits the flow of work throughout each organization. Training becomes an extension of the project management where current workflow processes are identified and modified. We have designed our training program & curriculum around the key work flow areas of a fleet organization – Work Order Process – Asset Management – Parts Management: Processing & Inventory – Fuel Management – System Administration – Motor Pool (optional).

Developing solutions for the best way to set up your data is a key element of our training. *FASTER*'s flexibility allows you to track information in a variety of ways. Decisions you make in setting up your system are dependent on the way in which you run your fleet operation. How do you bill to other departments? How do you track downtime? How do you schedule PM's? How are your purchase orders set up? Do you track vehicle replacement? What management information do you need to get out of the system on a regular basis?

CCG recommends "Train the Trainer" concept for most large sites that select a group of personnel to become *FASTER* trainers. These individuals participate in all training and receive additional feedback on what works best for specific processes. They are not necessarily fleet supervisors (though they can be), but are technicians from the shop floor, parts room personnel, or administrative staff who understand computers and have good communication skills. They become an excellent on-site resource to assist any employees with special needs, as well as train new employees.

Based on the premise that individuals learn differently – by reading, by hearing, or by doing, the CCG trainer presents in a variety of styles through electronic and printed manuals, site-customized "Short Cut" sheets, classroom instruction & discussion, and hands-on practice.

A Three-Part Training Curriculum Process

This training curriculum centers on the specific work processes identified during the initial project management stage that includes on-site kick off meetings.

- **Initial Installation and System Administration Training.** This is when the fleet system administrator and key individuals receive an overview of how the system works and also begin setting up security, system features, technician workstation features, etc. that are available to customize the application to your site's specific needs. Discussion takes place on how the application will impact the proposed workflow process developed during the project management stage. Any modifications are made at this time.
Manuals: *FASTER* Start Up & *FASTER* System Administrator
Process Questionnaire
Exit Interview (Out briefing) & Needs Assessment
Task list is developed of what needs to be completed before Initial Training.
- **Initial Training.** This curriculum includes the "how to" at every level of system operation. As each course is completed, the attendee is ready to practice using skills he/she has learned on the site's actual database. Evaluate individual levels of expertise – Proficiency - hands on operation.
Manuals: *FASTER* Asset Management, *FASTER* Parts Management, *FASTER* Work Order Process, *FASTER* Operations (Fuel) Management, *FASTER* Reports and *FASTER* System Administrator
Customized Quick Instruction Sheets Developed and Distributed
Exit Interview (Out briefing) & Observations
Task list is developed of what needs to be completed before "Go Live"
- **Follow Up / Go Live Training.** This curriculum includes a final review of the work process at every level and the actual "go live" of the application. The established work process is rolled out into every area of the organization with some additional classroom training, but primarily with observation, assistance, troubleshooting, and problem solving where the activity occurs – service writer's counter, shop floor, shop supervisor's office,

parts room, etc. The trainer observes from the fleet perspective to assure the process works appropriately and to make any necessary modifications. He/She evaluates individual levels of expertise for follow-up clarification. The actual "go live" may take place right before, during, or right after the training is complete.
Manuals: FASTER Asset Management, FASTER Parts Management, FASTER Work Order Process, FASTER Operations (Fuel) Management, FASTER Reports and FASTER System Administrator
Customized Short Cut Sheets modified if necessary
Exit Interview (Out briefing) & Observations
List of any Follow Up Issues is developed

Curriculum Content

- **System Overview**
Purpose. To provide a brief overview of how the system will work within your site's service delivery process.
Suggested Attendees. *All Fleet and Information Technology Personnel*
Course Coverage.
An overview of the *FASTER* system set up and security
An overview presentation of all on-line applets using the site's work order and parts work flow process
An overview of getting the data out to better manage the fleet
- **System Administration**
Purpose. To provide an understanding of how the fleet data, security, and special programs in the system are set up and skills to add, modify, maintain, and extract information to be used as management tools.
Suggested Attendees. *Fleet System Administrator, Fleet Manager, or Fleet Analyst*
Course Coverage
Setting Up the System with the System Settings Applet
Managing the System with the Utilities Applet
Getting Billing Information with the Accounting Extract
"Easy" Set ups for each Technicians Workstation using the Options Tab
Understanding the system Registry Editor
Managing assets with the Equipment Inventory Applet
- **Asset Management**
Purpose. To provide a complete overview of asset and component tracking for the life of the equipment.
Suggested Attendees. *Fleet System Administrator, Fleet Manager, Admin. Assistant, or Fleet Analyst*
Course Coverage
Equipment Record Use and Maintenance
Billing & Accounting Configuration
PM Cycles & Warranty Tracking
Equipment Replacement
Equipment History
Equipment Searches, Queries, and Reports
- **Service Writer Functions**
Purpose. To provide the skills necessary for opening and tracking work orders, tracking equipment and work order history, scheduling repairs, and running associated reports.
Suggested Attendees. *Service Writer, Admin. Assistant, Scheduler, Clerk*
Course Coverage
Opening Work Orders using the Work Order Applet
Updating a Work Order for Downtime Tracking
Adding Sublets through the Sublet Tab or Batch Entry
Adding shop costs or credits to the work order

Getting Vehicle information with the Equipment Inventory Applet
Updating or adding Labor Entries from the Labor Tab and Labor Batch Entry
Scheduling PM's & Recalls, and Deferring Repairs with the Shop Floor Manager Applet
Use of Work Order Applet Searches and Queries
Running PM Due and Deferred Maintenance Reports

- **Work Order Process**
Purpose. To provide work order management system skills through the work order and technicians workstation applets in tracking availability, technician proficiency, PM scheduling, etc. and running work order management reports.
Suggested Attendees. *Shop Supervisor, Lead Mechanic, System Administrator*
Course Coverage
Opening, Updating, and Closing Work Orders using the Work Order Applet
Tracking Mechanic/Technician Labor Real Time
Updating or adding Labor Entries from the Labor Tab or Batch Entry
Adding or modifying indirect labor through the Indirect Labor Editor
Scheduling PM's & Recalls, and Deferring Repairs with the Shop Floor Manager Applet
Work order costs tab and credit tab
Use of Work Order Applet Searches and Queries
Work Order Management Reports
- **Mechanic/Technician Training**
Purpose. To provide skills in tracking shop floor activity and obtaining equipment, parts and work order details. How they can get all the information they need to do the job right.
Suggested Attendees. *Mechanics/Technicians, Service Writer, Shop Supervisor, System Administrator*
Course Coverage
Using Technician Workstation to log on and off repairs
MWS Work Order Tab for equipment work order history
MWS Work Order Status Change (*if applicable at site*)
MWS Work in Progress
MWS Parts Search
MWS Assigned Repairs Search
- **Operations (Fuel and other fluids) Tracking**
Purpose. To provide skills in all areas of operations (fuel) management through the Operations Applet and Operations Reports.
Suggested Attendees. *Admin. Assistant, Clerk, System Administrator, Fleet Analyst*
Course Coverage
Posting, Changing, and Deleting Fuel Transactions
Fuel Tank Inventory Set Up, Maintenance, and Tracking
Operations Reports
- **Parts Tracking**
Purpose. To provide basic skills in tracking, issuing and transferring parts, as well as obtaining information through searches and queries.
Suggested Attendees. *Parts Manager/Supervisor, Parts Clerks, Fleet System Administrator*
Course Content
Parts Inventory Applet Overview
Warranty Tracking
Use Codes
History, Transfers, and Order/Receipt Tracking

Issuing parts in the Work Order Applet including part issues to work order, independent issues, and batch entry.
Part Searches, Queries, and Reports

- **Parts Processing**
Purpose. To provide parts management system skills through the parts inventory, parts processing, and system settings applet and in running parts management reports.
Suggested Attendees. *Parts Manager/Supervisor, Parts Clerks, Fleet System Administrator*
Course Coverage
Vendor, Purchase Order and Account Code review and maintenance
Ordering and Receiving Parts
Transferring Parts
Parts and Tasks Lists development and use
Bar Code Print Utility (*optional module*)
Issuing parts in the Work Order Applet including part issues to work order, independent issues, and batch entry.
Issuing parts in Parts Processing Applet
Part Management Reports

- **Fleet Management**
Purpose. To demonstrate ways the system is designed to track key fleet management issues in all areas of the operation through special programs and extensive management reports.
Suggested Attendees. *Fleet Manager, Assistant, Analyst, System Administrator*
Course Coverage
Vehicle Replacement Program
Flat Rate Program
Parts and Task List Program
Labor Standard Rate for Mechanic Efficiency Reporting
Effective Use of Searches and Queries
Review of all Management Reports

Describe tutorial materials that are provided with the proposed system. Describe how the tutorials are deployed (text, multimedia, video, intranet, internet, etc.).

Tutorials are not part of the training schedule, however, WebEx training sessions can be scheduled for specific application training on a individual basis.

Describe any specific training that covers user modifications.

Training on user modifications associated with customization by CCG Systems, such as the accounting interface or fuel interface, is offered at the time of installation. Modifications are generally not executed on the application unless globally defined and therefore would be part of the Regional Training associated with the release.
Crystal Report writer training is offered to assist sites with writing custom reports or modifying existing reports for *FASTER*. Pricing for this training has been included in the bid.

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SECTION 4

Functional Requirements

Direction to the Vendor for

Completion of this Response to the Request for Proposal

Each area provided for a response must be completed by the vendor as prescribed below. Failure to respond will indicate that the item as listed, did not meet the specification as requested in the Request for Proposal.

1.	Requirement	This column indicates whether the City views the function as (M)andatory or (D)esirable.	
2.	Response Code	Vendors are required to indicate their response to the specifications by coding each space with one of the following codes: <i>Instruction to Vendors</i>	
Code	Code Explanation	Description	
OP	Operational	In production at all sites (indicate number of user sites actually using the function). If the function is always available at all user sites and some users choose not to use the function, consider the function operational.	Attach a detailed description of your system's approach to meeting this functionality.
AV	Available Operationally	Conditionally available to all users and in production at some user sites.	Attach a detailed description of your system's approach to meeting this functionality.
TE	Testing, Pilot Program	The function is not currently in production.	Attach a detailed description of your system's approach to meeting this functionality. Indicate the expected date it will be fully operational (not pilot) in a production user site, hardware, software, costs, other conditions of availability, the availability of documentation, and the names, addresses, and telephone contacts at any pilot sites.
DE	Development Stage, Planning Stage	The function is in planning or early development.	Attach a detailed description of how the system will meet this functionality and when testing (TE) will begin.

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1.	Requirement	This column indicates whether the City views the function as (M)andatory or (D)esirable.
2.	Response Code	Vendors are required to indicate their response to the specifications by coding each space with one of the following codes: <i>Attach a detailed description of the proposed approach to meeting this functionality. Indicate an estimated time-line to complete the modification, the estimated cost, and whether you would be willing to share the development costs.</i>
	CD Custom Developed	<i>Even though your system does not currently have this function, you can work with the City to custom develop it.</i>
	NP Not Planned	<i>The function is not available and is not expected to be a future function.</i>
	OI Other	<i>None of the above.</i>
3.	Proposal Reference	Vendors will use this space to indicate where in their response the required detail is located. List sections, page numbers, etc. for attached documents.
4.	City Use Only	Spaces reserved for the City to evaluate vendor responses and to indicate Pass/Fail of software acceptance testing by the City prior to payment after installation.

4.1 General System Features (GSF)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
GSF.1	System must be capable of utilizing complete ATA VMRS coding structure.	M		
GSF.2	Capable of being tailored to meet the needs of the operation through user defined parameters and codes. Provide a list of required data elements and documentation of all standard or "hard coded" system parameters and codes.	M		
GSF.3	All labor codes (both direct and indirect) must be user definable.	M		
GSF.4	Capable of capturing all labor transactions as they occur (in "real time").	M		
GSF.5	Provides for multiple labor rates, by location, for straight time and overtime. User option for shop rate or employee rate.	M		
GSF.6	Ability to build a file consisting of any data fields contained in the system and upload that file for export to other systems in ASCII or a standard data base format. Specify format(s) available.	M		
GSF.7	Ability to record work performed and parts used by keyboard or bar code entry.	M		
GSF.8	All modules of the system must be integrated to the highest degree possible. The operator does not have to log out of one module and into another to move from function to function.	M		
GSF.9	Calculates straight-line depreciation.	M		
GSF.10	Capable of entering labor transactions into the system directly to the work order through a labor transaction screen, or through use of a bar code device.	M		
GSF.11	Capable of identifying warranties for both replacement parts and original equipment components, and tracking the status of claims and reimbursements.	M		
GSF.12	Capable of performing system administration functions without significantly impacting the City's 24-hour operation. System administration functions must be capable of starting at a user-definable time and running to completion without operator intervention, even if errors with the data being processed are encountered. Vendor must provide a written procedure for the conduct of system administration functions for a 24-hour operation.	M		
GSF.13	Capable of tracking both direct and indirect labor.	M		
GSF.14	Contain a user friendly ad hoc report writer with the capability of down loading data in ASCII and standard ODBC database formats, including but not limited to Microsoft Access.	M		
GSF.15	Data entry editing and validation of data entered by keyboard or other data entry devices. Edits to include value ranges, formats, required fields and correct codes.	M		
GSF.16	Error messages and prompts where appropriate.	M		
GSF.17	Provide expected transaction and screen "paint" response times for the proposed system, given the City's current repair locations and vendor suggested hardware, software, and connectivity requirements.	M		
GSF.18	Provide for global changes to specific data tables/fields to include department number, work order number, employee number, work order repair type/task and equipment class codes.	M		
GSF.19	Supports a user defined fiscal calendar.	M		

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4.1 General System Features (GSF)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
GSF.20	Supports hand held data entry devices capable of recording labor and parts. The City plans to use hand held devices for warehouse operations. Data recorded in the hand held device must be capable of being loaded and processed into the software's database without re-keying. Uploading shall not interfere with, and shall be capable of being performed concurrently with, all other routine system functions.	M		
GSF.21	System must be compatible with Novell 3.x, 4.x.	M		
GSF.22	System must be written in a fourth generation programming language. List languages and versions used to develop and maintain the system. See page 28.	M		
GSF.23	System must operate in client/server configuration and the client software must run on either Windows 95 or Windows NT.	M		
GSF.24	System must provide graphical user interface (GUI) conforming to industry standards such as Microsoft Application Guidelines.	M		
GSF.25	System must provide on-line help.	M		
GSF.26	System must utilize an industry standard relational database such as Ingres, Oracle, or SQL Server. State database(s) supported by the system.	M		
GSF.27	System must be transaction based. Detail of each transaction must provide a clear audit trail for verification and be readily available via a system generated ad hoc report.	M		
GSF.28	Vendor must supply data entry template documents to support manual entry of data during Phase 1 Implementation.	M		
GSF.29	Capable of restricting access to undercover license plate numbers.	D		
GSF.30	Import and export facilities controlled by a built-in security mechanism.	D		
GSF.31	Security system to: 1) prohibit access to data by unauthorized operators; 2) restrict viewing of data for separate location(s)/facility(ies) without appropriate access; 3) establish operator identity for each transaction; and 4) maintain detailed system audit trails by user ID. System audit trail data must be retrievable using the system's ad-hoc report generator, and data retrieval must be access-protected by the security system. System audit trail data must not be editable by other functions or software tools included with the system.	M		

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4.2 Fleet Management (FM)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
FM.0	Includes a mechanism to identify vehicles included in a manufacturer's recall campaign by vehicle ID number or vehicle number. Must also be able to identify if a recall vehicle is currently in shop or due for PM and post that information on work order.	M		
FM.1	Ability to track an unlimited number of warranties on an individual vehicle basis (to include system, component and accessory warranties in addition to the vehicle warranty). System should supply user with the option to print warranty notification to screen, on the printed work order, or both. System must have warranty reporting functions to meet industry acceptable standards for Ford, GM, Chrysler, etc.	M		
FM.2	Capable of recording out-of-service time, showing user defined reason for equipment unavailability and capable of establishing default downtime codes by repair location. The reason for unavailability must be capable of being accumulated and reported by vehicle, class and repair location.	M		
FM.3	Capable of tracking accident repairs and accident reports and associating accidents with specific vehicles, operators, vehicle classes, customer departments and repair locations.	M		
FM.4	Capable of recording a minimum of two meters of user-definable types for each vehicle. The systems must perform scheduling and utilization evaluation based on any or all meter types. Capable of updating and reconciling selected meters quickly and easily from fuel interface or by manual entry. System must also have a meter fix feature that is well documented. Please include documentation. Also include documentation detailing entry of meter values for existing vehicles (with and without rollover and replaced meters) into the system during Phase 1 Implementation.	M		
FM.5	Contain a replacement module capable of forecasting units due for replacement using the following criteria: 1. Usage (all meters); 2. Life in months or years; 3. Maintenance cost parameter; 4. Combined evaluation as established by the user.	M		
FM.6	Replacement projections must include cost of replacement, by year, and in order of priority according to user established criteria. Supports user defined and Vehicle Maintenance Reporting Standards repair codes.	M		

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4.2 Fleet Management (FM)

Section	Specification	Requirement (M)andatory or (D)estratable	Code	Proposal Reference	Pass or Fail	Pass Date and Mileage
FM.7	Ability to control work order spending limits on a per unit and/or per work order basis. This must include estimated work order cost prior to work being performed by technician. Spending limit control must include a security-controlled limit override authorization function.	M				
FM.8	Ability to define standards and provide periodic exception reports for all information that falls outside user-defined parameters for operating cost, repair times, utilization by equipment class, repair cost by class, and fuel consumption.	M				

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4.3 Asset Management (AM)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
AM1	The system should also allow for the "copying" of another master record to allow for ease of entry for multiple vehicles that are almost alike. The data fields that are different should automatically prompt the user for the new information, such as serial number, user vehicle number, accounting codes, and other data fields that may change from one vehicle to another.	D		
AM2	Provide a mechanism where new unit specifications can be produced and revised for bidding purposes. This process should be class driven and should bring past repair cost and repair issues into the specification process in order to eliminate the past repair problems.	D		
AM3	Track the status of units on order and not yet in service showing estimated delivery times, units past estimated delivery and those that have been recently delivered.	D		
AM4	Ability to move a unit to a different class, department or organization without loss of any existing data including work orders, preventative maintenance schedules, historical cost, and accounting information, and without deleting and re-entering any data.	M		
AM5	Ability to renumber an equipment unit without loss of any existing data including work orders, preventative maintenance schedules, unit history, and accounting information, and without deleting and re-entering. Track prior information.	M		
AM6	Allows for expansion of the fleet size including user departments, divisions, activities within divisions, and repair locations to include parts inventory locations, fuel storage areas, vendors codes, and accounting requirements.	M		
AM7	Provides on-line search capability by selected equipment record field.	M		
AM8	Provides storage, on-line maintenance, and reporting for over 2,000 equipment units.	M		
AM9	Provides user defined status codes including a "mark for delete" status that inactivates the vehicle but keep PeopleSoft it on-line and available for reporting at user discretion.	M		
AM10	Stores complete vehicle history for as long as the vehicle is part of the fleet, or longer, at the user's discretion.	M		
AM11	Ability to make global changes to equipment records.	D		
AM12	Allows for the complete tracking of sub-units or mounted equipment, with all associated work order transactions, PM scheduling, warranty reporting, and factory recall processing. These master records should be attached and easily maintained.	D		

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4.3 Asset Management (AM)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
AM13	Provides for the association of an unlimited number of sub-units (trailers, bodies, etc.) to a main or base unit. System must provide users with the option of viewing all inspection and maintenance notifications for sub-units. Maintenance history for sub-units will remain with sub-units when they are re-assigned to other units.	M		
AM14	Provides the ability to create an unlimited number of user defined fields for equipment and technical specifications records.	D		
AM15	Tracks on-road and off-road usage.	D		
AM16	Tracks personal use of vehicles.	D		
AM17	Usage data captured through a usage data entry screen and through: integration with the work order and motor pool modules; and, data received via interfacing with the City's automated fueling system.	D		
AM18	Track Requisition and Purchase Order numbers and dates pertaining to the acquisition of vehicles and equipment.	M		

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4.4 WORK ORDER (WO)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
WO.1	Ability to define job standards or use flat rate standards. The system will include a feature that allows the system to develop standards based on the existing shop(s) productive time records. The user shall have the option to edit these values and select those that are valid for each class of equipment.	M		
WO.2	Allows both base units and associated units to be maintained on one work order. The system must be capable of reporting work order transactions by sub-unit and by base unit.	D		
WO.3	Capable of capturing multiple repair types/tasks on a work order (such as the inclusion of a warranty repair on a road call work order) and still be able to accomplish detailed analysis by repair type or reason.	M		
WO.4	Capable of entering sublet information on a work order separating parts from labor transactions for each vendor and allowing for a repair code to be entered for each transaction.	M		
WO.5	Capable of posting notes to work orders in a text field that should allow for a minimum of 20 lines of opening notes and 20 lines of closing notes. Each line should be a minimum of 80 characters in length.	M		
WO.6	Capable of providing job estimates and illustrating actual performance versus estimates by employee, class, and shop for a user-defined period of time. The system must then compare this to a pre-set dollar amount limit for that vehicle and report accordingly. The user must have the option to allow for the work order to be approved by a shop person if the system should allow for the work order to be placed in a "holding" position pending management approval. The function will be controlled by a "switch" in the system operating function by repair location.	D		
WO.7	Capable of restricting access to an individual to re-open work orders. system must be capable of estimating repair tasks by labor hours (in tenths of hours), by parts costs (in whole dollars), and by commercial costs (in whole dollars).	D		
WO.8	System to post next PM type, date, and reason listed on work order if the PM is within scheduling criteria.	M		
WO.9	Allows for stopping and re-starting out-of-service time if a unit is worked on, then released, then brought back into the repair facility and worked on again on the same work order.	M		
WO.10	Capable of linking and reporting repairs caused by an operator so driver abuse and accidents can be accounted for appropriately.	M		

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4.4 WORK ORDER (WO)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference	Pass or Fail	Date of Implementation
WO.11	Capable of retaining work order data for a user-defined period of time beyond the life of each vehicle in the fleet. System must also allow for archiving of history in a simple easy to use function.	M				
WO.12	Capable of viewing on-line, all work orders by status, reason, and cause according to repair location, department, parking location, or class code.	M				
WO.13	System must provide for notification if unit is due for preventive maintenance, mandatory inspection, or if unit is under warranty on each work order. This notification must be performed on-line showing the user on the screen the issue and must also be printed on the work order.	M				
WO.14	System checks previous date performed for each task requested on work order and displays a warning message if task is being performed too soon (indicating a possible comeback). Standard duration between maintenance tasks and tasks to be excluded from comeback analysis to be defined by user and established by class of equipment.	M				
WO.15	System generated unique work order numbers.	M				
WO.16	Warning displayed if another work order is open for the unit and allow user to select an existing work order or to open a new work order. This must be triggered by entry of the unit number.	M				
WO.17	Capable of viewing on-line all work-in-progress by task, by employee, and by shop.	M				
WO.18	System must provide for a fast repair process that does not require the same processing that a normal repair order would. Attach a description of how the system accomplishes the recording of fast repair order information to include asset number, labor time and part costs.	M				
WO.19	Provide a "Request for Repair" function that acts as a pre-work order document that can be electronically converted into a full work order. This function should have the ability to hold as many as (20) "Requests for Repair", identifying each with the operator, date, location, meter, and the problem or repair requested by the operator.	M				
WO.20	Allow for entry of parts and/or kits required to perform each repair task. Allow for return of any part including a part from a "parts kit" back into inventory without forcing parts personnel to return the entire kit.	M				
WO.21	Fully integrated with parts inventory module. Required parts and/or kits to perform tasks defined in the system by the user listed on work order and checked for availability from parts inventory. Allow for parts returns and the reversing of parts transactions on work orders.	M				

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4.4 WORK ORDER (WO)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
WO.22	Provide for user defined priorities to be established, per unit, for each work order. User should have option to establish when a priority is automatically increased to a higher priority based on criteria in system, (number of days down, etc.).	M		
WO.23	Automatic capture of the part number, part description, and cost of parts issued from inventory.	M		
WO.24	Automatic inventory reduction through posting to the work order.	M		
WO.25	Provide comparative cost data by repair type/task and by sublet shop.	D		
WO.26	Provides storage, on-line maintenance, and reporting for sublet work.	M		

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4.4 PREVENTIVE MAINTENANCE (PM)

Section	Specification	Requirement (M/Mandatory or D/Desirable)	Code	Proposal Reference	Pass or Fail
PM.1	PM scheduling by class, individual unit, parking location, operator name and by department or division. The system must be able to schedule all levels of PM inspection even if the current PM being performed has an open work order.	M			
PM.2	System should be capable of scheduling PMs utilizing the City's e-mail system. This may be performed by the system producing a record that can be transmitted via the City's LAN and WAN to individual users or a user within a department as the central point of contact. If the system being proposed has other methods of communicating PM schedules to an individual, please identify in a separate document.	D			
PM.3	The system must notify user when PM is due, soon due, or overdue status is reached by repair facility when any other transaction is being performed that requires entry of the vehicle number. The inquiry must provide a "hot key" to open a PM work order at the user's option.	M			
PM.4	PM frequency supported for time (number of days, weeks, months), usage (miles and hours), fuel consumption, or all three. All fuel types must be supported by the system's preventive maintenance program.	M			
PM.5	PMs due, soon due, and overdue will appear on work orders automatically as well as notification on screen.	M			
PM.6	User defined parameter for automatic generation of PM orders when repair orders are opened for equipment due, soon due, or overdue for PM.	M			
PM.7	After PM completion, (closed work order) the system should automatically update the next PM due without any manual intervention.	M			
PM.8	Allows for user defined PM Inspection lists (by vehicle and by class) which can be printed on the work order when PMs are opened and on demand.	M			
PM.9	Capable of manually adjusting for early/late hierarchically scheduled PMs.	M			
PM.10	Capable of scheduling at least 15 discrete PMs per unit/class.	M			
PM.14	Provide for hierarchical scheduling of PMs (e.g. if an A, B, C methodology is used, when a C is done it is assumed an A and B have been done and automatically reschedules all three). However, the user must have the option to set this assumption in the system. This will allow for a PM inspection to be performed only once in a vehicle's life and not affect the remaining PM algorithm.	M			
PM.15	The system will perform PM scheduling from 1 to 90 days in advance. The system will project the amount of labor required, by day, and place this information on the PM scheduling report, listed by unit number within class and showing totals per day and week.	D			

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4.4 PREVENTIVE MAINTENANCE (PM)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference	Pass or Fail	Date	Use Only
PM.16	When the system is performing PM scheduling, it will allow for 1 to 365 days of advance scheduling to take place. The system will have a lock feature that allows the user to freeze the PM schedule a week or two weeks in advance. Once a schedule is locked, the system will identify the parts needed for that level of PM and place an order in the parts room, listing part number and vehicle number. The system shall keep track of the amount of parts on the shelf, on order from vendors, and on order from the PM scheduler, and make necessary adjustments in the parts reordering process as needed.	D					

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4.5 Inventory Control (IC)

Section	Specification	Requirement (M)and/or (D)esirable	Code	Proposal Reference
IC.1	Ability to enter standard parts list for each type of unit such as the PM parts, normal wear parts like hoses, tires, belts etc. required for each vehicle.	M		
IC.2	An on-line screen notes function for each part record.	M		
IC.3	Capable of generating a parts reorder list by vendor for all parts meeting reorder point or safety stock criteria. System must allow for EOQ ordering as an option.	M		
IC.4	Capable of posting a mark-up percentage by part number or by category (system wide or by stockroom).	M		
IC.5	Capable of interfacing with parts vendor CD ROMs and on-line internet systems and transmitting part orders electronically.	D		
IC.6	Capable of issuing and charging parts to an individual or department without having to charge it to a vehicle.	M		
IC.7	Capable of printing bin and bar code labels at user discretion.	M		
IC.8	System will have bar code issuing and receiving ability using industry standard bar codes. List cost separately.	M		
IC.9	Parts record includes information on annual usage, type of usage, and type of unit part is normally issued to. This information should be a "hot button" for access by the user.	D		
IC.10	Prohibits part usage posted to a closed work order.	M		
IC.11	Provide cycle inventory capabilities to include: user defined cycles; a work list of randomly generated part numbers; and, an automatically generated variance report when the physical count is entered.	M		
IC.12	Provide for ABC classification of parts where A represents the 10% of parts inventory with the highest dollar value; B represents the next 20% of the highest dollar value; C represents the 70% of parts inventory comprised of lower cost items.	D		
IC.13	Allows cross-referencing of multiple part/item numbers to a main part/item number.	M		
IC.14	Capable of audit tracking to include any adjustments to unit cost, count, return to inventory, return to vendor, transfers from one stockroom to another, by operator, and date/time.	M		
IC.15	Capable of changing a part number and have that change be reflected for all historical data.	M		
IC.16	Capable of pricing parts based on a moving average.	M		
IC.17	Capable of printing bar-code part labels.	M		
IC.18	Parts module fully integrated with work order processing.	M		

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4.5 Inventory Control (IC)

Section	Specification	Requirement (M)and/or (D)Desirable	Code	Proposal Reference
IC.19	Provide inventory-taking lists.	M		
IC.20	Provide parts warranty tracking at the time of issue. This information must also be available on a monthly report, listing part numbers, unit number, vendors and dates.	M		
IC.21	Provides method for taking physical inventory using bar-code device. List costs separately.	M		
IC.22	Provides on-line search capability by multiple user defined parts record fields.	M		
IC.23	Provides stock status display on-line.	M		
IC.24	Provide cross reference for like new and rebuilt parts in stock.	M		
IC.25	Provides storage, on-line maintenance, and reporting for a perpetual inventory system.	M		
IC.26	Track all activity on stock and non-stock parts to include frequency of issue and fiscal year-to-date information. Must be able to produce monthly report showing frequently used non-stock parts.	M		
IC.27	Tracks part traffic by quantity and dollar value for parts issues, returns, orders, receipts, adjustments, and transfers for both stock and non-stock parts.	M		
IC.28	Tracks quantity and value on-hand, and quantity and value on order for all parts.	M		
IC.29	Bar-code entry of part information as parts are received and issued. Hand-held devices must be capable of down loading to the system.	D		
IC.30	Capable of tracking a purchase order from its inception to payment and be integrated with the fleet management system.	D		
IC.31	Capable of tracking a purchase order from its inception to payment.	D		
IC.32	Capable of tracking purchases by Purchase Order number and/or vendor invoice.	D		
IC.33	Capture and track user defined multiple tax rates.	D		
IC.34	Capture shipping and handling costs separately from parts cost.	D		
IC.35	Report of all purchases of a part for the fiscal year, by vendor.	D		
	Capable of debiting blanket purchase order accounts and preventing purchases that exceed blanket dollar limits.	M		

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4.6 MOTOR POOL (M)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
M.1	Accommodates short term and long standing reservations.	D		
M.2	Calculates usage data as equipment is returned.	D		
M.3	Capable of capturing and tracking all costs associated with each rental.	D		
M.4	Contain a motor pool module designed to manage multiple pools and be integrated with the fleet management system.	D		
M.5	Fully integrated with the preventative maintenance and work order modules.	D		
M.6	Generates hard copy trip ticket for each reservation.	D		
M.7	Generates on-line list of available units for making reservations.	D		
M.8	Provides storage, on-line maintenance, and reporting for a motor pool system.	D		
M.9	Supports multiple pool locations and transfers between locations.	D		
M.10	Tracks vehicle condition at check-out and check-in.	D		

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4.6 Reports (R)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference	Task	Use Only	Date	Comments
R.1	Ability to access any data field within the database for reporting and file creation.	M						
R.3	Ability to save ad hoc report parameters and formats for reuse.	M						
R.4	Capable of producing color graphics	D						
R.5	Reports can be sent to any system printer or viewed on screen.	M						
R.6	Support of mathematical operations on ad hoc report rows and columns.	M						
R.7	Support of multiple subtotal fields.	M						
R.8	User-friendly, easy to use report writer. No programming expertise required to successfully produce ad hoc reports. List the name and version of the report writer recommended for use. Also list optional report generation software that some customers may be using.	M						
R.9	Capable of scheduling specific reports to be run for user defined dates, times, number of copies, and system users.	D						
R.10	Provide extensive standard management reports covering equipment, work orders, parts, operations costs, exception reports, and vehicle replacement. Reports must be available with user defined options that allow tailoring to meet operational needs. Lists of vehicles, employees, locations and parts are not considered reports and will not be included in our evaluation.	M						
R.11	Availability calendars include hours of service for day, week, month, weekends, and holidays. Downtime must also be controlled by calendar method.	M						
R.12	Capable of generating repair facility averages for each repair type/task by class for all mechanics or by mechanic.	M						
R.13	Department, motor pool, and repair facility calendars used for determining vehicle availability.	D						
R.14	Depreciation report by equipment unit as part of each equipment record and as a system generated standard report.	D						
R.15	Exception reports for units exceeding established cost standards or for units failing to meet established minimum utilization standards. Exception reporting for all repair reasons must also be included as an exception report. The criteria, or standard, for exceptions must be set by class code.	M						
R.16	Exception reports that highlight all units that exceed high and low values (set by class) for usage, maintenance cost per mile/hours, cost per quart, and miles/hours per gallon.	M						

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4.6 Reports (R)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference	Task	Start Date	End Date
R.17	Mechanic accountability report that details all direct and indirect work by mechanic for any defined period. Available selection criteria to restrict the data by repair facility, department, unit, or repair code (or any combination of these factors).	M					
R.18	Report actual hours of labor versus actual out-of-service for the work order and unit.	D					
R.19	Report mechanic and shop efficiency through comparison with user-defined standards for repair times by repair task and class.	D					
R.20	Reports indicating the status of claims and reimbursements for warranties on both parts and labor.	D					
R.21	Usage report based on department calendars and class.	D					
R.22	Usage report by class.	D					
R.23	Usage report by unit number and class showing totals, averages, and vehicle that are consistently below established standards and the month the vehicle was out of usage standard.	D					
R.24	Usage report by vehicle.	D					
R.25	Capable of recording out-of-service time, showing at least 6 user defined reason for unavailability (e.g. down for maintenance, repair delay for parts, repair delay due to mechanic unavailability).	M					
R.26	Cost per mile/hour by class must be readily available as a system generated standard report.	M					
R.27	Cost per mile/hour by unit must be readily available as part of the equipment record and as part of a system generated standard report.	M					
R.28	Report out-of-service time by unit, by class, by department, by repair facility, and by user defined reason for unavailability.	M					
R.29	Part activity report listing parts ordered, received, overdue, returned, issued, adjusted and transferred.	D					
R.30	Part catalog activity report listing all new parts added and all parts deleted.	D					
R.31	Part usage report by equipment unit.	D					
R.32	Parts on order for more than a user definable number of days report.	D					
R.33	Physical inventory report.	D					
R.34	Report of parts with on-hand quantity below the re-order point including number on order.	D					

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4.6 Reports (R)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
R.35	Reports include: outstanding orders by date; parts ordered by vendor; outstanding invoices; parts received by vendor; and, purchase orders by vendor.	D		
R.36	Tracks part purchase history for each vendor including comments on quality, performance and timely delivery.	D		
R.37	Part reorder prompt report.	M		
R.38	Report of parts with no usage for a user defined period.	M		
R.39	Capable of reporting all reservation activity and information to include: department; account number; reservation requester; destination; driver name and license number; vehicle number; usage data; and, pickup/drop off location.	D		
R.40	Pool vehicle utilization report (total time rented compared to total time available) by pool vehicle class and location.	D		
R.41	Standard reports for: reservations by status; daily reservation updates; upcoming reservations; overdue reservations; and, reservation no-shows.	D		
R.42	Usage report by department, division, vehicle and repair location.	M		
R.43	Report all inspections due by repair facility.	M		
R.44	Report that identifies component, (system), failures by user defined mileage increments.	M		
R.45	Report all inspections due by unit number and department.	M		
R.46	Actual versus estimated performance reports by employee.	D		
R.47	Actual versus standard labor hours reports by repair task code.	D		
R.48	Capable of isolating all work of a specific type for any user defined period and restricting the analysis to any department and/or class of equipment.	D		
R.49	Daily labor report by employee.	M		
R.50	Report indicating work order type to facilitate analysis of road calls, quick fix, vandalism, operator abuse, accidents, etc.	M		
R.51	Report of all work orders open, at any or all locations, for user specified period of time.	M		
R.52	Report of work orders opened, closed, and their current status report by repair location.	M		
R.53	Report sublet costs by vendor for parts and labor in repair type/task detail by equipment class.	D		
R.54	Reports that isolate costs by repair reason for work and parts (e.g. for scheduled, unscheduled, road calls, accidents, etc.).	D		

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4.6 Reports (R)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference	PLAN OF WORK	DATE	INITIALS
R.55	Work orders awaiting parts report.	M					

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4.7 FUEL (F)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference	CLASSIFICATION OF FUEL
F.2	Automatic dial-up of TRAK Automated Fuel System file-server to down load usage data.	M			
F.1	Capable of interfacing with existing City fueling system (TRAK).	M			
F.3	Manual dial-up of TRAK Automated Fuel System file-server to down load usage data.	M			
F.4	Validation and exception reporting for data transmitted from TRAK Automated Fuel System to include a meter error report after every down load.	M			

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4.8 Service/Support (S)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
S.1	Designated staff and back-up for software support. List staff by classification, and location in the US, that may be providing support for this system.	M		
S.2	Software maintenance by dial in optional as established by client. Ability to dial in and implement system corrections or "bug fixes".	M		
S.3	Describe customer service procedure to include a description of number of employees assigned to answer phones, system of tracking help calls, hours of support operation by time zone, etc.	D		
S.4	Describe the procedure for reporting and correcting software problems, and for the installation of software corrections and new releases.	M		
S.5	Describe your response time goal for service and support. Describe the process for setting customer system repair priorities with your company. Describe the process that occurs when a system is down and not usable. List optional levels of support that your company offers and the associated cost for each level.	M		
S.6	Periodic software enhancements and modifications must including documentation and training. Provide information reference software enhancements, modifications and upgrades for the past year for one client listing name and phone number.	M		
S.7	Toll free 8XX number for software support that is answered by a person.	M		

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4.9 TRAINING (T)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
T.1	Provide detailed example of training agenda for each day of training. Include definition of types of employees to attend each training session.	M		
T.2	The City wishes to work as partners during the implementation of the system. Please list your companies implementation plan and associated costs.	M		
T.3	The City wishes to have the training provided in three sessions. 1. Beginner training using test data, so the staff may gain a better understanding of the systems functionality. This will be performed just prior to start-up of testing phase, approximately one month prior to live operations. 2. Start-up training days prior to live operations, including the first days of live operations. 3. Follow-up training scheduled for one to two months after live operations. Please list costs for this training approach based on your knowledge on the City of Any City Transit operations.	M		

SECTION 4 - FUNCTIONAL REQUIREMENTS

1.	Requirement	This column indicates whether the City views the function as (M)andatory or (D)esirable. Vendors are required to indicate their response to the specifications by coding each space with one of the following codes:
2.	Response Code	<i>Instruction to Vendors</i>
Code	<i>Code Explanation</i>	<i>Description</i>
OP	Operational	In production at all sites (indicate number of users sites actually using the function). If the function is always available at all users sites and some users choose not to use the function, consider the function operational.
AV	Available Operationally	Conditionally available to all users in production at some user sites.
TE	Testing, Pilot Program	The function is not currently in production
DE	Development Stage, Planning Stage	The function is in planning or early development
CD	Custom Developed	Even though your system does not currently have this function, you can work with the City to custom develop it.
NP	Not planned	The function is not available and is not expected to be a future function.
OT	Other	None of the above
3.	Proposal Reference	Vendors will use this space to indicate where in their response the required detail is located. List sections, page numbers, etc. for attached documents.
4.	City Use Only	Spaces reserved for the City to evaluate vendor responses and to indicate Pass/Fail of software acceptance testing by the City prior to payment after installation.



4.1 GENERAL SYSTEM FEATURES (GSF)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
GSF.1	System must be capable of utilizing complete ATA VMRS coding structure.	M	OP	See reference sheet
GSF.2	Capable of being tailored to meet the needs of the operation through user defined parameters and codes. Provide a list of required data elements and documentation of all standard or "hard coded" system parameters and codes.	M	OP	See enclosed CD Start up Manual
GSF.3	All labor codes (both direct and indirect) must be user definable.	M	OP	See Reference sheet
GSF.4	Capable of capturing all labor transactions as they occur (in "real time")	M	OP	See Reference sheet
GSF.5	Provides for multiple labor rates, by location, for straight time and overtime. User option for shop rate or employee rate.	M	OP	See Reference sheet
GSF.6	Ability to build a file consisting of any data fields contained in the system and upload that file for export to other systems in ASCII or a standard data base format. Specify format(s) available.	M	AV	This would be a function of Crystal Reports.
GSF.7	Ability to record work performed and parts used by keyboard or bar code entry.	M	OT	BC parts only
GSF.8	All modules of the system must be integrated to the highest degree possible. The operator does not have to log out of one module and into another to move from function to function.	M	OP	See Reference sheet
GSF.9	Calculates straight-line depreciation.	M	OP	See Section 2
GSF.10	Capable of entering labor transactions into the system directly to the work order through a labor transaction screen, or through use of a bar code device.	M	OT	BC not used for labor
GSF.11	Capable of identifying warranties for both replacement parts and original equipment components, and tracking the status of claims and reimbursements.	M	DE	See Reference sheet
GSF.12	Capable of performing system administration functions without significantly impacting the City's 24-hour operation. System administration functions must be capable of starting at a user-definable time and running to completion without operator intervention, even if errors with the data being processed are encountered. Vendor must provide a written procedure for the conduct of system administration functions for a 24-hour operation.	M	OT	This is a function of database administrator. Recommendations can be reviewed in Section 9.
GSF.13	Capable of tracking both direct and indirect labor.	M	OP	See Section 2
GSF.14	Contain a user friendly ad hoc report writer with the capability of down loading data	M	OT	Crystal Report



	in ASCII and standard ODBC database formats, including but not limited to Microsoft Access.			Writer Professional 8 recommended. See Reference sheet
GSF.15	Data entry editing and validation of data entered by keyboard or other data entry devices. Edits to include value ranges, formats, required fields and correct codes.	M	OP	See Reference sheet
GSF.16	Error messages and prompts where appropriate	M	OP	Tool tips are used.
GSF.17	Provide expected transaction and screen "paint" response times for the proposed system, given the City's current current repair locations and vendor suggested hardware, software, and connectivity requirements.	M	OP	See Reference sheet
GSF.18	Provide for global changes to specific data tables/fields to include department number, work order number, employee number, work order repair type/task and equipment class codes.	M	OP	Mass Utility and SQL Utility - GUI Interface for FASTER customers.
GSF.19	Supports a user defined fiscal calendar.	M	OP	See Reference sheet
GSF.20	Supports hand held data entry devices capable of recording labor and parts. The City plans to use hand held devices for warehouse operations. Data recorded in the hand held device must be capable of being loaded and processed into the software's database without re-keying. Uploading shall not interfere with, and shall be capable of being performed concurrently with, all other routine system functions.	M	OP	Inventory function only. All issues are real time using bar codes and labor is captured real time through technicians workstation.
GSF.21	System must be compatible with Novell 3.x, 4.x	M	AV	FASTER runs on the Ethernet running Novell but does not function on Novell.
GSF.22	System must be written in a fourth generation programming language. List languages and versions used to develop and maintain the system. See page 28.	M	NP	Written in C++
GSF.23	System must operate in client/server configuration and the client software must run on either Windows 95 or Windows NT.	M	OP	See Section 8
GSF.24	System must provide graphical user interface (GUI) conforming to industry standards such as Microsoft Application Guidelines.	M	OP	See Section 2
GSF.25	System must provide on-line help.	M	OP	Tool Tips
GSF.26	System must utilize an industry standard relational database such as Ingres, Oracle,	M	OP	MS SQL and

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
GSF.27	or SQL Server. State database(s) supported by the system. System must be transaction based. Detail of each transaction must provide a clear audit trail for verification and be readily available via a system generated ad hoc report.	M	OP	oracle See Section 8 See Section 2
GSF.28	Vendor must supply data entry template documents to support manual entry of data during Phase 1 Implementation.	M	OP	See CD Startup Manual
GSF.29	Capable of restricting access to undercover license plate numbers.	D	NP	This field is not permission based.
GSF.30	Import and export facilities controlled by a built-in security mechanism.	D	AV	See reference sheet
GSF.31	Security system to: 1) prohibit access to data by unauthorized operators; 2) restrict viewing of data for separate location(s)/facility(ies) without appropriate access; 3) establish operator identity for each transaction; and 4) maintain detailed system audit trails by user ID. System audit trail data must be retrievable using the system's ad-hoc report generator, and data retrieval must be access-protected by the security system. System audit trail data must not be editable by other functions or software tools included with the system.	M	OP	Please see Section 3.3 for complete review of security

4.2 FLEET MANAGEMENT (FM)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
FM.0	Includes a mechanism to identify vehicles included in a manufacturer's recall campaign by vehicle ID number or vehicle number. Must also be able to identify if a recall vehicle is currently in shop or due for PM and post that information on work order.	M	OP	See Section 2
FM.1	Ability to track an unlimited number of warranties on an individual vehicle basis (to include system, component and accessory warranties in addition to the vehicle warranty). System should supply user with the option to print warranty notification to screen, on the printed work order, or both. System must have warranty reporting functions to meet industry acceptable standards for Ford, GM, Chrysler, etc.	M	OP	See Section 2
FM.2	Capable of recording out-of-service time, showing user defined reason for equipment unavailability and capable of establishing default downtime codes by repair location. The reason for unavailability must be capable of being accumulated and reported by vehicle, class and repair location.	M	OP	See Section 2

FM.3	Capable of tracking accident repairs and accident reports and associatin accidents with specific vehicles, operators, vehicle classes, customer departments and repair locations.	M	OP	See Section 2
FM.4	Capable of recording a minimum of two meters of user-definable types for each vehicle. The systems must perform scheduling and utilization evaluation based on any or all meter types. Capable of updating and reconciling selected meters quickly and easily from fuel interface or by manual entry. System must also have a meter fix feature that is well documented. Please include documentation. Also include documentation detailing entry of meter values for existing vehicles (with and without rollover and replaced meters) into the system during Phase 1 Implementation.	M	OP	See Appendix A
FM.5	Contain a replacement module capable of forecasting units due for replacement using the following criteria: <ol style="list-style-type: none"> 1. Usage (all meters); 2. Life in months or years; 3. Maintenance cost parameter; 4. Combined evaluation as established by the user. Replacement projections must include cost of replacement, by year, and in order of priority according to user established criteria.	M	OP	See Section 2
FM.6	Supports user defined and Vehicle Maintenance Reporting Standards repair codes.	M	OP	See Section 2
FM.7	Ability to control work order spending limits on a per unit and/or per work order basis. This must include estimated work order cost prior to work being performed by technician. Spending limit control must include a security-controlled limit override authorization function.	M	OP	See Section 2
FM.8	Ability to define standards and provide periodic exception reports for all information that falls outside user-defined parameters for operating cost, repair times, utilization by equipment class, repair cost by class, and fuel consumption.	M	OP	See Section 2

4.3 ASSET MANAGEMENT (AM)

Section	Specification	Requirement (M)andatory or (D)estrainable	Code	Proposal Reference
AM.1	The system should also allow for the "copying" of another master record to allow for ease of entry for multiple vehicles that are almost alike. The data fields that are different should automatically prompt the user for the new information, such as serial number, user vehicle number, accounting codes, and other data fields that may change from one vehicle to another.	D	DE	Spring 2003 Enhancement



AM.2	Provide a mechanism where new unit specifications can be produced and revised for bidding purposes. This process should be class driven and should bring past repair cost and repair issues into the specification process in order to eliminate the past repair problems.	D	NP	See reference sheet
AM.3	Track the status of units on order and not yet in service showing estimated delivery times, units past estimated delivery and those that have been recently delivered.	D	OT	See reference sheet
AM.4	Ability to move a unit to a different class, department or organization without loss of any existing data including work orders, preventative maintenance schedules, historical cost, and accounting information, and without deleting and re-entering any data.	M	OP	See Section 2
AM.5	Ability to renumber an equipment unit without loss of any existing data including work orders, preventative maintenance schedules, unit history, and accounting information, and without deleting and re-entering. Track prior information.	M	OP	See Section 2
AM.6	Allows for expansion of the fleet size including user departments, divisions, activities with divisions, and repair locations to include parts inventory locations, fuel storage areas, vendors codes, and accounting requirements.	M	OP	See Section 2
AM.7	Provides on-line search capability by selected equipment record field.	M	OP	See Section 2
AM.8	Provides storage, on-line maintenance, and reporting for over 2,000 equipment units.	M	OP	See Section 2
AM.9	(Should be 520 units not 2,000 units per amendment one 6/11/02) Provides user defined status codes including a "mark for delete" status that inactivates the vehicle but keep PeopleSoft it on-line and available for reporting at user discretion.	M	OP	See Section 2
AM.10	Stores complete vehicle history for as long as the vehicle is part of the fleet, or longer, at the user's discretion.	M	OP	See Section 2
AM.11	Ability to make global changes to equipment records.	D	OP	See Section 2
AM.12	Allows for the complete tracking of sub-units or mounted equipment, with all associated work order transactions, PM scheduling, warranty reporting, and factory recall processing. These master records should be attached and easily maintained.	D	OP	See Section 2
AM.13	Provides for the association of an unlimited number of sub-units (trailers, bodies, etc.) to a main or base unit. System must provide users with the option of viewing all inspection and maintenance notifications for sub-units. Maintenance history for sub-units will remain with sub-units when they are re-assigned to other units.	M	OP	See Section 2
AM.14	Provides the ability to create an unlimited number of user defined fields for equipment and technical specifications records.	D	OP	See Section 2
AM.15	Tracks on-road and off-road usage.	D	OT	See Appendix B
AM.16	Tracks personal use of vehicles.	D	OT	See Appendix B



AM.17	Usage data captured through a usage data entry screen and through integration with the work order and motor pool modules; and, data received via interfacing with the City's automated fueling system.	D	OP	See Section 2
AM.18	Track Requisition and Purchase Order numbers and dates pertaining to the acquisition of vehicles and equipment.	M	OP	See Section 2

4.4 WORK ORDER (WO)

Section	Specification	Requirement or (D)estirable (M)	Code	Proposal Reference
WO.1	Ability to define job standards or use flat rate standards. The system will include a feature that allows the system to develop standards based on the existing shop(s) productive time records. The user shall have the option to edit these values and select those that are valid for each class of equipment.	M	OP	See reference sheet
WO.2	Allows both base units and associated units to be maintained on one work order. The system must be capable of reporting work order transactions by sub-unit and by base unit.	D	NP	See reference sheet
WO.3	Capable of Capturing multiple repair types/tasks on a work order (such as the inclusion of a warranty repair on a road call work order) and still be able to accomplish detailed analysis by repair type or reason.	M	OP	See reference sheet
WO.4	Capable of entering sublet information on a work order separating parts from labor transactions for each vendor and allowing for a repair code to be entered for each transaction.	M	OP	See reference sheet
WO.5	Capable of posting notes to work orders in a text field that should allow for a minimum of 20 lines of opening notes and 20 lines of closing notes. Each line should be a minimum of 80 characters in length.	M	OP	See reference sheet
WO.6	Capable of providing job estimates and illustrating actual performance versus estimates by employee, class, and shop for a user-defined period of time. The system must then compare this to a pre-set dollar amount limit for that vehicle and report accordingly. The user must have the option to allow for the work order to be approved by a shop person if the system should allow for the work order to be placed in a "holding" position pending management approval. The function will be controlled by a "switch" in the system operating function by repair location.	D	OT	See reference sheet
WO.7	Capable of restricting access to an individual to re-open work orders, system must be capable of estimating repair tasks by labor hours (in tenths of hours), by parts costs (in whole dollars), and by commercial costs (in whole dollars).	D	OP	See reference sheet

WO.8	System to possit next PM type, date, and reason listed on work order if the PM is within scheduling criteria	M	OP	See reference sheet
WO.9	Allows for stopping and restarting out of service time if a unit is worked on, then released, then brought back into the repair facility and worked on again on the same work order.	M	OP	See reference sheet
WO.10	Capable of linking and reporting repairs caused by an operator so friver abuse and accidents can be accounted for appropriately.	M	OP	See reference sheet
WO.11	Capable of retaining work order data for user-defined period of time beyond the life of each vehicle in the fleet. System must also allow for archiving of history in a simple easy to use function.	M	OT	See reference sheet
WO.12	Capable of viewing on-line all work orders by status, reason, and cause according to repair location, department, parking location, or class code.	M	OP	See reference sheet
WO.13	System must provide for notification if unit is due for preventive maintenance, mandatory inspection, or if unit is under warranty on each work order. This notification must be performed on-line showing the user on the screen the issue and must also be printed on the work order.	M	OP	See reference sheet
WO.14	System checks previous date performed for each task requested on work order and displays a warning message if task is being performed too soon (indicating a possible comeback). Standard duration between maintenance tasks and tasks to be excluded from comeback analysis to be defined by user and established by class of equipment.	M	OT	This information can be retrieved in FASTER with the Possible Comeback report.
WO.15	System generated unique work order numbers.	M	OP	FASTER allows for both manual and system selected work order numbers.
WO.16	Warning displayed if another work order is open for the unit and allow user to select an existing work order or to open a new work order. This must be triggered by entry of the unit number.	M	OP	A warning is displayed on screen if an open work order exists.
WO.17	Capable of viewing on-line all work-in-progress by task, employee, and by shop.	M	OP	See reference sheet
WO.18	System must provide for a fast repair process that does not require the same processing that a normal repair order would. Attach a description of how the system	M	OT	All FASTER work orders

	accomplishes the recording of fast repair order information to include asset number, labor time and part costs.			are opened in the same manner which takes about 10 seconds.
WO.19	Provide a "Request for Repair" function that acts as a pre-work order document that can be electronically converted into a full work order. This function should have the ability to hold as many as (20) "Requests for Repair", identifying each with the operator, date, location, meter, and the problem or repair requested by the operator. Allow for entry of parts and/or kits required to perform each repair task. Allow for return of any part including a part form a "parts kit" back into inventory without forcing parts personnel to return the entire kit.	M	DE	See reference sheet
WO.20	Fully integrated with parts inventory module. Required parts and/or kits to perform tasks defined in the system by the user listed on work order and checked for availability from parts inventory. Allow for parts returns and the reversing of parts transactions on work orders.	M	OP	See reference sheet
WO.21	Provide for user defined priorities to be established, per unit, for each work order. User should have option to establish when a priority is automatically increased to a higher priority based on criteria in system. (number of days down, etc.)	M	OT	See reference sheet
WO.22	Automatic capture of the part number, part description, and cost of parts issued from inventory.	M	OP	See reference sheet
WO.23	Automatic inventory reduction through posting to the work order.	M	OP	All parts issues are automatically deducted from the inventory.
WO.24	Provide comparative cost data by repair type/task and by sublet shop.	D	OT	This information is retrieved by FASTER through the Fleet Work Order Cost report.
WO.25	Provides storage, on-line maintenance, and reporting for sublet work.	M	OP	See reference sheet

4.4 PREVENTIVE MAINTENANCE (PM)

Section	Specification	Requirement (M)andatory or (D)esirable	Code	Proposal Reference
PM.1	PM scheduling by class, individual unit, parking location, operator name and by department or division. The system must be able to schedule all levels of PM inspection even if the current PM being performed has an open work order.	M	OP	PM schedules are set at the equipment level.
PM.2	System should be capable of scheduling PMs utilizing the City's e-mail system. This may be performed by the system producing a record that can be transmitted via the City's LAN and WAN to individual users or a user within a department as the central point of contact. If the system being proposed has other methods of communication PM schedules to an individual, please identify in a separate document.	D	OP/CD	This is a custom program and can be provided to the City or the City may use the standard reports destination to email in Mass. See reference sheet.
PM.3	The system must notify user when PM is due, soon due, or overdue status is reached by repair facility when any other transaction is being performed that requires entry of the vehicle number. The inquiry must provide a "hot key" to open a PM work order at the user's option.	M	OT	See reference sheet.
PM.4	PM frequency supported for time (number of days, weeks, months), usage (miles and hours), fuel consumption, or all three. All fuel types must be supported by the system's preventive maintenance program.	M	OP	See Section 2
PM.5	PMs due, soon due, and overdue will appear on work orders automatically as well as notification on screen.	M	OP	See Section 2
PM.6	User defined parameter for automatic generation of PM orders when repair orders are opened for equipment due, soon due, or overdue for PM	M	OT	See Reference Sheet
PM.7	After PM completion, (closed work order) the system should automatically update the next PM due without any manual intervention.	M	OP	See Section 2
PM.8	Allows for user defined PM inspection lists (by vehicle and class) which can be printed on the work order when PMs are opened and on demand.	M	OP	See Section 2
PM.9	Capable of manually adjusting for early/late hierarchically scheduled PMs.	M	OP	See Section 2

Section	Specification	Requirement (M) and/or (D) Desirable	Code	Proposal Reference
PM.10	Capable of scheduling at least 15 discrete PMs per unit/class	M	OP	PM scheduling is unlimited. See Section 2
PM.14	Provide for hierarchical scheduling of Pms (e.g. if an A,B,C methodology is used, when a C is done it is assumed that an A and B have been done and automatically reschedules all three). However, the user must have the option to set this assumption in the system. This will allow for a PM inspection to be performed only once in a vehicle's life and not affect the remaining PM algorithm.	M	OP	
PM.15	The system will perform PM scheduling from 1 to 90 days in advance. The system will project the amount of labor required, by day, and place this information on the PM scheduling report, listed by unit number within class and showing totals per day and week.	D	OT	See reference sheet.
PM.16	When the system is performing PM scheduling, it will allow for 1 to 365 days of advance scheduling to take place. The system will have a lock feature that allows the user to freeze the PM schedule a week or two weeks in advance. Once a schedule is locked, the system will identify the parts needed for that level of PM and place an order in the parts room, listing part number and vehicle number. The system shall keep track of the amount of parts on the shelf, on order from vendors, and on order from the PM scheduler, and make necessary adjustments in the parts reordering process as needed.	D	NP	This end result desired in this specification can be met through process refinement and the available tools in <i>FASTER</i> .

4.5 INVENTORY CONTROL (IC)

Section	Specification	Requirement (M) and/or (D) Desirable	Code	Proposal Reference
IC.1	Ability to enter standard parts list for each type of unit such as the PM parts, normal wear parts like hoses, tires, belts, etc. required for each vehicle.	M	OP	See Section 2
IC.2	An on-line screen notes function for each part record.	M	OP	See Section 2
IC.3	Capable of generating a parts reorder list by vendor for all parts meeting reorder point or safety stock criteria. System must allow for EOQ ordering as an option.	M	OP	See Section 2
IC.4	Capable of posting a mark-up percentage by part number or by category (system wide or by stockroom).	M	OP	Available by part number only

		D	NP	
IC.5	Capable of interfacing with parts vendor CD ROMs and on-line Internet systems and transmitting part orders electronically.			
IC.6	Capable of issuing and charging parts to an individual or department without having to charge it to a vehicle.	M	OP	
IC.7	Capable of printing bin and bar code labels at user discretion.	M	OP	This is a function of the bar code module. See Section 02
IC.8	System will have bar code issuing and receiving ability using industry standard bar codes. List cost separately.	M	OP	See Section 02 and 8 for information and pricing.
IC.9	Parts record included information on annual usage, type of usage, and type of unit part is normally issued to. This information should be a "hot button" for access by the user.	D	OP	See reference sheet
IC.10	Prohibits part usage posted to a closed work order.	M	OP	See reference sheet
IC.11	Provide cycle inventory capabilities to include: user defined cycles; a work list of randomly generated part numbers; and, an automatically generated variance report when the physical count is entered.	M	OP	The report must be run manually afterwards to generate the variance report for the physical count.
IC.12	Provide for ABC classification of parts where A represents the 105 of parts inventory with the highest dollar value; B represents the next 20% of the highest dollar value; C represents the 70% of parts inventory comprised of lower cost items.	D	OP	See Section 2
IC.13	Allows cross-referencing of multiple part/item numbers to a main part/item number	M	OP	See Section 2
IC.14	Capable of audit tracking to include any adjustments to unit cost, count, return to inventory, return to vendor, transfers from one stockroom to another, by operator, and date/time.	M	OP	
IC.15	Capable of changing a part number and have that change be reflected for all historical data.	M	OP	See Section 2
IC.16	Capable of pricing parts based on a moving average.	M	OP	See Section 2
IC.17	Capable of printing bar-code part labels.	M	OP	A function of



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		M	OP	the Bar Code Module
IC.18	Parts module fully integrated with work order processing.			See Section 2. All <i>FASTER</i> modules are fully integrated.

RESPONSE COMMENTS

4.3 GENERAL SYSTEM FEATURES (GSF)

- GSF.1 The coding in *FASTER* is user defined. While VMRS codes are supported, *FASTER* can be loaded with the standard Codes developed by CCG Systems, Inc. to provide standardization among *FASTER* users. The coding is based upon the APWA coding structure and is similar to the VMRS codes.
- GSF.2 See Manual on CD. Start Up Manual for full listing of codes.
- GSF.3 Labor codes are user defined and associated with the mechanic ID.
- GSF.4 *FASTER*'s technician workstation has been designed to assist shop floor personnel in capturing labor in real time. It is a GUI point and click interface that reduces keyboard entry through the use of drop down selects or selecting a name from a list. The objective of the design was to eliminate as much as possible the use of the keyboard and providing a flow of screens to support logging on and off the work orders.
- GSF.5 MID or Mechanic ID's are user defined as are the associated labor rates. An equipment labor rate can be attached to a specific piece of equipment to be used as an override whenever labor is performed on the vehicle. The overtime unit is calculated on the system and there is a provision for a Modified Labor Rate that is user defined and can be directed at special situations requiring a modified rate.
- GSF.6 Crystal Reports provides destination choices for many different formats including but not limited to: ASCII, EXCEL, and HTML. Please see www.crystaldecisions.com for a complete review of Crystal Reports.
- GSF.7 CCG Systems, Inc. has found through 20 years of experience that using bar coding on the shop floor is both a time consuming and expensive endeavor. With *FASTER* a technician can simply use the mouse to click on a repair to start tracking their time, "real time". When they are finished simply click on that repair and log off. With bar coding the tech has to use the bar code scanner and find the correct bar code in a book or on a "cheat sheet" and scan the correct repair. When completed, he must repeat this tedious process. The cost of bar coding equipment is expensive to have at each workstation on the shop floor and can be easily damaged. It is therefore our developmental philosophy to focus on a "real time on line" Technician Workstation. Instead, CCG is committed to "real time" collection through mobile client that is under development.
- GSF.8 Please See CD Manual for a description of the Applet Screens and navigation.
- GSF.9 Depreciation in *FASTER* may be calculated as straight line or remaining balance. It is a system switch.
- GSF.10 Please see GSF 7.
- GSF.11 While warranties are tracked in *FASTER* now alerting the user to warranties prior to conduct work or replacing parts on issue, the claim tracking feature is defined and in the process of development. It is anticipated that this feature will be available for customers in 2003 release.
- GSF.12 The system administrative functions for *FASTER* are minimal. The system administrative functions for the database and network are outside the scope of the *FASTER* implementation. In all cases, CCG Technical staff are available for advisement and the back up and disaster recommendations have been included in Section 9. It would be the responsibility of the City of Peoria Network and Database administrator to establish a system administrative schedule.

- GSF.13 Direct and indirect labor is tracked in *FASTER* and they are user defined.
- GSF.14 *FASTER* utilizes a relational database. The recommended report writer is Crystal Reports Professional 8, primarily because this is the report writer CCG uses to provide the standard reports. The source for the Standard Reports are provided for use as template to those customers using Crystal. Additionally, CCG Systems, Inc. provides training classes for writing reports with Crystal Report Writer. The classes are conducted on a *FASTER* database for direct training and easy application of the skills specific to *FASTER*. MS Access is also utilized by some customers. However, any standard Report Writer can be used. For specifics regarding Crystal Reports, www.crystaldecisions.com has a complete review of the specifications for the report writer.
- GSF.15 Editing in *FASTER* is executed on all codes stored in the Table for *FASTER*. Ranges are managed for input items such as odometers, fuel capacities, dates, etc.
- GSF.16 Tool tips are used in *FASTER* to provide users with information. Errors are posted with corrective instructions in the bottom of the user screens.
- GSF.17 Response times in the *FASTER* application are dependant on the network infrastructure and bandwidth available. Inquiries and Searches, depending on parameters/results, return in 2 to 5 seconds. Update and Add functions can take up to 30 seconds depending on size. (i.e. large parts order, etc.) Work Orders can be opened in 5 seconds.
- **These response times are based on a full T1 connection and a 100MB internal LAN.
- GSF.18 *FASTER* provides mass update capabilities through a utility built for global changes to data fields.
- GSF.19 The fiscal year is user defined as part of the system settings.
- GSF.20 *FASTER* supports a hand held upload for parts inventory only. While batch programs are available in the system, *FASTER* was designed for real time data collection. The technicians workstation is designed to provide for logging on and off workorders easily in real time.
- GSF.21 *FASTER* can share the network with Novell but requires a Windows 2000 Server to operate.
- GSF.22 *FASTER* is written in C++.
- GSF.23 *FASTER* is a client server system design. Both FAT and Thin clients are supported. Please see Section 8 for a full review of supported clients and design.
- GSF.24 The GUI interface for *FASTER* is based upon the Microsoft Windows standards.
- GSF.25 Tool tips are available in *FASTER*.
- GSF.26 Standard database that are supported are MS SQL and Oracle. Please see Section 8 for details.
- GSF.27 *FASTER* is transaction based and audits are available through reports.
- GSF.28 Please see Start Up Manual on CD.
- GSF.29 Not available.

GSF.30 Importing into *FASTER* is executed through an interface and is limited to custom developed interfaces for fuel transactions. These are executed through a program in *FASTER* and can be permission granted. Exports are executed through the reporting mechanism. This permission would need to be manipulated through the database granting of permissions.

GSF.31 Section 3.3 provides a complete over view of the security matrix in *FASTER*.

4.4 ASSET MANAGEMENT (AM)

AM.2 Not Available

AM.3 *FASTER* accomplishes this through the use of a user defined status code (i.e. on order, waiting for delivery, etc). Temporary equipment numbers may also be created for this purpose.

4.5 WORK ORDER

WO.1 *FASTER* applies rates in three different ways. The user has the option to apply a rate (equipment rate) directly to the equipment record, which will be used at all times. The user may also apply an optional modified rate where no equipment rate has been applied. Modified rates are created by the system administrator and may be selected for any piece of equipment on any work order. Additionally, the user may define rates per mechanic within the mechanics identification, which will be used where no equipment rate or modified rate has been applied.

WO.2 Work orders in *FASTER* are opened to ONE Asset record at a time.

WO.3 The user may apply an unlimited number of repair types to the work order. The coding of repair types allows the user to extract reporting data by repair type reason.

WO.4 *FASTER* provides a sublet tab on the work order. Parts, labor, markup, and other costs are broken out separately, and a repair type is entered for each entry.

WO.5 *FASTER* provides a notes tab on the work order which meets the desired requirements.

WO.6 Work order and work order estimate comparative analysis may be performed in the form of a custom written report. The system administrator may use any undesignated field in the asset record to record spending limitations for that piece of equipment and that will information will be retrievable in the form of a custom written report. Users may change the status of the work order some holding status pending management approval.

WO.7 The *FASTER* system administrator has the ability to control which users have permissions to re-open work orders. The work order estimate provides repairs, parts, and labor tabs which meet the requirements.

WO.8 The *FASTER* PM Scheduler gives the user the ability to create PM schedules and post PMs based on PMs due within a user defined percentage. The PMs posted will then post to the next work order opened for any piece of equipment that falls within those user defined parameters.

WO.9 The system administrator may create work order status codes, which when used will stop the downtime clock on the work order.

- WO.10 *FASTER* allows the user to associate an employee to the equipment record, which integrates the driver of a piece of equipment to any work order that is opened. The *FASTER* system supports reporting details associated to a drive and/or reason for repair (accident, abuse, etc.)
- WO.11 Given the current technology the relational database is limited generally by disk space. The database can retain as many records as disk space permits. Therefore a multi-gigabyte hard drive will allow the users to retain as much history as they like. The archiving of history is the end result of old technology's database size limitations. There is currently no way to archive history from the database because archiving is generally not necessary.
- WO.12 This feature is operational in *FASTER* with the exception of viewing by parking location.
- WO.13 All associated PM and Inspection due dates and warranty dates are shown and printed on the work order.
- WO.17 The user may view all work in progress and may sort by any available field for example; MID, task, start time, end time, WO number, shop, and equipment number.
- WO.19 This is currently in development with an anticipate release date of 2004. This can currently be accomplished in *FASTER* by posting a deferred repair to a piece of equipment, when the equipment is brought into the shop for work the deferred repair would show up on the work order.
- WO.20 *FASTER* allows the user to create parts and tasks lists for all repair types by equipment number or class. Any parts issued to the work order are issue as separate parts and may be returned to storeroom or vendor.
- WO.21 All parts and tasks lists can be shown on the work order and printed. Any parts issued whether from a part list or directly from the storeroom are checked for availability and will not be issued if the in-stock quantity is zero.
- WO.22 The user may apply a priority to the equipment record and may change that priority on any work order, however the system will not automatically change the priority based on downtime.
- WO.23 In *FASTER* the parts applet is linked to the Work Order applet so any parts that are issued for a repair are automatically captured and information is available.
- WO.26 Work order sublet information is recorded on it's own tab in the work order applet. Any sublet information recorded is updateable on-line. All sublet information as well as any other information on the database is retrievable through reports.

4.6 PREVENTIVE MAINTENANCE (PM)

- PM.3 The *FASTER* PM Scheduler program streamlines the PM process through creation and storage of PM services schedules per asset based on a user defined shop availability parameters. Proper utilization of the PM Scheduler will entail the following procedure.
1. Run and review the PM Due listing report for a designated time period.
 2. Upon review of the report, the manager establishes maximum number of PMs possible per shop and shift by date and PM type and creates a matching schedule as such within the *FASTER* system.

3. After the schedule is created the PM Scheduler is run and a record is written to the Shop Floor Manager as a deferred repair with no more than the defined maximum of each PM per day.
4. The assigned PM repair is stored in the Shop Floor Manager until a work order is opened for the assigned asset. Once opened, the PM repair is loaded to the work order automatically. Please see the Asset Management Manual for further set up details.

PM.14 Please explanation for PM 3.

PM.15 Please explanation for PM 3.

4.7 INVENTORY CONTROL (IC)

IC.5 This is not currently available and is not a planned development

IC.6 *FASTER* accomplishes this through independent issues.

IC.9 This information can be extracted from *FASTER* through a report. *FASTER* does not support the use of "Hot Buttons"

IC.10 *FASTER* will not allow parts to be posted to a work order once it has been put in a closed (C) status.

IC.14 *FASTER* accomplishes this through the Parts Audit Trail Report.

HAND HELD COMPUTER REQUIREMENTS

CCG Systems, Inc. does not offer this capability nor does it support this type of utilization of a hand held unit. CCG Systems, Inc. has found through 20 years of experience that using bar coding on the shop floor is both a time consuming and expensive endeavor. With *FASTER* a technician can simply use the mouse to click on a repair to start tracking their time, "real time". When they are finished simply click on that repair and log off. With bar coding the tech has to use the bar code scanner and find the correct bar code in a book or on a "cheat sheet" and scan the correct repair. When completed, he must repeat this tedious process. The cost of bar coding equipment is expensive to have at each workstation on the shop floor and can be easily damaged. It is therefore our developmental philosophy to focus on a "real time on line" Technician Workstation. Instead, CCG is committed to "real time" collection through mobile client that is under development.

Bar coding is only recommended for parts processing with bar codes used for receipt and issuance of parts to the work order. A bar code scanner and bar code label printer would be required.

A hand held device is supported for use in the global physical inventory of parts. Both the units are described in Section 8.

OPTIONAL HARDWARE

- Must provide for data entry via a battery operated Palm Pilot type III had held computer utilizing lithium batteries.
- Hand held computer must be ruggedized with a drop rating of 1 meter or greater.
- Hand held computer must be able to store multiple days work orders.
- Hand held computer must have built-in bar code scanner containing a Class 1 laser device.
- Hand held must be capable of scanning all major symbologies including but not limited to UPCA, UPCE, UPCE1, EAN13, EAN8, Bookland_Ean, COUPON.
- Hand held computer must have built-in radio frequency transfer capability utilizing a frequency of "Spectrum 24" spread spectrum network operating at 2.4 Ghz.
- System must provide for date synchronization between the hand held computer and the host computer.
- The hand held must have been tested and comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules and Regulations.
- All Palm Pilot type applications that are standard on the unit must be able to be disabled.
- A method for attaching hand held computer to technician's belt must be provided.

FUNCTIONALITY

The hand held computer:

- Must be able to send general messages to both various locations and bays within the locations from the maintenance supervisor.
- Must allow various master files to reside on it.
- Must allow for updating master files that reside on it.
- Update of master data must be on a record synchronization basis, and not a file synchronization basis.
- Must allow the technician to initiate a new work order or edit a work order that has been assigned to the bay where the mechanic is working.

- Data entry must allow for adding, editing and deleting of parts.
- Parts must be allowed to be entered via pop up keyboard or built in laser bar code reader.
- Each part entered or scanned must contain the part number, quantity, and warehouse from which the part came and whether the part is under warranty.
- Must have the ability to reassign a work order from hand held computer to hand held computer.
- Work Order records must optionally allow for entry of a repair classification code.
- Service records must optionally allow for the entry of the reason why this service is required.
- Work Order data must allow for the date when the work order was opened and when it was closed.
- Service record data entry must allow for a separate date when the service was entered.
- Technician time entry must allow for different mechanic rate codes to be identified and charged, even on the same service.
- Pull down lists must be able to locate any record in a 3000 member list in under half a second based on an entered search word.
- Keyboard entry must allow for "special " characters such as "@#)\$.%&,':+-;
- Must allow for the entry of physical inventory counts.
- Must allow for the entry of part transfers between warehouses.
- Must allow entry for data pertaining to the receipt of parts on a specific purchase order.
- All data must be date and time stamped.
- When adding parts to a work order, the software must allow for the entry of the dispensed unit of measure of this part (i.e. Oil purchased in barrels, dispensed in quarts.)

HOST COMPUTER

- Must allow the maintenance supervisor to assign work order, asset number (unit number) technician and service to be performed to the hand held computer.
- Must automatically assign a work order number, which is next in the sequence, to a work order that was initiated by a mechanic on a hand held computer.
- Must have the ability to move any services initiated by the maintenance supervisor, but not performed by the technician, to work pending.
- Must allow the maintenance supervisor to identify maintenance location where the handheld computers will be used.
- Must allow for way installation of handheld software onto the handheld computers without requiring a support call to the software provider.
- Must allow for remote operation for the handheld computer, utilizing a telephone data communications connection for upload and download of data to the host computer. This operation must be accomplished with no user interaction on the host computer site.
- Must provide a fail-safe data storage system.

REFERENCES

Please list a minimum of three (3) references whom the Materials Management Division may contact: (A complete list of all CCG Systems, Inc customers may be found in Section 6.)

1. Company: City of Phoenix, Aviation
Contact: Don Young Fleet Manager
Address: 2515 E. Buckeye Road Phoenix, AZ 85034-4921
Phone: (602) 273-4599
2. Company: Maricopa County, AZ
Contact: Barb Chatfield, System Administrator
Address: 3325 W. Durango Phoenix, AZ 85009-6214
Phone: (602) 506-8693
3. Company: City of Palm Springs, CA.
Contact: Steve Drinovsky, Facilities and Fleet Manager
Address: 3200 East Tahquitz Canyon Way Palm Springs, CA 92262-6959
Phone: (760) 323-8171

Prepared for the City of Peoria, AZ

Has your firm been certified by any jurisdiction in Arizona as a minority or woman owned business enterprise? Yes _____, No X.

If yes, please provide details and documentation of the certification.

CCG Systems, Inc is certified by the Commonwealth of Virginia as a Woman Owned Business Enterprise. Our certification number is 981031 and expires 05/01/2004.

KNOW ALL PERSONS BY THESE PRESENTS:

THAT, _____ (hereinafter called Principal), as Principal, and _____, a corporation organized and existing under the laws of the State Of _____, with its principal office in the City of _____ (hereinafter called the Surety), as Surety, are held and firmly bound unto the City of Peoria (hereinafter called the Oblige) in the amount of _____ (Dollars) (\$ _____), for the payment whereof, the said Principal and Surety bind themselves, and their heirs, administrators, executors, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has entered into a certain written contract with the Oblige, dated the _____ day of _____ 20____, for the material, service or construction described as _____ is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein.

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION IS SUCH, that if the said Principal shall faithfully perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of said contract during the original term of said contract and any extension thereof, with or without notice to the Surety and during the life of any guaranty required under the contract, and shall also perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of any and all duly authorized modifications of said contract that may hereafter be made, notice of which modifications to the surety being hereby waived; then the above obligations shall be void. Otherwise it remains in full force and effect.

PROVIDED, however, that this bond is executed pursuant to the provisions of Title 34, Chapter 2, Article 2, Arizona Revised Statutes, and all liabilities on this bond shall be determined in accordance with the provisions of Title 34, Chapter 2, Article 2, Arizona Revised Statutes, to the extent as if it were copied at length in this agreement.

The prevailing party in a suit on this bond shall recover as part of his judgment such reasonable attorneys' fees as may be fixed by a judge of the Court.

Witness our hands this _____ day of _____ 20____

Principal Seal

BY: _____

Surety Seal

BY: _____

Agency of Record PERFORMANCE BOND

SECTION 13 – EXCEPTIONS AND ADDENDUM

Exceptions

- Page 7 Number 29. Patents and Copyrights. CCG Systems, Inc. retains the rights to all created materials, programs, special customizations etc.
- Page 7 36. Payments. CCG Systems reserves the right to negotiate a 4 step/percentage payment plan to reduce overhead administrative costs.
- Page 9 18. Payments. CCG Systems reserves the right to negotiate a 4 step/percentage payment plan to reduce overhead administrative costs.
- Page 14. 31. c. d. CCG Systems reserves the right to negotiate these terms for definition and expansion of coverage.
- All specifications in Scope of Work and Section 4 Functional Requirements are noted directly for each the response page where items are NP.
- Page 25 – 3.3.9 2 and 3 Exceptions: Interfaces loading from PeopleSoft to *FASTER*. Please see comments section. 3.3.9.
- Page 28 - Exception: Hand held computer units (hardware and functionality).

Addendum No. One

Addendum received signed and included with Original. Changes are noted in the bid by highlight.

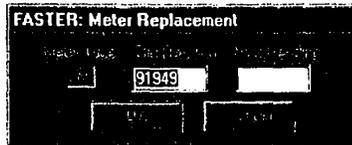
APPENDIX A – METER REPLACEMENT

PERFORMING METER REPLACEMENT REPAIRS

There is one type of repair that requires special discussion because there are many automatic processes that happen as a result. That repair is for a meter replacement. When a technician enters a meter replacement repair type, the system provides some prompts for him/her to fill out. *FASTER* then automatically adds the new meter to the equipment record and records the reading from the old meter as a meter offset.

The effects on the equipment record and the automatic processes are all driven by the repair type. A meter replacement repair type looks like this: 2003**MMMRMRBN**. The critical parts of this code are the component and the repair parts, shown in bold.

- The component for a meter replacement repair type must be **MM_**, with the **_** representing the letter designator for the meter type you are replacing. For example, if you are replacing the Hour meter on a vehicle, the component must be **MMH**. If it is a mileage meter, the component must be **MMM**. All the **MM_** component codes are found under the group code, 003, Gauge Instro.
- The repair for a meter replacement is **RMR** by default, but your site can set it to another value if needed. The system switch, **RTY Repair Meter Replace**, determines the repair code for meter replacements. Your system administrator can modify this switch in the System Settings/System Info tab.
- ***WARNING:** Because the meter replacement processes are all run based on the repair type, this repair type cannot be added by a service writer to the Repairs tab of the work order. If a technician is going to perform a meter replacement, he/she **MUST** enter the repair as a new repair by typing or building the repair type.
- ***WARNING:** There can only be **ONE** meter replacement repair on a work order. Therefore, unlike other repairs that a technician can log on and off multiple times, this repair can only be logged on one time. When the technician logs off the repair, it closes automatically, and it cannot be reopened. When you log onto an



RTY that matches the Meter Replacement requirements, the system recognizes this as a meter replacement and automatically displays the following prompt.

The *Meter Type* is filled out automatically as is the *Old Reading* but you should check to be sure the old reading matches what currently shows on the old meter. You can change the old reading, if necessary. In the *New Reading* box, enter the meter reading for the new meter, and click **OK**.

When you log off the repair, *FASTER* does not display any prompt asking if the repair is complete. It simply closes the repair. If you try to log on to the same repair on the same work order again, you get the following error.



After a meter replacement repair has been done, if you check the equipment record in the Equipment Inventory applet, the current meter reading displays the reading you entered for the new meter. The Meters tab shows the mileage from the new meter. The offset amount is also updated with the old meter reading minus any units on the new meter. However, the system does not automatically add the *Acquire Date* and *Life Expectancy* of the new meter. Someone must edit the meter record to do that. In addition, there may be negative values on the PM tab and the Warranty tab because of the meter replacement. These should be updated immediately.

Because of these changes to the equipment record, CCG recommends that, any time you do a meter replacement repair, you notify the person responsible for updating the equipment data at your site. Inform them that you have done a meter replacement and that the meter life expectancy should be updated and the PMs and warranties checked.

UNDERSTANDING METER REPLACEMENT FILE UPDATES

Meter replacement repairs can also be added by adding a labor record or a sublet record in the Work Order applet. You can even add them through the Batch Entry applet/ Batch Labor or Batch Sublet tabs. Regardless of how you add the meter replacement, *FASTER* always updates the equipment files the same way. The system automatically enters the new meter information into the EMeter table, updates the ETodayMeter table, updates any mileage-based PMs in the EPM table, and updates warranty information, if any, in the EWarranty table.

Two new fields have been added to the EMeter table to help track meter replacement. The EMWHUID field shows the work order unique identifier for the work order where the replacement was done. The EMTab field shows which tab the meter replacement was actually entered on, so you can easily find the repair:

L	Labor tab	A	Batch labor tab
S	Sublet tab	U	Batch sublet tab
M	Technicians Workstation		

DELETING METER REPLACEMENTS

Since the system updates several tables when you add a meter replacement repair, you must use some care when deleting such a repair from a work order. If you attempt to delete a meter replacement repair, the following error message appears:

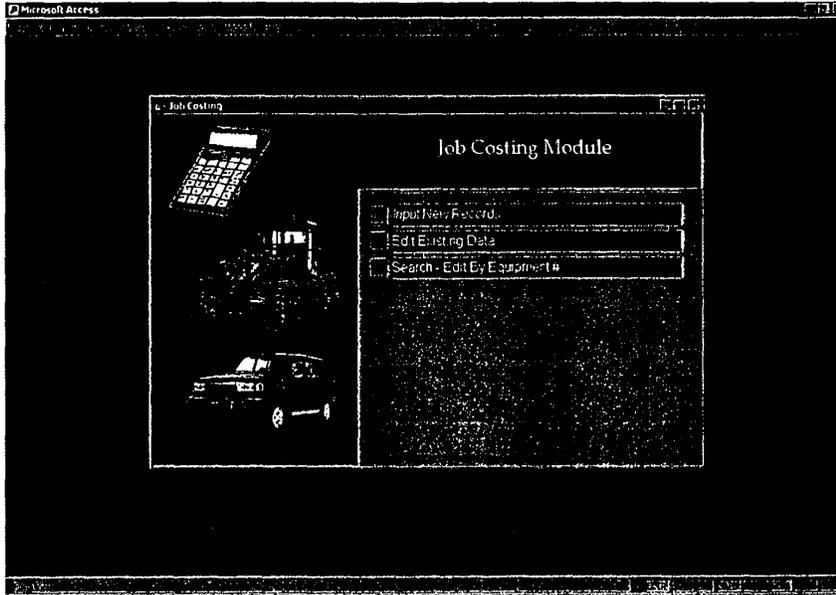


After removing the Meter Replacement repair, it is important to verify that the original meter appears correctly on the Meter Tab, and that any mileage based PMs or Warranty records are correct.

APPENDIX B – SPLIT MILEAGE

The split mileage module will allow input of equipment hours and meters for customer needing to track equipment usage for projects or grants and bill back using agencies.

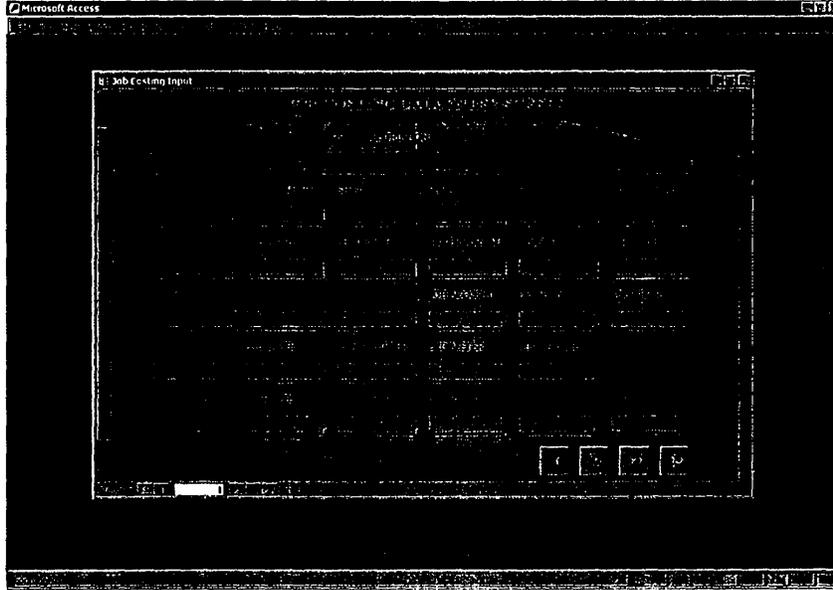
It will give the customer the option to input new records, edit existing records and search records by equipment number. Additional search options will be added in final version.



While Access2000 or Access2002 will be used as the front end, the database will be maintained within *FASTER*. This data can then be merged with the custom interfaces and billing reports.

The final customized version for each site will only include those fields appropriate to that customers needs

In the final version selected (most) fields can be in a drop down box. This can be accomplished through setting up table type to match appropriate fields.



Trust us to be there.

CCG SYSTEMS, INC. 612 COLONIAL AVENUE NORFOLK, VA 23507

FASTER[®]

Best and Final Pricing

The City of Peoria
RFP # P02-0099
October 2, 2002

Presented By:
Allan Richardson &
Lisa Millar

www.ccgsystems.com



October 2, 2002

City of Peoria, AZ
RFP #P02-0099.

CCG Systems, Inc

Best and Final Pricing Proposal *FASTER* Software

Basic Services

- ***FASTER* Basic System Software & 2 Year Warranty - Windows 2000 Platform**

FASTER Server Software using MS SQL \$ 21,000

FASTER Client Software - 20 @ \$2,100 each \$42,000

Bar Code Module \$2,800

Fuel Interface – 1 @ \$2,250 each \$2,250

Total Software Costs using MS SQL \$68,050

- **Bar code hardware: (2) printer (2) reader \$6,170**

- **Project Management**

Given the myriad tasks and activities involved in the successful implementation of a complex system, CCG systems, Inc. works as a team on all installations. A CCG professional will be assigned as Project Manager who will act as liaison between CCG Systems, Inc. and the City of Peoria, with responsibility for evaluating site readiness for installation, establishing a site-specific installation and training plan, and coordinating all implementation activities.

The Project Team will include a system software installer and professional trainer versed in training techniques as well as fleet processes and issues. The team will partner with the City of Peoria during the entire implementation and training process to ensure a smooth implementation and transition.

Total Cost Project Management \$15,000

- **Initial Installation and System Administrator Instruction**

The purpose of this visit will be to install the *FASTER* software on a stabilized network and installed database, test all connections and response times, set up the program files and populate the tables. In addition, initial instruction for the site's designated *FASTER* system administrator will take place. For your operation we recommend:

Four (4) days (32 Hours) on site at \$1000 per day \$4,000

Travel and Living Allotment \$1,800

Total Cost \$5,800

- **On-Site Training for City of Peoria Staff - Session 1 - Train the Trainer**

The purpose of this visit will be to conduct concentrated train the trainer sessions for those City of Peoria staff who have been identified as *FASTER* system on site trainers. Prior to training, an outline and schedule will be developed. We recommend:

Four (4) days (32 hours) on site at \$1000 per day \$4,000

Travel and Living Allotment \$1,800

Total Cost \$5,800

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- **On-Site Training for City of Peoria Staff - Session 2 - User Training**

The purpose of this visit will be to conduct specific training for the City of Peoria staff in preparation to going live on the *FASTER* training. Prior to training, an outline and schedule will be developed. We recommend:

Four (4) days (32 Hours) on site at \$1000 per day	\$4,000
Travel and Living Allotment	\$1,800
Total Cost	\$5,800

- **On-Site Training - Session 3 - Follow Up Training**

Follow-up training will take place 3 - 6 months following the installation of the software. The benefits experienced from better knowing how to utilize *FASTER* will certainly be greater from the additional training at a cost of \$1000 per day plus travel allotment. This can be scheduled as go live training or utilized differently depending upon the site needs. We recommend:

Four (4) days (32 Hours) on site at \$1000 per day	\$4,000
Travel and Living Allotment	\$1,800
Total Cost	\$5,800

Additional Services

- **Crystal Reports Training**

CCG Systems, Inc. offers Regional Training Session for Crystal Reports Professional 8. These sessions are announced and open to all *FASTER* Users. The classes can be hosted by *FASTER* Sites with training facilities adequate for this level of instruction or the facility needs to be rented from a training company. Therefore the class prices range from \$750 to \$1,100 per person for the 3 day training session. For budget purposes, the maximum price should be used, and may be less.

Crystal Reports training (2) Two people	\$2,200
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- **Annual Support Services After Second Year with four 12 month extensions**

Support services are renewable annually and calculated as 20% of the total list price for all the software products, interfaces, and customizations.

<i>FASTER</i> Server MS SQL	\$3,000
<i>FASTER</i> - Client Software - 20 @ \$300 each	\$6,000
Bar Code Module	\$400
Fuel Interface	\$300
Customized Accounting Interface	\$2,000
Export for Parts Receipts	\$1,200
Export for Hansen	\$ 400

Total Annual Support Costs with MS SQL	\$13,300
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Year 1 - 2

Included in Proposal

October 2, 2002

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Four year option for renewal of support services

Year 3 – 2004 - 2005	13,300
Year 4 2005 - 2006	13,300
Year 5 2006 - 2007	13,300
Year 6 2007 - 2008	13,300

Customized Services

- **Export Program for Equipment Information to Hansen** **\$2,400**
- **Export Program for Parts Receipts –** **\$7,000**
This program would provide an export flat file to load part receipt data into PeopleSoft. Please see 3.3.9 and as defined through conference calls.
- **Customized Billing Reports and Accounting interfaces**
A not to exceed estimate of **\$10,000**
has been included with the total pricing for an Accounting interface that would create a Flat File with costing data from *FASTER* as specified by the City of Peoria. 3.3.9 (1)
- **Data Conversions** **\$1,000**
Equipment Master Data \$500
Parts Master Data \$500

Notes

- All application software costs include a CD with all documentation in electronic format and one set of printed manuals. Additional Hard copies can be purchased from a third party vendor, please call CCG for information. Unlimited copies may be printed by the customer from the CD.
- Training and follow-up training are vital to maintaining a high level of proficiency within your operation. Including additional on-site training days in your yearly support services is one way to maximize your staff's potential. The cost of training/consulting is \$1000 per day plus travel and living.
- It is necessary that when a NETWORKED version of *FASTER* has been selected that preparation for the *FASTER* installation include a fully operational network.
- All prices quoted in this price estimate are guaranteed for 120 days.

CCG Systems, Inc Proposed Payment Schedule (For Both Basic and Additional Services)

Invoiced at the issuance of PO.	30% of total contract
Invoiced at the installation of the software	30% of total contract
Invoiced at the completion of the initial training	20% of total contract
Invoiced at the acceptance of the system	20% of total contract
Invoiced at completion	100% of all accounting interfaces or special customization

Pricing in this proposal is valid for 6 months after date submitted.

October 2, 2002

City of Peroria, AZ
RFP #P02-0099.

CCG Systems, Inc

SUMMARY PRICING

Item	Description	Total
<i>FASTER</i> Software MS SQL Database	<i>FASTER</i> Server, 20 clients, (1) Fuel interface, Bar code Module, includes two years support.	\$68,050
Project Management	Implementation services and project management	\$15,000
Installation	Installation of the <i>FASTER</i> System On site services includes travel and living	\$5,800
User Training	12 days (96 Hours) on site includes travel and living	\$17,400
Crystal Reports Training	(2) attendees to a 3 day Regional Session for <i>FASTER</i> Crystal Reports writing	\$2,200
Bar Code Hardware	(2) Printer (2) Reader	\$6,170
Accounting Interface	Not to exceed estimate	\$10,000
Export Program for Parts Receipts	Customization as defined	\$7,000
Export program for Hansen	Equipment data exported to Hansen	\$2,400
Data Conversion	Not to exceed estimate, for conversion of equipment and parts birth certificates only.	\$1,000
Total First Year Cost		\$135,020
Annual Support Service after second year and fixed through 2007-2008 service year	Renewable support agreement with CCG Systems. All items.	\$13,300



City of Peoria

8401 West Monroe Street, Peoria, Arizona 85345

October 1, 2002

Lisa Millar, Vice President
CCG Systems, Inc.
612 Colonial Avenue
Norfolk, VA 23507

Re: Request for Proposal P02-0099 Fleet Maintenance Information Software

Dear Ms Millar:

The City of Peoria would like your company to present a Best and Final offer based upon a two-year term contract with an option for four twelve-month extensions. The City is asking for your firm to review the pricing structure and incentives proposed and present a comprehensive Best and Final offer. Please include revised pricing for two printers and two readers for the barcode hardware.

The Best & Final offer is due by 5:00 p.m. Friday October 5, 2002. If the City does not receive your Best & Final offer by the due date and time requested, your previous offer will be considered your Best and Final Offer.

Should you have any questions regarding this letter, please call me at (623) 773-7428, or e-mail me at santiago@peoriaaz.com. We look forward to receiving your response.

Sincerely,

A handwritten signature in cursive script, appearing to read "Santiago Flores", with a long horizontal flourish extending to the right.

Santiago G. Flores
Contract Officer



1. Date Completed: 9/13/02
2. Customer Name: City of Peoria, AZ
3. Contact Name: Mandy Dial – Accounting/ Bob Marek - IT
4. Contact Telephone Number: Mandy: 623-773-7171/ Bob: 623-773-7255
5. What Database Are You Using? SQL X Oracle ___ What Version? 7
6. What Financial System Will We Be Interfacing To? PeopleSoft 7.52
7. What Items In FASTER Do You Bill? * See APPENDIX A on page 9.
(Check All That Apply)

	Cost Per Mile / Hour From TLTable & EHClass Code
	Insurance Charge From Equipment Applet
	Period Charge From Equipment Applet
	Replacement Charge From Equipment Applet
	Usage Charges From Equipment Applet
X	Credits on Work Orders
X	Labor on Work Orders
X	Miscellaneous Costs on Work Orders
X	Parts Issued and Returned on Work Orders
X	Sublets on Work Orders
X	Fuel Charges
X	Independent Issues and Returns
	Motor Pool Module Charges

Notes: _____

FASTER[®]

Custom Accounting Interface Questionnaire

Page 2 of 17

8. Do You Intend To Bill Closed Work Orders Only? [] Yes [X] No
9. Do You Use or Will You Use More Than One EBC Code? [] Yes [] No
10. What Type Of Output Record Do You Want? (Check One)

X	ASCII – Fixed Length
	ASCII – Comma Delimited
	ASCII – Other Delimited, Please Specify...
	MS Excel Comma Separated Values
	Other, Please Specify...

10a. If Fixed Length, What Is The Length? 200

11. If You Bill To Different Debit Accounts For Parts, Labor, Sublets, Replacement, Period, etc... Or Receive Revenue To Different Credit Accounts For Each Billable Transaction Type; Have You Spoken With Phil Soldan At (888) 353-5789?
Peoria only uses one debit account for expense & one credit account for revenue.
* See APPENDIX B on page 12. [] YES [] NO

10a. If no, please call Phil to discuss options available.

RESOLUTION WAS TO: (Check All That Apply)

	Hardcode Account Codes In Report or Script
	Hardcode Object Codes In Report or Script
	Create Account Codes In CAC Table Files *
	Create Object Codes In CAC Table Files *
	Create Account Codes In Account Tab Of Equipment Applet *
	Create Object Codes In Account Tab Of Equipment Applet *
	Other, Please Specify... * Customer Responsible For Data Entry

Notes: _____



12. How Many Output Records Are Needed For Each Transaction Summary?
(Check One)

	1	13.a. Single Out Record: May Contain Both Debit Acct Codes & Credit Acct Codes
- OR -		
	2	13.a. One Record To Expense Account Code (Debit)
		13.d. One Record To Revenue Account Code (Credit)
- OR -		
X	4	13.a. One Record To Debit Expense Account Code
		13.b. One Record To Credit Expense Account Code (Cash)
		13.c. One Record To Debit Revenue Account Code (Cash)
		13.d. One Record To Credit Revenue Account Code

Notes: _____



Custom Accounting Interface Questionnaire

13. Where are these codes located within FASTER or what are they?

13.a.

Type	Expense Debit Account Codes
Fuel (In-House)	525600
Fuel (Outside)	525600
Ind. Parts	525600
Insurance	
Period	
Mileage	
Motor Pool	
Replacement	525600
Usage	
WO Credits	525600
WO Labor	525600
WO Misc.	525600
WO Parts	525600
WO Sublets	525600

How do you want the expense debit accounts summarized? (Check One)

	Summarize By Company Code (EHCompany)
X	Summarize By Department Code (EHDept)
	Summarize By Equipment # (EHKey)
	Summarize By Debit Account Code (EADebitAcct)
	Summarize By Credit Account Code (EACreditAcct) (Single Rcc Only)
	Summarize By Expense Debit Account Codes (As Defined Above)
	Summarize By Work Order # (WHUID)
	Detail Every Row - Every Transaction Listed Separately
	Other: Detail [] Summary [] Please Specify Below...



13.b. Not Applicable

Type	Expense Credit Account Codes (Cash)
Fuel (In-House)	015000
Fuel (Outside)	015000
Ind. Parts	015000
Insurance	
Period	
Mileage	
Motor Pool	
Replacement	015000
Usage	
WO Credits	015000
WO Labor	015000
WO Misc.	015000
WO Parts	015000
WO Sublets	015000
Sum of All	015000

How do you want the expense credit accounts summarized? (Check One)

<input type="checkbox"/>	Summarize By Company Code (EHCompany)
<input type="checkbox"/>	Summarize By Department Code (EHDept)
<input type="checkbox"/>	Summarize By Equipment # (EHKey)
<input type="checkbox"/>	Summarize By Expense Cash Account Code (As Defined Above)
<input type="checkbox"/>	Summarize By Credit Account Code (EACreditAcct)
<input type="checkbox"/>	Summarize By Work Order # (WHUID)
<input type="checkbox"/>	Detail Every Row - Every Transaction Listed Separately
<input checked="" type="checkbox"/>	Other: Detail <input type="checkbox"/> Summary <input checked="" type="checkbox"/> Please Specify Below...
	By Fund Code



13.c. Not Applicable

Type	Revenue Debit Account Codes (Cash)
Fuel (In-House)	
Fuel (Outside)	
Ind. Parts	
Insurance	
Period	
Mileage	
Motor Pool	
Replacement	
Usage	
WO Credits	
WO Labor	
WO Misc.	
WO Parts	
WO Sublets	
Sum of All	015000

How do you want the revenue debit accounts summarized? (Check One)

<input type="checkbox"/>	Summarize By Company Code (EHCompany)
<input type="checkbox"/>	Summarize By Department Code (EHDept)
<input type="checkbox"/>	Summarize By Equipment # (EHKey)
<input type="checkbox"/>	Summarize By Revenue Debit Account Codes (As Defined Above)
<input type="checkbox"/>	Summarize By Debit Account Code (EADebitAcct)
<input type="checkbox"/>	Summarize By Work Order # (WHUID)
<input type="checkbox"/>	Detail Every Row - Every Transaction Listed Separately
<input type="checkbox"/>	D <input type="checkbox"/> S <input checked="" type="checkbox"/> Other, Please Specify...
X	Summarize by adding all credit cash accounts for funds with expense and offsetting with a debit in Fleet fund.



13.d. Not Applicable

Type	Revenue Credit Account Codes
Fuel (In-House)	439500
Fuel (Outside)	439500
Ind. Parts	439500
Insurance	
Period	
Mileage	
Motor Pool	
Replacement	439500
Usage	
WO Credits	439500
WO Labor	439500
WO Misc.	439500
WO Parts	439500
WO Sublets	439500

How do you want the expense credit accounts summarized? (Check One)

<input type="checkbox"/>	Summarize By Company Code (EHCompany)
<input type="checkbox"/>	Summarize By Department Code (EHDept)
<input type="checkbox"/>	Summarize By Equipment # (EHKey)
<input type="checkbox"/>	Summarize By Credit Account Code (EACreditAcct)
<input type="checkbox"/>	Summarize By Revenue Credit Account Codes (As Defined Above)
<input type="checkbox"/>	Summarize By Work Order # (WHCID)
<input type="checkbox"/>	Detail Every Row - Every Transaction Listed Separately
<input type="checkbox"/>	D <input type="checkbox"/> S <input checked="" type="checkbox"/> Other, Please Specify...
X	Sum all debit expense accounts in other funds. Or conversely offset debit cash account in Fleet fund with credit revenue account.



14. Does Each Download Require A Unique Batch Identifier From FASTER?

YES NO

14.a. If yes, what number do you wish to start with? FM????? (depends on what month program goes live)

14.a.1. Is this number to be incremented by one for each time the download is run?

YES NO

14.a.2. If no, then how is the unique number determined?

Always begins with FM, then 6-digit Month/Last Day of Mo./Year

15. Is/Was Your Accounting Interface Layout & Sample Output File Provided?

YES NO

You must provide a list of required fields, field types and lengths; whether to right or left justify the field, whether a numbers is to be zero filled, and whether a number is to include decimals.

Do not send in questionnaire with question 15-marked "NO".

16. The Interface Programs Use Microsoft Access 2000/2002 (XP) As The Front End To Access The Database. Do You Have Or Can You Have Microsoft Access2000/2002 (XP) Installed?

YES NO

Notes: Needs to use Microsoft 2000 (not XP)



*** Only return pages 1 to 8.
Fax to (239) 353-4169 or email to phil@ccgsystems.com



APPENDIX A:

WHAT CHARGES ARE AVAILABLE IN FASTER?

	----- Reference Only -----	
Equipment Applet Charges	EBC Position	DB Field Name
Cost Per Mile Charge	9	EHClass & TLDesc
Insurance Charge	8	EHInsuranceChrg
Period Charge	7	EHMonthChrg
Replacement Charge	auto if present	EHReplacement
Usage Charge	auto if present	EHUsageCost
Work Order Applet Charges	EBC Position	DB Field Name
Credits	5	WRTotalCost
Labor Charges	2	WLCost
Miscellaneous Costs	4	WCCost
Parts Issues	1	WPTTrueCost
Parts Returns		WPTTrueCost
Sublet Charges	3	WSTotalCost
Other Applet Charges	EBC Position	DB Field Name
Fuel Charges	6	FXTotalCost
Independent Issues	1	WPTTrueCost
Independent Returns	1	WPTTrueCost
Motor Pool Module Charges	auto if present	Amount

Continued on next page....



APPENDIX A:

WHERE DO I SETUP THESE CHARGES?

Both the system settings and equipment inventory applet must be setup to properly bill your customers.

A. System Settings Applet under table type EBC (Electronic Billing Code):

- a. Type: EBC
- b. Cont.: 1
- c. Code: [you define, normally A-Z or 1-9]
- d. Description: [Positions 1-11, see below]

EBC Position Setup:

Position 01:	Are parts to be billed?	Y or N
Position 02:	Are labor charges to be billed?	Y or N
Position 03:	Are sublets/commercial repairs to be billed?	Y or N
Position 04:	Are miscellaneous work order costs to be billed?	Y or N
Position 05:	Are work order credits to be billed/credited?	Y or N
Position 06:	Are fuel charges to be billed?	Y or N
Position 07:	Is a period charge to be billed?	Y or N
Position 08:	Is an insurance charge to be billed?	Y or N
Position 09:	Is a cost per mileage charge to be billed?	Y or N
Position 10:	Mark-up part cost at time of issue?	Y or N
Position 11:	How is fuel to be marked up?	[See manual]

B. Billing tab of the Equipment Inventory Applet:

EBC must be setup for each piece of equipment. This gives you the most flexibility.

Example: In department 123 you have 10 pieces of equipment:

The department owns equipment #1, #2, and #3 and you need to bill them back for all parts, labor, sublets, misc. costs, credits, and fuel. You want to charge a markup on parts but not fuel. You would select the EBC with a setting of
YYYYYYNNNYN.

Continued on next page....



APPENDIX A:

WHERE DO I SETUP THESE CHARGES? (continued)

B. Billing tab of the Equipment Inventory Applet: (continued)

The department owns equipment #4, #5, and #6 and you need to bill them back for all parts, labor, sublets, misc. costs, credits, and fuel. You want to charge a markup on parts and fuel. You would select the EBC with a setting of YYYYYYNNNY1.

The fleet owns equipment #7, and #8 and you need to bill them a monthly mileage charge, period charge, and insurance charge. You would select the EBC with a setting of NNNNNNYYYYNN.

The fleet owns equipment #9, and #10 and you need to bill them a monthly mileage charge, period charge, insurance charge, and fuel. You want to charge a markup on fuel. You would select the EBC with a setting of NNNNNYYYYN1.

Notes: _____

APPENDIX B:

WHAT ARE THESE "CAC" CODES AND HOW SHOULD I USE THEM?

CAC codes are Charge Account Codes and are used to separate the budget line items for expenses and revenues.

A. Scenario 1 - CAC As An Object Code:

This scenario should be used if only the object code remains constant in either the debit or credit account codes.

Example:

The debit account code for parts is:

	Fund	Department	Object Code	Project
Department #1	521	122410	646415	000000
Department #2	001	163628	646415	000000
Department #3	408	233333	646415	000000

The debit account code for sublets is:

	Fund	Department	Object Code	Project
Department #1	521	122410	646425	000000
Department #2	001	163628	646425	000000
Department #3	408	233333	646425	000000

The debit account code for all maintenance related costs:

	Fund	Department	Object Code	Project
Department #1	521	122410	646400	000000
Department #2	001	163628	646400	000000
Department #3	408	233333	646400	000000

The object codes would be soft-coded into a CAC table type and the remaining account number would be written on the account tab of the equipment applet leaving the code blank.



APPENDIX B:

WHAT ARE THESE "CAC" CODES AND HOW SHOULD I USE THEM? (Cont)

System Setting TLTable Setup

WORK ORDER APPLET CHARGES		
CACMAINT	1646400	Credit from Work Order
-- OR --		
CACLABOR	1xx1238	Labor Charge
CACPARTS	1646415	Parts from Work Order or Independent Issues
CACSUBLETS	1646425	Sublet Charges from Work Orders
CACOTHER	1xx1242	Misc. Cost or Credits from Work Orders
EQUIPMENT APPLET CHARGES		
CACMILEAGE	1xx1235	Mileage Charge
CACINSURANCE	1xx1237	Insurance Charge
CACPERIOD	1xx1241	Period Charge
CACUSAGE	1xx1243	Usage Charge
CACREPLACEMENT	1xx1244	Vehicle Replacement Charge
OTHER APPLET CHARGES		
CACFUEL	1xx1236	Fuel Charge
CACMOTORPOOL	1Xx1246	Motor Pool Module
These are sample object codes. Remainder of account code is obtained from equipment master record or account tab.		

Continued on next page...

APPENDIX B:

WHAT ARE THESE "CAC" CODES AND HOW SHOULD I USE THEM?

A. Scenario 1 - CAC As An Object Code: (continued)

Equipment Applet Account Tab Setup

The screenshot shows a software interface for setting up an Equipment Applet Account Tab. At the top, there is a menu bar with options: Search, Query, Hide, Compare, Print, Merge, Refresh, Add, Account, and User. Below the menu bar is a table with the following columns: Code, Special, Debit Account, Percentage, and Credit Account. The table contains one row of data: Code: 001-163628-xxxxxx-000000, Special: 100 909, Debit Account: 001-163628-xxxxxx-000000, Percentage: 100, and Credit Account: 521-122410-514090-000000. Below the table, there is a 'Code' field with a dropdown menu set to 'Special'. At the bottom of the interface, there is a status bar that reads 'Add Account: Completed. ACKNOWLEDGED:' and an 'Upd' button.

Code	Special	Debit Account	Percentage	Credit Account
001-163628-xxxxxx-000000	100 909	001-163628-xxxxxx-000000	100	521-122410-514090-000000

Code: Special

Debit Account: 001-163628-xxxxxx-000000 Percentage: 100 Credit Account: 521-122410-514090-000000

Highlight before update. Right-click to delete

Add Account: Completed. ACKNOWLEDGED: Upd

Continued on next page....



APPENDIX B:

WHAT ARE THESE "CAC" CODES AND HOW SHOULD I USE THEM? (Cont)

B. Scenario 2 - CAC As An Account Code:

This scenario should be used if the debit or credit codes have no constancy for each charge type throughout your fleet.

Example:

The debit account code for parts is:

	Fund	Department	Object Code	Project
Department #1	521	122410	646425	000000
Department #2	001	163628	646435	000000
Department #3	408	233333	646445	000000

The debit account code for sublets is:

	Fund	Department	Object Code	Project
Department #1	521	122410	646455	000000
Department #2	001	163628	646465	000000
Department #3	408	233333	646475	000000

The debit account code for all maintenance related costs:

	Fund	Department	Object Code	Project
Department #1	521	122410	646400	000000
Department #2	001	163628	646405	000000
Department #3	408	233333	646410	000000

CAC table types are setup using site-specific codes. Each CAC code is required on the account tab of each equipment record. *This scenario is seldom used and not recommended.

Continued on next page....

APPENDIX B:

WHAT ARE THESE "CAC" CODES AND HOW SHOULD I USE THEM? (Cont)

B. Scenario 2 - CAC As An Account Code: (continued)

System Setting TLTable Setup

WORK ORDER APPLLET CHARGES		
CAC CRT	1	Credit from Work Order
CAC IND	1	Independent Part Issue
CAC LAB	1	Labor Charge
CAC MIS	1	Miscellaneous Charges from Work Order
CAC PAR	1	Parts Charge
CAC SUB	1	Sublet Charge
EQUIPMENT APPLLET CHARGES		
CAC CPM	1	Mileage Charge
CAC INS	1	Insurance Charge
CAC PER	1	Period Charge
CAC USE	1	Usage Charge
CAC REP	1	Vehicle Replacement Charge
OTHER APPLLET CHARGES		
CAC FUL	1	Fuel Charge
These are sample account codes. Remainder of account code can be obtained from equipment master record or account tab. *This scenario is seldom used.		

Continued on next page....

FASTER[®]

APPENDIX B:

WHAT ARE THESE "CAC" CODES AND HOW SHOULD I USE THEM? (Cont)

B. Scenario 2 - CAC As An Account Code: (continued)

Equipment Applet Account Tab Setup

Code	Special			
PAR		991-163628-646435-000000	100.000	521-122410-514154-000000
SUB		991-163628-646465-000000	100.000	521-122410-514214-000000
INS		001-163628-646545-000000	100.000	521-122410-514987-000000

Code	Special			
INS		001-163628-646545-000000	100	521-122410-514987-000000

Highlight before update. Right-click to delete

Add Account Completed ACKNOWLEDGED Upd



3055 Lebanon Road, Suite 3-1100, Building Three
Nashville, TN 37214

(A Stock Company)
AIA Document A312

Payment Bond

No. B2 1848324

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

CONTRACTOR (Name and Address):

CCG Systems
612 Colonial Avenue
Norfolk, VA 23507

SURETY (Name and Principal Place of Business):

GULF INSURANCE COMPANY
3055 Lebanon Road, Suite 3-1100, Building Three
Nashville, Tennessee 37214

OWNER (Name and Address):

City of Peoria
8314 West Cinnabar Street
Peoria, AZ 85345

CONSTRUCTION CONTRACT

Date: November 1, 2002

Amount: \$136,000.00

Description (Name and Location): City of Peoria, Fleet Maintenance Information Software

BOND

Date (Not earlier than Construction Contract Date): November 18, 2002

Amount: \$136,000.00

Modifications to this Bond:

NONE

See Page 6

CONTRACTOR AS PRINCIPAL

CCG Systems

SURETY

GULF INSURANCE COMPANY

(Corporate Seal)

Signature: 
Name and Title: PAMELA J. NELSON,
CEO

(Corporate Seal)

Signature: 
Name and Title: Eric Phillips, Attorney-in-Fact

This bond shall not be valid or enforceable until executed by all parties named herein.

(ANY ADDITIONAL SIGNATURES APPEAR ON PAGE 6)

(FOR INFORMATION ONLY - Name, Address and Telephone)

AGENT or BROKER:

The Ware Company
141 Business Park Drive
Virginia Beach, VA 23462

OWNER'S REPRESENTATIVE (Architect, Engineer or other party):

1 The Contractor and the Surety, jointly and severally, bind themselves, their heirs, executors, administrators, successors and assigns to the Owner to pay for labor, materials and equipment furnished for use in the performance of the Construction Contract, which is incorporated herein by reference.

2 With respect to the Owner, this obligation shall be null and void if the Contractor:

2.1 Promptly makes payment, directly or indirectly, for all sums due claimants, and

2.2 Defends, indemnifies and holds harmless the Owner from claims, demands, liens or suits by any person or entity whose claim, demand, lien or suit is for the payment for labor, materials or equipment furnished for use in the performance of the Construction Contract, provided the Owner has promptly notified the Contractor and the Surety (at the address described in Paragraph 12) of any claims, demands, liens or suits and tendered defense of such claims, demands, liens, or suits to the Contractor and the Surety, and provided there is no Owner default.

3 With respect to Claimants, this obligation shall be null and void if the Contractor promptly makes payment, directly or indirectly, for all sums due.

4 The Surety shall have no obligation to Claimants under this bond until:

4.1 Claimants who are employed by or have a direct contract with the Contractor have given notice to the Surety (at the address described in Paragraph 12) and sent a copy, or notice thereof, to the Owner, stating that a claim is being made under this Bond and, with substantial accuracy, the amount of the claim.

4.2 Claimants who do not have a direct contract with the Contractor:

.1 Have furnished written notice to the Contractor and sent a copy, or notice thereof, to the Owner, within 90 days after having last performed labor or within 90 days after having last performed labor or last furnished materials or equipment included in the claim stating, with substantial accuracy, the amount of the claim and the name of the party to whom the materials were furnished or supplied or for whom the labor was done or performed; and

.2 Have either received a rejection in whole or in part from the Contractor, or not received within 30 days of furnishing the above notice any communication from the Contractor by which the Contractor has indicated the claim will be paid directly or indirectly; and

.3 Not having been paid within the above 30 days, have sent a written notice to the Surety (at the address described in Paragraph 12) and sent a copy, or notice thereof, to the Owner, stating that a claim is being made under this Bond and enclosing a copy of the previous written notice furnished to the Contractor.

5 If a notice required by Paragraph 4 is given by the Owner to the Contractor or to the Surety, that is sufficient compliance.

6 When the Claimant has satisfied the conditions of Paragraph 4, the Surety shall promptly and at the Surety's expense take the following actions:

6.1 Send an answer to the Claimant, with a copy to the Owner, within 45 days after receipt of the claim, stating the amounts that are undisputed and the basis for challenging any amounts that are disputed.

6.2 Pay or arrange for payment of any undisputed amounts.

7 The Surety's total obligation shall not exceed the amount of this bond, and the amount of this Bond shall be credited for any payments made in good faith by the Surety.

8 Amounts owed by the Owner to the Contractor under the Construction Contract shall be used for the performance of the Construction Contract and to satisfy claims, if any, under any Construction Performance Bond. By the Contractor furnishing and the Owner accepting this Bond, they agree that all funds earned by the Contractor in the performance of the Construction Contract are dedicated to satisfy obligations of the Contractor and the Surety under this Bond, subject to the Owner's priority to use the funds for the completion of the work.

9 The Surety shall not be liable to the Owner, Claimants or others for obligations of the Contractor that are unrelated to the Construction Contract. The Owner shall not be liable for payment of any costs or expenses of any Claimant under this bond, and shall have under this Bond no obligations to make payments to, give notices on behalf of, or otherwise have obligations to Claimants under this Bond.

10 The Surety hereby waives notice of any change, including changes of time, to the Construction Contract or to related subcontracts, purchase orders and other obligations.

11 No suit or action shall be commenced by a Claimant under this bond other than in a court of competent jurisdiction in the location in which the work or part of the work is located or after the expiration of one year from the date (1) on which the claimant gave the notice required by Subparagraph 4.1 or Clause 4.2 (iii), or (2) on which the last labor or service was performed by anyone or the last materials or equipment were furnished by anyone under the Construction Contract, whichever of (1) or (2) first occurs. If the provisions of this Paragraph are void or prohibited by law, the minimum period of limitation available to sureties as a defense in the jurisdiction of the suit shall be applicable.

12 Notice to the Surety, the Owner or the Contractor shall be mailed or delivered to the address shown on the signature page. Actual receipt of notice by Surety, the Owner or the Contractor, however accomplished, shall be sufficient compliance as of the date received at the address shown on the Signature page.

13 When this Bond has been furnished to comply with a statutory or other legal requirement in the location where the construction was to be performed, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. The intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

14 Upon request by any person or entity appearing to be a potential beneficiary of this Bond, the Contractor shall promptly furnish a copy of the Bond or shall permit a copy to be made.

15 DEFINITIONS

15.1 Claimant: An individual or entity having a direct contract with the Contractor or with a subcontractor of the Contractor to furnish labor, materials or equipment for use in the performance of the Contract. The intent of this Bond shall be to include without limitation in the terms "labor, materials or equipment" that part of water, gas, power, light, heat, oil, gasoline, telephone service or rental equipment used in the Construction Contract, architectural and engineering services required for performance of the work of the Contractor and the Contractor's subcontractors, and all other items for which a mechanic's lien may be asserted in the jurisdiction where the labor, materials or equipment were furnished.

15.2 Construction Contract: The agreement between the Owner and Contractor identified on the signature page, including all Contract Documents and changes thereto.

15.3 Owner Default: Failure of the Owner, which has neither been remedied nor waived, to pay the Contractor as required by the Construction Contract or to perform and complete or comply with the other terms thereof.

MODIFICATIONS TO THIS BOND ARE AS FOLLOWS:

(Space is provided below for additional signatures of added parties, other than those appearing on the cover page.)

CONTRACTOR AS PRINCIPAL

(Corporate Seal)

SURETY

(Corporate Seal)

Signature: _____
Name and Title:
Address:

Signature: _____
Name and Title:
Address:

Countersigning Agent



3055 Lebanon Road, Suite 3-1100, Building Three
Nashville, TN 37214

(A Stock Company)
ALA Document A312

Performance Bond

No. B2 1848324

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

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CCG Systems
612 Colonial Avenue
Norfolk, VA 23507

SURETY (Name and Principal Place of Business):

GULF INSURANCE COMPANY
3055 Lebanon Road, Suite 3-1100, Building Three
Nashville, Tennessee 37214

OWNER (Name and Address):

City of Peoria
8314 West Cinnabar Street
Peoria, AZ 85345

CONSTRUCTION CONTRACT

Date: November 1, 2002

Amount: \$136,000.00

Description (Name and Location): City of Peoria, Fleet Maintenance Information Software

BOND

Date (Not earlier than Construction Contract Date): November 18, 2002

Amount: \$136,000.00

Modifications to this Bond:

NONE

See Page 3

CONTRACTOR AS PRINCIPAL

CCG Systems

(Corporate Seal)

Signature: *Pamela J. Nelson*
Name and Title: PAMELA J. NELSON,
CEO

SURETY

GULF INSURANCE COMPANY

(Corporate Seal)

Signature: *[Signature]*
Name and Title: Eric Phillips, Attorney-in-Fact

This bond shall not be valid or enforceable until executed by all parties named herein.

(ANY ADDITIONAL SIGNATURES APPEAR ON PAGE 3 AND 6)

(FOR INFORMATION ONLY - Name, Address and Telephone)

AGENT or BROKER:

The Ware Company
141 Business Park Drive
Virginia Beach, VA 23462

OWNER'S REPRESENTATIVE (Architect, Engineer or other party):

THE LANGUAGE IN THIS DOCUMENT CONFORMS EXACTLY TO THE LANGUAGE USED IN AIA DOCUMENT
A312, DECEMBER, 1984 EDITION, THIRD PRINTING, MARCH, 1987.

A312-1984 1
GULF-PERFBD (7/00)

1 The Contractor and the Surety, jointly and severally, bind themselves, their heirs, executors, administrators, successors and assigns to the Owner for the performance of the Construction Contract, which is incorporated herein by reference.

2 If the Contractor performs the Construction Contract, the Surety and the Contractor shall have no obligation under this Bond, except to participate in conferences as provided in Subparagraph 3.1.

3 If there is no Owner Default, the Surety's obligation under this Bond shall arise after:

3.1 The Owner has notified the Contractor and the Surety at its address described in Paragraph 10 below that the Owner is considering declaring a Contractor Default and has requested and attempted to arrange a conference with the Contractor and the Surety to be held not later than fifteen days after receipt of such notice to discuss methods of performing the Construction Contract. If the Owner, the Contractor and the Surety agree, the Contractor shall be allowed a reasonable time to perform the Construction Contract, but such an agreement shall not waive the Owner's right, if any, subsequently to declare a Contractor Default; and

3.2 The Owner has declared a Contractor Default and formally terminated the Contractor's right to complete the contract. Such Contractor Default shall not be declared earlier than twenty days after the Contractor and the Surety have received notice as provided in Subparagraph 3.1; and

3.3 The Owner has agreed to pay the balance of the Contract Price to the Surety in accordance with the terms of the Construction Contract or to a contractor selected to perform the Construction Contract in accordance with the terms of the contract with the Owner.

4 When the Owner has satisfied the conditions of Paragraph 3, the Surety shall promptly and at the Surety's expense take one of the following actions:

4.1 Arrange for the Contractor, with consent of the Owner, to perform and complete the Construction Contract; or

4.2 Undertake to perform and complete the Construction Contract itself, through its agents or through independent Contractors; or

4.3 Obtain bids or negotiated proposals from qualified contractors acceptable to the Owner for a contract for performance and completion of the Construction Contract, arrange for a contract to be prepared for execution by the Owner and the contractor selected with the Owner's concurrence, to be secured with performance and payment bonds executed by a qualified surety equivalent to the bonds issued on the Construction Contract, and pay to the Owner the amount of damages as described in Paragraph 6 in excess of the Balance of the Contract Price incurred by the Owner resulting from the Contractor's default; or

4.4 Waive its right to perform and complete, arrange for completion, or obtain a new contractor and with reasonable promptness under the circumstances:

.1 After investigation, determine the amount for

which it may be liable to the Owner and, as soon as practicable after the amount is determined, tender payment therefor to the Owner; or

.2 Deny liability in whole or in part and notify the Owner citing reasons therefor.

5 If the Surety does not proceed as provided in Paragraph 4 with reasonable promptness, the Surety shall be deemed to be in default on this Bond fifteen days after receipt of an additional written notice from the Owner to the Surety demanding that the Surety perform its obligations under this Bond, and the Owner shall be entitled to enforce any remedy available to the Owner. If the Surety proceeds as provided in Subparagraph 4.4, and the Owner refuses the payment tendered or the Surety has denied liability, in whole or in part, without further notice the Owner shall be entitled to enforce any remedy available to the Owner.

6 After the Owner has terminated the Contractor's right to complete the Construction Contract, and if the Surety elects to act under Subparagraph 4.1, 4.2, or 4.3 above, then the responsibilities of the Surety to the Owner shall not be greater than those of the Contractor under the Construction Contract, and the responsibilities of the Owner to the Surety shall not be greater than those of the Owner under the Construction Contract. To the limit of the amount of this Bond, but subject to commitment by the Owner of the Balance of the Contract Price to mitigation of costs and damages on the Construction Contract, the Surety is obligated without duplication for:

6.1 The responsibilities of the Contractor for correction of defective work and completion of the Construction Contract;

6.2 Additional legal, design professional and delay costs resulting from the Contractor's Default, and resulting from the actions or failure to act of the Surety under Paragraph 4; and

6.3 Liquidated damages, or if no liquidated damages are specified in the Construction Contract, actual damages caused by delayed performance or non-performance of the Contractor.

7 The Surety shall not be liable to the Owner or others for obligations of the Contractor that are unrelated to the Construction Contract, and the Balance of the Contract Price shall not be reduced or set off on account of any such unrelated obligations. No right of action shall accrue on this Bond to any person or entity other than the Owner or its heirs, executors, administrators or successors.

8 The Surety hereby waives notice of any change, including changes of time, to the Construction Contract or to related subcontracts, purchase orders and other obligations.

9 Any proceeding, legal or equitable, under this Bond may be instituted in any court of competent jurisdiction in the location in which the work or part of the work is located and shall be instituted within two years after Contractor Default or within two years after the Contractor ceased working or within two years after the Surety refuses or fails to perform its Obligations under this B whichever occurs first. If the Provisions of this Paragraph are prohibited by law, the minimum period of limitation available to sureties as a Defense in the jurisdiction of the suit shall be applica

10 Notice to the Surety, the Owner or the Contractor shall be mailed or delivered to the address shown on the signature page.

11 When this Bond has been furnished to comply with a statutory or other legal requirement in the location where the construction was to be performed, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. The intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

12 DEFINITIONS

12.1 Balance of the Contract Price: The total amount payable by the Owner to the Contractor under the Construction Contract after all proper adjustments have been made, including allowance to the Contractor of any

Amounts received or to be received by the Owner in settlement of Insurance or other claims for damages to which the Contractor is Entitled, reduced by all valid and proper payments made to or on Behalf of the Contractor under the Construction Contract.

12.2 Construction Contract: The agreement between the Owner and the Contractor identified on the signature page, including all Contract Documents and changes thereto.

12.3 Contractor Default: Failure of the Contractor, which has neither been remedied nor waived, to perform otherwise to comply with the terms of the Construction Contract.

12.4 Owner Default: Failure of the Owner, which has neither been remedied nor waived, to pay the Contractor as required by the Construction Contract or to perform and complete or comply with the terms thereof.

MODIFICATIONS TO THIS BOND ARE AS FOLLOWS:

(Space is provided below for additional signatures of added parties, other than those appearing on the cover page.)

(Corporate Seal)

SURETY

(Corporate Seal)

Signature: _____
Name and Title: _____
Address: _____

Signature: _____
Name and Title: _____
Address: _____

Countersigning Agent



3055 Lebanon Road, Suite 3-1100, Building Three
Nashville, TN 37214

(A STOCK COMPANY)

**PRINCIPAL'S ACKNOWLEDGEMENT
INDIVIDUAL VERIFICATION**

State of _____ County of _____
On This _____ day of _____, in the year _____, before me personally came _____ to me known, and known to me to be the person(s) who i (are) described in and who executed the foregoing instrument, and acknowledges to me that he (they) executed the same.

(Signature and title of official taking acknowledgement)

PARTNERSHIP VERIFICATION

State of _____ County of _____
On This _____ day of _____, in the year _____, before me personally came _____ to me known, and known to me to be the person(s) who i (are) described in and who executed the foregoing instrument, and acknowledges to me that he (they) executed the same.

(Signature and title of official taking acknowledgement)

CORPORATE VERIFICATION

State of Virginia City of Norfolk
County of _____
On this 19th day of November, in the year 2002, before me personally came Pamela S Nelson to me known, who, being by me duly sworn, deposes and says that he resides in the City Norfolk, VA that he is the CEO of the CCG Systems, Inc, the corporation described in and which executed the foregoing Instrument, that he knows the seal of the said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed by the order of the Board of Directors of said corporation, and that he signed his name thereto by like order.

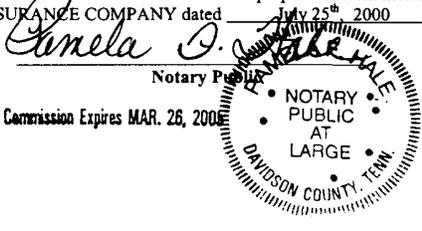
My Commission Expires June 30, 2006

Jeannine C. [Signature]
(Signature and title of official taking acknowledgement)

SURETY COMPANY ACKNOWLEDGEMENT

State of Tennessee County of Davidson
on this 18th day of November, in the year 2002, before me personally came Eric Phillips to me known to be the individual described in and who executed the foregoing instrument and to be the Attorney-In-Fact of GULF INSURANCE COMPANY, which is to me known to be the corporation described in the foregoing instrument, and which, by its said Attorney-In-Fact executed the same, and said Attorney -In-Fact duly acknowledged to me that he knows the seal of said corporation; that the seal affixed to said instrument is such Corporate Seal; that it was so affixed by order of the Board of Directors of said Corporation; and that he executed the said instrument as the acting deed of said GULF INSURANCE COMPANY, therein described and for the uses and purposes therein mentioned, by virtue of a certain power of attorney executed by said GULF INSURANCE COMPANY dated July 25th, 2000 which said power has never been revoked and is still in full force and effect.

My Commission Expires MAR. 26, 2006



**GULF INSURANCE COMPANY
HARTFORD, CONNECTICUT
POWER OF ATTORNEY**

B21848324

ORIGINALS OF THIS POWER OF ATTORNEY ARE PRINTED ON BLUE SAFETY PAPER WITH TEAL INK.

KNOW ALL MEN BY THESE PRESENTS: That the Gulf Insurance Company, a corporation duly organized under the laws of the State of Connecticut, having its principal office in the city of Irving, Texas, pursuant to the following resolution, adopted by the Finance & Executive Committee of the Board of Directors of the said Company on the 10th day of August, 1993, to wit:

"RESOLVED, that the President, Executive Vice President or any Senior Vice President of the Company shall have authority to make, execute and deliver a Power of Attorney constituting as Attorney-in-Fact, such persons, firms, or corporations as may be selected from time to time; and any such Attorney-in-Fact may be removed and the authority granted him revoked by the President, or any Executive Vice President, or any Senior Vice President, or by the Board of Directors or by the Finance and Executive Committee of the Board of Directors.

RESOLVED, that nothing in this Power of Attorney shall be construed as a grant of authority to the attorney(s)-in-fact to sign, execute, acknowledge, deliver or otherwise issue a policy or policies of insurance on behalf of Gulf Insurance Company.

RESOLVED, that the signature of the President, Executive Vice President or any Senior Vice President, and the Seal of the Company may be affixed to any such Power of Attorney or any certificate relating thereto by facsimile, and any such powers so executed and certified by facsimile signature and facsimile seal shall be valid and binding upon the Company in the future with respect to any bond and documents relating to such bonds to which they are attached."

Gulf Insurance Company does hereby make, constitute and appoint

Gregory E. Semrow Lynne K. Hupka
Jerry A. Underwood Eric Phillips Joan Sparks

its true and lawful attorney(s)-in-fact, with full power and authority hereby conferred in its name, place and stead, to sign, execute, acknowledge and deliver in its behalf, as surety, any and all bonds and undertakings of suretyship, and to bind Gulf Insurance Company thereby as fully and to the same extent as if any bonds, undertakings and documents relating to such bonds and/or undertakings were signed by the duly authorized officer of the Gulf Insurance Company and all the acts of said attorney(s)-in-fact, pursuant to the authority herein given, are hereby ratified and confirmed.

The obligation of the Company shall not exceed five million (5,000,000) dollars.

IN WITNESS WHEREOF, the Gulf Insurance Company has caused these presents to be signed by any officer of the Company and its Corporate Seal to be hereto affixed.

STATE OF NEW YORK }
COUNTY OF NEW YORK } SS



GULF INSURANCE COMPANY

Lawrence P. Minter

Lawrence P. Minter
Executive Vice President

On this 1st day of October, AD 2001, before me came Lawrence P. Minter, known to me personally who being by me duly sworn, did depose and say: that he resides in the County of Bergen, State of New Jersey; that he is the Executive Vice President of the Gulf Insurance Company, the corporation described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instruments is such corporate seal; that it was so affixed by order of the Board of Directors of said corporation and that he signed his name, thereto by like order.

STATE OF NEW YORK }
COUNTY OF NEW YORK } SS



Angie Mahabir-Begazo

ANGIE MAHABIR-BEGAZO
Notary Public, State of New York
No. 01MA6019988
Qualified in Kings County
Commission Expires February 16, 2003

I, the undersigned, Senior Vice President of the Gulf Insurance Company, a Connecticut Corporation, DO HEREBY CERTIFY that the foregoing and attached POWER OF ATTORNEY remains in full force.

Signed and Sealed at the City of New York.

Dated the **18th** day of **November**, 20**02**



George Biancardi

George Biancardi
Senior Vice President

GULF INSURANCE COMPANY
FINANCIAL STATEMENT
AS OF DECEMBER 31, 2001

ASSETS		LIABILITIES	
Bonds	\$ 607,686,544	Reserve for Losses and Loss Exp	\$ 464,176,315
Stock	210,443,845	Reserve for Unearned Premiums	92,441,136
Collateral Loans	-0-	Reserve for expenses, Taxes, Licenses and Fees	18,560,670
Cash and Bank Balances	28,229,054	Reserve for Unauthorized Reinsurance	0
Agents Balances or Uncollected Premiums	136,687,000	Funds Held Under Reinsurance Treaties	0
Funds Held by or Deposited with Reinsured Companies	631,338	Payable to Parent, Subsidiaries and Affiliates	96,627,215
Reinsurance Recoverable on Loss Payments	0	Other Liabilities	18,351,021
Receivable from Parent, Subsidiaries and Affiliates	0	Total Liabilities	\$ 690,156,357
Other assets	131,808,465	POLICYHOLDERS' SURPLUS	
		Capital Stock	6,500,000
		Surplus	418,829,888
		Total Policyholders' Surplus	\$ 425,329,888
Total Assets	\$ 1,115,486,246 =====	Total Liabilities and Policyholders' Surplus	\$ 1,115,486,246 =====

Bonds and stocks are valued in accordance with the basis adopted by the National Association of Insurance Commissioners (NAIC).
Securities carried at \$17,144,097 in the above Statement are deposited as required by law.

CERTIFICATE

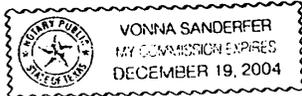
Sharon E. Seabolt, Assistant Controller and Wayne R. Zachary, Jr., Assistant Treasurer of the Gulf Insurance Company being duly sworn say that they are the above described officers of the said company and that on the 31st day of December, 2001 the Company was actually possessed of the assets set forth in the foregoing statement and that such assets were available for the payment of losses and claims and held for the protection of its policyholders and creditors, except as hereinbefore indicated, and that the foregoing statement is a correct exhibit of such assets and liabilities of the said company on the 31st day of December, 2001 according to the best of their information, knowledge and belief, respectively.

Sharon Seabolt
Assistant
Controller

WR Zachary Jr
Assistant
Treasurer

State of Texas
County of Dallas

On the 1th day of January, 2002, before me came the above named officers of the Gulf Insurance Company, to me personally known to be the individuals and officers described herein, and acknowledge that they executed the foregoing instrument and affixed the seal of said company thereto by authority of their office



Vonna Sanderfer
Vonna Sanderfer - Notary Public
My commission expires 12/19/2004

06205

ORIGINAL



CONTRACT AMENDMENT

**Materials Management
Procurement**
8314 W. Cinnabar Ave.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Solicitation No: **P02-0099** Page 1 of 1
Description: Fleet Maintenance Information Software
Amendment No: Two (2) Date: 08/11/06

Buyer: Dan Zenko

In accordance with Special Terms and Conditions, Contract Extension, the above referenced contract shall expire on 10/31/06.

Contract Term: 11/01/06 to 11/1/07

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Jeannine Young
Signature

8/17/06
Date

Jeannine Young
Typed Name and Title

CCG Systems Inc.
Company Name

612 Colonial Ave.
Address

Norfolk
City

VA
State

23507
Zip Code

Attested by:

Mary Jo Kief
Mary Jo Kief, City Clerk

William L. Emerson
Requested by:

Dan Zenko
Recommended by:

William L. Emerson, Assistant City Attorney

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed
August 31, 2006, at Peoria, Arizona.

Herman F. Koebergen
Herman F. Koebergen, Materials Manager



City Seal

CC Number

ACON 47902B
Contract Number:

Official File



CONTRACT AMENDMENT

**Materials Management
Procurement**
8314 W. Cinnabar Ave.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118

Solicitation No: **P02-0099** Page 1 of 1
Description: Fleet Maintenance Information Software
Amendment No: Three (3) Date: 09/14/07

Buyer: Christine Finney

In accordance with Special Terms and Conditions, Contract Extension, the above referenced contract shall expire on 10/31/07.

Contract Term: 11/01/07 to 11/1/08

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

<u>Jeannine Young</u> Signature	<u>9/24/07</u> Date	<u>Jeannine Young</u> Typed Name and Title	<u>CCG Systems Inc.</u> Company Name
<u>2730 Ellsmere Ave</u> <u>612 Colonial Ave.</u> Address	<u>Norfolk</u> City	<u>VA</u> State	<u>23513</u> <u>23507</u> Zip Code

address change effective 9/26/2007

Attested by:

Mary Jo Kief
Mary Jo Kief, City Clerk

William F. Emerson
Requested by:

Christine Finney
Recommended by:

William F. Emerson, Assistant City Attorney

Approved as to Form, Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed
10-23-07, 2007, at Peoria, Arizona.

Herman F. Koebergen
Herman F. Koebergen, Materials Manager



City Seal

CC Number _____

ACON 47902C
Contract Number: _____

Official File _____

A CON 47902C

ORIGINAL



CONTRACT AMENDMENT

Materials Management

Procurement

8314 W. Cinnabar Ave.

Peoria, AZ 85345

Telephone: (623) 773-7115

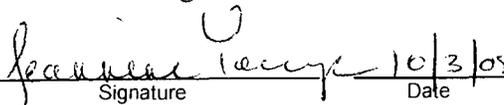
Fax: (623) 773-7118

Solicitation No: **P02-0099** Page 1 of 5
Description: Fleet Maintenance Information Software
Amendment No: Four (4) Date: 09/24/08

Buyer: Lisa Houg, CPPB

P02-0099, ACON47902 is being amended to add the FASTER Software Maintenance Agreement to the contract.

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

	10/3/08	Jeannine Young	CCG Systems Inc.
Signature	Date	Typed Name and Title	Company Name
2730 Ellsmere Ave	Norfolk	VA	23513
Address	City	State	Zip Code

Attested by:



Mary Jo Kief, City Clerk

CC Number

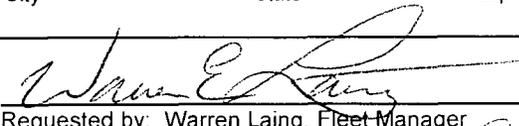
ACON 47902D

Contract Number:

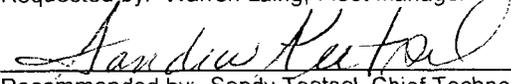
Official File



City Seal



Requested by: Warren Laing, Fleet Manager



Recommended by: Sandy Teetsel, Chief Technology Officer

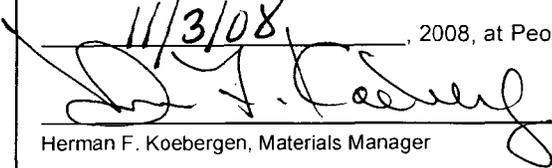
Ellen Van Riper, Assistant City Attorney



Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed

11/3/08, 2008, at Peoria, Arizona.



Herman F. Koebergen, Materials Manager

CCG Systems, Inc. Software Maintenance Agreement

FASTER[®]

The better management system for your fleet.

Trust us to be there.

NAME AND ADDRESS OF CUSTOMER: City of Peoria, AZ

CCG Systems, Inc. hereinafter referred to as "CCG", and the City of Peoria, AZ, hereinafter referred to as "Customer", agree to enter into a software maintenance agreement in accordance with the following terms and conditions.

TERMS

This agreement includes automatic renewal on an annual basis with annual fees to be established on the then current CCG Systems rate. This agreement may be terminated by either party providing 60 days written notice to the other party.

FEE

Maintenance fees shall be payable yearly in advance. The fee for the 12 month period beginning 4/1/2009 to 3/31/2010 is \$13,299.00. This fee covers support services for the FASTER fleet management system as specified in detail in Schedule A and will be increased 3% per year.

CHANGES IN TERMS, CONDITIONS AND FEES

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

TAXES AND DUTIES

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

COVERAGE

The software covered in this agreement includes FASTER, the fleet management system, and all options/additions outlined in Schedule A. This agreement also covers all ongoing support and training as detailed in Attachment B. These include, but are not limited to, phone consultation, site visits (when possible), regional training, participation in the annual users' conference, regular newsletters, and periodic updates to the software, with accompanying updates to the user manual.

During the term of this agreement, CCG will correct or replace software and/or provide services necessary to remedy any programming error which is attributed to CCG and which significantly affects use of the software. Such corrections, replacement or services will be promptly accomplished after customer has identified and notified CCG of any such error.

Customer agrees to provide CCG with data dumps or error logs, as requested, and with sufficient support and test time on customer's computer system to duplicate the problem and certify that the problem has, indeed, been fixed.

Customer shall inform CCG in writing of any modifications made by customer to the software. CCG shall not be responsible for maintaining customer-modified portions of the software or for maintaining portions of the software affected by customer-modified portions of the software.

Corrections for difficulties or defects traceable to customer errors or system changes will be billed at standard CCG's time and materials rates. Prices include a time rate of \$125.00/hr and materials billed at cost. These prices are subject to reasonable increases.

Any corrections or alterations to, or new versions of, the software that CCG may deliver to customer under this agreement shall be limited to one copy of such software and documentation delivered to the customer.

TRAVEL EXPENSE

Customer shall reimburse CCG for any out-of-pocket expenses incurred at customer's request, including travel to and from the customer site, lodging, meals, telephone, and shipping, as may be necessary in connection with duties performed under this agreement by CCG.

PROPRIETARY RIGHTS

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

TERMINATION

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

GENERAL

This agreement is binding when accepted by CCG Systems, Inc. and the City of Peoria, indicated by the authorized signatures below. This agreement will be governed by the laws of the State of Arizona.

The terms and conditions stated herein supersede all prior agreements between parties relating to the subject matter of this agreement. This agreement may be changed or modified only in writing.



Schedule A

City of Peoria

Items Included in <i>FASTER</i> Annual Support
SQL <i>FASTER</i> Server Software
20 <i>FASTER</i> Client Licenses
Customized Billing
Fuel Import



FASTER Support Services Attachment B

CCG sets the industry standard for service and excellence. We strive for responsive solutions and providing a maximum return on your investment. Support Services are renewable annually at 20% of the total software, interface, and customization costs.

FASTER Technical Support

- Toll free 24-hour support year round.
- Customized onsite consultative visit annually.
- Guaranteed maximum three (3) hour response time.
- Remote access through iLinc® for improved troubleshooting and diagnostics of your system.
- Application demonstration via iLinc®.
- Remote reconfiguring of your system via iLinc®.
- FTP access to upload your site's files for analysis.
- Support tools such as user manuals, interactive tutorials, data dictionary, user website and more.
- All new enhancements as part of ongoing support.
- Online access to download patches and updates as soon as they become available.
- Overnight delivery at no extra charge.

Fleet Operations Support

- Bi-monthly *FASTER News* newsletter since 1987.
- Quarterly *For Customers Only* newsletter since 1995.
- Monthly *Tech News* newsletter since 1999.
- User website providing customers online access to documentation, fleet publications technical support, event calendars, online registration and more.
- Access to process documentation, updated with each release including annotated diagrams and schematics.
- Consultative services customized for your site.

Training and Educational Opportunities

- Annual National Conference since 1987.
- Annual regional training workshops since 1991.
- Training opportunities offered bi-monthly.
- Tutorial CD's, Manuals and Job Aids.