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WV Purchasing Division

Response to:

Fleet Management Division
CRFP FLT200000000001
Secure Vehicle Reservation & Integrated Key Control System

Prepared for:

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington St E
Charleston, WV 25305

Prepared by:

Agile Access Control, Inc., "Agile Fleet"
14101 Willard Rd; Suite A
Chantilly, VA 20151
(408) 213-9555 x555
(703) 832-8729 Fax
Matthew Wade
mwade@agilefleet.com

Matthew Wade

6/11/2020

Signature Date

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1 Executive Overview

Documented in our proposal is a description of our qualifications, our off-the-shelf products, and our approach to implementing and supporting the secure vehicle reservation system with integrated key control for the Fleet Management Division (FMD) for the State of West Virginia ("State"). Agile Access Control, Inc. ("Agile Fleet") has nearly twenty years of experience providing secure vehicle reservation and integrated key control systems, including to state agencies similar to FMD. FleetCommander has facilitated millions of vehicle reservations in pooled/shared environments. We are the incumbent provider of vehicle reservation and integrated key control systems for West Virginia DHHR. Michigan, Florida, Kentucky, Colorado, and other states use FleetCommander to maximize utilization of their fleet vehicles under an open-ended contract. Michigan, for example, started at just five locations and has since grown to thirty motor pool locations. Having completed more than 600,000 vehicle reservations using motor pool vehicles, Michigan continues to maximize fleet utilization while reducing the number of hours required to operate their fleet. Fleet staff and managers now have clear visibility over complete fleet utilization with an estimated savings that exceeds $5,000,000. A robust reservation system and an integrated key control system with self-service fleet kiosks are a cornerstone of our offering.

Agile Fleet has significant experience working with fleets just like West Virginia in delivering this technology to help fleet staff and business analysts manage and right-size geographically dispersed fleets of vehicles. We are the recognized industry leader in providing vehicle sharing technology with fully integrated electric key control systems. We authored *The Ultimate Guide to Fleet Utilization* that is endorsed by the National Association of Fleet Administrators (NAFA). FleetCommander is used nationwide by federal, state, and local governments to manage vehicle utilization, collect and report on vehicle high/low mileage, management maintenance, and more.

Our Chantilly Virginia-based team is anxious to help FMD succeed

The subject RFP was very well written. We applaud the authors of the document for the thorough description of the requirements and objectives for this initiative. We have responded to each item in the RFP. Our response is organized in way that helps proposal evaluators clearly see the State's RFQ requirement followed directly by our response. We welcome your feedback on our proposal and we look forward to discussing your needs further.

2 Solution Overview

NOTE TO EVALUATORS: This section is provided to give an overview of our solution outside of the context of the specific RFP requirements. Our experience is that the "big picture" of how the system works and how easy it is to use is lost when reviewing only responses to individual RFP requirements and questions.

Our solution is 100% web-based and was built from the ground up to share vehicles and right-size fleets. All functions are access via a browser interface.

FleetCommander is a cloud-based, all-in-one, integrated suite of fleet management tools built around a powerful relational database

Our solution is used at government institutions throughout the U.S. and Canada including at the Federal, state, and local levels. A sample of agencies currently using FleetCommander includes:

- West Virginia DHHR
- State of Michigan
- Florida DOT
- Commonwealth of Kentucky
- Environmental Protection Agency
- Department of Defense
- State of Colorado
- Fairfax County Virginia
- Montgomery County Maryland
- Transportation Security Administration

FleetCommander is a web-based application hosted in "the cloud". Drivers and fleet staff access the application through an intuitive, web-based interface.

The FleetCommander application is a modular, web-based application that is accessed by drivers and authorized administrators

As you will see throughout our proposal, the tools available for fleet staff provide an easy way to manage the all types of vehicles. All of the interfaces within FleetCommander use standard menus and data presentation conventions to make learning and using the system easy. And, most importantly, we have made the interface that drivers use to make and view reservations so simple that driver training is rarely even required. Drivers can learn all they need to know from the "Welcome Email" sent from the system. No motor pool system rivals FleetCommander's capabilities with respect to ease of use for the driver yet powerful reporting and other capabilities for fleet staff.

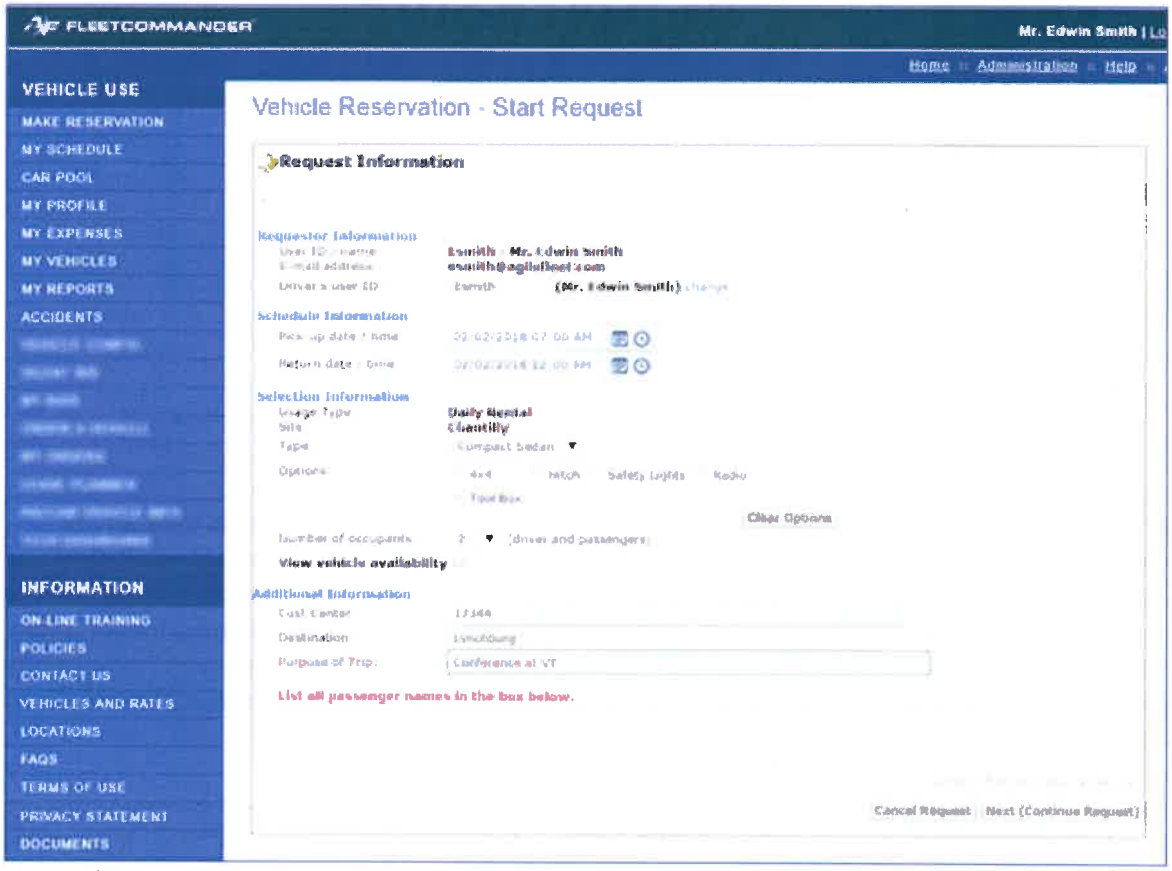
While many technology providers have attempted to develop vehicle reservation systems, we are not aware of any that provide the ease-of-use and flexibility of FleetCommander. Why? We recognized nearly 19 years ago that the success of an automated vehicle sharing system hinges on having the ability to configure the system to meet the varying needs of each subset of the fleet, each type of driver, each type of vehicle, and more. And, we've done that. Our system is flexible and powerful across all three functions of the reservation process. This is reflected in the diagram below.

A great way to compare vendors' motor pool solutions is to look at these 3 components. You will likely need many different options across all 3 of these functions to accommodate your needs

Below is an overview of the different methods used to reserve a vehicle, dispatch it, and to report on vehicle usage. Remember, this workflow is all configurable. Need a vehicle? It's simple.

STEP 1 – RESERVE A VEHICLE ON-LINE (Schedule / Coordinate Use)

The reservation form is the most common method of reserving a vehicle. Other methods are available to drivers and administrators, too. The reservation form is available to drivers and administrators alike. Initiate a request by clicking on the "Make Reservation" link in the left-hand menu/navigation under the "Vehicle Use" section.



The reservation form can be configured by authorized fleet staff to capture the data you need. The form can even be different depending upon which type of user is accessing it.

Once a reservation is entered, you can determine whether the vehicle assignment and approval processes are performed manually (by staff or the requestor) or automated (by FleetCommander). A fleet *best practice* is to automate the process to reduce labor costs and provide a faster turn-around for drivers. Once a vehicle is associated with a reservation and the reservation is approved (and an email is sent to the driver), it's ready to be dispatched.

STEP 2 – DISPATCH (Check keys out and back in)

Drivers need to get access to the vehicle keys to start the trip. At the end of a trip, the reservation needs to be completed, keys returned, and certain data may need to be collected. FleetCommander has three (3) different methods for dispatching vehicles:

Staffed Dispatching

Self-Service Kiosk Dispatching

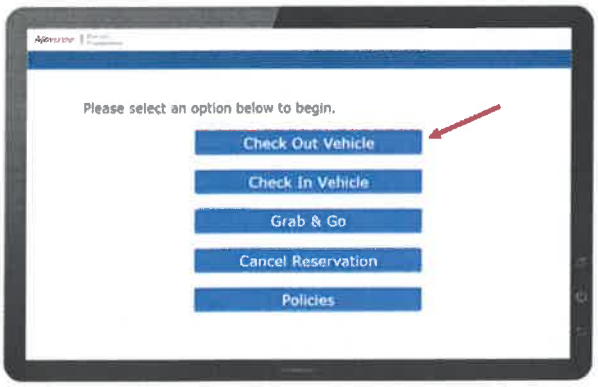
Secure, Self-Service Key Box Dispatching

You can decide which dispatching method to use at each location. Secure, self-service key box dispatching may be perfect for one location while staff are used to dispatch at other locations. That's ok!

So, how does the secure, self-service key box process work? Our self-service key box solution is so straightforward that end-user training is generally not required. Users interact with the touch-screen kiosk. Keys are dispensed from the automated key box.

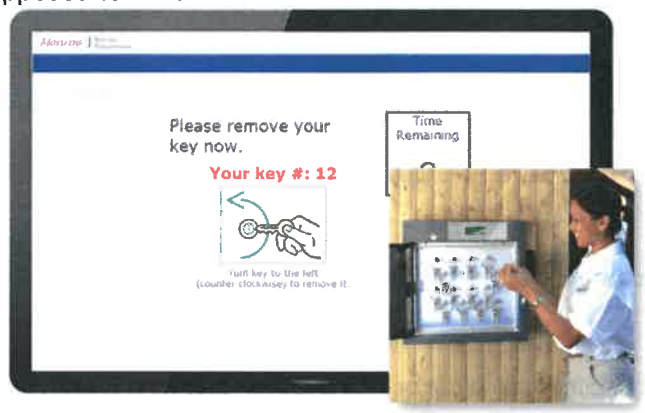
Our kiosks and key boxes come in many shapes and sizes

Drivers login into the kiosk by typing their login credentials on the touch-screen display, on the keyboard, or by scanning their employee badge (optional).



Our design goal was to require no end-user training by providing an airport kiosk-like experience.

Drivers just follow the prompts to complete the pickup. The box will open and release just the set of keys that the driver is supposed to have.



Only your key is released. All transactions are logged.

STEP 3 – REPORTING AND BILLING

Whether fleet managers are reducing the fleet, shuffling vehicles around, or even increasing the fleet, utilization reports are the key. No single type of utilization report can fulfill every need. FleetCommander has a variety of utilization reports that can show vehicle utilization for both individual vehicles and groups of vehicles.

The Motor Pool Utilization report is a valuable tool in helping to determine the utilization of a motor pool. It is the first step towards right-sizing a fleet and optimizing the composition of the vehicles in a fleet. This report may be output on-screen or exported to Excel. The output below shows very important fleet metrics such as utilization rates and the number of requests turned-down on a day-by-day basis. Note that almost every cell in this report is a hyperlink to more data.

Motor Pool Utilization Report

STATE UNIVERSITY MOTOR POOL
5422 Amberwood Blvd.
Springfield, OH 45501

For the period from 9/01/2006 to 9/14/2006

Day of Month	1	2	3	4	5	6	7	8
	F	S	S	M	T	W	R	F
Active Vehicles	74	74	74	74	74	74	74	
Vehicles In Maintenance	0	0	0	0	0	0	0	
Vehicles Available	74	74	74	74	74	74	74	
Vehicles In Use	33	28	28	15	27	29	38	
Total Trips	34	28	28	15	27	29	38	
Idle Vehicles	41	46	46	59	47	45	36	
Requests Turned Down	0	0	0	0	0	0	0	
% of Vehicles Used	45	38	38	20	36	39	51	
Total Hours Available	1776	1776	1776	1776	1776	1776	1776	17
Hours Used	528	586	583	341	458	496	672	8
% Hours Used	30	33	33	19	26	28	38	

The Motor Pool Utilization Report shows day-to-day utilization to help right-size your fleet

The beauty of the automation technology is that the time-consuming tasks related to sharing vehicles are eliminated. And, the data needed to make smart right-sizing decisions is available at your fingertips.

Other notable features of FleetCommander include:

VEHICLE MANAGEMENT – The Manage Vehicles function is used to track all aspects of vehicles, including a description (including dozens of attributes such as Year, Make, Model, VIN, mileage), costs (e.g. from maintenance and fuel) and even usage. Need to see which vehicles are over-utilized? How about under-utilized? A wealth of features is available to enable you to manage and analyze your fleet.

USER/DRIVER MANAGEMENT - One of the more powerful features of FleetCommander is user/driver management. Do you need to look through paper records to see if someone is eligible to drive? Has he or she received the proper training for that vehicle? Has someone's driver's license expired since he last used a vehicle? FleetCommander automatically checks to make sure driver's license information is current. Are you sure that your drivers have seen the latest fleet policy changes? FleetCommander can require that they read about any policy changes each time a new policy goes into effect. FleetCommander can even prompt your users to update their on-line profiles. How is this done in your organization today?

FLEET DASHBOARDS - Which activities consume you and your staff? What information do you wish you could see without even touching your keyboard? Take a look at FleetCommander's Dashboards. Dashboards are the ultimate fleet management screens. At a glance, they tell you about what is going on with your fleet, and they update every five minutes.

The **Vehicle Use Dashboard** shows key information about how many vehicles are leaving and returning, how many vehicles are late being picked up or returned, how many outstanding requests for vehicles are pending, and how many new user registrations have yet to be acted upon by your administrator. You'll quickly know the availability for each type of vehicle in your fleet. The Fleet Capacity/Demand graph will show the utilization on an hour-by-hour basis. It will also let you know the busiest times when vehicles are leaving and returning so your staff can plan appropriately. The Clipboards let you electronically cross off each vehicle as it leaves and returns. And with is the Dashboard automatically updating every 5 minutes, fleet data is always current. Need to know more about an aspect of your fleet? The QwikFind feature quickly takes you to a vehicle profile, a user profile, a reservation, or a work order.

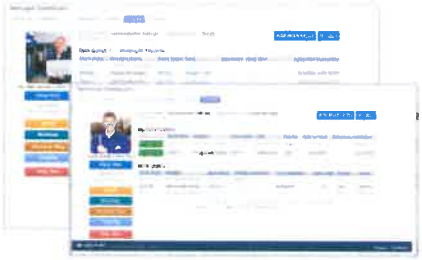
The optional **Maintenance Dashboard** conveniently provides an accurate summary of maintenance tasks and work orders. The **Risk Management** Dashboard is a critical launching point for viewing and acting upon incident/accident reports.

MILEAGE COLLECTION AND IMPUTED INCOME - FleetCommander's imputed income functions make it easy for you to collect odometer readings of assigned vehicles no matter where in the world the vehicles are located. The customizable forms can attribute miles driven to personal use, commuting, business use, or other uses as you desire. FleetCommander will let you know who hasn't reported their mileage in the timeframe you define. It will then send your users a custom email that takes them to their own page in FleetCommander to report mileage and other information. We can even develop custom reports to import this data into your accounting system.

MAINTENANCE - FleetCommander's optional maintenance capabilities allow you to create maintenance plans and assign them to vehicles. FleetCommander will notify your maintenance staff when certain tasks are due or near-due as they trip time and mileage thresholds. You'll quickly create work orders and track the status and costs of the tasks. FleetCommander is great for those shops that outsource to a variety of vendors too.

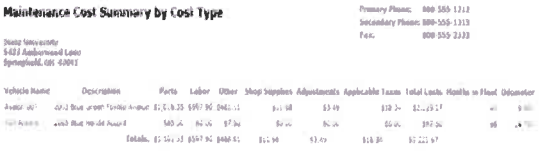
Maintenance Dashboard

Work Order Management



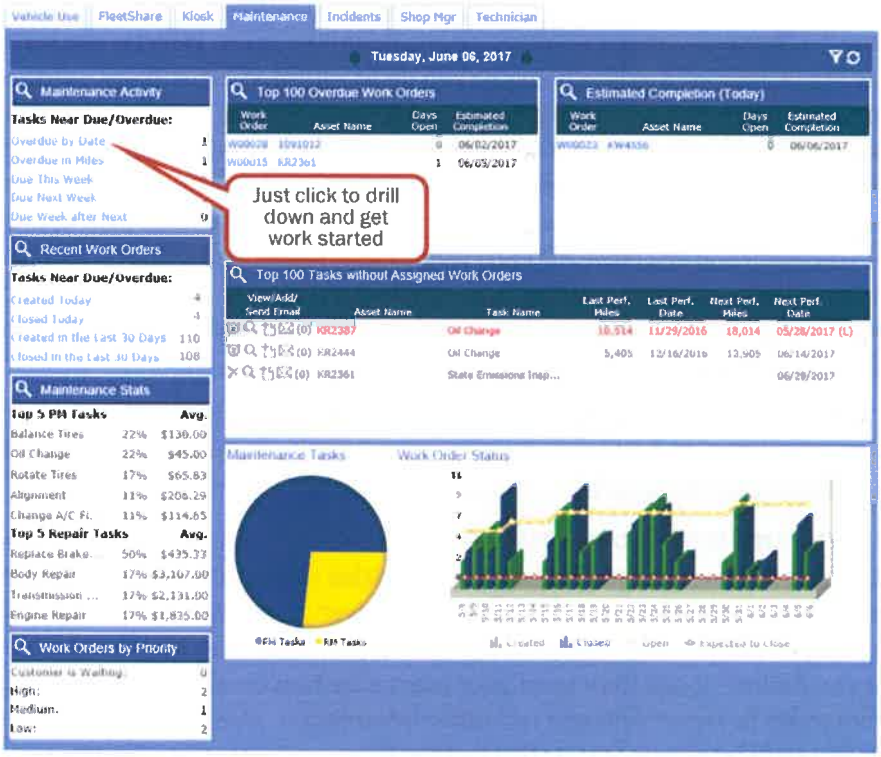
Shop Manager & Technician Dashboards

Parts Management



Reports & Interfaces

Several FleetCommander features comprise the maintenance capabilities in FleetCommander



The Maintenance Dashboard provides an up-to-date summary of maintenance activities

With just a click of the mouse using the above dashboard, the following type of activities can be performed:

- Create a work order
- View overdue or near-due tasks (by date or miles)
- View recent work orders created over a given period of time
- Send an email notification of required maintenance to the persons responsible for a vehicle
- Identify overdue work orders and contact the garage or the outside vendor
- Jump to a vehicle's profile
- Snooze the task
- Graphically see the status of work orders over the past 30 days to quickly understand how many work orders were created, closed, open, and expected to close each day
- Know the most frequent preventive maintenance and repair tasks and their average costs
- Understand the ratio of your PM tasks to your repair tasks
- Filter the results on the dashboard by site and/or provider.

Tools such as the maintenance notification tool makes it easy to coordinate with drivers to have their vehicle come in for maintenance. Clicking on the email icon starts the process of sending a maintenance notification email.

FUEL MANAGEMENT – Consolidate your fuel data with the remainder of your fleet data by importing your fuel records into FleetCommander using our optional fuel management function. FleetCommander will map all fuel transactions to the specific vehicles, update vehicle odometers, and will provide user interfaces that are valuable for looking for fuel transaction exceptions.

RISK MANAGEMENT - The optional Risk Management module provides complete online incident reporting and subsequent claims processing. It allows users to upload photos, images, and reports.

GPS ODOMETER UPDATES - FleetCommander vehicle profiles can be updated with real-time updates from GPS vendors capable of sending odometers to external systems. Odometer information will be captured from the GPS vendor databases and used to update the odometers of the vehicles in FleetCommander without intervention required from an administrator. The benefit is that FleetCommander will automatically have updated odometer information that is helpful in triggering PM reminders and aging reports.

FEEDBACK SURVEY - When all is said and done, your users will be happier and your fleet will be more efficient using FleetCommander. How do we know? We have hard data to show you. In fact, FleetCommander has an on-line Customer Feedback form that can be completed 24 hours a day to get valuable input from your users. There is even a tool within FleetCommander that sends the Customer Feedback form via email to recent fleet drivers. FleetCommander will increase customer satisfaction through the use of tools like email confirmation of vehicle requests, trip receipts, 24x7 on-line access to forms, reports, and vehicle reservations, and much more. Who wouldn't want survey results to show to their manager?

STANDARD MANAGEMENT REPORTS – FleetCommander has dozens of reports including utilization reports, billing reports, maintenance reports, asset reports, user reports, and more. Report interfaces allow you to quickly select the data you are looking for, specify criteria such as sort orders for data output, and even specify the format of your report (e.g. on-screen, Excel, or other formats).

INTEGRATION WITH OTHER SYSTEMS – Having all of your fleet data in one repository is invaluable when you are reporting. FleetCommander is very flexible and capable of being integrated with external systems. FleetCommander has successfully been integrated with many types of systems, including accounting systems, human resource systems, fleet maintenance systems, risk management systems, automobile manufacturing systems, fuel systems, and more.

3 Detailed Response to RFP Requirements

3.1 Response to Project Specifications

SECTION 4: PROJECT SPECIFICATIONS

Our team has prepared the response below to acknowledge our understanding of the State's operating environment, specifications, and overall objectives and to provide background regarding our directly related experience. For context, we have provided the State's specifications in *brown italicized text* **followed by our response. To be clear, we acknowledge and feel confident that we understand each item in the specifications below.**

3.1.1 Background and Current Operating Environment

4.1. Background and Current Operating Environment: The Fleet Management Division (FMD) wishes to establish an open-end contract for the procurement, maintenance and support of a secure, vehicle reservation and integrated key control system. FMD's initial location would be serving the Capitol Complex area in Charleston, WV. Currently the State of West Virginia has approximately 3000 vehicles that do not meet the monthly utilization requirement set by our legislature of 1,100 miles per month. FMD wishes to acquire services to facilitate and maximize pool/shared state vehicles with various State agencies in areas throughout West Virginia. Current need is for one kiosk with the possibility of additional kiosks purchased during the life of the contract.

Agile Fleet has nearly twenty years of experience providing secure vehicle reservation and integrated key control systems, including to state agencies… even West Virginia DHHR. Our solution has facilitated millions of vehicle reservations in pooled/shared environments, including for state agencies. Michigan, Florida, Kentucky, and other states use FleetCommander to maximize utilization of their fleet vehicles. Michigan, for example, started at just five locations and has since grown to thirty motor pool locations. Having completed more than 600,000 vehicle reservations using motor pool vehicles, Michigan continues to maximize fleet utilization while reducing the number of hours required to operate their fleet. Fleet staff and managers now have clear visibility over complete fleet utilization with an estimated savings that exceeds $5,000,000. A robust reservation system and an integrated key control system with self-service fleet kiosks are a cornerstone of our offering. FleetCommander's data collection and reporting tools help clearly identify vehicles that are under state-required monthly mileage thresholds. We welcome the opportunity to support an open-ended contract to support the initial contract and future expansion. This type of contract is in place with other states.

4.1.1 The State of West Virginia currently has a distributed base of state-owned, leased, rented, operated, maintained, managed, or administered vehicles, and special purpose vehicles throughout the state.

Agile Fleet is experienced in providing FleetCommander to federal, state, and local government entities to manage tens of thousands of vehicles. The system includes a powerful relational database. FleetCommander has features to support owned, leased or rented vehicles and other assets. The system can assist with all facets of managing the fleet from standardizing data about the State's assets to tracking maintenance activities to helping with planning vehicle replacement and end of life.

4.1.2 The State of West Virginia has an automated fleet management program for repair and maintenance reporting, vehicle odometer reporting, and fueling all of which is considered "mission essential" requirements provided by Automotive Rentals International (current vendor).

Agile Fleet acknowledges that the State of West Virginia has an automated fleet management program for repair and maintenance reporting, vehicle odometer reporting, and fueling all of which is considered "mission essential" requirements provided by Automotive Rentals International, the current vendor. While there are no requirements to do so today, we have the technical capability interface with external systems such as ARI to share valuable information such as odometer values. As vehicles are checked in to the vehicle reservation system, odometer values can be captured by the end users. This is valuable information to send to ARI, for example, to trigger maintenance reminders in that system. We welcome the opportunity to discuss such capabilities in the future.

4.1.3 The FMD is required by the State to provide fleet management services to all state agencies with a vehicle classification of one ton and under. Fleet service includes, but is not limited to, repair, maintenance, storage, utilization oversight, asset management, and fuel management for vehicles owned or operated by the State of West Virginia.

Agile Fleet acknowledges that the FMD is required by the State to provide fleet management services to all state agencies with a vehicle classification of one ton and under. Fleet service includes, but is not limited to, repair, maintenance, storage, utilization oversight, asset management, and fuel management for vehicles owned or operated by the State of West Virginia. Should there be a need to collect data to support these functions or to provide these functions via our FleetCommander solution, we welcome the opportunity to discuss such capabilities in the future.

4.1.4 The vehicles or equipment, some of which may have multiple drivers or operators may be operated without dispatch for extended periods of time.

Our team has nearly twenty years managing vehicles and equipment that may have multiple drivers and be operated without dispatch for extended periods of time. FleetCommander has the tools and associated reports to help manage these types of assets in a way that helps to highlight who has custody of the vehicle at any given time. We would always encourage the State to adopt a practice of having at least one person accountable for a vehicle or piece of equipment.

4.1.5 The vehicles or equipment units described in this RFP are generally: state-rented, leased, owned, operated, maintained, managed, or administered sedans, pickup trucks, vans, and sport utility vehicles (passenger vehicles).

Agile Fleet's offering is well-suited for managing the State's fleet of state-rented, leased, owned, operated, maintained, managed, or administered sedans, pickup trucks, vans, and sport utility vehicles (passenger vehicles). Our system can manage and report on vehicles based upon these traits.

4.1.6 The State encourages and can accept discounts offered by the vendor.

Agile Fleet may offer spot discounts to State agencies and departments depending upon the opportunity.

4.1.7 The State is exempt from Federal Excise Tax and State taxes.

Agile Fleet acknowledges that the State is exempt from Federal Excise Tax and State taxes.

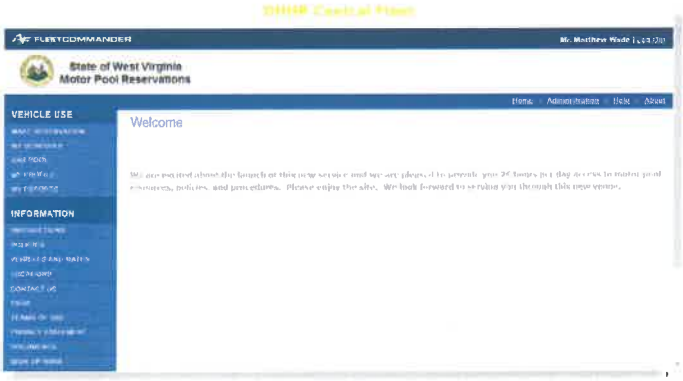
4.1.8 The State intends for historical data to be maintained and subsequently transferred electronically in the event of a vendor change.

Should the State elect to change vendors, data will remain available in electronic format to the State for a period of thirty days after the end of the contract via existing FleetCommander user interfaces and reports, including reports with the capability to be downloaded in Excel format.

3.1.2 Project Goals and Mandatory Requirements

4.2. Project Goals and Mandatory Requirements: Establish locations for the State's Fleet motor pool that can be reserved/scheduled on a vendor hosed browser client-server, that's secure, with an integrated key control (KIOSK) system to assist with the state's vehicle utilization. Vendor should describe its approach and methodology to providing the service or solving the problem described by meet the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches.

FleetCommander is a secure, web-based (browser client-server) solution that provides the ability for the State's users to easily reserve and schedule motor pool vehicles using a browser. The solution includes an integrated key control system with kiosk (KIOSK) to allow for 24x7, unattended self-dispatching. The collection of data from the reservation and dispatching functions is captured in utilization reports that will assist the State in reducing the number of underutilized vehicles in its fleet. The solution is hosted by Agile Fleet.



FleetCommander is a browser client-server reservation system

Our integrated key control (KIOSK) provides unattended key pick up and drop off.

It is our intention in this proposal response to describe our approach and methodology to providing the service and solving the problems described by meeting the goals and objectives identified below. Our proposal will include information about how our approach is superior to other possible solutions with respect to all the requirements below.

Is our solution truly better than other solutions? Yes. Our Net Promoter Score, an industry standard for measuring customer loyalty is the highest in the fleet industry. Why? Because our focus is truly on vehicle sharing technology and every member of our team, from the president on down, is focused on our clients' success! Below is just a high-level glimpse of some the differentiators of our solution.

FLEETCOMMANDER

Schedule / Coordinate Use → **Dispatch** → **Reporting and Billing**

- Configuration changes by site and usage type
- Driver-specific and vehicle-specific configurations
- Auto-import of driver-specific info on reservation form, e.g. acct info
- Customizable emails
- Buffers in between reservations
- Set max length of reservation
- Set hours of operation and holidays
- Enforce cancellation times
- Rules validation, driver's license

- Multiple types of dispatching, e.g.
  - Staffed, Unstaffed via kiosk
  - Unstaffed via kiosk & key box
- Grab-n-Go last minute requests
- Secured keys
- Printed travel sheets
- Capturing "scheduled" versus actual dispatch times
- Late pickup and return Emails
- Auto-release extra time after early returns
- Seamless integration

- Utilization!
- Automated billing
- Dashboards to show current status, including "to-do" list, late pickups, and late returns
- Feedback reports to help improve service
- On-line status and reports for drivers
- Reports exportable to html or Excel formats
- FEEDBACK!

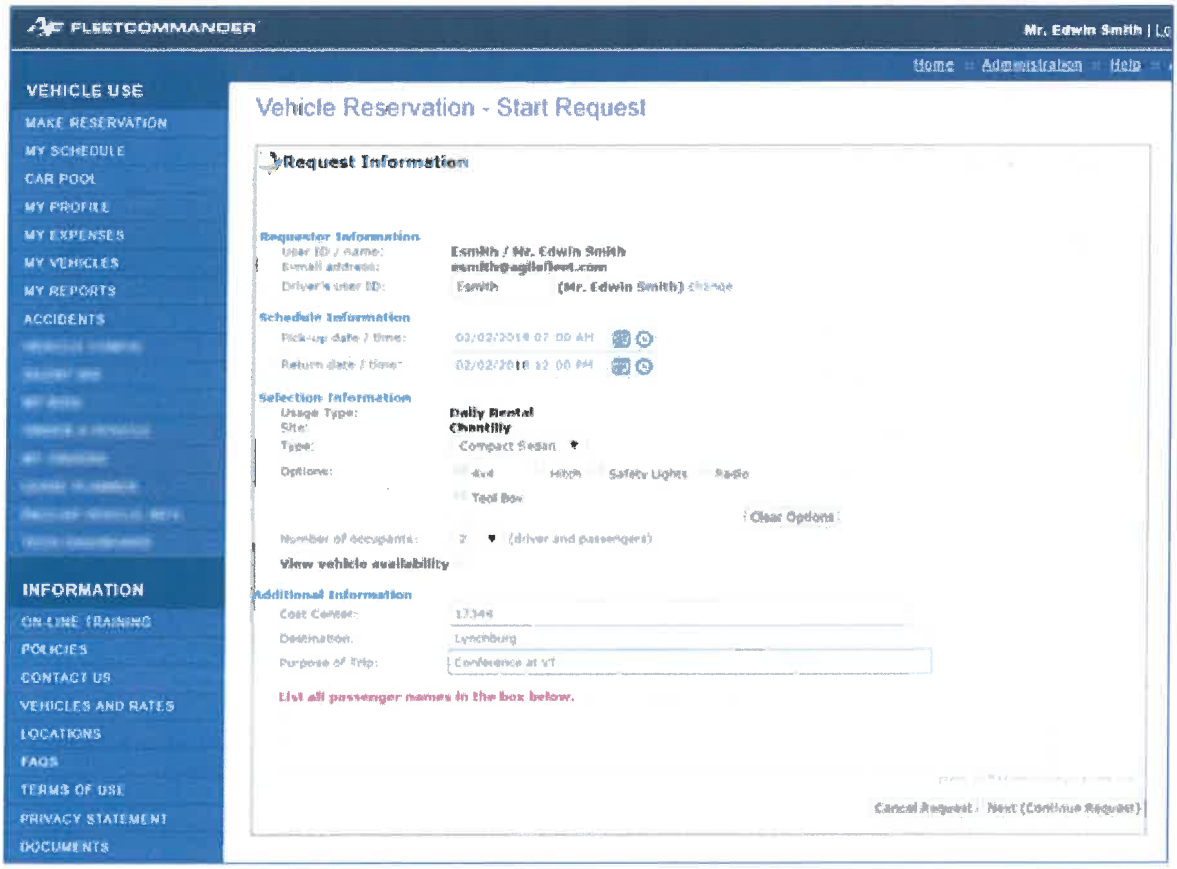
Our solution offers flexibility and configurability that far exceeds any other technical solution available to the fleet industry

4.2.1. Goals and Objectives — The goals for the Motor Pool and Dispatch Solution
4.2.1.1 Online Reservations

FleetCommander is the most powerful web-based, online reservation and electronic key management system available in the marketplace. FleetCommander allows State employees to make reservations for vehicles and subsequently access to the vehicles' secured keys via self-dispatching from a key control system. Here's a glimpse the most common method for drivers to use the system:

STEP 1 – RESERVE A VEHICLE ON-LINE (Schedule / Coordinate Use)

The reservation form is the most common method of reserving a vehicle. Other methods are available to drivers and administrators, too. The reservation form is available to drivers and administrators alike. Initiate a request by clicking on the "Make Reservation" link in the left-hand menu/navigation under the "Vehicle Use" section.



The reservation form can be configured by authorized fleet staff to capture the data the State needs. The form can even be different depending upon which type of user is accessing it.

Once a reservation is entered, you can determine whether the vehicle assignment and approval processes are performed manually (by staff or the requestor) or automated (by FleetCommander). A fleet *best practice* is to automate the process to reduce labor costs and provide a faster turn-around for drivers. Once the vehicle is assigned to the reservation and the reservation is approved, an email is sent to the driver.

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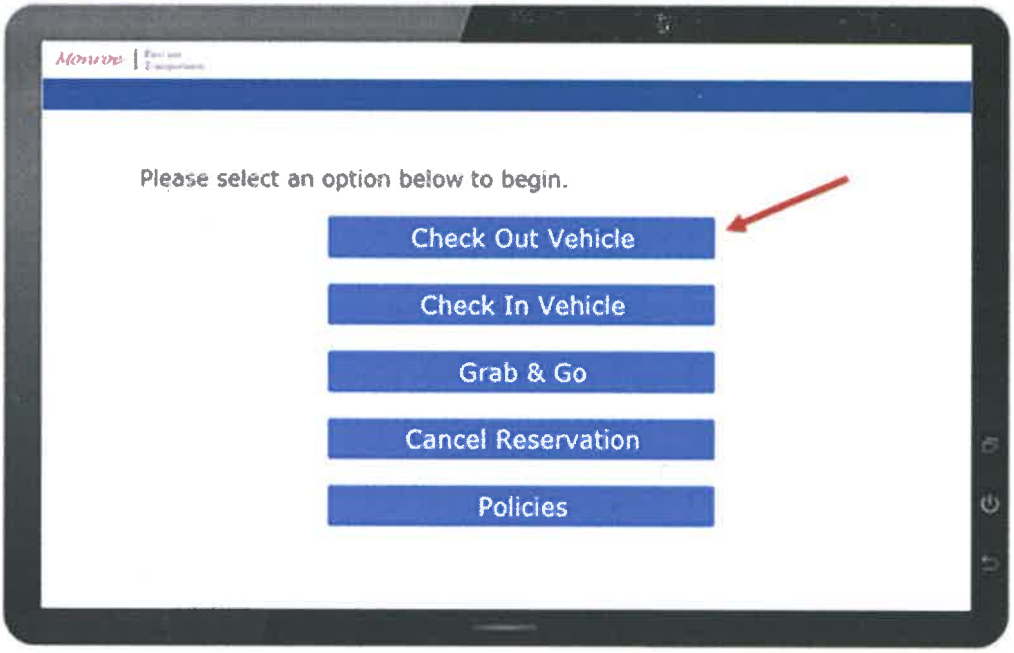
Secure, Self-Service Key Box Dispatching

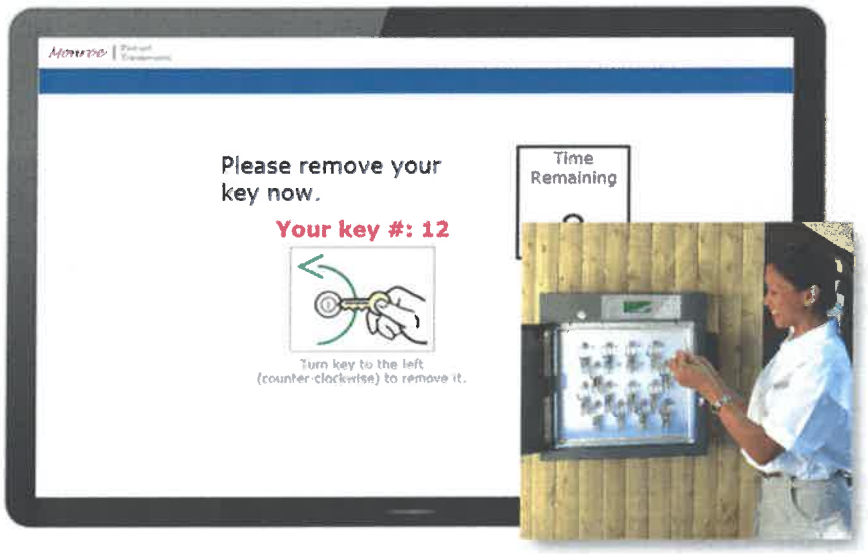
The State can decide which dispatching method to use at each location. Secure, self-service key box dispatching may be perfect for one location while staff are used to dispatch at other locations.

FleetCommander's secure, self-service key box solution is so straightforward that end-user training is generally not required. Users interact with the touch-screen kiosk. Keys are dispensed from the automated key box. Drivers login into the kiosk by typing their login credentials on the touch-screen display, on the keyboard, or by scanning their employee badge (optional).



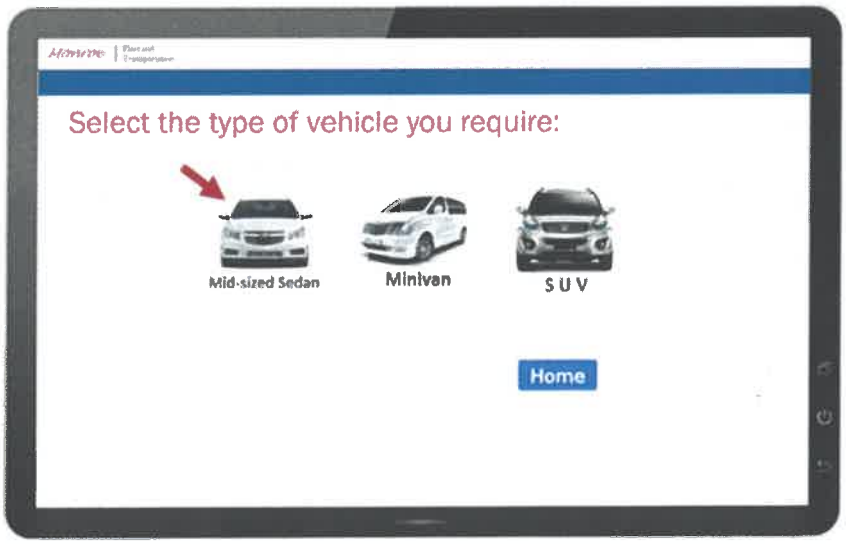
Our design goal was to require no end-user training by providing an airport kiosk-like experience.

Drivers just follow the prompts to complete the pick-up. The box can be opened, and it will release just the set of keys that the driver is supposed to have.



Only your key is released. All transactions are logged.

FleetCommander also has a method for authorized drivers to make a vehicle request right at the kiosk for a vehicle using our Grab-and-Go function. Look at the screenshot below. Need a mid-sized sedan? Just click on the picture of the mid-sized sedan. The system will do the rest.



The system will enforce all rules and give access to only authorized drivers.

STEP 3 – REPORTING AND BILLING

A reservation system is great, but it must generate the results you are looking for to manage monthly mileage and other utilization requirements. You need metrics. Metrics are captured automatically when you check out and check back in. Your drivers or fleet staff won't need to perform redundant data entry anywhere to get valuable reports. Utilization reports are the fleet manager's tool to analyze fleet utilization and to make fleet inventory changes. Whether fleet managers are reducing the fleet, shuffling vehicles around, or even increasing the fleet, utilization reports are the key. No single type of utilization report can fulfill every need. FleetCommander has a variety of utilization reports that can show vehicle utilization for both individual vehicles and groups of vehicles.

The Motor Pool Utilization report is a valuable tool in helping to determine the utilization of a motor pool. It is the first step towards right-sizing a fleet and optimizing the composition of the vehicles in a fleet. This report may be output on-screen or exported to Excel. The output below shows very important fleet metrics such as utilization rates and the number of requests turned-down on a day-by-day basis. Note that almost every cell in this report is a hyperlink to more data.

Motor Pool Utilization Report

STATE UNIVERSITY MOTOR POOL
5422 Amberwood Blvd.
Springfield, OH 45501

For the period from 9/01/2006 to 9/14/2006

Day of Month	1	2	3	4	5	6	7	8
	F	S	S	M	T	W	R	F
Active Vehicles	74	74	74	74	74	74	74	
Vehicles In Maintenance	0	0	0	0	0	0	0	
Vehicles Available	74	74	74	74	74	74	74	
Vehicles In Use	33	28	28	15	27	29	38	5
Total Trips	34	28	28	15	27	29	38	
Idle Vehicles	41	46	46	59	47	45	36	
Requests Turned Down	0	0	0	0	0	0	0	
% of Vehicles Used	45	38	38	20	36	39	51	
Total Hours Available	1776	1776	1776	1776	1776	1776	1776	17
Hours Used	528	586	583	341	458	496	672	8
% Hours Used	30	33	33	19	26	28	38	

The Motor Pool Utilization Report shows day-to-day utilization to help right-size your fleet

A companion report to the Motor Pool Utilization report is the *Motor Pool Utilization – by Asset Type* report. It allows the administrator to see the daily utilization for each class of vehicle. This helps not in only in getting to the right number of vehicles, but also getting the right number of each type of vehicle. It helps optimize the composition of the fleet.

Motor Pool Utilization Report - By Asset Type (% of vehicles used)

Primary Phone:
Secondary Phone
Fax:

For the period from 11/30/2010 to 12/13/2010

Day of Month	30 T	1 W	2 R	3 F	4 S	5 S	6 M	7 T	8 W	9 R	10 F	11 S	12 S	13 M	Average
Car	63	83	50	67	100	17	50	67	50	80	60	20	40	40	56.13
Car/Hybrid	38	63	88	50	38	38	50	50	25	13	63	63	63	63	50.00
SUV - 5 passenger	14	0	0	0	0	14	57	43	14	0	29	29	29	43	19.39
Van - 7 passenger	50	67	0	50	50	0	50	50	0	0	0	0	0	0	22.62
Van - 8 passenger	29	29	8	46	23	0	0	0	0	15	23	23	31	46	19.47
Van (ADA compliant)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Van (Equipment)	0	100	100	100	0	0	100	100	100	100	0	0	100	0	57.14
Average	32	42	29	39	32	12	32	32	17	20	33	28	35	40	30.06

The report above helps show utilization for each class of vehicle.
It's quite common to have the right quantity of vehicles yet not have the right type of vehicles available.

The Vehicle Usage report shows utilization on a vehicle-by-vehicle basis. This report shows the following: the elapsed days, the total days used, percentage of days used, total hours used, total number of trips, average trips per day, total miles, and average miles per trip. Each of these metrics is valuable to analysts.

Vehicle Usage Report

State University
101 Campus Dr.
Chambersburg PA 19012

Primary Phone: (555) 812-5059
Secondary Phone:
Fax:

* Report filters listed at end of this report

Vehicle	Elapsed Days	Total Days Used	% Days Used	Total Hours Used	Total # of Trips	Avg Trip Per Day	Total Miles	Average Miles Per Trip
E07058	31	16	51.61%	177	12	0.42	703	54
E07059	31	10	32.26%	106	8	0.26	384	56
E07060	31	16	51.61%	115	14	0.45	593	42
E07062	31	14	45.16%	165	9	0.29	411	46
E07065	31	18	58.06%	83	14	0.45	496	35
E07067	31	22	70.97%	331	11	0.36	430	39
E08060	31	24	77.42%	375	11	0.35	870	79
E08069	31	14	45.16%	195	9	0.29	449	50
E08090	31	21	67.74%	325	11	0.35	751	68
E08093	31	0	0.00%	0	0	0.00	0	0
	310	155.00	50.00%	1,872	100	0.32	4,987	49.87

The number of cars on this report is 10.

The Vehicle Usage Report shows utilization rates for each specific vehicle.
This is often helpful when trying to get to the bottom of utilization challenges.

Lastly, the *Vehicle Demand Report* helps see how well you are using the vehicles that you have. The Max Vehicles at One Time metrics shows your true need for vehicles if you had optimized the use of each vehicle in the fleet.

Vehicle Demand Report

Date	Vehicles Leaving	Vehicles Returning	Total Vehicles in Use	Max Vehicles at One Time	Capacity
02/13/2008	7	11	13	13	56
02/14/2008	13	1	15	15	56
02/15/2008	13	11	27	26	56
02/16/2008	0	9	16	16	56
02/17/2008	0	2	7	7	56
02/18/2008	13	5	18	16	56
02/19/2008	13	9	26	25	56
02/20/2008	5	9	22	19	56
02/21/2008	15	11	28	24	56
02/22/2008	15	10	32	32	56
02/23/2008	0	7	22	22	56
02/24/2008	0	4	15	15	56
02/25/2008	6	4	17	14	56
02/26/2008	3	6	16	16	56
02/27/2008	7	9	17	16	56
02/28/2008	11	5	19	19	56
02/29/2008	18	10	32	29	56
03/01/2008	0	7	22	22	56
03/02/2008	0	4	15	15	56
03/03/2008	8	4	19	18	56
03/04/2008	15	13	30	28	56

The report above reveals yet another method for analyzing utilization.

The beauty of the automation technology is that the time-consuming tasks related to sharing vehicles are eliminated. The data needed by the State to make smart right-sizing decisions is available at your fingertips.

4.2.1.1.1 Describe any software requirements to use the proposed system. Describe the database upon which the system is used.

Software requirements are as follows:

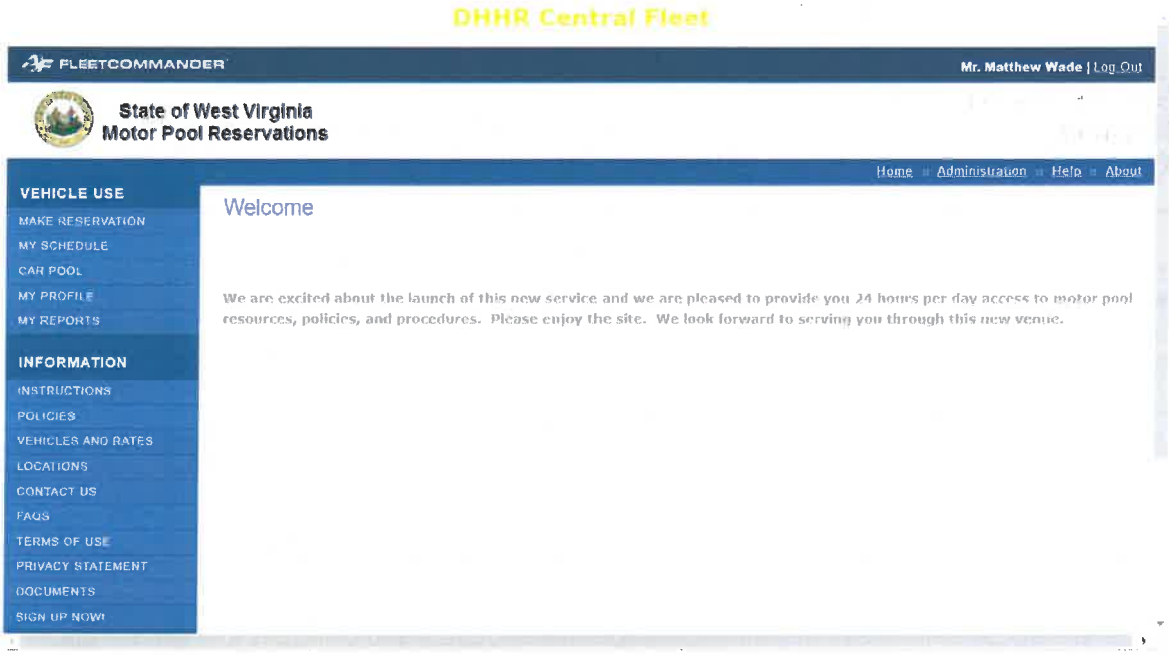
Client Operating System
The operating system must support:

- The latest version of Microsoft Internet Explorer V11 that is still supported by Microsoft
- The latest version of Firefox, Chrome, Edge, or Safari

Database
FleetCommander uses Microsoft SQL Server for its database.

4.2.1.1.2 The State desires a solution accessible by a browser to allow users to make online reservations for available vehicles and dispense the assigned vehicle keys.

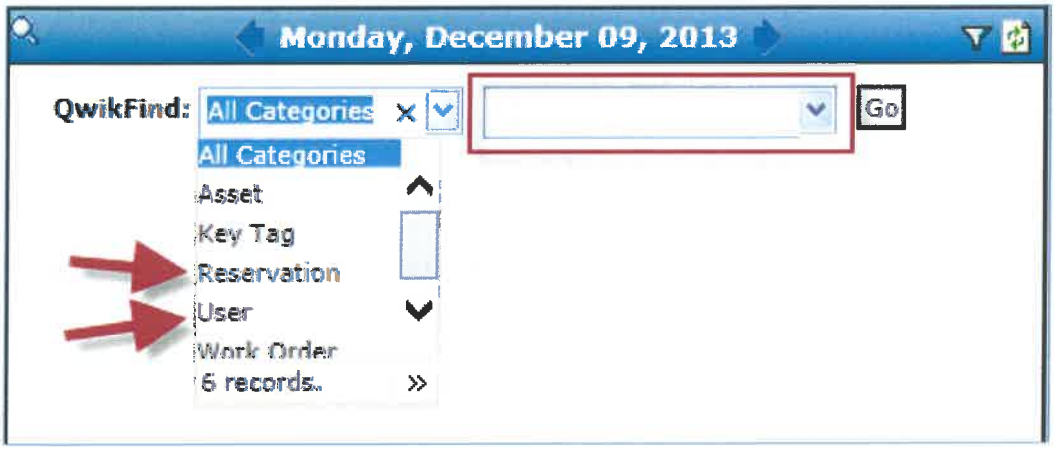
FleetCommander supports the latest versions of the following browsers: Internet Explorer, Edge, Firefox, Chrome, and Safari to allow users to make online reservations and to dispense the keys for the vehicles assigned to their reservations.



FleetCommander is a browser-based application use to make online reservations and dispense keys

4.2.1.1.3 Describe the search features in your program. List the criteria that can be used to search for a reservation. Can multiple criteria be used to do a search?

There are many ways to search for reservations. Multiple criteria can be used to do a search. One quick and easy way to search for a reservation is via the QwikFind feature found on the Motor Pool dashboard. Just type in the reservation number or the driver's name to find the latest reservations for that driver.

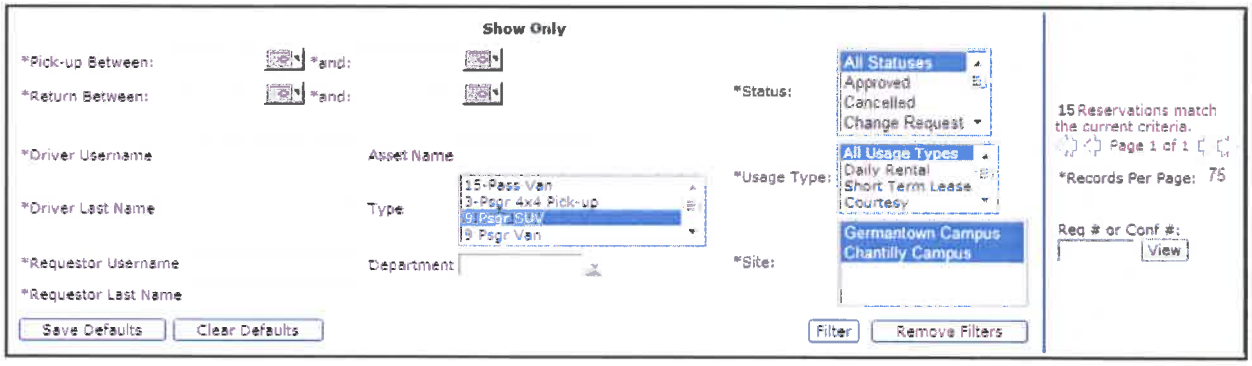


The "Manage Reservations" page is another convenient place used to locate and manage reservations. The page is broken into two halves:

1) The top half uses filter criteria to tailor what reservations are to be displayed in the bottom half of the page.
2) The reservations shown in the bottom half can be sorted via the column headings. In addition, hyperlinks within each reservation can take the administrator to pages that describe more detail about the user and the asset.

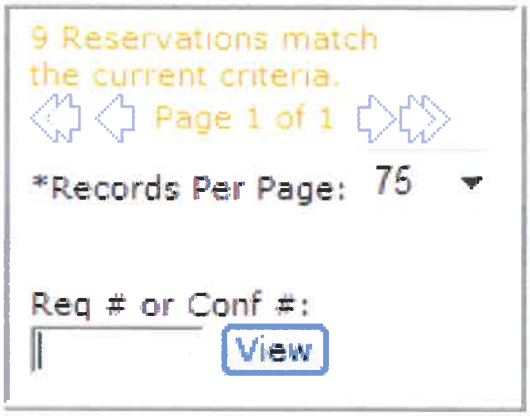
The Top Half:

Use the filter criteria to narrow down the list of reservations that you desire to see. Multiple criteria may be selected by holding down the control key ("Ctrl") and left clicking the desired choices.



FleetCommander's filters support the selection of multiple criteria to search reservations.

When the specific request number (prior to approval) or confirmation number (after approval) are known for a reservation, administrators can navigate directly to it using the input prompt labeled "Req # or Conf #" and clicking the "View" button.



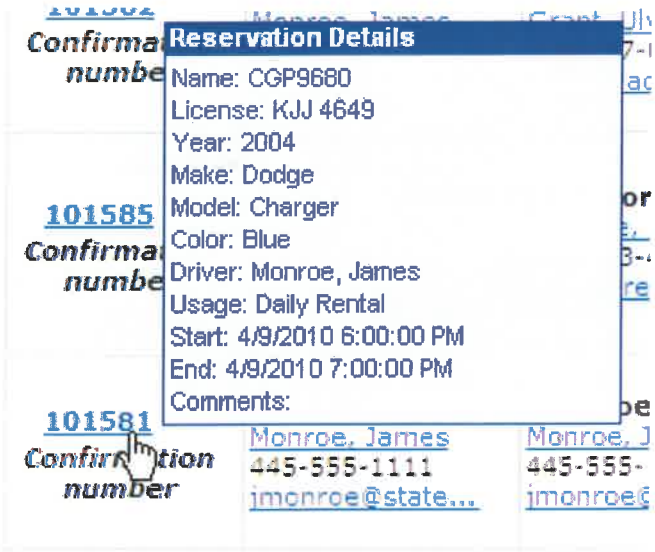
This will result either in display of the reservation detail or a response that the specified number was not found.

The Bottom Half:

The bottom half of the screen lists the reservations using the specified filters. The reservations can be sorted in an ascending or descending manner via clicking the desired column-heading hyperlink.

Status	Request Info	Schedule Information	Req/Conf #

When the administrator mouses over a reservation's confirmation request number, the following vehicle information is displayed: vehicle name, license plate number, vehicle year/make/model, color, reservation driver, usage type, reservation start time, reservation end time, and any comments.



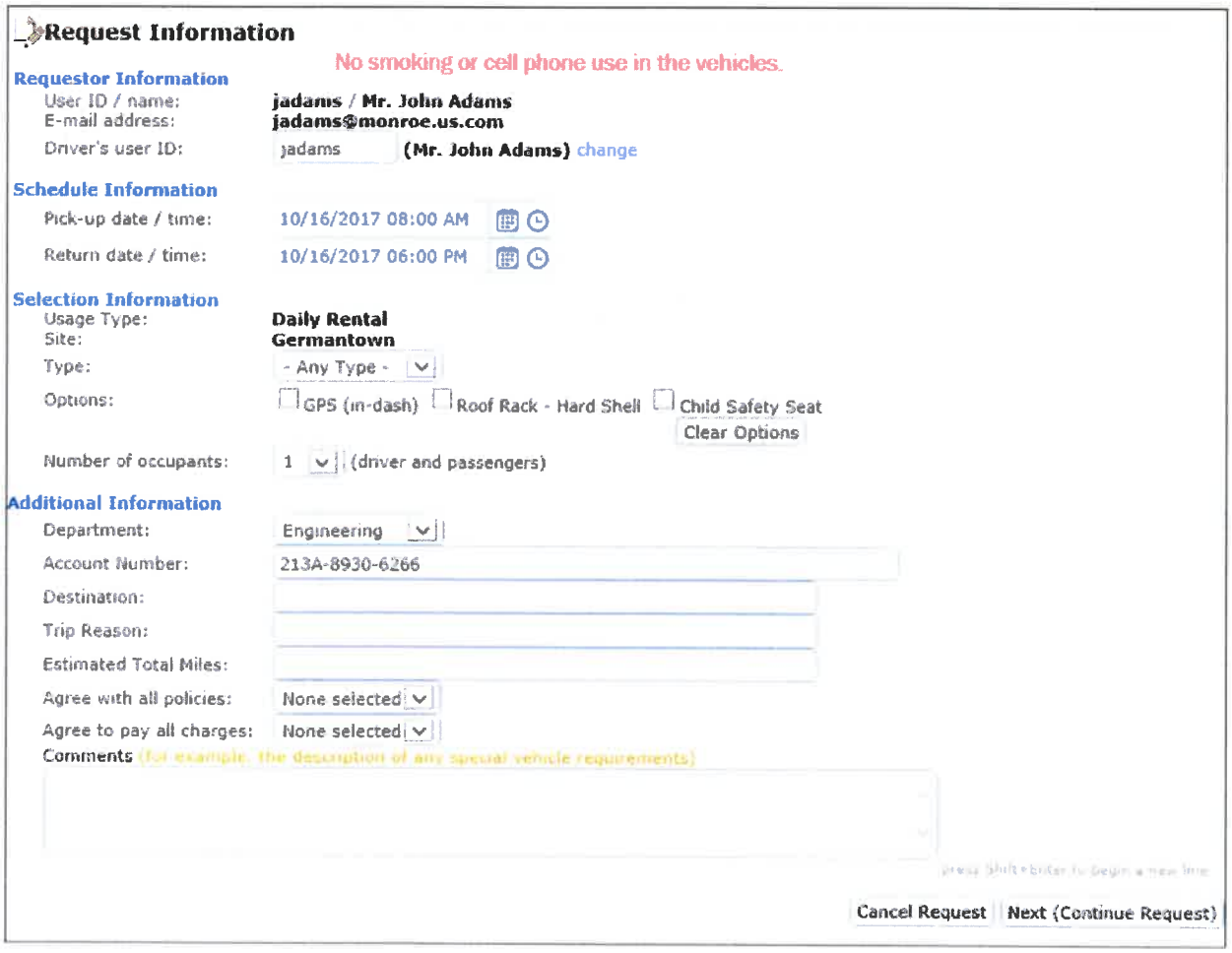
Additionally, hyperlinks within each reservation can take the administrator to pages that describe more detail about the user and the asset.

Requestor	Driver	Vehicle Information
Username: **jadams** Adams, John 301-555-1212 jadams@stateuniv.edu	Username: **jadams** Adams, John 301-555-1212 jadams@stateuniv.edu	Vehicle: E20050913B **(Ford)** Site: **Germantown Campus** Location: **240 3rd St.** Type: **Mid-size**

By clicking on the user's name hyperlink under the "Requestor" or "Driver" columns, the administrator is taken to the user's profile. By clicking on the user's email hyperlink within the same columns, the administrator's default email client will start a new email message addressed to the user.

4.2.1.1.4 Describe ability to customize your online reservation forms.

The online reservation form can be customized in various ways.



Request Information

No smoking or cell phone use in the vehicles.

Requestor Information

User ID / name: **jadams / Mr. John Adams**
E-mail address: **jadams@monroe.us.com**
Driver's user ID: jadams **(Mr. John Adams)** change

Schedule Information

Pick-up date / time: 10/16/2017 08:00 AM
Return date / time: 10/16/2017 06:00 PM

Selection Information

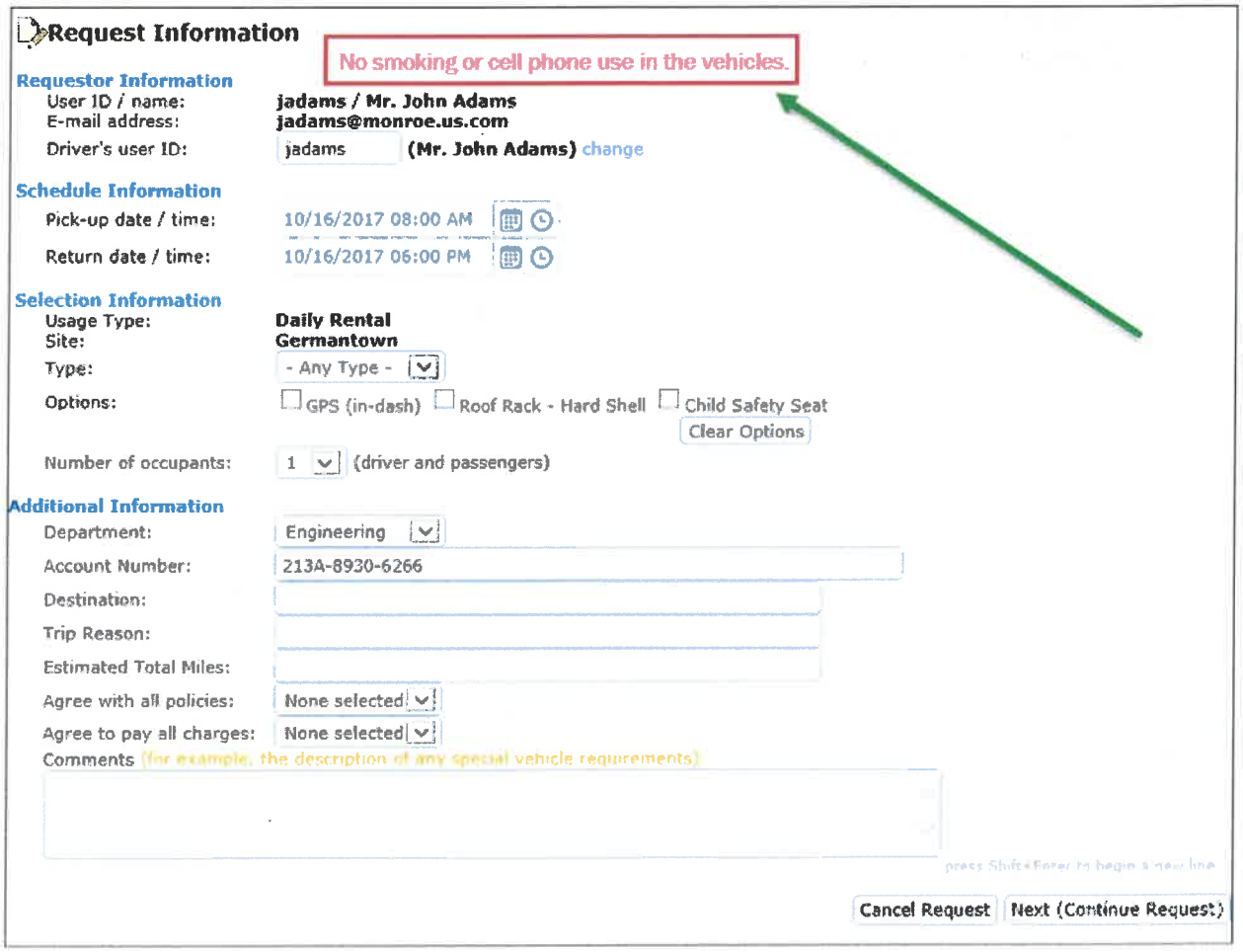
Usage Type: **Daily Rental**
Site: **Germantown**
Type: - Any Type -
Options: GPS (in-dash) Roof Rack - Hard Shell Child Safety Seat
Clear Options
Number of occupants: 1 (driver and passengers)

Additional Information

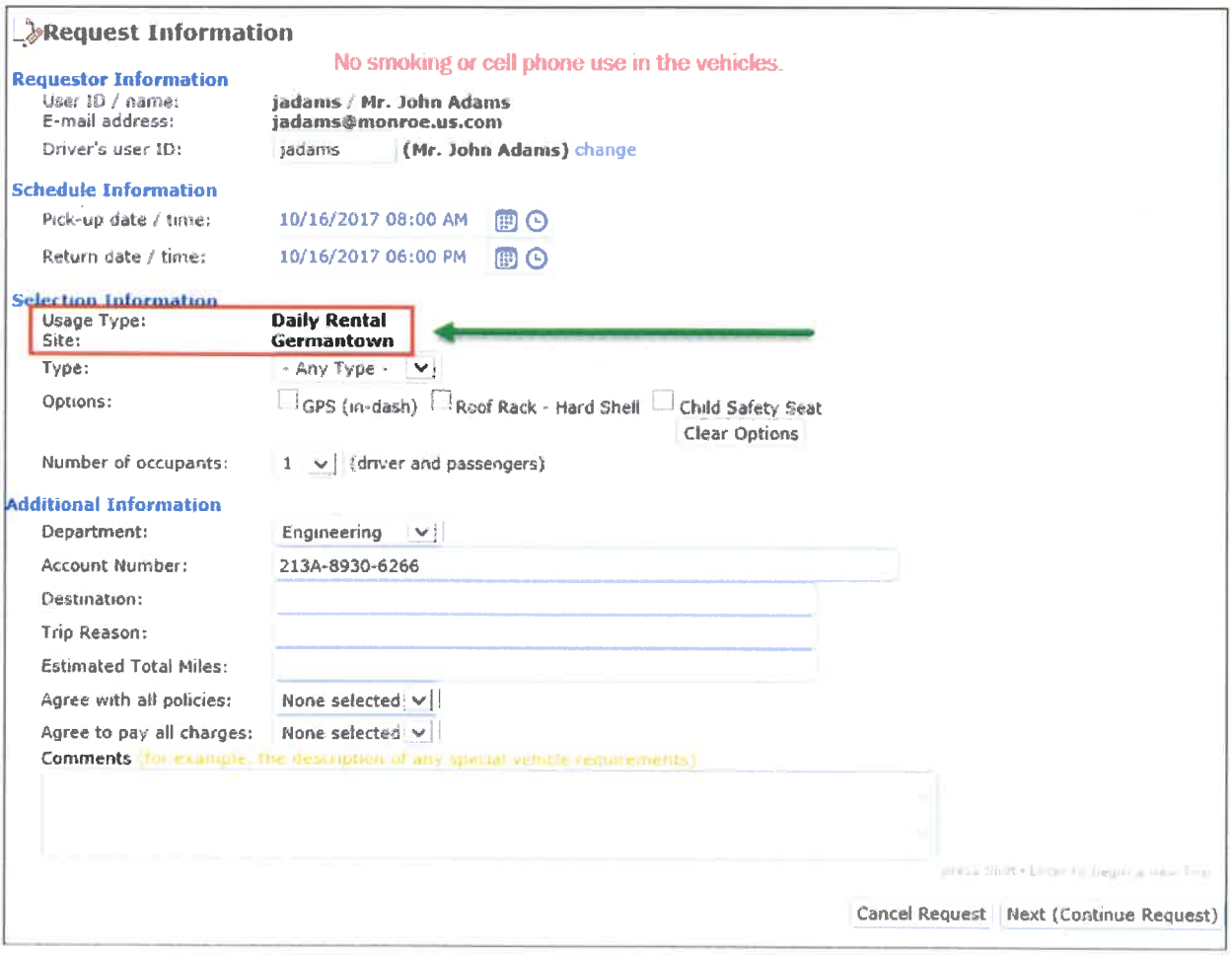
Department: Engineering
Account Number: 213A-8930-6266
Destination:
Trip Reason:
Estimated Total Miles:
Agree with all policies: None selected
Agree to pay all charges: None selected
Comments (for example, the description of any special vehicle requirements)

Cancel Request | Next (Continue Request)

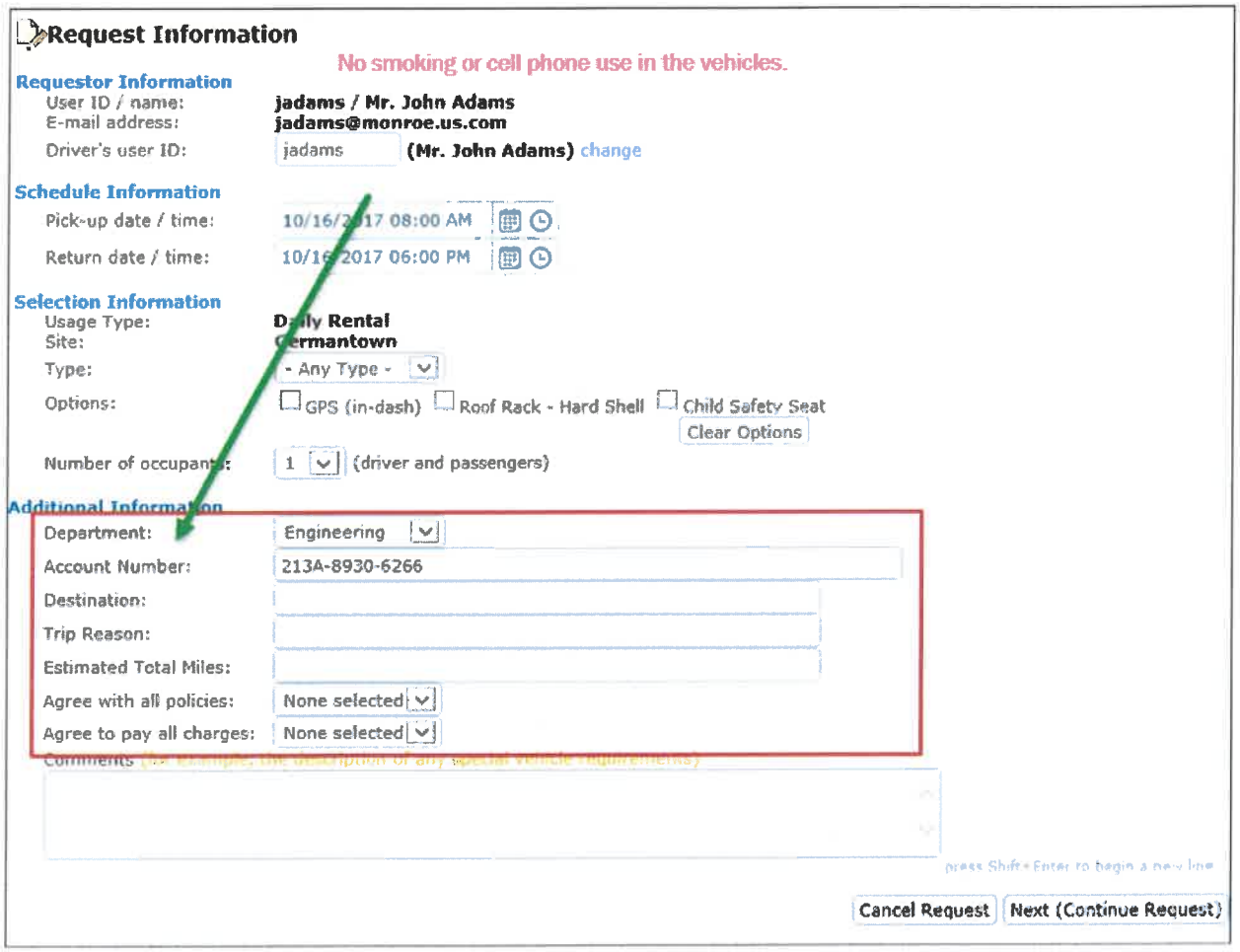
Customized text can be placed at the top of the form to provide assistance or policy information. Each motor pool location can have its own message.



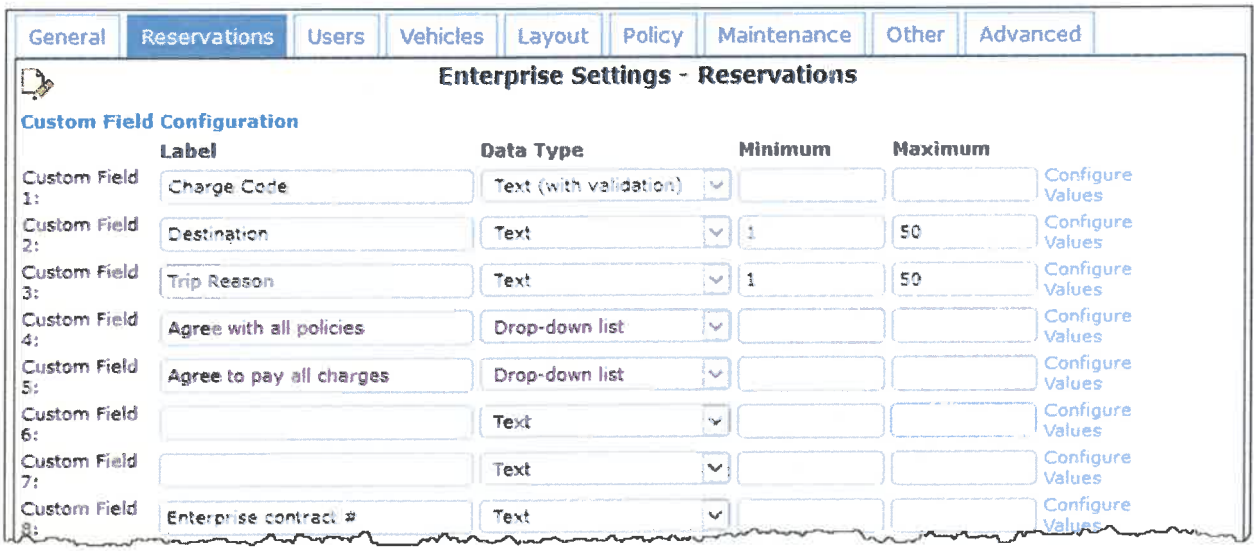
The reservation form can be further modified based on the type of reservation (e.g. daily rental, long-term lease, outside rental, maintenance, etc.) and the motor pool location.



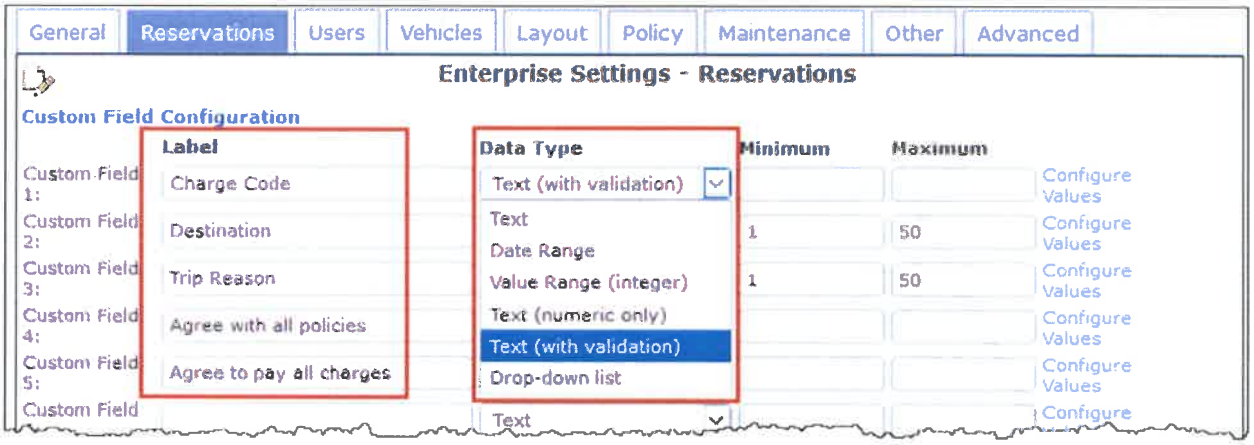
Each location can determine what fields appear on its reservation form for each type of reservation.



At the Enterprise level, up to 20 of these reservation fields can be defined.



The labels can be modified, and the type of data permitted in the field can be defined.



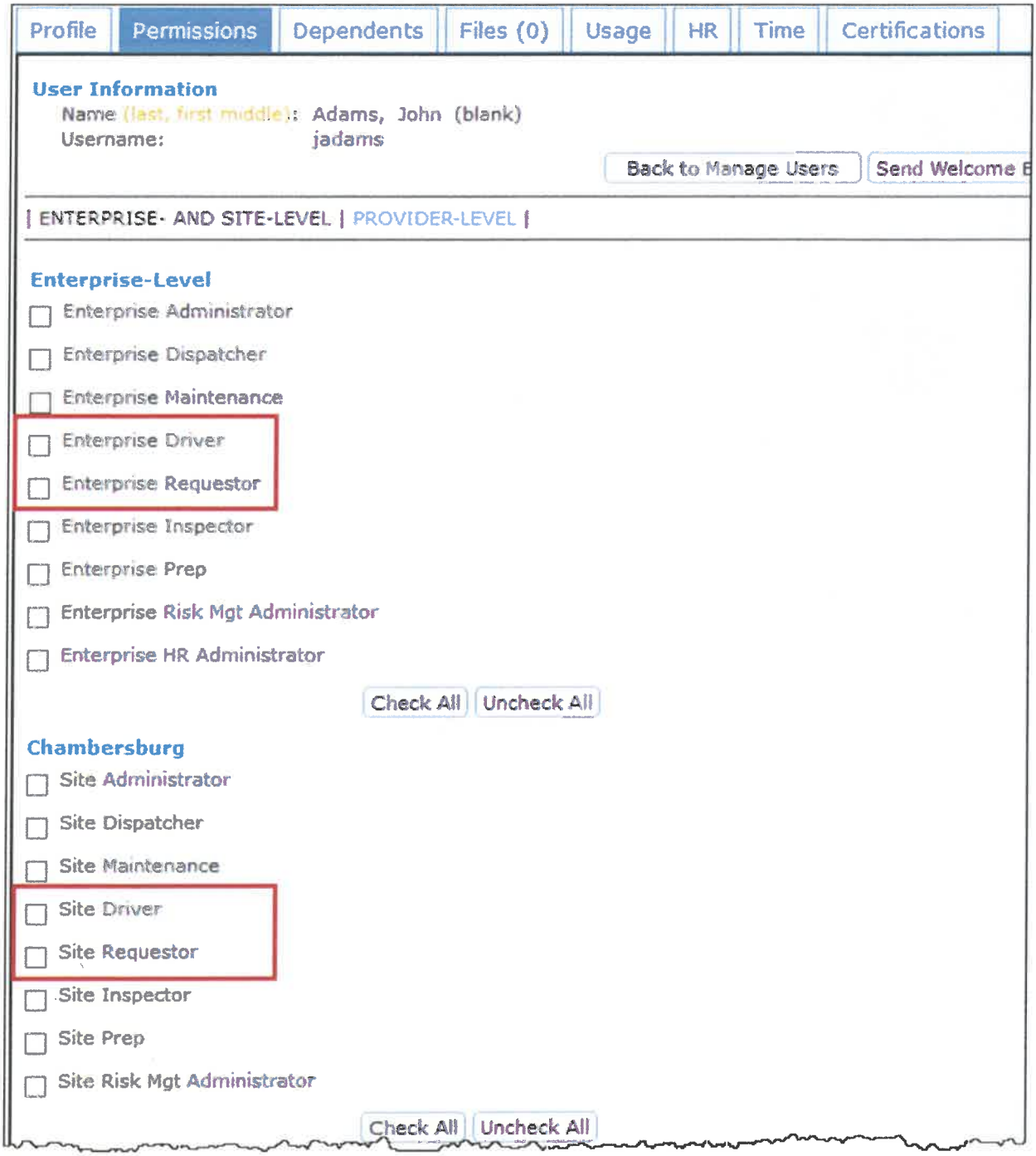
Valid "Data Types" include:

- **Text** – Facilitates collection of characters (alpha, numeric, and special characters). By specifying a Minimum and Maximum value range, Administrators can setup the reservation form to collect data that has a certain number of characters in it. For example, if the data type "Text" was selected with a Minimum of 4 and a Maximum of 6, only text strings containing 4, 5 or 6 characters would be accepted as valid input. A range does not need to be specified.
- **Date Range** – Facilitates collection of data in a "Date" format, e.g. 06/10/2009. When a Minimum and Maximum date range are included as part of the field definition, the date collected must fall between Date1 and Date2, inclusive.
- **Value Range (integer)** – Facilitates collection of numbers that fall within a certain value range only. By specifying a Minimum and Maximum value, Administrators can setup the reservation form to collect data that has a certain value. For example, if the data type "Value Range" was selected with a Minimum of 100 and a Maximum of 199, only numeric strings with a value between 100 and 199 inclusive would be accepted as valid input.
- **Text (Numeric Only)** - Facilitates collection of numbers only. By specifying a Minimum and Maximum value range, Administrators can setup the reservation form to collect data that has a certain number of digits in it. For example, if the data type "Text (Numeric Only)" was selected with a Minimum of 3 and a Maximum of 5, only numeric strings containing 3, 4, or 5 digits would be accepted as valid input. A range does not need to be specified.
- **Text (with validation)** – The administrator can specify certain values that will be accepted in the field. If a correct value is not provided, the reservation request cannot be submitted.
- **Drop-down list** – The administrator can specify certain values that will appear in a drop-down list. The user can only choose a value from the list.

Reservation fields can also be designated as "required." If a value is not provided, the reservation request cannot be submitted. This ensures that administrators do not need to chase down users for information that was missing from an incomplete form.

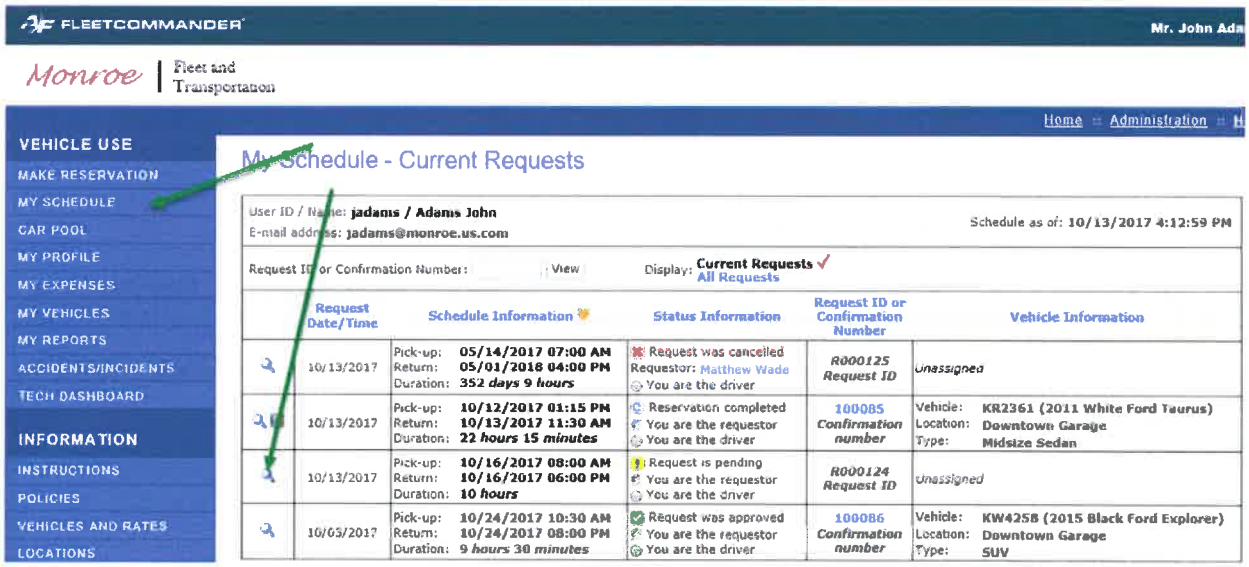
4.2.1.1.5 Describe the ability for driver's, department representatives, or supervisors to schedule or reserve vehicles online and be able to view and/or change reservations, as necessary.

Users can be given permissions to drive a vehicle and/or make reservations. These permissions can be given enterprise-wide or at a specific site or sites.

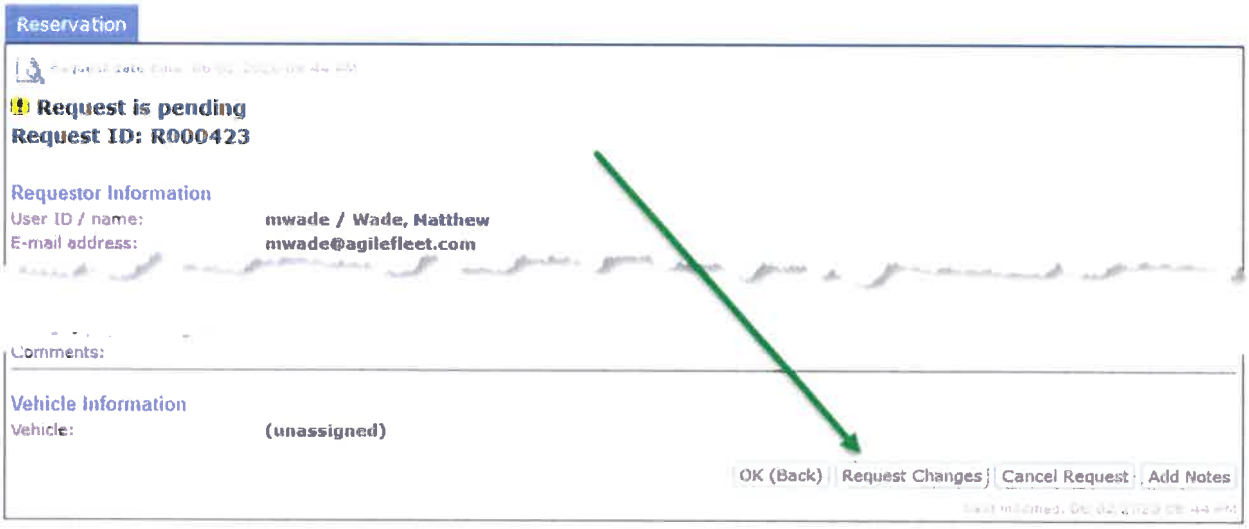


Therefore, users, department representatives, and supervisors can reserve and schedule vehicles online for themselves or each other.

From the user's My Schedule page, she can view a reservation by clicking on the magnifying glass next to it.

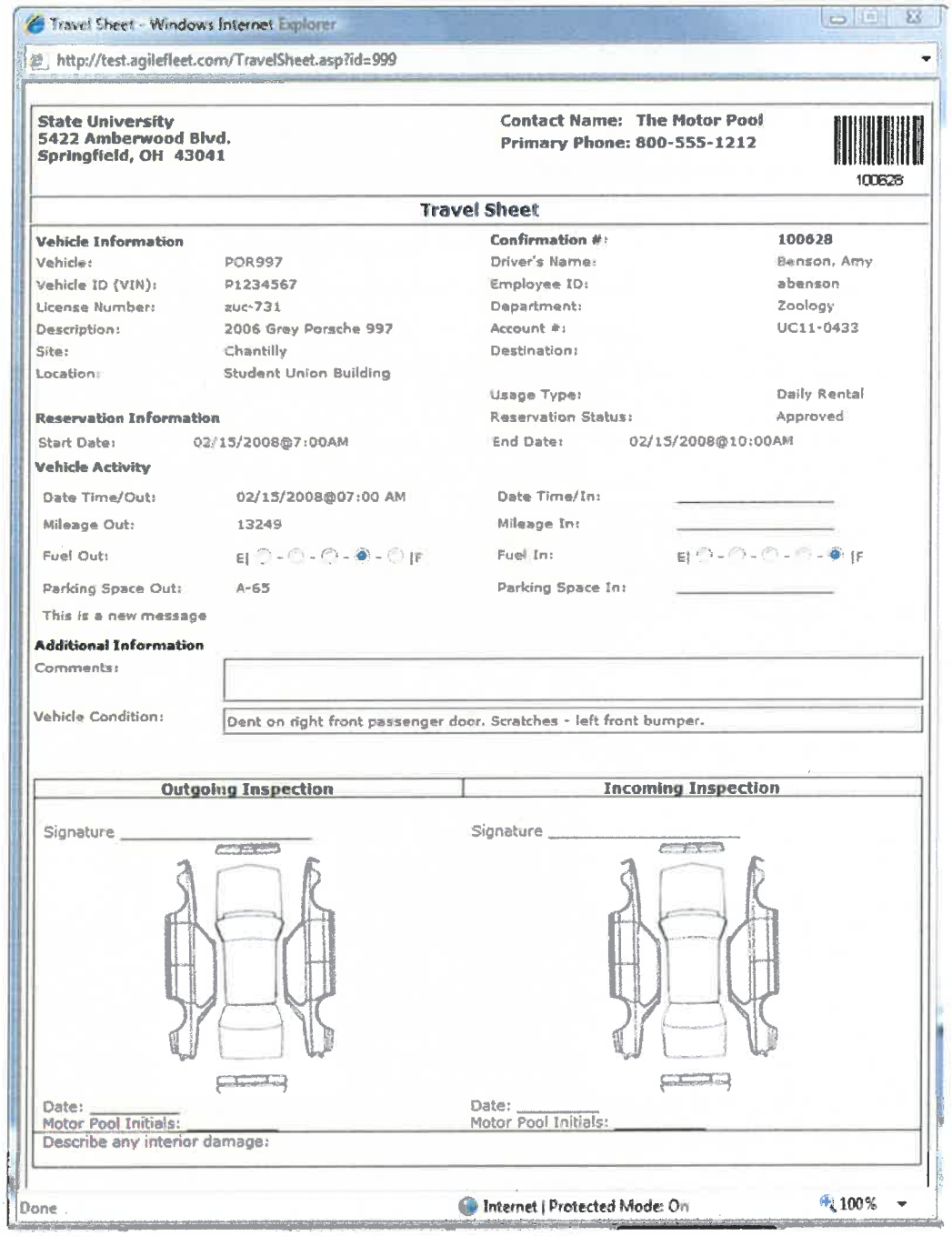


Changes to the reservation can be made by clicking on the Request Changes button…



4.2.1.1.6 Describe the ability of the solution to provide a printable trip ticket upon check-out.

The travel sheet (or trip ticket) is a printed version of the reservation rental agreement that can be printed out in bulk in advance of the reservation or at the time a vehicle is dispatched to the driver.



Travel Sheet - Windows Internet Explorer

http://test.agilefleet.com/TravelSheet.asp?id=999

State University
5422 Amberwood Blvd.
Springfield, OH 43041

Contact Name: The Motor Pool
Primary Phone: 800-555-1212

100628

Travel Sheet

Vehicle Information		**Confirmation #:**	**100628**
Vehicle:	POR997	Driver's Name:	Benson, Amy
Vehicle ID (VIN):	P1234567	Employee ID:	abenson
License Number:	zuc-731	Department:	Zoology
Description:	2006 Grey Porsche 997	Account #:	UC11-0433
Site:	Chantilly	Destination:	
Location:	Student Union Building		
		Usage Type:	Daily Rental
Reservation Information		Reservation Status:	Approved
Start Date:	02/15/2008@7:00AM	End Date:	02/15/2008@10:00AM

Vehicle Activity

Date Time/Out:	02/15/2008@07:00 AM	Date Time/In:	_____
Mileage Out:	13249	Mileage In:	_____
Fuel Out:	E| - - - - |F	Fuel In:	E| - - - - |F
Parking Space Out:	A-65	Parking Space In:	_____

This is a new message

Additional Information

Comments:

Vehicle Condition: Dent on right front passenger door. Scratches - left front bumper.

Outgoing Inspection	Incoming Inspection
Signature _____	Signature _____
Date: _____	Date: _____
Motor Pool Initials: _____	Motor Pool Initials: _____

Describe any interior damage:

Done | Internet | Protected Mode: On | 100%

The printed travel sheet can be customized by fleet staff.

There are printer options to print a travel sheet or variant at the kiosk.

NOTE: In addition to the printed travel sheet, most drivers like the ability to keep the reservation information email on their smartphone. The reservation approval email can be completely tailored to meet your needs. An example of an email sent to a driver, and other affected people, is shown below.

Germantown Campus - RESERVATION APPROVED! (Confirmation ID: 100036) - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

From: mwade@agileaccesscontrol.com Sent: Mon 12/5/2005 8:48 PM
To: nosneb@verizon.net; hcejko@stateuniv.edu
Cc:
Subject: Germantown Campus - RESERVATION APPROVED! (Confirmation ID: 100036)

```
Your vehicle reservation request has been approved by the Motor Pool
staff. Your schedule can be viewed on-line at:
http://demo.agilefleet.com/ MyScheduleBrowse.asp?Requests=Current

If the link above spans more than one line you may need to copy and paste.

           Requestor: Cejko, Henry
              Driver: Benson, Amy
   Request date/time: 9/26/2005 9:02:23 am
             Pick-up: 9/26/2005 3:00:00 PM
              Return: 9/26/2005 9:00:00 PM
            Duration: 6 hours
 Confirmation number: 100015
          Usage Type: Daily Rental
                Site: Germantown Campus
            Location: 240 3rd St.
             Vehicle: G09541A (Chevy)
                Type: Mid-size
           License #: HFR 096
             Options:

          Department: Mathematics
             Account: 908712
           Work code: WC-0972
        Project code: PC-2GH66
         Destination: Houston

            Comments: ----

PLEASE NOTE: Due to some vehicles returning late to the motor pool, we may
have to assign you a different vehicle on the day of your reservation. You
will also be notified prior to your scheduled trip if no vehicles are
available so that alternate transportation can be arranged.
```

4.2.1.1.7 The state desires for departments to be stored in the system. Describe how many departments your system can handle.

There is no theoretical limit to the number of departments that can be stored in the system. We have clients with thousands of departments and tens of thousands of account numbers. We welcome the opportunity to discuss the State's requirement further.

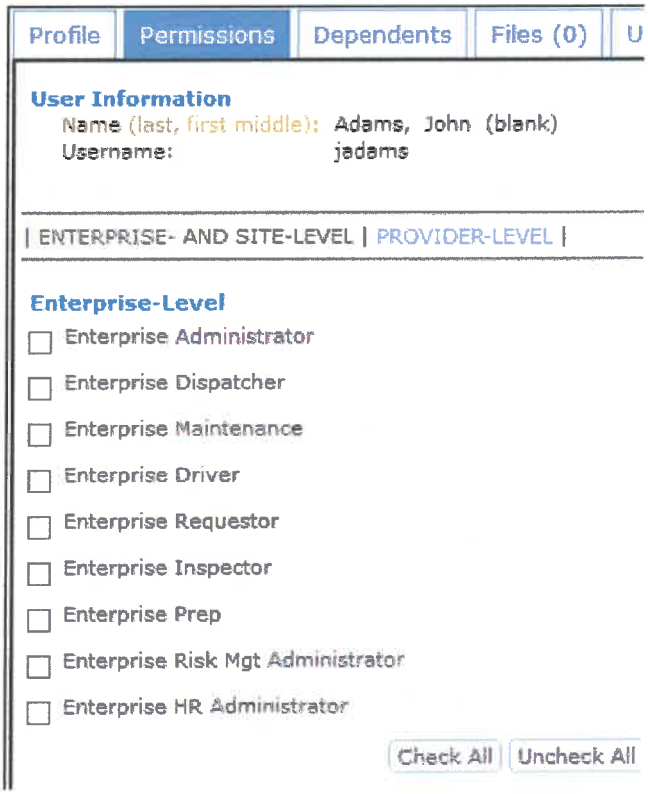
4.2.1.1.8 Describe how new users are entered into your system. Describe how permissions are assigned to users. Describe how different levels of permissions be assigned to users based on their duties.

New users can be added to FleetCommander in several ways:

1. Agile Fleet personnel can perform a bulk import of users. This is typically performed when your system is initially brought online. After this, one of these other methods can be employed.
2. The administrator can manually add a user profile via the Manage Users interface and assign the necessary permissions.
3. The user can create her own profile via the Online Registration function. This should only take the user a couple of minutes to perform. The user's profile is put into a pending status. The administrator would get a notification that a new profile exists. The administrator would enable the profile and give the user the necessary permissions. A welcome email can be sent to the user with the click of a button.
4. Agile Fleet personnel can create an interface that automatically adds, updates, and disables user profiles based on information provided by the State's HR system or authentication system. Part of the function of the interface would be to set the user's permissions.

The Permissions tab is used to grant/show the permissions that a user has. Permissions are used to grant or restrict access to different parts of the application.

Enterprise-Level Permissions: These privileges, when granted, allow the particular type of permission across all sites in the enterprise. If a user is given Enterprise Dispatcher permissions, the user can dispatch vehicles at any site. To restrict this permission to only one site or just a few sites, use the site-level permission.



Site-Level Permissions: These privileges, when granted, allow the particular type of permission only for the site(s) granted.

Notes about permissions:

Administrator Permission – gives access to all areas of FleetCommander in particular the administrative pages (pages accessed by the "Administration" link on the home page).

Dispatcher Permission – gives access to the dispatch forms.

Maintenance Permission – gives access to maintenance functions as well as related forms needed to view maintenance schedules.

Driver Permission – only give permission for this person to be assigned as a driver on a reservation. If an attempt is made to make a reservation for this person to drive a vehicle and the user does not have Driver permissions, then FleetCommander will stop the process and issue a warning.

Requestor Permission – only gives permission for this person to make a request for a vehicle. Note, in order or a person to make their own reservation to drive a vehicle, they must have the requestor and driver permissions.

Site Inspector Permission – gives access to the Inspection function

Site Prep Permission – gives access to the Prep function

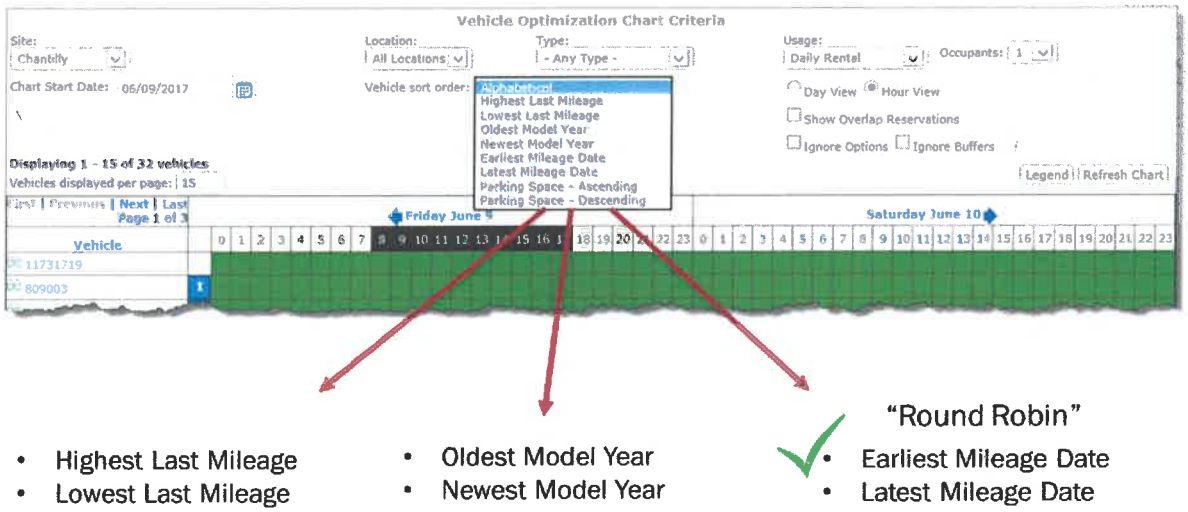
Risk Mgt Administrator Permission – gives access to the administrative functions of the Risk Management module

HR Administrator Permission – gives access to the HR tab of the user's profile.

4.2.1.1.9 Describe how vehicles are assigned in your system. Is the dispatcher the primary decision maker for assigning vehicles or is the system? If not, can the dispatcher override the system vehicle assignment, or assign the vehicle manually.

Vehicle assignments can be made by a dispatcher or they can be automated (performed by FleetCommander) – you decide. The beauty of FleetCommander is that it can be configured by you to behave as you like it. For example, for your trusted drivers, you may configure it to have the system automatically assign their vehicles. However, you may have your fleet dispatching staff responsible for assigning vehicles manually using FleetCommander's Assign Vehicle function for your other drivers. You can decide on a user-by-user basis on how vehicles get assigned. There's even a way to let selected individuals assign their own vehicle during the reservation process. This is often used in departments that self-manage their own pools of vehicles.

Note that, in addition to standard assignment, FleetCommander provides a means to optimize assignments to achieve your fleet goals. As reflected in the diagram below, vehicle assignments can be prioritized based on age, miles, or even which vehicle was least recently used.



- Highest Last Mileage
- Lowest Last Mileage

- Oldest Model Year
- Newest Model Year

"Round Robin"

- Earliest Mileage Date
- Latest Mileage Date

FleetCommander's vehicle assignment tools can be used to support your fleet objectives

The administer can easily override system vehicle assignment.

4.2.1.1.10 Describe the capabilities of your system to provide different vehicle reservation experiences based on each user's permissions. Describe how these different experiences may vary across vehicle locations.

A user with driver-only permissions cannot make his own reservation. Someone must make a reservation for him.

A user with requester-only permissions can make reservations for others, but not for herself. She is not allowed to drive a vehicle.

Dispatchers and administrators can make reservations for all users that have driver permissions.

All the above users, dispatchers, administrators can be further restricted depending whether their permissions are enterprise-wide or based on one or more specific locations.

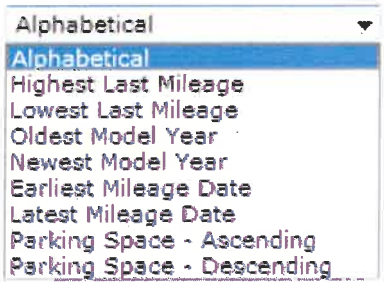
FleetCommander can be further configured to automatically assign vehicles to reservations and approve the reservations, to allow the user to choose a vehicle, or to have an administrator assign a vehicle and approve the reservation. These configurations can be modified on a user-by-user basis, at each location, and at the usage type level for each location.

4.2.1.1.11 When assigning vehicles to reservations, what information does your system show to the dispatcher in order to make vehicle assignment decisions (i.e. make, model, year, color, odometer reading, etc.)?

Information shown to the dispatcher when assigning vehicles to a request includes:

• Driver name and contact information • Reservation dates & times • Other reservation information (e.g. how vehicle will be used, site, location, vehicle type, # of occupants and more) • Information about other vehicles & reservations similar to the current request	• A calendar view of vehicles available • List of vehicles sorted by criteria you choose (described below) • Vehicle name • Year, make, model, color, license plate • Last known parking space, odometer	• Need to see more? Just click on the vehicle's link and you'll see the full vehicle master profile record.

You can decide what order vehicles are presented in and you can rearrange the order. Possible sort orders are shown in the screenshot below.



Most sort-order criteria are self-explanatory. "Earliest Mileage Date" and "Last Mileage Date" warrant discussion.

1) **Earliest Mileage Date**. Using this filter will help rotate vehicles in your fleet in a round-robin fashion. That is, the vehicle that was used the longest time ago will appear at the top. If fleet staff use these criteria and select from the top of the list, they will ensure that no vehicles sit idle for extended periods of time.

2) **Last Mileage Date**. Using this filter will list the vehicle that was used the most recently at the top of the list.

Assigning a vehicle using FleetCommander's Assign Vehicle feature is a straightforward process performed by administrators. It takes approximately 30 seconds to assign a vehicle. Administrators select a vehicle from a list of vehicles that meet the criteria specified on the vehicle request form. Automated rules enforced by FleetCommander ensure that the following type of questions are considered when identifying vehicles appropriate for a specific request:

- Is the driver authorized to use fleet vehicles?
- Is the driver allowed access to this vehicle?
- Is this vehicle of the type requested by the driver?
- Does this vehicle have the options required by the driver, e.g. handicapped accessible?
- Is the vehicle at a site and location suitable for the driver?
- Can the vehicle accommodate the number of passengers required?
- Is the vehicle available for the desired dates and times?
- Is the vehicle in-service?

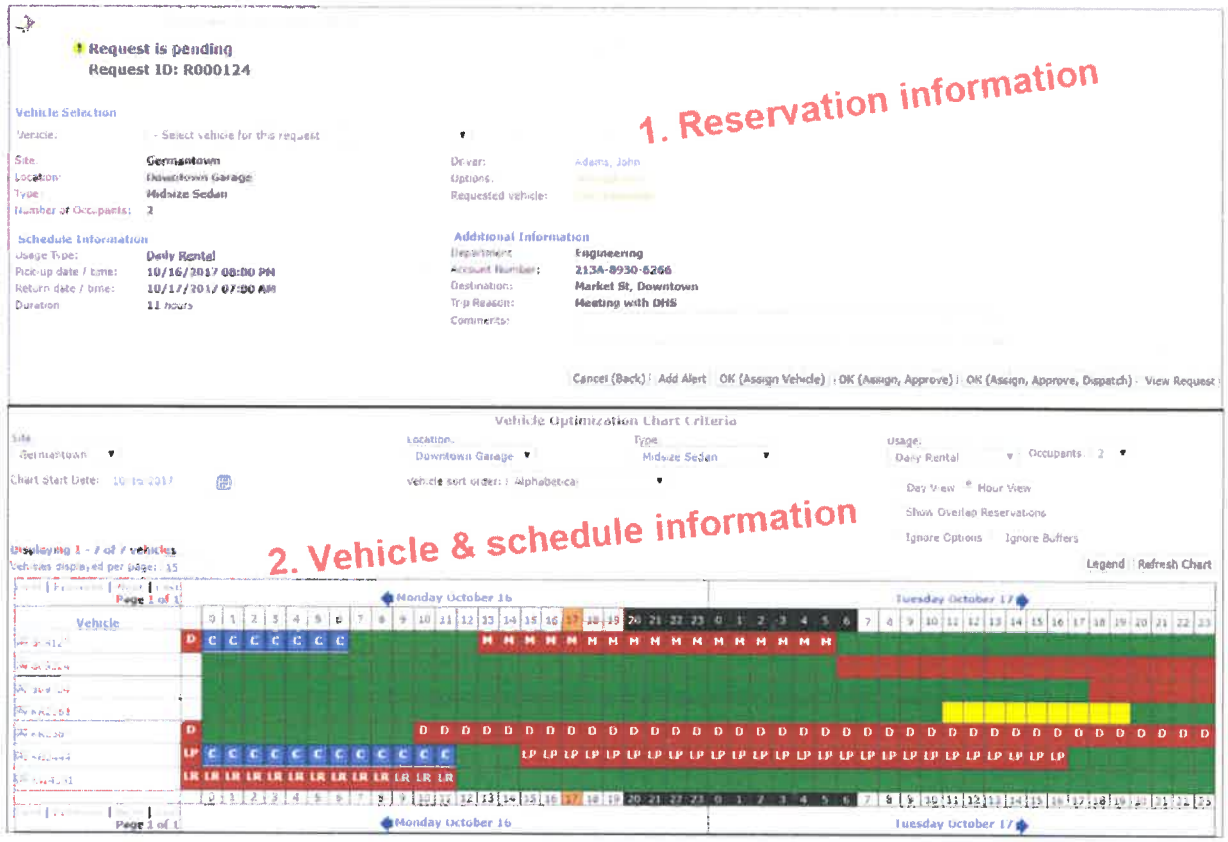
FleetCommander can be setup to assign a vehicle automatically or manually by your fleet staff. A very nice feature of our system is the extent to which you can automate the vehicle assignment that can be tailored for each individual user or group of users if you like.

As reflected in the screenshots below, there are two general categories of what is shown to the dispatcher when making a vehicle assignment. This includes:

1. All the information about the request
2. All the information about the vehicles that are eligible to fulfill the request

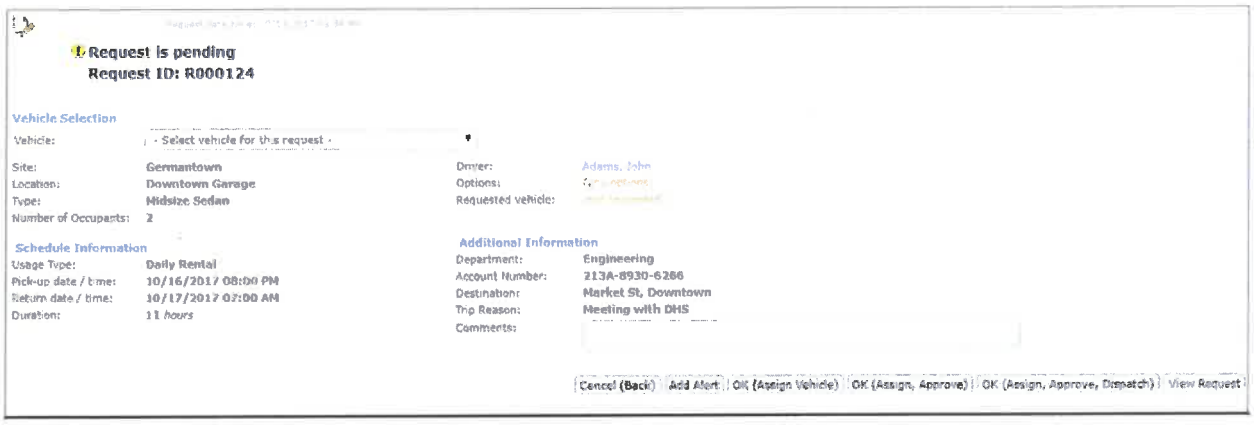
It's really simple.

Manage Reservations - Assign Vehicle



The reservation information is shown on the top.
The vehicle and schedule information is shown below. (see details below)

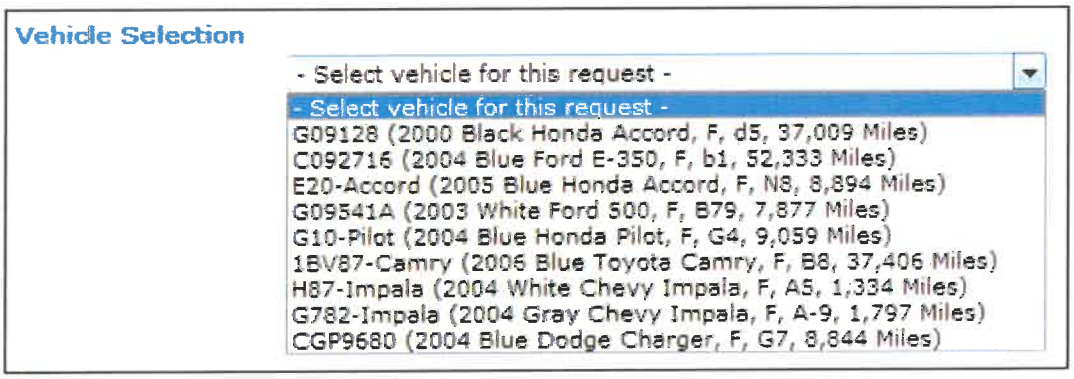
Information about the reservation is shown in the top part of the screen. In addition, you'll notice, a drop-down to select assign a vehicle as well as the buttons used to process the reservation.



The top portion of the Assign Vehicle screen shows the Vehicle Selection, Schedule Information, and other information pertinent to the request.

Notes on the top portion:

- The **"Select vehicle for this request"** pull-down is used to select the vehicle to assign to this request. Note that only vehicles that meet the criteria and are available will be found in the pull-down. The information in the pull-down includes the vehicle's make/model/year, fuel level, parking space, and odometer.



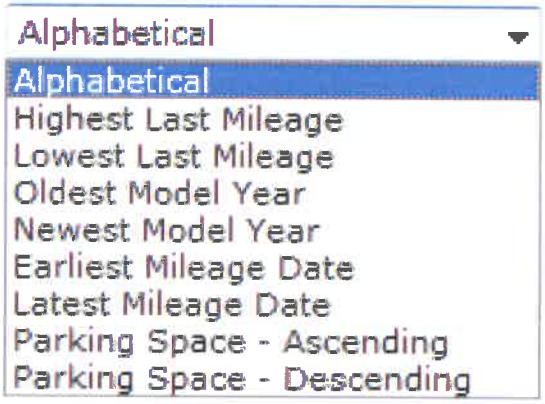
The Bottom Portion of the Assign Vehicle Screen

The Vehicle Optimization Chart Criteria section provides the filters used to narrow down the view of vehicles to the desired subset. These filters are used to provide a graphical display of the vehicles that meet, or nearly match, the criteria of the request.

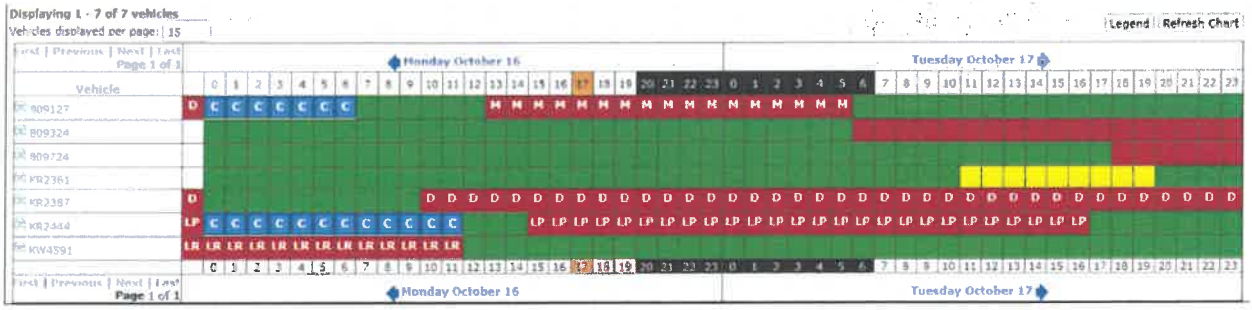
Why are there filters to change which vehicles appear? FleetCommander provides this option because sometimes there may not be vehicles that exactly match the reservation request. By allowing the administrator to change the criteria just a little, an alternative vehicle may be quickly found. The following can be changed to see if an alternative vehicle is available:

- **Site**. This filter will narrow the search to include only vehicles that have the selected site in their vehicle profile. The administrator will only see sites that he/she has permissions to view.
- **Locations**. This filter will narrow the search down to only vehicles that have the selected location in their vehicle profile. Note that only locations that are applicable to the current site are included in this pull-down.
- **Type**. This filter will narrow the search to include only vehicles that have the selected vehicle type in their profile.
- **Usage.** This filter will narrow the search to include only those vehicles that are classified for that specific usage type.
- **Occupants**. This filter will narrow the search to include only vehicles that have, at a minimum, the ability to accommodate this number of occupants in their vehicle profile. For example, if the filter is set to 5, only vehicles that accommodate 5 or more occupants will be included in the view. The number of occupants includes the driver.
- **Vehicle Sort Order**. This criterion is used to sort the vehicles in the Manage Fleet display.

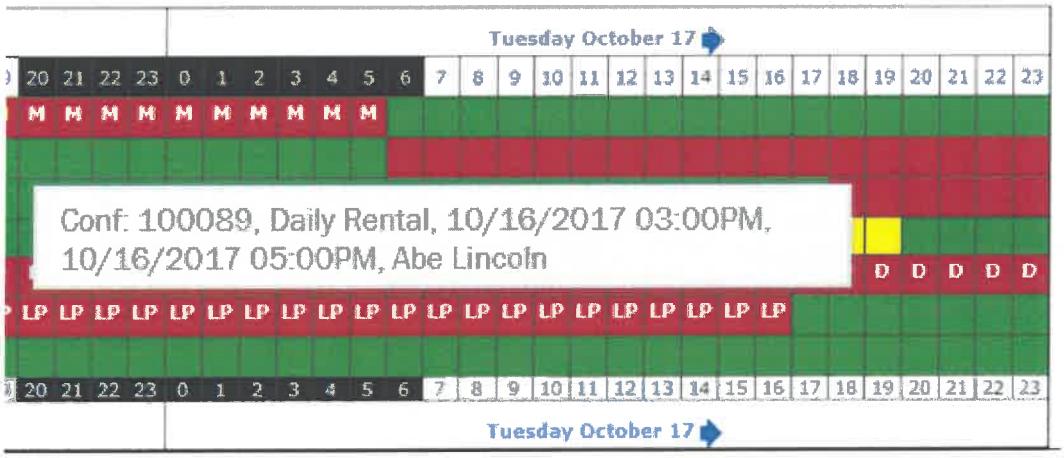
Possible sort criteria are shown in the screenshot below.



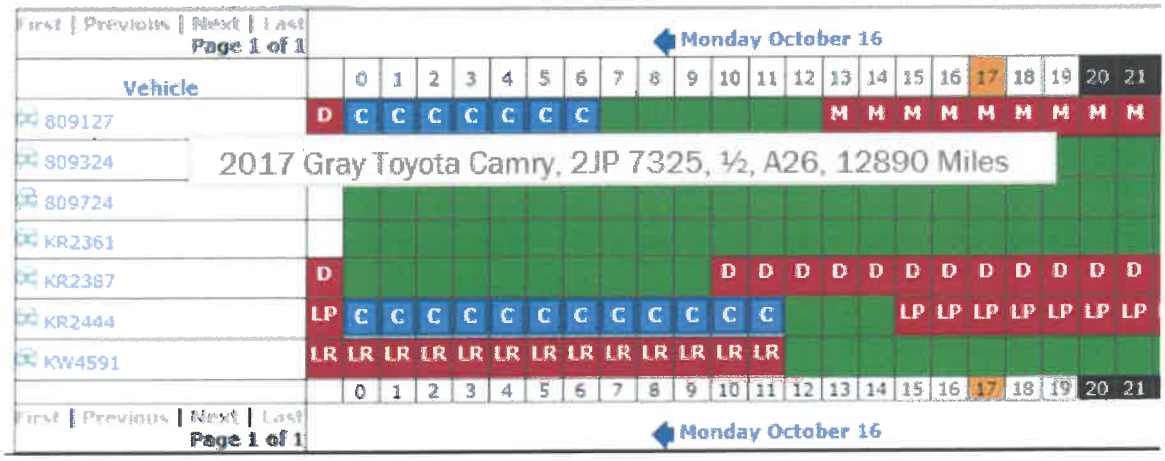
The graphical display is useful for understanding the schedule of vehicles that might be selected.



Putting your mouse over a reservation provides more information about the reservation: confirmation number, usage type, start date and time, end date and time, and driver.



Fleet staff can mouse over a vehicle's name, and more information about the vehicle appears.



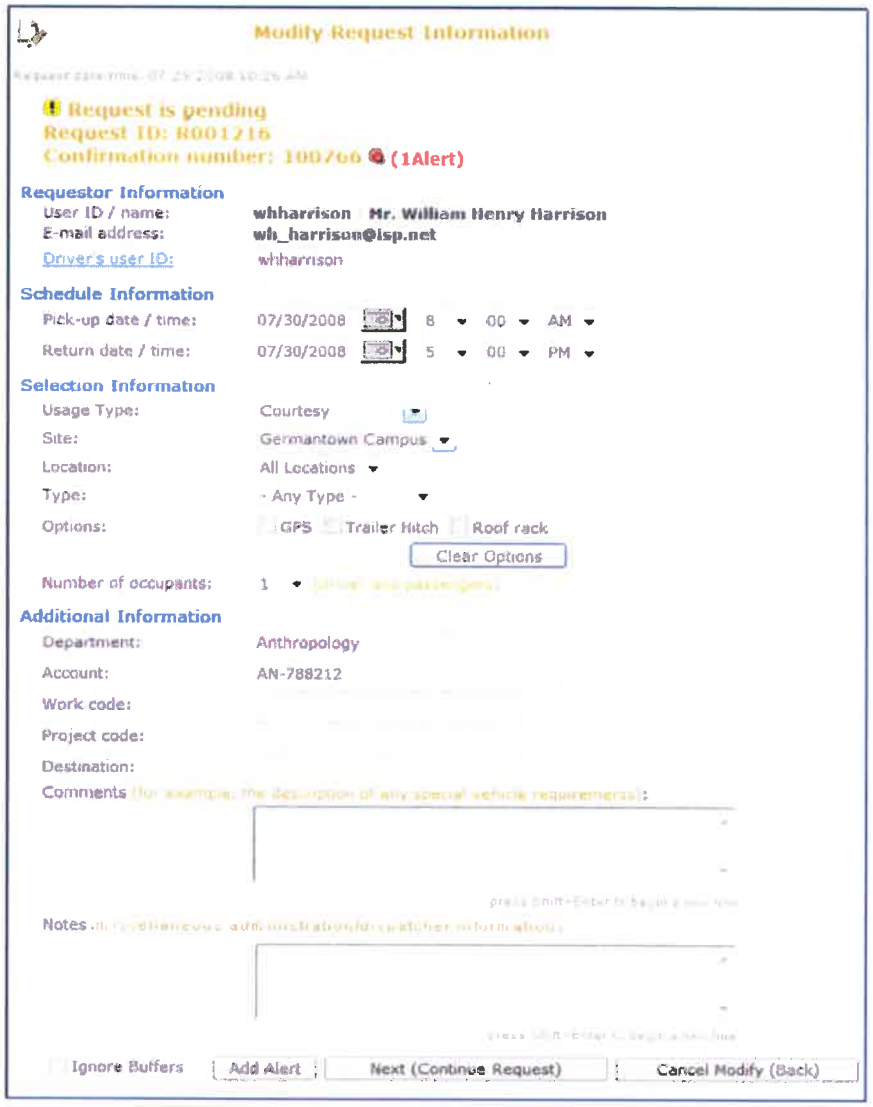
Need more information about the vehicle? Just click on the vehicle name and you'll see the entire vehicle master profile record.

4.2.1.1.12 Describe the process when a reservation information needs to be modified.

A reservation request can be modified, or changed, via the Manage > Reservations page. An administrator or dispatcher clicks on the magnifying glass icon next to the reservation to be modified. When this icon is invoked, information about the reservation is presented on the "Manage Reservations: Schedule/View Request" page.

The "Modify Request" button located on this page allows the reservation request to be changed, or modified, but ***not*** cancelled.

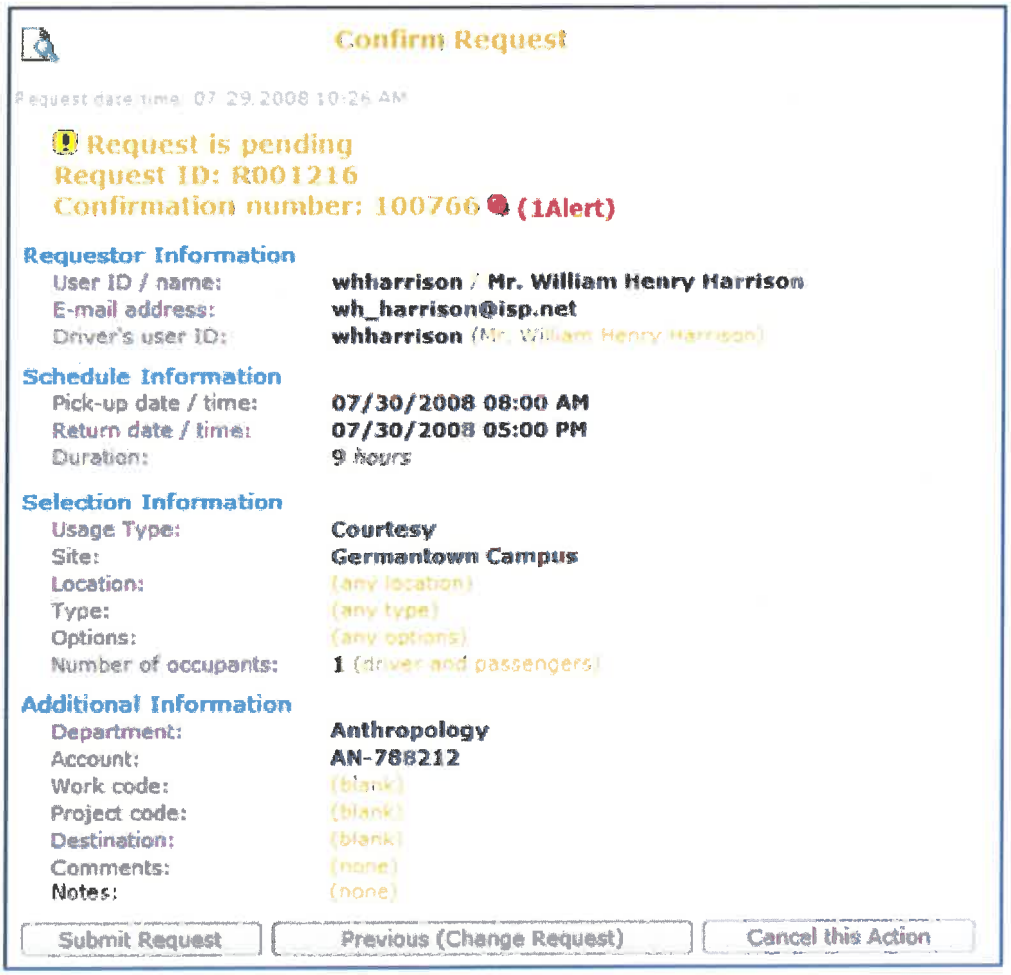
Clicking the "Modify Request" button opens up the reservation to the "Vehicle Reservation - Modify Request" page (shown below), which allows any of the reservation's parameters to be changed, including the driver.



After changes have been made, you click the **"Next (Continue Request)"** button to continue with the modification, or the **"Cancel Modify (Back)"** button to cancel the changes and return to the "Manage Reservations: Schedule/View Request" page.

If the driver has been changed, the administrator may receive a pop-up when clicking "Next (Continue Request)" stating that the "Department" and "Accounts" fields may change to those of the new driver. If the administrator wishes to change the information, click "OK". Otherwise, click "Cancel" to keep the current department and account.

Upon verification by FleetCommander and approval by the administrator (if necessary), the reservation goes to the "Confirm Request" page.



Confirm Request

Request date time: 07 29 2008 10:26 AM

Request is pending
Request ID: R001216
Confirmation number: 100766 (1Alert)

Requestor Information

User ID / name:	whharrison / Mr. William Henry Harrison
E-mail address:	wh_harrison@isp.net
Driver's user ID:	whharrison (Mr. William Henry Harrison)

Schedule Information

Pick-up date / time:	07/30/2008 08:00 AM
Return date / time:	07/30/2008 05:00 PM
Duration:	9 hours

Selection Information

Usage Type:	Courtesy
Site:	Germantown Campus
Location:	(any location)
Type:	(any type)
Options:	(any options)
Number of occupants:	1 (driver and passengers)

Additional Information

Department:	Anthropology
Account:	AN-788212
Work code:	(blank)
Project code:	(blank)
Destination:	(blank)
Comments:	(none)
Notes:	(none)

Submit Request | Previous (Change Request) | Cancel this Action

On the "Confirm Request" page, the administrator views the modified reservation to make sure the changes made are accurate. If they are correct, select the "Submit Request" button. Otherwise, choose the "Previous (Change Request)" to return to the "Vehicle Reservation: Modify Request" page and correct the changes.

After the modifications have been successfully completed, the dispatcher or administrator is returned to the "Manage Reservations: Schedule/View Request" page. Here, the audit log at the bottom of the page shows that a change request has been made.

Reservation Information

Audit log entries (all actions to reservation):

Date/Time	Logged By	Entry Type	Information
07/29/2008 05:03 PM	jmonroe	Assigned Vehicle	E20050913B
07/29/2008 05:35 PM	jmonroe	Reservation changed	Change Request Action

4.2.1.1.13 If a reservation is edited to conflict with other reservations, how does your system understand this problem and notify the dispatcher? The state requires a system that will not allow conflicting reservations.

FleetCommander does not permit conflicting reservations to be made. Period. If an attempt is made to edit a reservation in such a way that a conflict would occur, administrators are alerted with a pop-up message. The conflict/double-booking is not allowed to occur.

4.2.1.1.14 Describe any functionality in the program to easily create multiple, similar reservations.

In FleetCommander, when making a reservation, the "Submit and Make Similar Request" feature allows the administrator or non-administrator to make multiple vehicle requests without having to re-enter the same key information. In this way, changes may be made to the information without going through the entire reservation process from the beginning.

Submit Request | Submit and Make Similar Request | Submit Request and Assign

4.2.1.1.15 How can notes on individual reservations be saved and printed on reports?

FleetCommander has two separate fields on the individual reservation form that are saved and can be printed on reports. See the screenshot below.

Est. Total Miles: 40

Reason for Trip: Fleet conference

Comments (for example, the description of any special vehicle requirements):

I need cargo space to carry the university pop-up trade show booth.

Notes (miscellaneous administrator/dispatcher information):

Jerry generally likes the Dodge Caravan.

Ignore Buffers

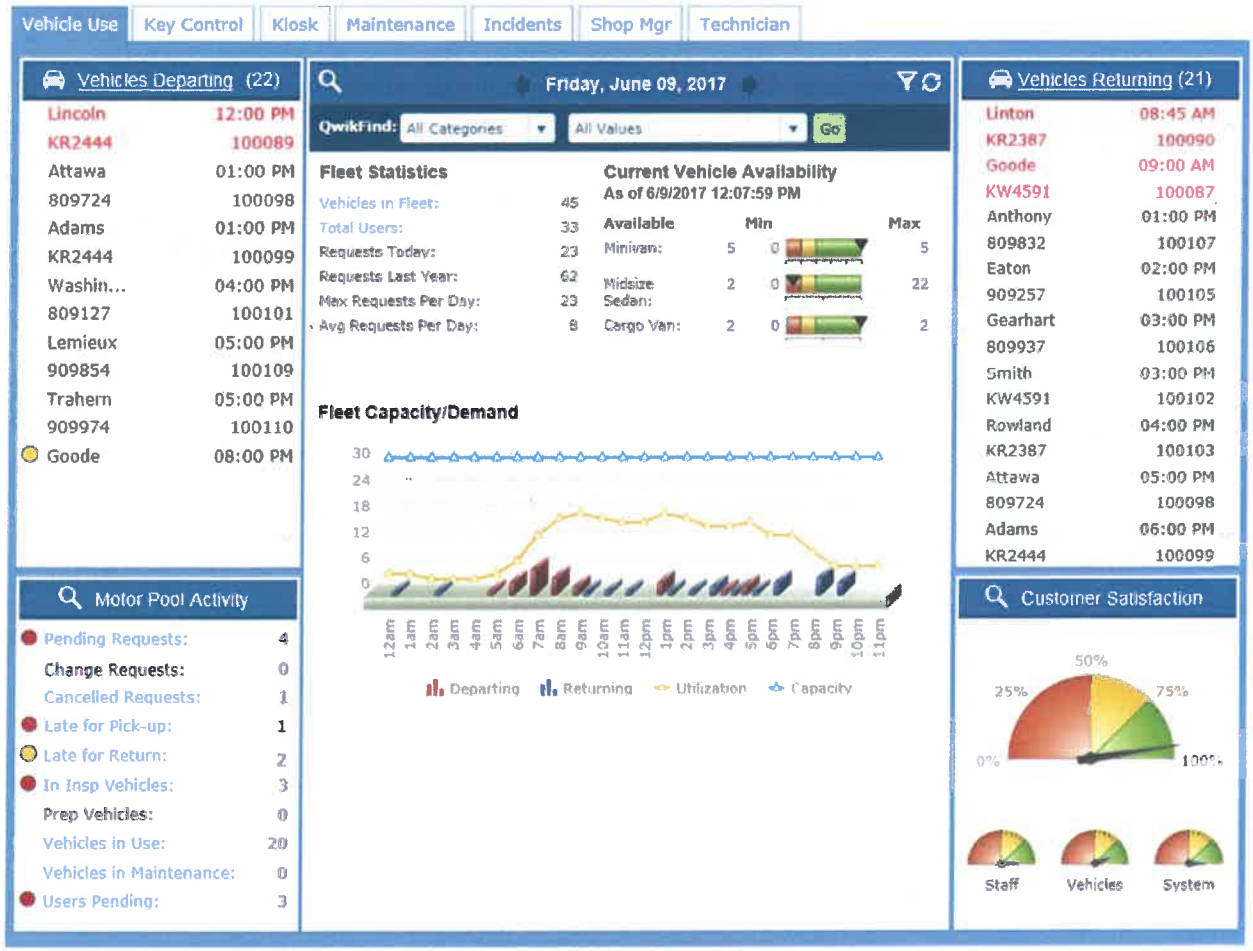
Add Alert | Next (Continue Request) | Cancel Modify (Back)

4.2.1.1.16 How does your system handle vehicles that are due for maintenance? How does your solution ensure that a vehicle designated for maintenance work will not be assigned to a user?

The administrator or dispatcher has ability to schedule a vehicle for a Maintenance reservation. Doing so prevents the vehicle from being assigned to other motor pool reservations, it provides the visibility, via reports, of how often vehicles are unavailable for normal motor pool use, and the FleetCommander utilization reports exclude Maintenance reservations from utilization calculations. Note that the system has a complete preventive maintenance reminder and maintenance tracking capability if desired. This is an optional feature.

4.2.1.1.17 The solution should have a comprehensive dashboard layout to include information related to reservations and utilization information and have "single click" drill down to any information displayed.

The Vehicle Use dashboard shows, among other things, key information about how many vehicles are leaving and returning at any given time, how many vehicles are late being picked up or returned, how many outstanding requests for vehicles are pending, and how many new user registrations have yet to be acted upon by your fleet coordinators.



You'll quickly know the availability for each type of vehicle in your fleet. The Fleet Capacity/Demand highlights hour-by-hour utilization. This real-time dashboard also highlights the busiest times when vehicles are leaving and returning so fleet staff can plan appropriately. The 'Clipboards' on each side of the dashboard let you electronically cross off each vehicle as it leaves and returns. And with the dashboard automatically updating every few minutes, fleet data is always current. Need to know more about an aspect of your fleet? The QwikFind feature instantly takes you to a vehicle profile, a user profile, a reservation, and more.

With a single click on various areas of the dashboard, the administrator can:

1. Bring up a dispatch screen to dispatch the vehicle, change the vehicle on the reservation, or change the driver in the reservation
2. See a list of vehicles and users that are departing for that particular day
3. See a list of vehicles and users that are returning for that particular day
4. Jump to the Manage Vehicles page to see the vehicles in FleetCommander
5. Jump to the Manage Users page to see the users in FleetCommander
6. Jump to the Manage Reservations page filtered to see the pending requests
7. Jump to the Manage Reservations page filtered to see the change requests
8. Jump to the Manage Reservations page filtered to see the canceled requests
9. Jump to the Manage Reservations page filtered to see the reservations that are late for pick-up
10. Jump to the Manage Reservations page filtered to see the reservations that are late for return
11. Jump to the Manage Inspections page filtered to see the vehicles that are in the inspections queue
12. Jump to the Manage Prep page filtered to see the vehicles that are in the prep queue
13. Initiate a report that shows all vehicles being used that day
14. See a list of vehicles that are having maintenance performed
15. Jump to the Manage Users page filtered to see the pending users

4.2.1.1.18 Describe how your system does audit tracking, at what level, and for what data.

FleetCommander has various methods for audit tracking.

The most common type of audit tracking desired is related to actions on a reservation. When viewing the details of a reservation, an audit log at the bottom of the reservation captures every time an action is taken against the reservation. It shows the date and time of the action, the user, the type of action, and any additional information.

Driver #1: Dorothy
Driver #2:
Comments: (none)

Vehicle Information
Vehicle: 082 12 Pass. Van (2008 Blue Chevy Express)
Tag #: 19RL83
Location: Campus
Type: 12 Pass. Van

Reservation Information
Audit log entries (all actions to reservation):

Date/Time	Logged By	Entry Type	Information
11/01/2013 04:32 PM	jeff.obrien	New request	(none)
11/01/2013 04:33 PM	jeff.obrien	Assigned Vehicle	082 12 Pass. Van
11/01/2013 04:33 PM	jeff.obrien	New request approved	082 12 Pass. Van
11/01/2013 04:33 PM	jeff.obrien	Dispatched Out	082 12 Pass. Van
11/05/2013 09:56 AM	susan.gross	Dispatched In	082 12 Pass. Van
11/05/2013 09:56 AM	susan.gross	Dispatched Out Modified	082 12 Pass. Van

OK (Back) | Add Alert | Add Notes | Modify Request | Dispatch

Last modified: 11/05/2013 09:56 AM

Date and time stamps at the bottom of a user's profile, show when the profile was created and when it was last modified. An administrator can be alerted by e-mail when a user edits his or her profile.

Back to Manage Users | Send Welcome Email | Undo Changes | Delete User | Save Changes
Make Reservation
Created: 11/7/2008 1:54:05 PM
Last modified: 1/23/2013 4:06:35 PM

Date and time stamps at the bottom of a vehicle's profile, show when the profile was last modified.

Back to Manage Vehicles | Dispatch | Delete | Undo Changes | Save Changes
Last modified: 6/12/2012 2:23:44 PM

The Audit Log Report is a comprehensive way of keeping track of actions performed (created, updated) upon a resource (reservation, asset, user), the user that performed the action, and the date and time that the action was performed.

Audit Log Report

Primary Phone:
Secondary Phone:
Fax:

Audit Log ID	Audit Log Action	Audit Log Type	Affected Table	Affected Reservation	Affected Asset	Affected User	Log Date	Logged By
21645	INSERT	RESERVATION	AssetUse	R005508			11/27/2013 10:34:17 AM	robyn.kefalas
21644	UPDATE	USER	Users			Athletics	11/27/2013 9:57:51 AM	susan.gross
21643	UPDATE	RESERVATION	AssetUse	104537			11/27/2013 9:57:51 AM	susan.gross
21642	UPDATE	USER	Users			Athletics	11/27/2013 9:57:08 AM	susan.gross
21641	UPDATE	RESERVATION	AssetUse	104533			11/27/2013 9:57:08 AM	susan.gross
21639	UPDATE	RESERVATION	AssetUse	104532			11/27/2013 9:53:26 AM	susan.gross
21640	UPDATE	USER	Users			Athletics	11/27/2013 9:53:26 AM	susan.gross
21638	UPDATE	USER	Users			rachel.ashley	11/27/2013 9:52:44 AM	susan.gross
21637	UPDATE	RESERVATION	AssetUse	104990			11/27/2013 9:52:44 AM	susan.gross
21636	UPDATE	USER	Users			stephanie.turpin	11/27/2013 9:52:11 AM	susan.gross
21635	UPDATE	RESERVATION	AssetUse	104646			11/27/2013 9:52:11 AM	susan.gross
21634	INSERT	RESERVATION	AssetUse	R005507			11/27/2013 8:33:36 AM	rachel.ashley
21632	UPDATE	RESERVATION	AssetUse	105000			11/27/2013 8:25:05 AM	susan.gross
21633	UPDATE	USER	Users			LaVida	11/27/2013 8:25:05 AM	susan.gross
21631	UPDATE	RESERVATION	AssetUse	R005506			11/27/2013 8:24:11 AM	susan.gross
21630	INSERT	RESERVATION	AssetUse	R005506			11/27/2013 8:22:10 AM	rachel.ashley
21628	UPDATE	RESERVATION	AssetUse	105001			11/26/2013 1:18:58 PM	susan.gross

The System Report logs every time a user logs in or logs out of the system. It provides the date and time of the activity, the user's name, the user's IP address, the activity, and the URL where the activity was performed.

System Report

Pri
Sec
Fax

ActivityID	Log Time	User	IP	Description	Source
17735	11/27/2013 8:00:53 PM	Matthew Wade (5)		Successful Login - 5	
17734	11/27/2013 1:11:51 PM	Susan Gross (246)		Successful Login - 246	
17733	11/27/2013 10:32:23 AM	Robyn Kefalas (27)		Successful Login - 27	
17732	11/27/2013 8:20:16 AM	Rachel Ashley (293)		Successful Login - 293	
17731	11/27/2013 8:08:41 AM	Susan Gross (246)		Successful Login - 246	
17730	11/26/2013 3:11:14 PM	Susan Gross (246)		Successful Login - 246	
17729	11/26/2013	Susan Gross		Successful	

4.2.1.1.19 Describe how your system tracks canceled reservations and allows an administrator to report on them.

FleetCommander allows administrators to configure cancellation reasons.

Add a New Cancellation Type

Displaying item(s) 1 - 8 of 8
Page 1 of 1
Records Per Page: 20

Cancellation Type Name	Description	Sort Order	Turned Down	No-show	Enabled for Expenses	Active
Duplicate Request		70				✓
Ineligible Driver		40				✓
Late for Pick-up		80				✓
No Vehicle Available	A vehicle was not avai...	20	✓			✓
No vehicles match requ...		30	✓			✓
Trip Cancelled		10				✓
Using My Dept's Vehicle		50				✓
Using Personal Vehicle		60				✓

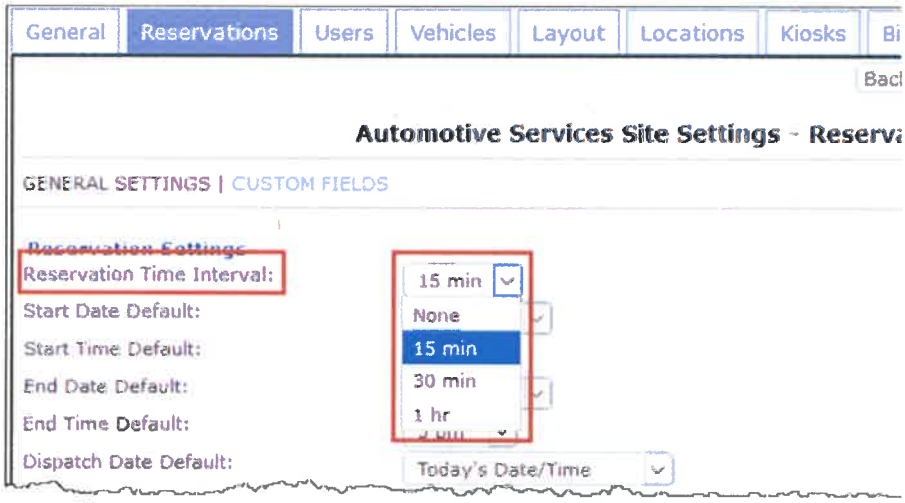
A user or an administrator can cancel a reservation. If an administrator cancels a reservation, the administrator can apply a cancellation reason.

From the Manage Reservations interface, an administrator can view canceled reservations based on a myriad of filters: pickup date ranges return date ranges, driver, requester, department, asset, asset type, etc. The Reservation Cancellation report allows the administrators to report on canceled reservations and to examine them further to discover meaningful patterns.

The Motor Pool Utilization report includes a line in the output that tracks cancellations each day due to vehicles not being available or not having enough vehicles.

4.2.1.2 Improved scheduling/reservation system. The State requires a system capable of scheduling to the quarter hour.

Scheduling to the quarter hour is fully supported. Each site can determine the reservation time interval that works best for it.



4.2.1.3 Improved distribution of mileage among fleet cars.

FleetCommander helps improve the distribution of mileage among the fleet cars by allowing each site to determine how vehicles will be assigned to reservations.

Most sort-order criteria are self-explanatory. "Earliest Mileage Date" and "Last Mileage Date" warrant discussion.

1) **Earliest Mileage Date**. Using this filter will help rotate vehicles in your fleet in a round-robin fashion. That is, the vehicle that was used the longest time ago will appear at the top. If fleet staff use these criteria and select from the top of the list, they will ensure that no vehicles sit idle for extended periods of time.

2) **Last Mileage Date**. Using this filter will list the vehicle that was used the most recently at the top of the list.

4.2.1.4 improved statistics to allow evaluation of fleet size and composition
Improved vehicle utilization
Improved knowledge of available vehicles

Improved Vehicle Utilization

A reservation system is great, but it must generate the results you are looking for to help improve vehicle utilization. You need statistics to allow for the evaluation of the fleet size and its composition. Statistics are captured automatically when you check out and check back in. Your drivers or fleet staff won't need to perform redundant data entry anywhere to get valuable reports. Utilization reports are the fleet manager's tool to analyze fleet utilization and to make fleet inventory changes. Whether fleet managers are reducing the fleet, shuffling vehicles around, or even increasing the fleet, utilization reports are the key. No single type of utilization report can fulfill every need. FleetCommander has a variety of utilization reports that can show vehicle utilization for both individual vehicles and groups of vehicles and provide insight into available vehicles.

The Motor Pool Utilization report is a valuable tool in helping to determine the utilization of a motor pool. It is the first step towards right-sizing a fleet and optimizing the composition of the vehicles in a fleet. This report may be output on-screen or exported to Excel. The output below shows very important fleet metrics such as utilization rates and the number of requests turned-down on a day-by-day basis. Note that almost every cell in this report is a hyperlink to more data.

Motor Pool Utilization Report

STATE UNIVERSITY MOTOR POOL
5422 Amberwood Blvd.
Springfield, OH 45501

For the period from 9/01/2006 to 9/14/2006

Day of Month	1	2	3	4	5	6	7	8
	F	S	S	M	T	W	R	F
Active Vehicles	74	74	74	74	74	74	74	
Vehicles In Maintenance	0	0	0	0	0	0	0	
Vehicles Available	74	74	74	74	74	74	74	
Vehicles In Use	33	28	28	15	27	29	38	
Total Trips	34	28	28	15	27	29	38	
Idle Vehicles	41	46	46	59	47	45	36	
Requests Turned Down	0	0	0	0	0	0	0	
% of Vehicles Used	45	38	38	20	36	39	51	
Total Hours Available	1776	1776	1776	1776	1776	1776	1776	17
Hours Used	528	586	583	341	458	496	672	8
% Hours Used	30	33	33	19	26	28	38	4

The Motor Pool Utilization Report shows day-to-day utilization to help right-size your fleet

A companion report to the Motor Pool Utilization report is the *Motor Pool Utilization – by Asset Type* report. It allows the administrator to see the daily utilization for each class of vehicle. This helps not in only in getting to the right number of vehicles, but also getting the right number of each type of vehicle. It helps optimize the composition of the fleet.

Motor Pool Utilization Report - By Asset Type (% of vehicles used)

Primary Phone:
Secondary Phone
Fax:

For the period from 11/30/2010 to 12/13/2010

Day of Month	30 T	1 W	2 R	3 F	4 S	5 S	6 M	7 T	8 W	9 R	10 F	11 S	12 S	13 M	Average
Car	63	83	50	67	100	17	50	67	50	80	60	20	40	40	56.13
Car/Hybrid	38	63	88	50	38	38	50	50	25	13	63	63	63	63	50.00
SUV - 5 passenger	14	0	0	0	0	14	57	43	14	0	29	29	29	43	19.39
Van - 7 passenger	50	67	0	50	50	0	50	50	0	0	0	0	0	0	22.62
Van - 8 passenger	29	29	8	46	23	0	0	0	0	15	23	23	31	46	19.47
Van (ADA compliant)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Van (Equipment)	0	100	100	100	0	0	100	100	100	100	0	0	100	0	57.14
Average	32	42	29	39	32	12	32	32	17	20	33	28	35	40	30.08

The report above helps show utilization for each class of vehicle.
It's quite common to have the right quantity of vehicles yet not have the right type of vehicles available.

The Vehicle Usage report shows utilization on a vehicle-by-vehicle basis. This report shows the following: the elapsed days, the total days used, percentage of days used, total hours used, total number of trips, average trips per day, total miles, and average miles per trip. Each of these metrics is valuable to analysts.

Vehicle Usage Report

Primary Phone: (555) 812-5059
Secondary Phone:
Fax:

State University
101 Campus Dr.
Chambersburg PA 19012

* Report filters listed at end of this report

Vehicle	Elapsed Days	Total Days Used	% Days Used	Total Hours Used	Total # of Trips	Avg Trip Per Day	Total Miles	Average Miles Per Trip
E07058	31	16	51.61%	177	13	0.42	703	54
E07059	31	10	32.26%	106	8	0.26	294	36
E07060	31	16	51.61%	115	14	0.45	593	42
E07062	31	14	45.16%	165	9	0.29	411	46
E07065	31	18	58.06%	63	14	0.45	496	35
E07067	31	22	70.97%	331	11	0.35	430	39
E08080	31	24	77.42%	175	11	0.35	870	79
E08089	31	14	45.16%	195	9	0.29	449	50
E08090	31	21	67.74%	125	11	0.35	751	68
E08093	31	0	0.00%	0	0	0.00	0	0
	310	155.00	50.00%	1,872	100	0.32	4,987	49.87

The number of cars on this report is 10.

The Vehicle Usage Report shows utilization rates for each specific vehicle.
This is often helpful when trying to get to the bottom of utilization challenges.

Lastly, the *Vehicle Demand Report* helps see how well you are using the vehicles that you have. The Max Vehicles at One Time metrics shows your true need for vehicles if you had optimized the use of each vehicle in the fleet.

Vehicle Demand Report

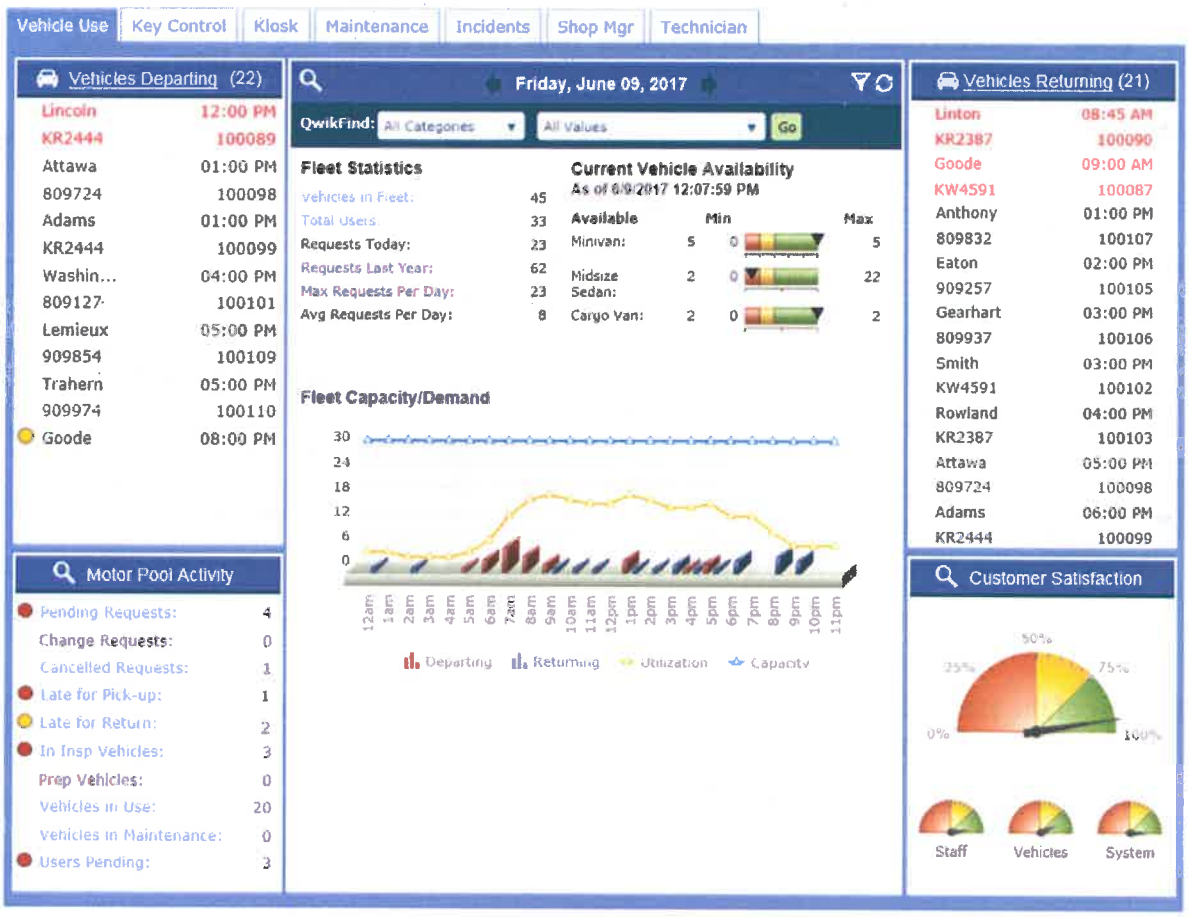
Date	Vehicles Leaving	Vehicles Returning	Total Vehicles in Use	Max Vehicles at One Time	Capacity
02/13/2008	7	11	13	13	56
02/14/2008	13	1	15	15	56
02/15/2008	13	11	27	26	56
02/16/2008	0	9	16	16	56
02/17/2008	0	2	7	7	56
02/18/2008	13	5	18	16	56
02/19/2008	13	9	26	25	56
02/20/2008	5	9	22	19	56
02/21/2008	15	11	28	24	56
02/22/2008	15	10	32	32	56
02/23/2008	0	7	22	22	56
02/24/2008	0	4	15	15	56
02/25/2008	6	4	17	14	56
02/26/2008	3	6	16	16	56
02/27/2008	7	9	17	16	56
02/28/2008	11	5	19	19	56
02/29/2008	18	10	32	29	56
03/01/2008	0	7	22	22	56
03/02/2008	0	4	15	15	56
03/03/2008	8	4	19	18	56
03/04/2008	15	13	30	28	56

This report reveals yet another method for analyzing utilization.

The beauty of the automation technology is that the time-consuming tasks related to sharing vehicles are eliminated. The data needed by the State to make smart right-sizing decisions is available at your fingertips.

Knowledge of Available Vehicles

The Vehicle Use dashboard shows, among other things, key information about how many vehicles are leaving and returning at any given time, how many vehicles are late being picked up or returned, how many outstanding requests for vehicles are pending, and how many new user registrations have yet to be acted upon by your fleet coordinators.

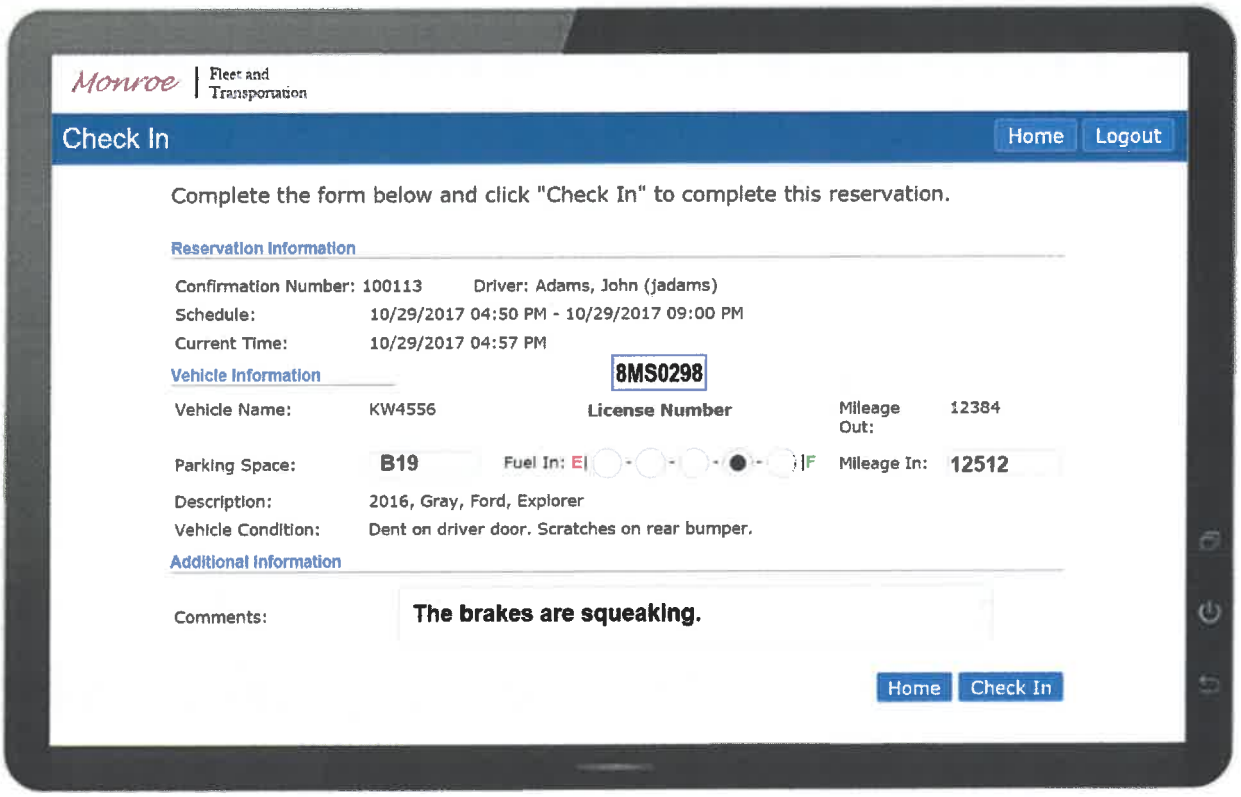


Note the "Current Vehicle Availability" section of the dashboard.

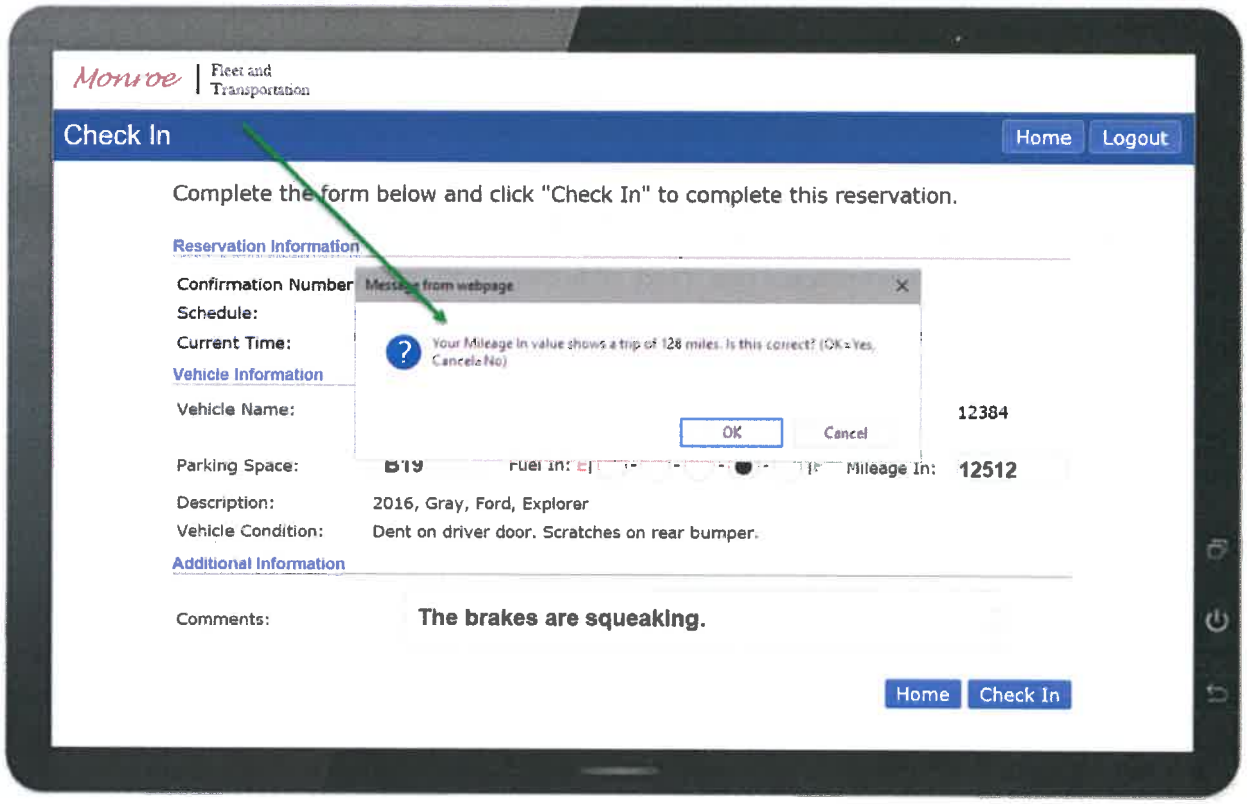
You'll quickly know the availability for each type of vehicle in your fleet. The Fleet Capacity/Demand highlights hour-by-hour utilization. This real-time dashboard also highlights the busiest times when vehicles are leaving and returning so fleet staff can plan appropriately. The 'Clipboards' on each side of the dashboard let you electronically cross off each vehicle as it leaves and returns. And with the dashboard automatically updating every few minutes, fleet data is always current.

4.2.1.4.1 Upon dispatch-in, require the user to provide parking space, fuel level, and odometer. Describe how the system ensures an accurate odometer.

Upon return to return keys to the KCD, FleetCommander can capture user-provided information including current parking space, fuel level, ending odometer, and comments about the vehicle or the user's experience.



To ensure an accurate odometer, the user cannot provide an ending odometer that is less than the starting odometer. Also, the administrator can set a threshold for the total mileage of the trip. If the trip mileage exceeds the threshold, the user will be presented with a warning. This allows her to confirm that her returning odometer is correct.



FleetCommander is integrated with the GPS Insight and Geotab telematics solutions. Within 30 seconds of the engine being turned off, FleetCommander will have the vehicle's odometer. The odometer will display on the kiosk and cannot be modified by the user. This method is the most effective way to ensure an accurate odometer.

4.2.1.4.2 Describe the ability of collecting the odometer at the time of dispatch-in by using telematics, if a vehicle is equipped with a GPS device.

FleetCommander is integrated with the GPS Insight and Geotab telematics solutions. Within 30 seconds of the engine being turned off, FleetCommander will have the vehicle's odometer. The odometer will display on the kiosk and cannot be modified by the user. This method is the most effective way to ensure an accurate odometer.

4.2.1.4.3 Describe the ability of the system to automatically add pre-defined charges upon dispatch-in (late fees, insurance fees, etc.).

The administrator can define various charges. The screen used to define the pre-defined charges is shown below.

Add New Billing Charge Type >>> Displaying item(s) 1 - 10 of 10
Page 1 of 1
Records Per Page: 20

	Billing Charge	Default Cost	Sort Order	Show
	Cleaning Fee	$45.000	10	✓
	Credit Issued	$0.000	(blank)	✓
	Excessive Mileage	$0.400	40	✓
	Fuel Charge	$0.000	60	✓
	Insurance fee	$0.000	80	✓
	Late Pick-up	$35.000	(blank)	✓
	Late Return Fee	$25.000	15	✓
	Missing Fuel Card	$100.000	30	✓
	No-show	$75.000	70	✓
	Smoking Fee	$80.000	(blank)	✓

Fees can be added manually by the site administrators or FleetCommander can be programmed to add them automatically based on criteria provided by the State. Each State site can determine if fees should be added, how they are to be added, and the cost of each fee. In the example above, the Insurance fee is $0.00. This client has asked that FleetCommander calculate the insurance fee as a percentage of the daily rate for the vehicle class. The vehicle classes have different daily rates based on their size, cost, and function.

As for applying late fees (for pick-up and/or return), FleetCommander can be programmed to automatically apply these fees based on the criteria defined by the State as to what situations constitute a late pick-up or a late return.

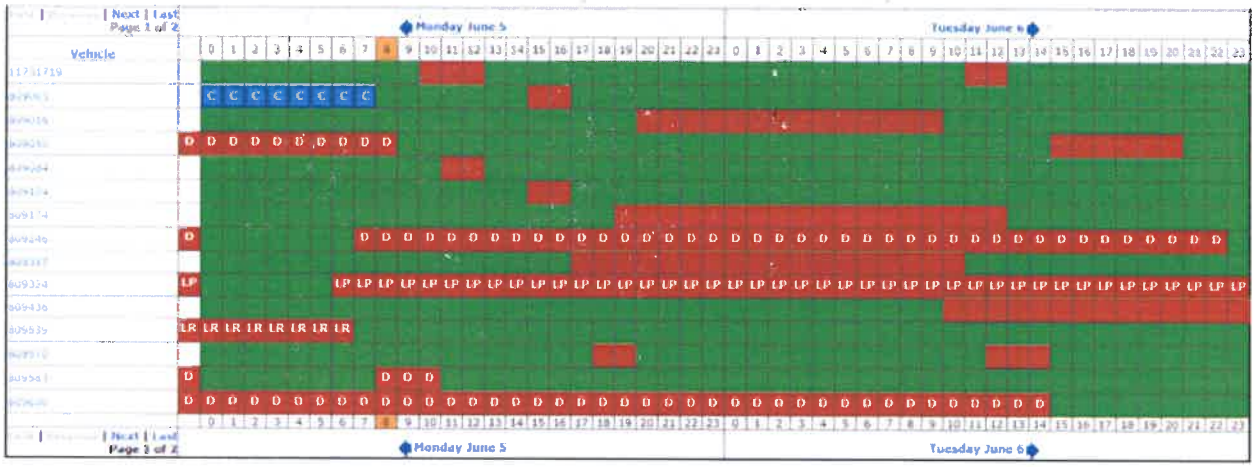
The examples above are based on insurance and late fees, but this process can be used for other fees as long as FleetCommander knows the rules and has access to the data to make the determination if the fee should be applied.

4.2.1.4.4 Administrators should have the ability to access the KCD remotely to:

Administrators can access the KCD anywhere in the world with access to the Internet.

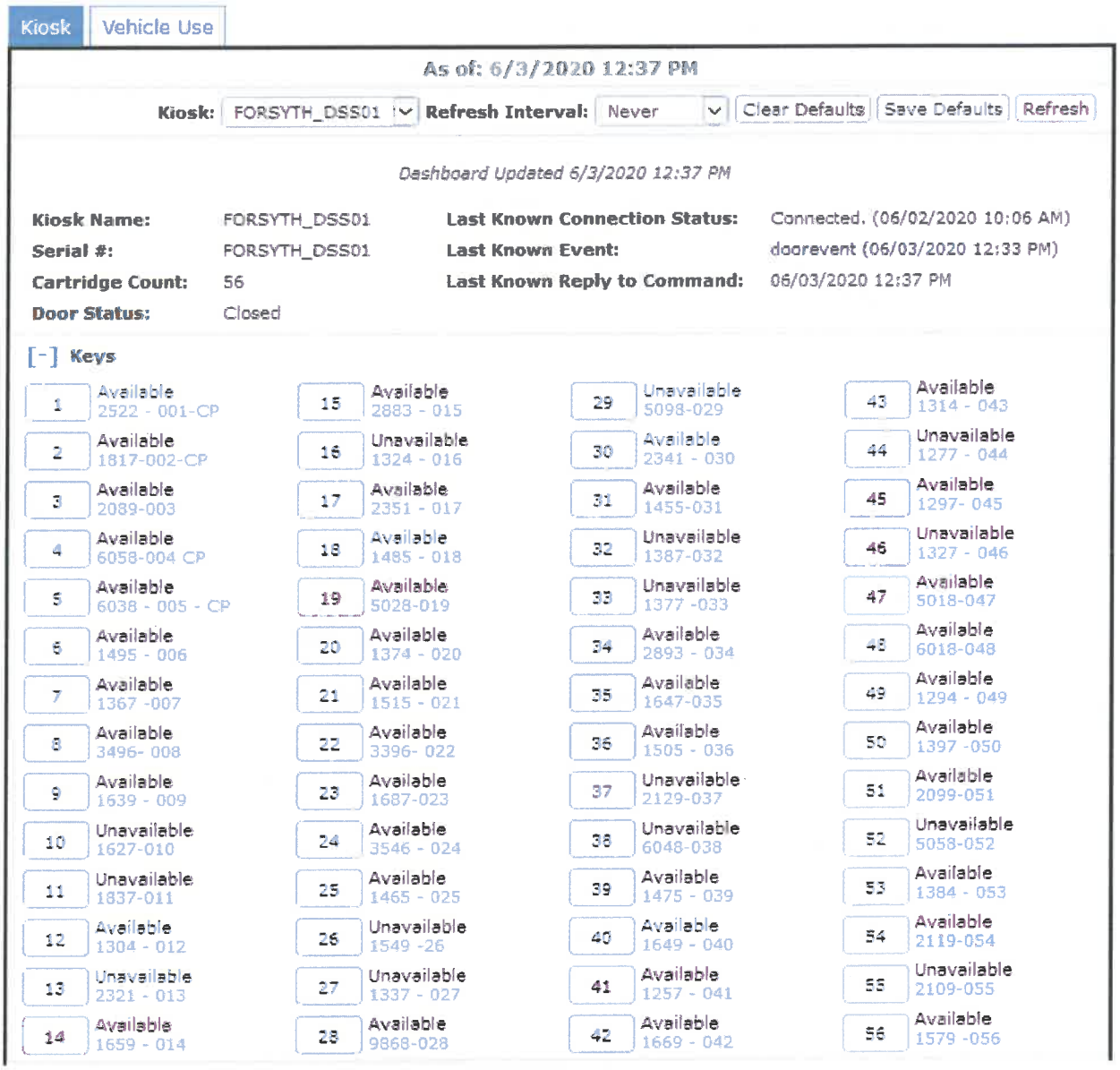
4.2.1.4.4.1 Ascertain which vehicles have been dispatched and which have not,

A calendar view indicates reservations that have been dispatched out. These are represented with a "D" on the view below.



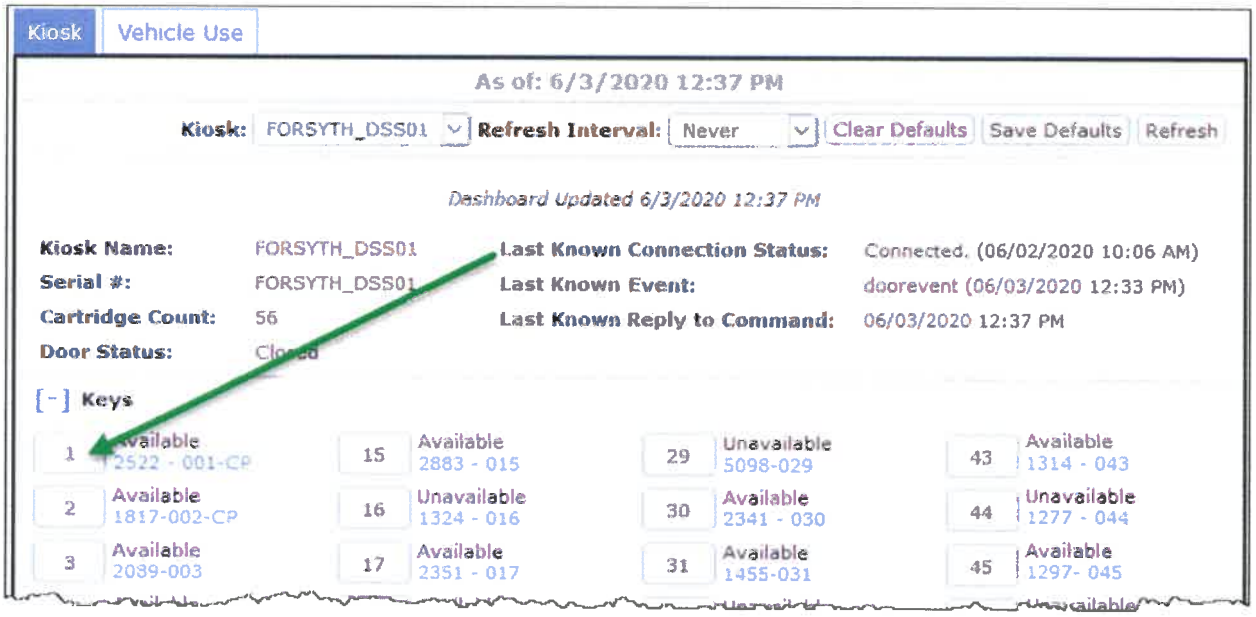
In addition, there are management functions (e.g. Manage Reservations) that can be filtered to show only dispatched reservations.

The kiosk dashboard gives the administrator via the ability to ascertain which vehicles have been dispatched and which have not by looking at the box statistics. Below is a screenshot of the top portion of the dashboard showing whether a vehicle is available or unavailable within the KCD. The text in light blue indicates the names of the vehicles. These are hyperlinks that allow the administrator to jump directly to a vehicle's profile.



4.2.1.4.4.2 to remotely unlock the keys/cars to a vehicle for a user

From the kiosk dashboard, the administrator can click on the button next to a vehicle to remotely unlock the key control system and that key position so that a user may retrieve the keys without having to login to the system.



4.2.1.5 Reduced downtime and improved repair-or-replace decision-making

FleetCommander reduces downtime by allowing the right vehicles to be assigned to reservations in accordance with fleet objectives (improve the distribution of mileage among the fleet vehicles). Our reports provide easy-to-understand information such as "Under-Utilized" or "Over-Utilized" to help make fleet decisions. Reports can reflect how often and how long a vehicle was taken out of service for maintenance.

4.2.1.6 Reduced inventory levels.

FleetCommander's capabilities help reduce inventory levels and, more specifically help fleet staff understand how many vehicles are needed to perform complete the mission. Not only do we help with the quantity of vehicles across the entire fleet, the system's capabilities help identify the quantity of each type (class) of vehicles needed at each location. Our reports show utilization by class and by location. And, we even show when you've run out of a certain class of vehicle at a location. It's everything you need to reduce inventory levels. The reports below are some of the key tools used to help reduce inventory.

The Motor Pool Utilization report is a valuable tool in helping to determine the utilization of a motor pool. It is the first step towards right-sizing a fleet and optimizing the composition of the vehicles in a fleet. This report may be output on-screen or exported to Excel. The output below shows very important fleet metrics such as utilization rates and the number of requests turned-down on a day-by-day basis. Note that almost every cell in this report is a hyperlink to more data.

Motor Pool Utilization Report

STATE UNIVERSITY MOTOR POOL
5422 Amberwood Blvd.
Springfield, OH 45501

For the period from 9/01/2006 to 9/14/2006

Day of Month	1	2	3	4	5	6	7	8
	F	S	S	M	T	W	R	F
Active Vehicles	74	74	74	74	74	74	74	
Vehicles In Maintenance	0	0	0	0	0	0	0	
Vehicles Available	74	74	74	74	74	74	74	
Vehicles In Use	33	28	28	15	27	29	38	5
Total Trips	34	28	28	15	27	29	38	
Idle Vehicles	41	46	46	59	47	45	36	
Requests Turned Down	0	0	0	0	0	0	0	
% of Vehicles Used	45	38	38	20	36	39	51	
Total Hours Available	1776	1776	1776	1776	1776	1776	1776	17
Hours Used	528	586	583	341	458	496	672	8
% Hours Used	30	33	33	19	26	28	38	4

The Motor Pool Utilization Report shows day-to-day utilization to help reduce inventory

A companion report to the Motor Pool Utilization report is the *Motor Pool Utilization – by Asset Type* report. It allows the administrator to see the daily utilization for each class of vehicle. This helps not in only in getting to the right number of vehicles, but also getting the right number of each type of vehicle. It helps optimize the composition of the fleet.

Motor Pool Utilization Report - By Asset Type (% of vehicles used)

Primary Phone:
Secondary Phone
Fax:

For the period from 11/30/2010 to 12/13/2010

Day of Month	30 T	1 W	2 R	3 F	4 S	5 S	6 M	7 T	8 W	9 R	10 F	11 S	12 S	13 M	Average
Car	63	83	50	67	100	17	50	67	50	80	60	20	40	40	56.13
Car/Hybrid	38	63	88	50	38	38	50	50	25	13	63	63	63	63	50.00
SUV - 5 passenger	14	0	0	0	0	14	57	43	14	0	29	29	29	43	19.39
Van - 7 passenger	50	67	0	50	50	0	50	50	0	0	0	0	0	0	22.62
Van - 8 passenger	29	29	8	46	23	0	0	0	0	15	23	23	31	46	19.47
Van (ADA compliant)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Van (Equipment)	0	100	100	100	0	0	100	100	100	100	0	0	100	0	57.14
Average	32	42	29	39	32	12	32	32	17	20	33	28	35	40	30.08

The report above helps show utilization for each class of vehicle.
When reducing inventory, it's important to reduce the right type (class) of vehicle

The Vehicle Usage report shows utilization on a vehicle-by-vehicle basis. This report shows the following: the elapsed days, the total days used, percentage of days used, total hours used, total number of trips, average trips per day, total miles, and average miles per trip. Each of these metrics is valuable to analysts.

Vehicle Usage Report

Primary Phone: (555) 812-5859
Secondary Phone:
Fax:

State University
101 Campus Dr.
Chambersburg PA 19812

* Report filters listed at end of this report

Vehicle	Elapsed Days	Total Days Used	% Days Used	Total Hours Used	Total # of Trips	Avg Trip Per Day	Total Miles	Average Miles Per Trip
E07058	31	16	51.61%	177	13	0.42	703	54
E07059	31	10	32.26%	106	8	0.26	284	36
E07060	31	16	51.61%	115	14	0.45	593	42
E07062	31	14	45.16%	143	9	0.29	411	46
E07065	31	18	58.06%	83	14	0.45	496	35
E07067	31	22	70.97%	331	11	0.35	430	39
E08060	31	24	77.42%	375	11	0.35	870	79
E08069	31	14	45.16%	195	9	0.29	449	50
E08090	31	21	67.74%	125	11	0.35	751	68
E08093	31	0	0.00%	0	0	0.00	0	0
	310	155.00	50.00%	1,872	100	0.32	4,987	49.87

The number of cars on this report is 10

When you do reduce inventory, this report is one tool for deciding which vehicles to eliminate

Lastly, the *Vehicle Demand Report* helps see how well you are using the vehicles that you have. The Max Vehicles at One Time metrics shows your true need for vehicles if you had optimized the use of each vehicle in the fleet.

Vehicle Demand Report

Date	Vehicles Leaving	Vehicles Returning	Total Vehicles in Use	Max Vehicles at One Time	Capacity
02/13/2008	7	11	13	13	56
02/14/2008	13	1	15	15	56
02/15/2008	13	11	27	26	56
02/16/2008	0	9	16	16	56
02/17/2008	0	2	7	7	56
02/18/2008	13	5	18	16	56
02/19/2008	13	9	26	25	56
02/20/2008	5	9	22	19	56
02/21/2008	15	11	28	24	56
02/22/2008	15	10	32	32	56
02/23/2008	0	7	22	22	56
02/24/2008	0	4	15	15	56
02/25/2008	6	4	17	14	56
02/26/2008	3	6	16	16	56
02/27/2008	7	9	17	16	56
02/28/2008	11	5	19	19	56
02/29/2008	18	10	32	29	56
03/01/2008	0	7	22	22	56
03/02/2008	0	4	15	15	56
03/03/2008	8	4	19	18	56
03/04/2008	15	13	30	28	56

This report reveals yet another method for analyzing utilization.

The beauty of the automation technology is that the time-consuming tasks related to sharing vehicles are eliminated. The data needed by the State to make smart right-sizing decisions is available at your fingertips.

4.2.1.7 Improved, standardized and consistent reporting
The State envisions allowing multiple state agencies and departments to use the same instance of the vendor's solution. Describe how the vendor's solution will accommodate these agencies to ensure that one agency cannot see another agency's vehicles, reservations, billing, etc. Describe how the vendor's solution will accommodate the different billing algorithms, different billing exports, different reservation forms, different rules, etc. that the agencies may have.

FleetCommander allows multiple state agencies and departments to use the same instance of FleetCommander. They would each have their own "site" within the instance. There are enterprise level rules and settings that all sites must follow. Beyond the enterprise settings are settings for each site that allow the agencies or departments to further customize the experience for their users.

Users and administrators within an agency or department can be given permissions that restrict them to just their department's site. This prevents them from seeing other departments' vehicles, reservations, and other activity either via the management screens or reports. Management personnel in the West Virginia Fleet Management Division will most likely have Enterprise permissions and would be able to monitor all sites via the management screens and reports.

Billing Algorithms and Billing Exports

There are no limits to the number of classes of vehicles that can be defined nor the different rate programs (FleetCommander Usage Types) that can be defined. Billing rates are defined at the site level, by vehicle type, and by usage type. The common components of a billing rate that change frequently are data-driven. Administrators change these values using the "Configure Billing Rates" function (see below).

In this example, one site, the Chantilly Campus, can charge different rates for different classes of vehicles depending upon the type of reservation made for that vehicle.

General | Reservations | Users | Vehicles | Layout | Locations | Kiosks | Billing Rates

Billing Rates : Chantilly Campus

Cancel | Save

Mid-sized Sedan	per Hour	per Day	per Week	per Month	per Year	per Mile	Min. Charge
Daily Rental	$6.50	$36.00	$215.00	$750.00	$0.00	$0.37	$36.00
Courtesy	$7.75	$43.00	$256.00	$0.00	$0.00	$0.43	$43.00
Long Term	$5.75	$32.00	$200.00	$725.00	$0.00	$0.37	$36.00
Permanent Assignment	$3.50	$22.00	$125.00	$510.00	$0.00	$0.33	$36.00
Maintenance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Motor Pool	$6.50	$36.00	$215.00	$750.00	$0.00	$0.37	$36.00
Compact Sedan	**per Hour**	**per Day**	**per Week**	**per Month**	**per Year**	**per Mile**	**Min. Charge**
Daily Rental	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

A billing rate is established by typing in its value and clicking the "Save" button. This field supports a value up to four (4) digits to the right of the decimal point for fractional cents; however, the subtotals and totals shown on the Billing tab will be rounded to two decimal places.

Likewise, a different site can charge a different set of rates.

With respect to billing algorithms, each site may also calculate vehicle use charges differently. One site might charge based on mileage. One site might charge based on time. Another site might charge based on miles and time and give a 50% discount on sedans for Saturday rentals. You tell us what you desire the billing algorithm to be and we'll get it in to FleetCommander. Billing algorithms, embodied in software, use the data in the billing rates table to calculate your billing amounts. Each department/site can run a billing export that will export the billing charges only for its reservations. These charges will be in a file format that can be imported into the department's accounting system.

Online Reservation Forms

The online reservation form can be customized in various ways by each department/site.

Request Information

No smoking or cell phone use in the vehicles.

Requestor Information

User ID / name: **jadams / Mr. John Adams**
E-mail address: **jadams@monroe.us.com**
Driver's user ID: jadams **(Mr. John Adams)** change

Schedule Information

Pick-up date / time: 10/16/2017 08:00 AM
Return date / time: 10/16/2017 06:00 PM

Selection Information

Usage Type: **Daily Rental**
Site: **Germantown**
Type: - Any Type -
Options: ☐ GPS (in-dash) ☐ Roof Rack - Hard Shell ☐ Child Safety Seat
Clear Options
Number of occupants: 1 (driver and passengers)

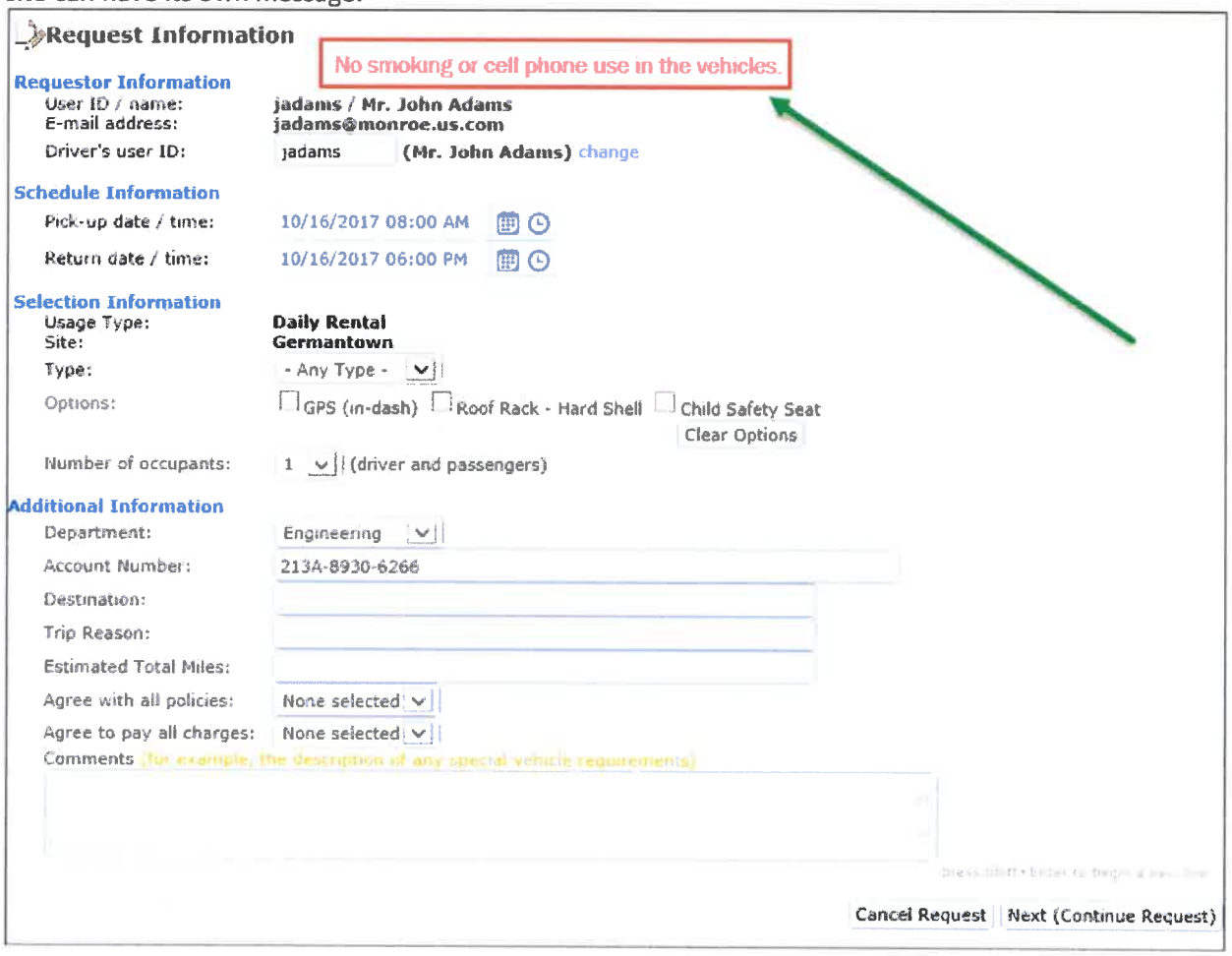
Additional Information

Department: Engineering
Account Number: 213A-8930-6266
Destination:
Trip Reason:
Estimated Total Miles:
Agree with all policies: None selected
Agree to pay all charges: None selected
Comments (for example, the description of any special vehicle requirements)

press Shift+Enter to begin a new line

Cancel Request | Next (Continue Request)

Customized text can be placed at the top of the form to provide assistance or policy information. Each site can have its own message.



The reservation form can be further modified based on the type of reservation (e.g. daily rental, long-term lease, outside rental, maintenance, etc.) and the site.

Request Information

No smoking or cell phone use in the vehicles.

Requestor Information

User ID / name: **jadams / Mr. John Adams**
E-mail address: **jadams@monroe.us.com**
Driver's user ID: jadams **(Mr. John Adams)** change

Schedule Information

Pick-up date / time: 10/16/2017 08:00 AM
Return date / time: 10/16/2017 06:00 PM

Selection Information

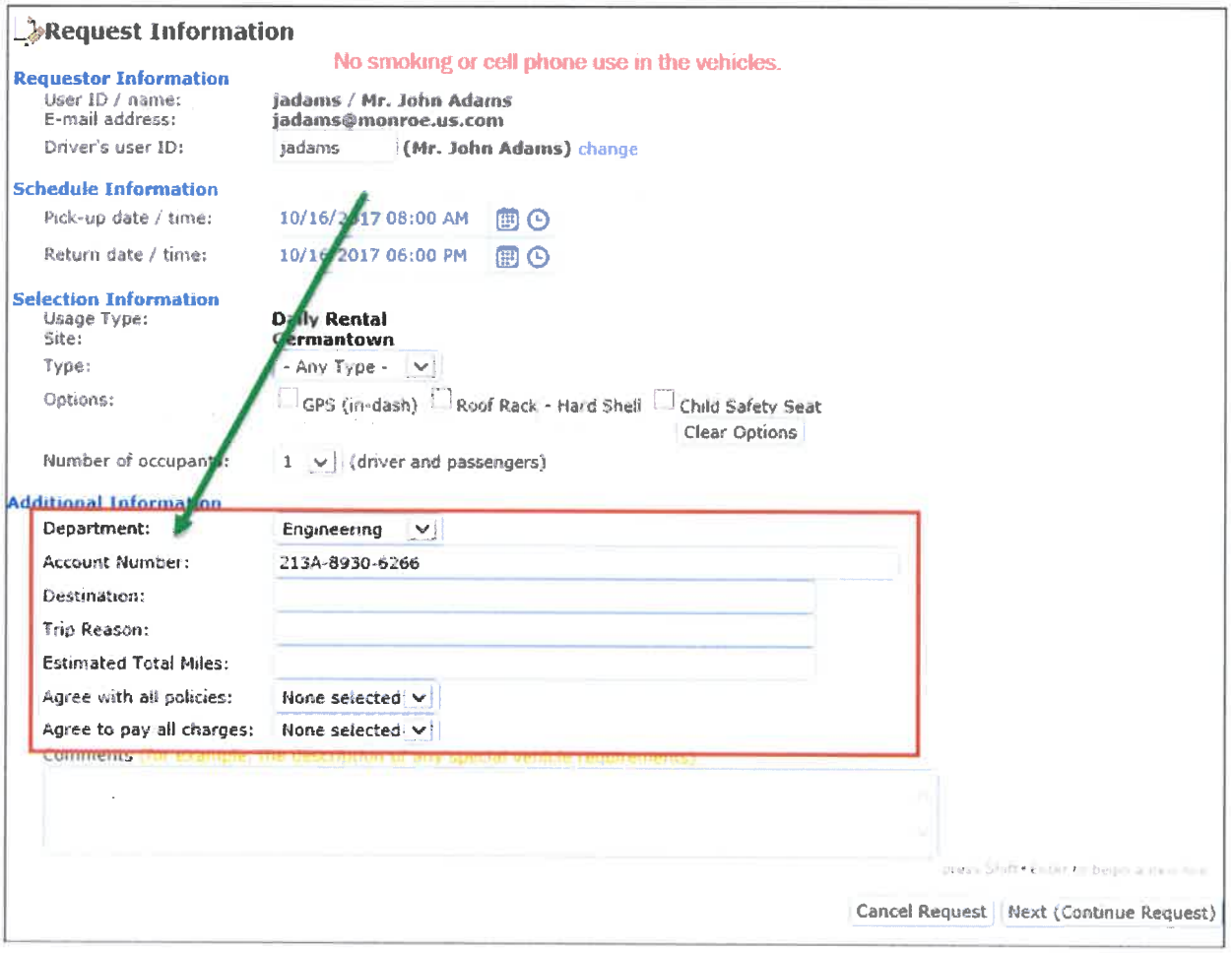
Usage Type: **Daily Rental**
Site: **Germantown**
Type: - Any Type -
Options: ☐ GPS (in-dash) ☐ Roof Rack - Hard Shell ☐ Child Safety Seat
Clear Options
Number of occupants: 1 (driver and passengers)

Additional Information

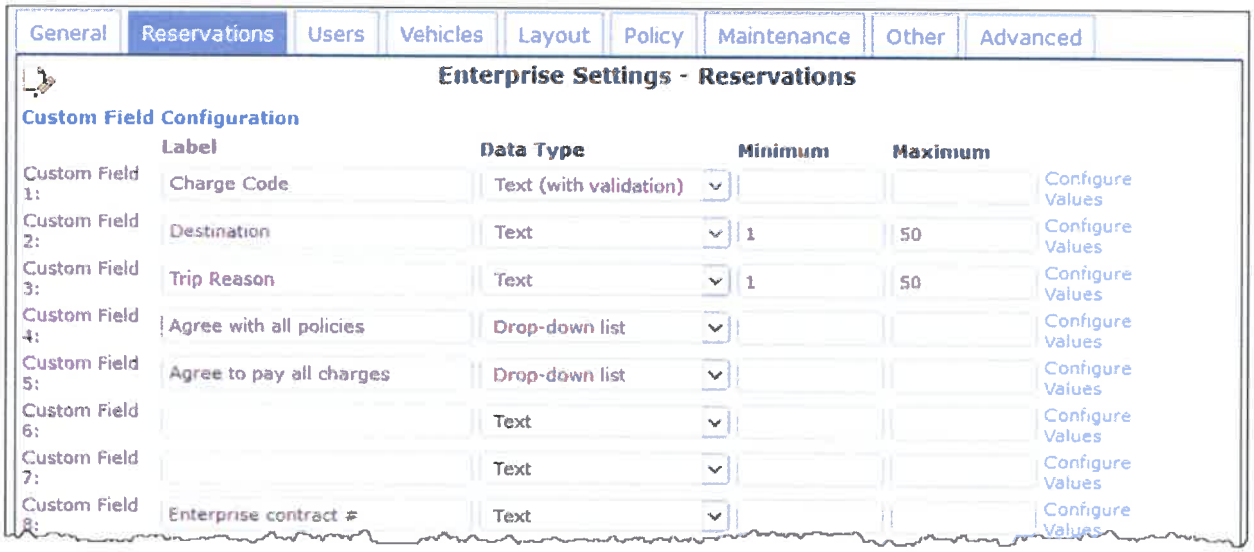
Department: Engineering
Account Number: 213A-8930-6266
Destination:
Trip Reason:
Estimated Total Miles:
Agree with all policies: None selected
Agree to pay all charges: None selected
Comments (for example, the description of any special vehicle requirements)

Cancel Request | Next (Continue Request)

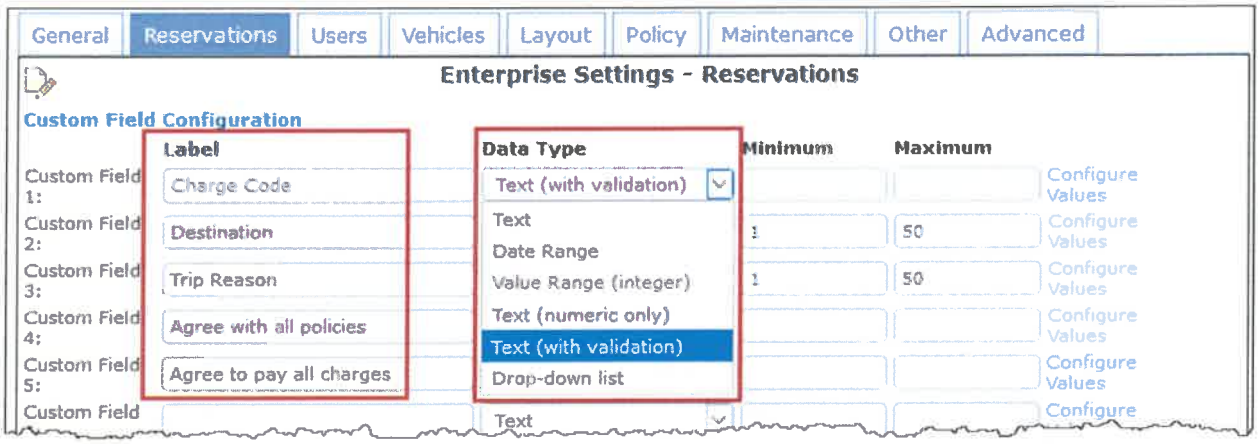
Each location can determine what fields appear on its reservation form for each type of reservation.



At the Enterprise level, up to 20 of these reservation fields can be defined.



The labels can be modified, and the type of data permitted in the field can be defined.



Valid "Data Types" include:

- **Text** – Facilitates collection of characters (alpha, numeric, and special characters). By specifying a Minimum and Maximum value range, Administrators can setup the reservation form to collect data that has a certain number of characters in it. For example, if the data type "Text" was selected with a Minimum of 4 and a Maximum of 6, only text strings containing 4, 5 or 6 characters would be accepted as valid input. A range does not need to be specified.
- **Date Range** – Facilitates collection of data in a "Date" format, e.g. 06/10/2009. When a Minimum and Maximum date range are included as part of the field definition, the date collected must fall between Date1 and Date2, inclusive.
- **Value Range (integer)** – Facilitates collection of numbers that fall within a certain value range only. By specifying a Minimum and Maximum value, Administrators can setup the reservation form to collect data that has a certain value. For example, if the data type "Value Range" was selected with a Minimum of 100 and a Maximum of 199, only numeric strings with a value between 100 and 199 inclusive would be accepted as valid input.
- **Text (Numeric Only)** - Facilitates collection of numbers only. By specifying a Minimum and Maximum value range, Administrators can setup the reservation form to collect data that has a certain number of digits in it. For example, if the data type "Text (Numeric Only)" was selected with a Minimum of 3 and a Maximum of 5, only numeric strings containing 3, 4, or 5 digits would be accepted as valid input. A range does not need to be specified.
- **Text (with validation)** – The administrator can specify certain values that will be accepted in the field. If a correct value is not provided, the reservation request cannot be submitted.
- **Drop-down list** – The administrator can specify certain values that will appear in a drop-down list. The user can only choose a value from the list.

Reservation fields can also be designated as "required" per site. If a value is not provided, the reservation request cannot be submitted. This ensures that administrators do not need to chase down users for information that was missing from an incomplete form.

4.2.1.7.1 Describe your solution's reporting capabilities with respect to users, assets, reservations, utilization, and system functions.

Below is a subset of the reports related to users, assets, reservations, utilization and other system functions:

User/Driver Reports

- Summary reports
- Detailed reports that shows all details for each user
- Driver eligibility that highlights driver's training, readiness/ability and accident history

Vehicle Reports

- Summary report that provides vehicle information in list form
- Detailed report that shows all details for each vehicle
- All vehicle data in Excel column format
- A list of vehicles leaving and returning in a given time period

Reservation Reports

- Summary of reservations in list form
- Detailed report that shows all details for each reservation
- Summary list of completed reservations
- Detailed billing reports
- Summation of reservation data by usage by department
- Summary of abuses such as late returns
- Summary of cancellations

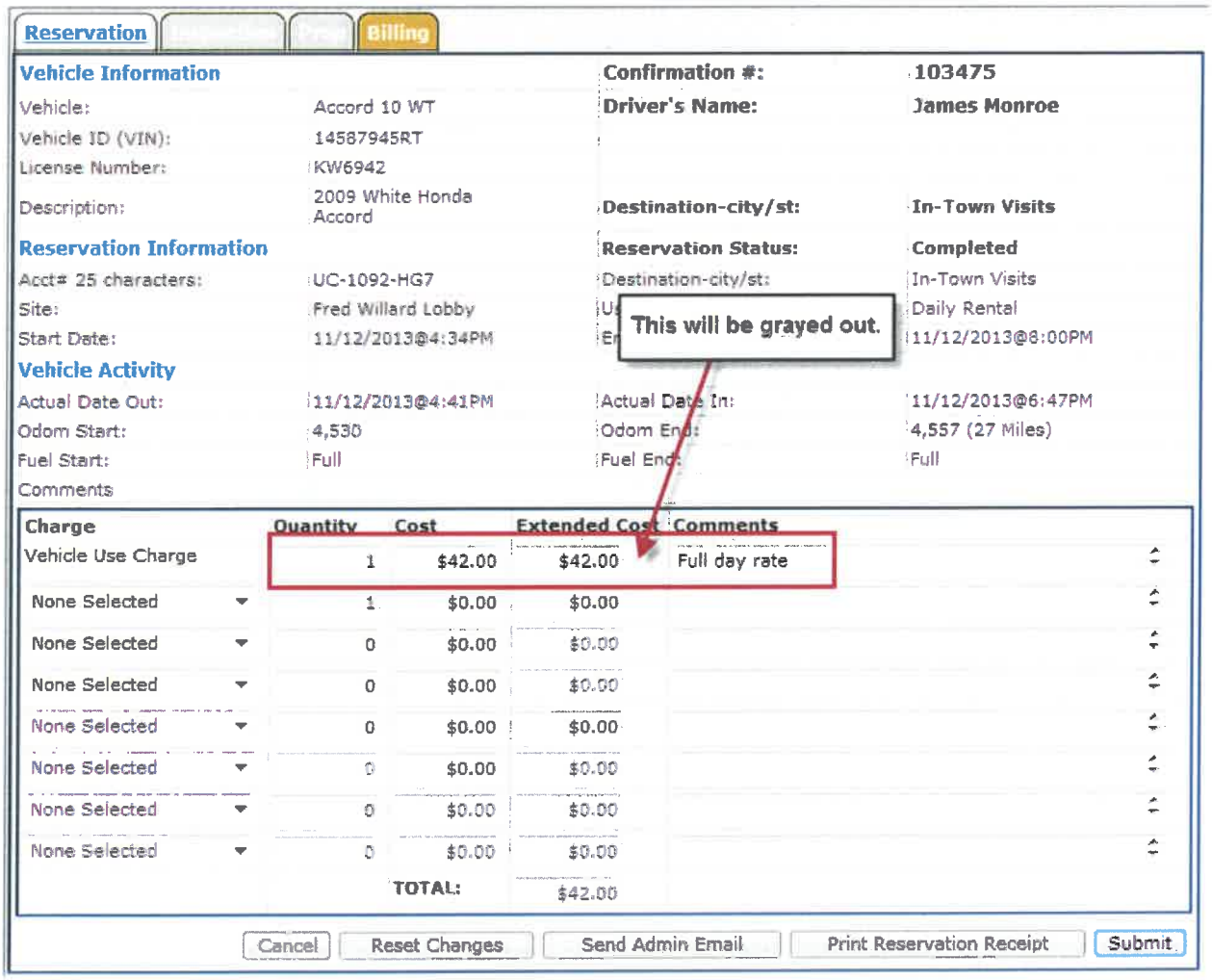
Other Reports

- Utilization report by site location
- Utilization report by vehicle type
- Utilization report by capacity versus demand
- Report that identifies over/under-utilized vehicles based on miles
- Report that identifies over/under-utilized vehicles based on days utilized versus days on overhead
- System report

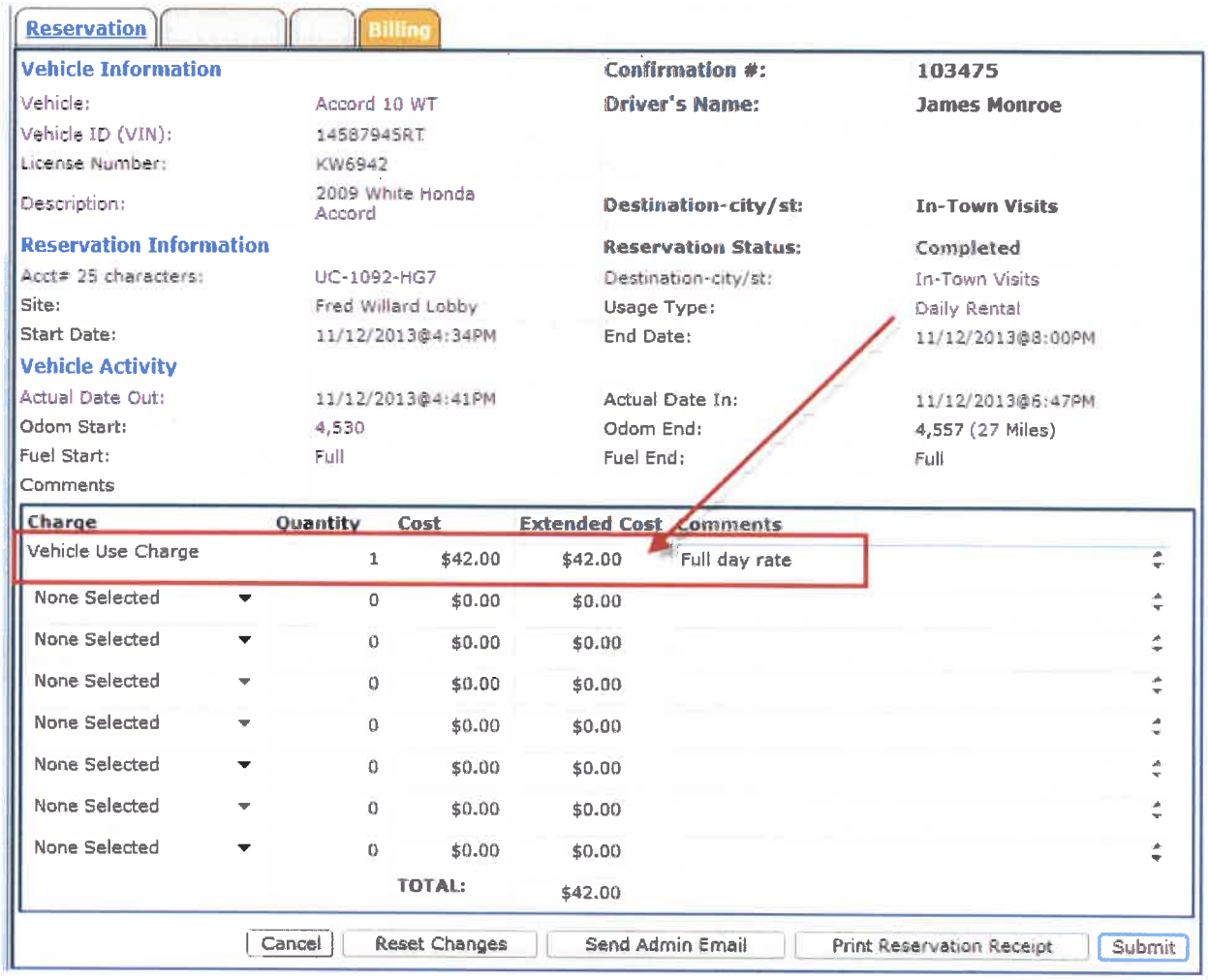
There are more than sixty pre-configured reports available in FleetCommander. Each report has up to dozens of filters, sort criteria, and output format options that ultimately result in more than one million combinations of report output. In addition, there are auto-updating reports, i.e. dashboards. Hundreds of FleetCommander sites use FleetCommander and find the capabilities of our off-the-shelf solution far exceed their needs.

How does your system indicate that a charge has been exported to billing? Can charges be updated, credited, or changed after the reservation has been closed and billed? How is this accomplished for billing purposes?

If a charge is exported to billing, it is posted within the FleetCommander system. If fleet personnel were to view the Billing tab of the reservation, the charge(s) on the reservation would be grayed out and would not be able to be modified. This would indicate it has been exported to billing.



The posted charges cannot be changed. However, FleetCommander's accounting logic supports adjustments (credits or debits). A credit/debit can be applied at any time. The credit/debit will be picked up during the next billing cycle when a billing export is performed. For example, a user reserves the vehicle and at the end of the reservation they are billed at the full day rate.



Reservation | Billing

Vehicle Information

		Confirmation #:	**103475**
Vehicle:	Accord 10 WT	**Driver's Name:**	**James Monroe**
Vehicle ID (VIN):	14587945RT		
License Number:	KW6942		
Description:	2009 White Honda Accord	**Destination-city/st:**	**In-Town Visits**

Reservation Information

		Reservation Status:	**Completed**
Acct# 25 characters:	UC-1092-HG7	Destination-city/st:	In-Town Visits
Site:	Fred Willard Lobby	Usage Type:	Daily Rental
Start Date:	11/12/2013@4:34PM	End Date:	11/12/2013@8:00PM

Vehicle Activity

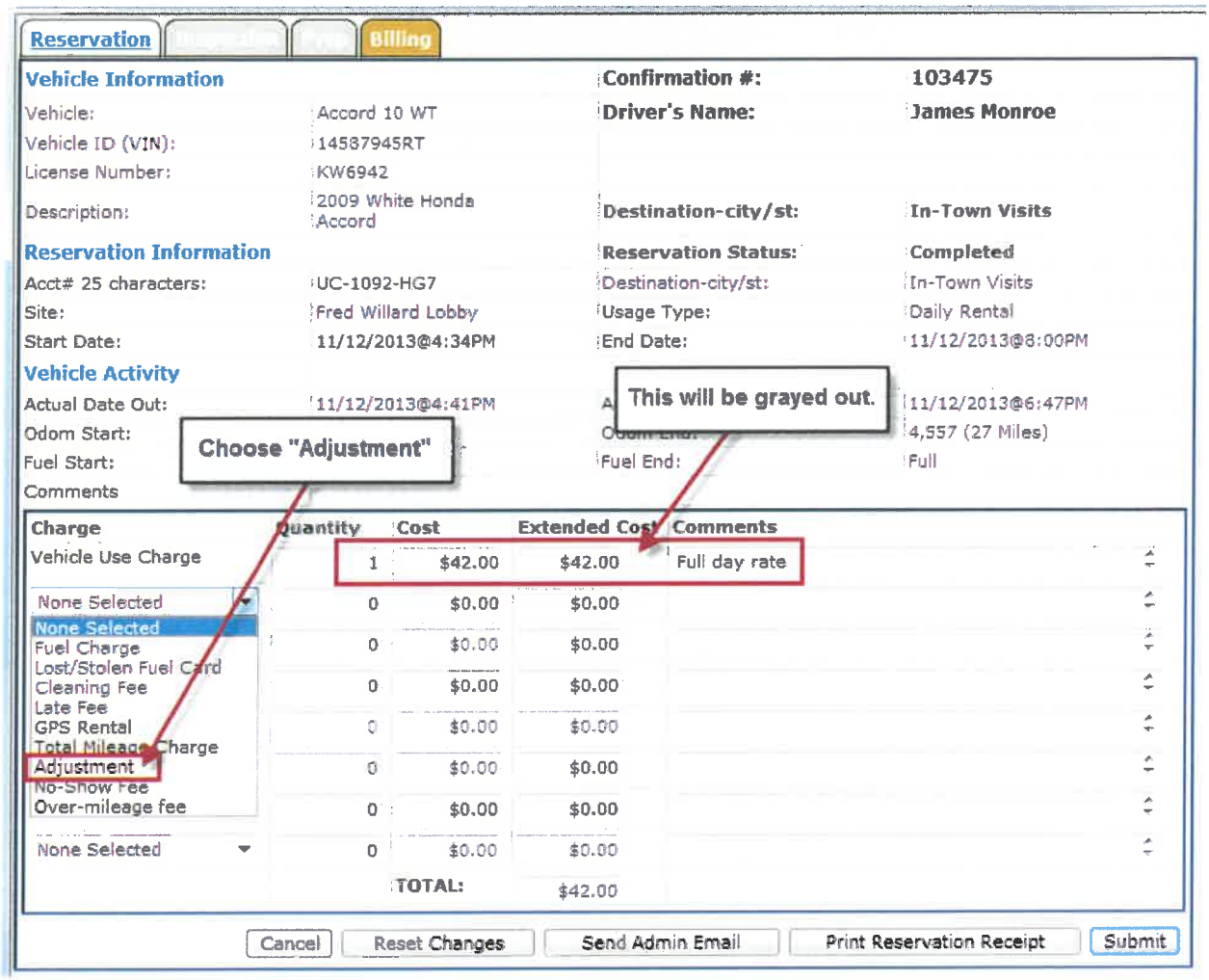
Actual Date Out:	11/12/2013@4:41PM	Actual Date In:	11/12/2013@6:47PM
Odom Start:	4,530	Odom End:	4,557 (27 Miles)
Fuel Start:	Full	Fuel End:	Full
Comments			

Charge	Quantity	Cost	Extended Cost	Comments
Vehicle Use Charge	1	$42.00	$42.00	Full day rate
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
		TOTAL:	$42.00	

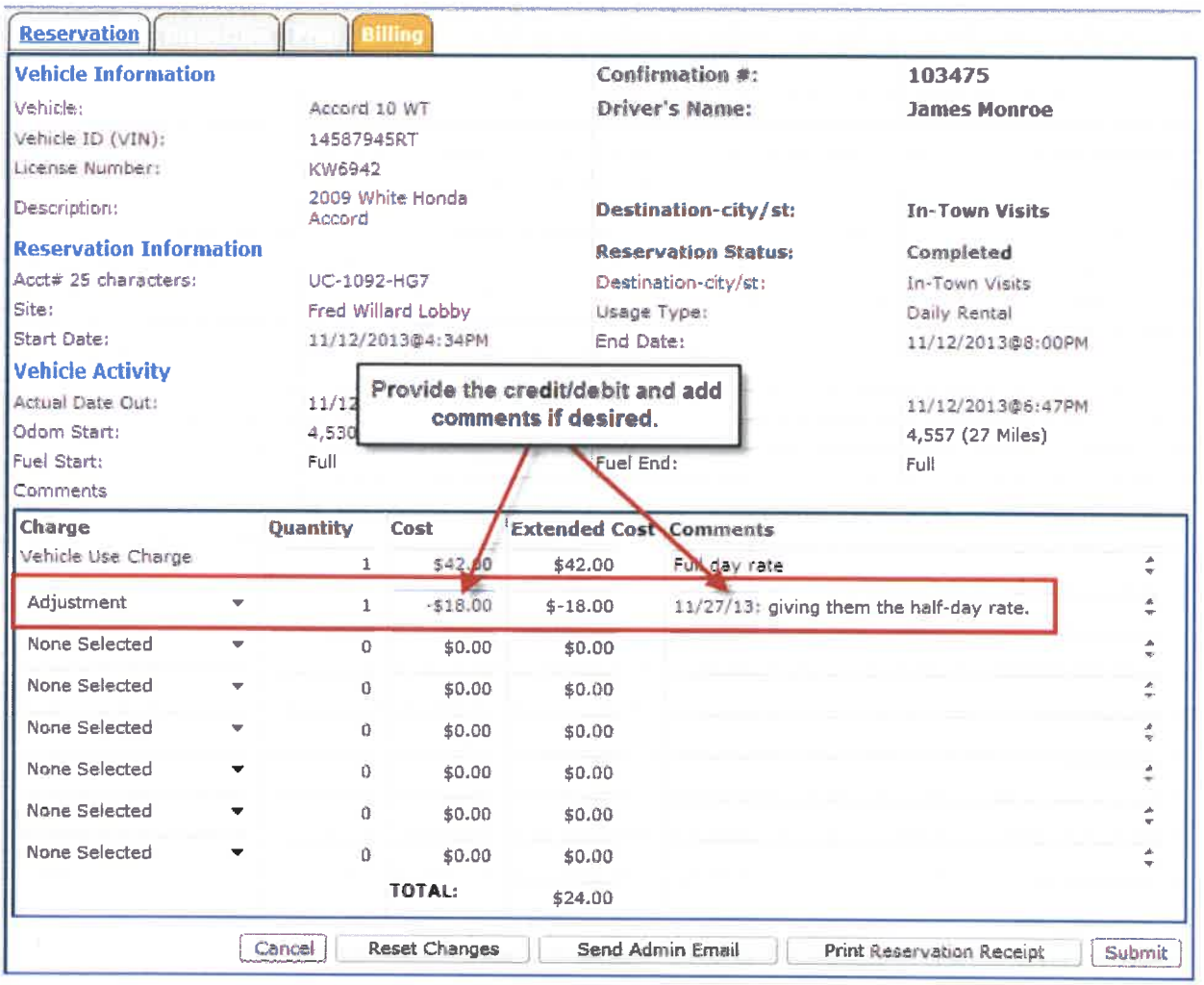
Cancel | Reset Changes | Send Admin Email | Print Reservation Receipt | Submit

At the end of the month, the billing export is performed. The full day rate is picked up and sent to accounting. Accounting charges the department for the full day rate. A few days later, someone from the department calls the fleet office and complains that the reservation should have been billed at the half day rate.

The fleet personnel would access the Billing tab of the reservation. The initial full day charge will be grayed out because it has already been posted. It cannot be modified. However, fleet personnel can add an adjustment on the Billing tab. It can be either a credit or a debit. The administrator selects the Adjustment billing charge.



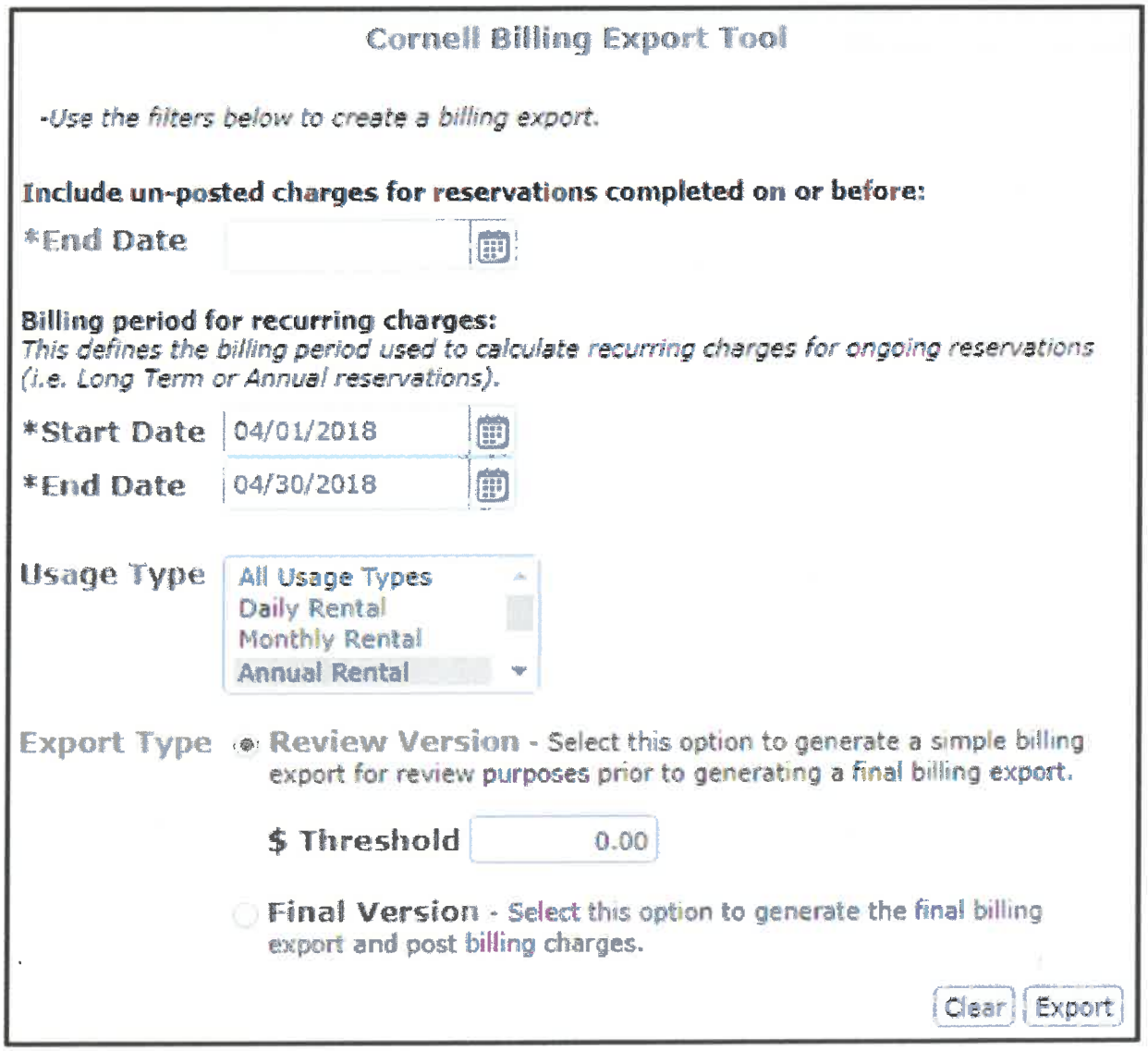
The administrator types in the quantity, the debit/credit value, and provides comments if desired.



When the billing charges are exported during the next billing cycle, the adjustment will be picked up. If the fleet personnel were to go on to the Billing tab after the billing export, the adjustment would be grayed out and could not be modified.

4.2.1.7.2 The State will require the development of a billing file to be imported into our accounting system. This process will be performed once a month for our billing, but several test billings may be run during the month before the final billing process is run. The billing process will require the creation of a review version and a final version in specific formats. Describe costs and the information you would need to create this report

Agile Fleet can create a billing export tool to allow the State to run the billing export as often as it wishes. If departments and agencies should have their own sites within a single instance of FleetCommander and they have separate accounting systems, FleetCommander can be programmed to create billing exports for each of these departments and agencies. Below is an example of a billing export tool created for Cornell University. It provides the ability to run a review version and a final version in specific formats.



To create a billing export tool for the State, Agile Fleet would need a detailed specification and a sample test file.

4.2.1.8 Maintain drivers' records

FleetCommander allows the State to maintain drivers' records via user profiles. These profiles are managed via the Manage Users interface. These profiles help the State maintain critical information about requestors, drivers, dispatchers, and administrators. Every user of the system must have a profile. Profiles allow the administrators to provide just the right level of access and user experience that each person requires.

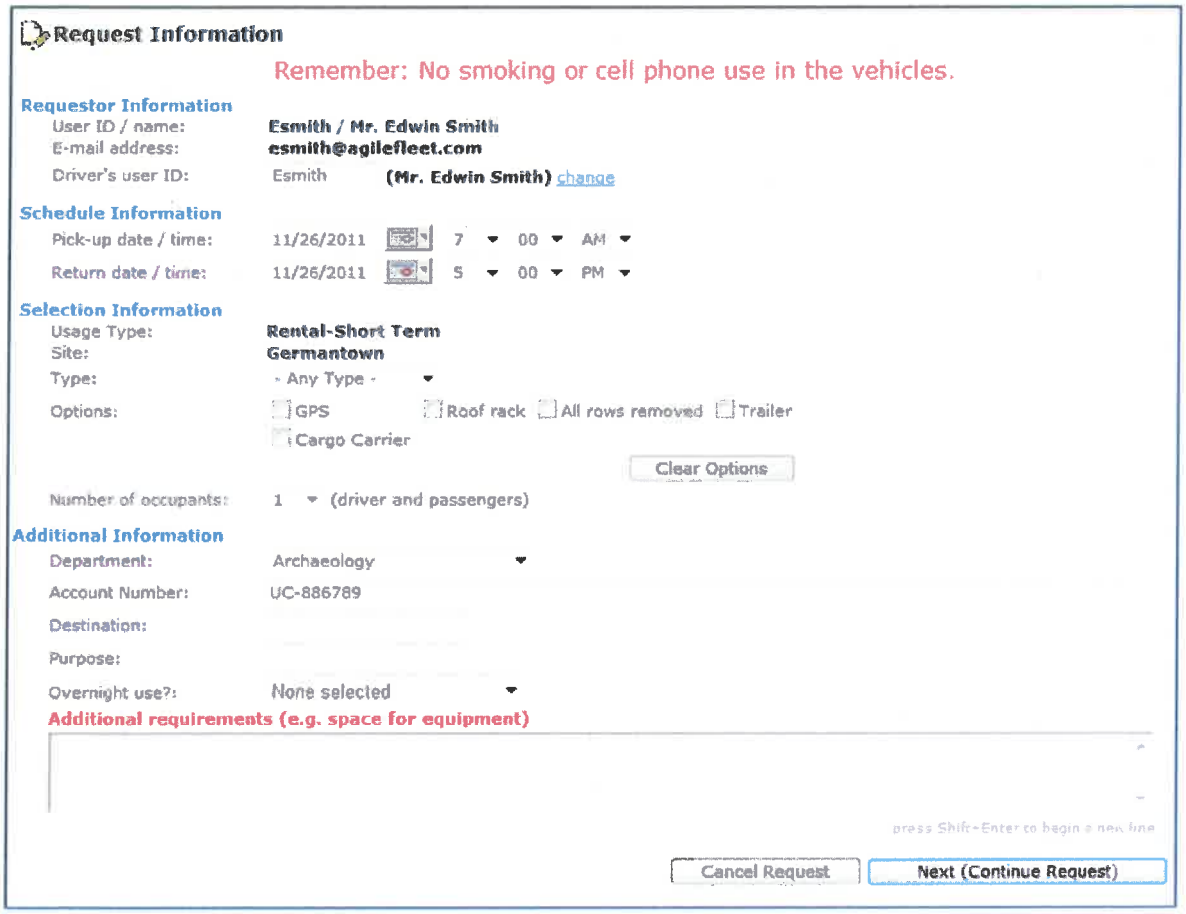
4.2.1.9 Improved customer service and accessibility

The FleetCommander functions that are accessible to persons requesting vehicles and persons driving your fleet vehicles are easy to use. By providing these users access to the system, you are increasing the level of customer service and you are increasing the quantity and quality of the metrics that are so critical to analyzing your fleet.

Functions that non-fleet staff can perform via the browser-based interface of FleetCommander include, but are not limited to:

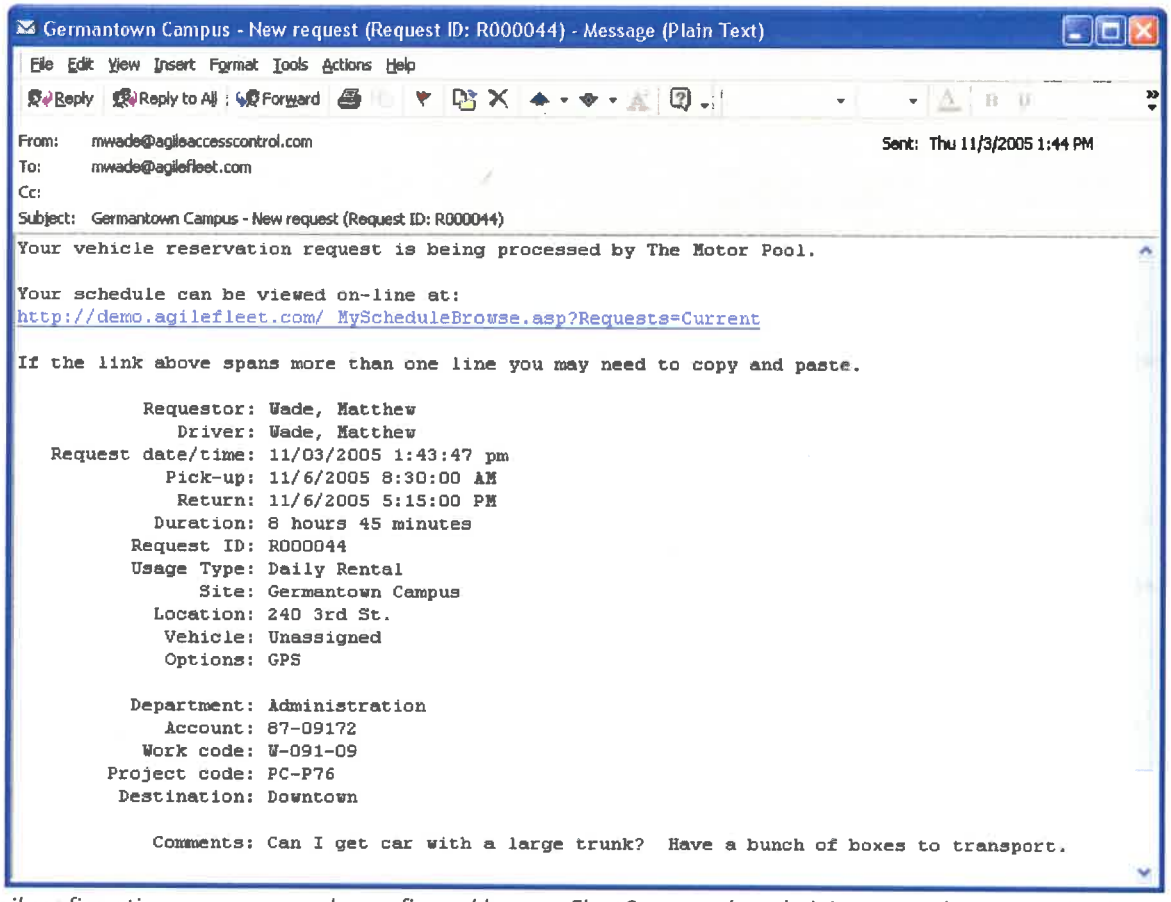
- Make on-line vehicle requests
- Receive email confirmations of requests and request approvals
- Check status of all future and past requests
- Perform limited reporting (limited to their own data)
- Enter odometer readings for vehicles under their purview
- Compete the on-line customer satisfaction survey
- Enter accident/incident reports

The vehicle request form is simple. Default values for information such as start dates and end dates help make the form easy to use. Automatically populating the form's department and account fields with the information from the driver's profile helps even more. It's simple and accurate. 99.8% of new users require no user training or technical assistance to make their first request.



It takes approximately 30 seconds to submit an accurate, validated vehicle request form.

Emails can be configured by your FleetCommander administrator to send confirmation emails to your drivers. Emails can even be automatically sent to a driver's supervisor and/or even the fiscal officer for the account specified on the form.



Germantown Campus - New request (Request ID: R000044) - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

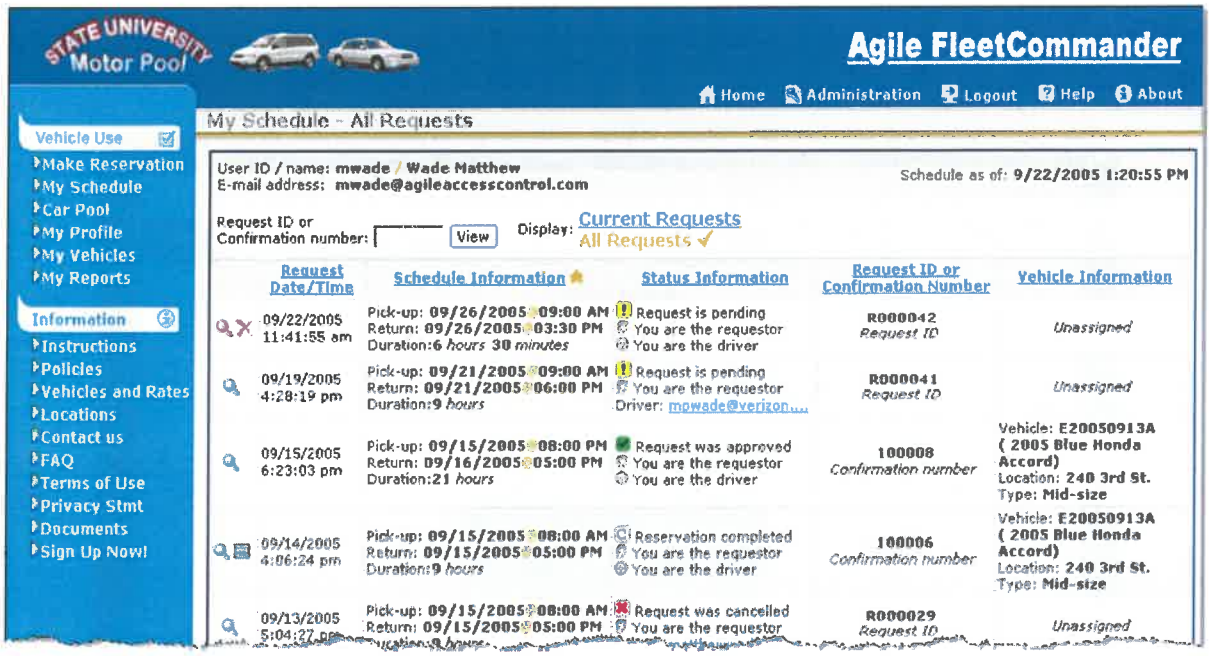
Reply | Reply to All | Forward

From: mwade@agileaccesscontrol.com
Sent: Thu 11/3/2005 1:44 PM
To: mwade@agilefleet.com
Cc:
Subject: Germantown Campus - New request (Request ID: R000044)

```
Your vehicle reservation request is being processed by The Motor Pool.

Your schedule can be viewed on-line at:
http://demo.agilefleet.com/ MyScheduleBrowse.asp?Requests=Current

If the link above spans more than one line you may need to copy and paste.

           Requestor: Wade, Matthew
              Driver: Wade, Matthew
   Request date/time: 11/03/2005 1:43:47 pm
             Pick-up: 11/6/2005 8:30:00 AM
              Return: 11/6/2005 5:15:00 PM
            Duration: 8 hours 45 minutes
          Request ID: R000044
          Usage Type: Daily Rental
                Site: Germantown Campus
            Location: 240 3rd St.
             Vehicle: Unassigned
             Options: GPS

          Department: Administration
             Account: 87-09172
           Work code: W-091-09
        Project code: PC-P76
         Destination: Downtown

            Comments: Can I get car with a large trunk?  Have a bunch of boxes to transport.
```

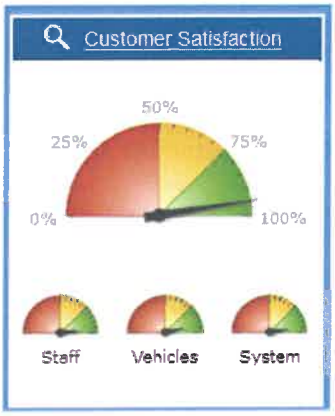
Email confirmation messages can be configured by your FleetCommander administrator to be sent to the driver, the driver's supervisor, and even the account fiscal officer.

Fleet drivers can also unburden the fleet staff by checking their own vehicle request status online using the "My Schedule" link – any time night or day. It's easy.



The status of current or past vehicle requests can be checked on-line any time.
Trip receipts are available for completed trips.

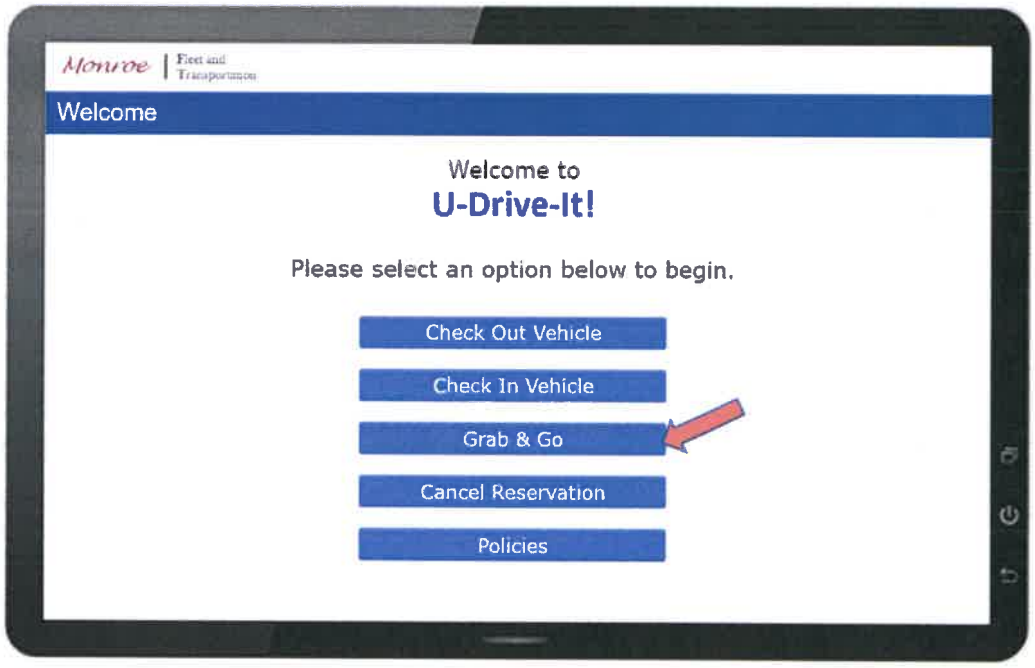
All the features of FleetCommander provided to fleet drivers increase customer satisfaction. FleetCommander has the tools to show this. Fleet drivers can complete the online feedback form provided in FleetCommander at any time they desire. Or, drivers that have accessed FleetCommander within the designated reporting period can be prompted via an automated email to complete the on-line customer satisfaction form. The result? FleetCommander displays customer satisfaction ratings to fleet managers, which is automatically updated every five minutes. Trends in customer satisfaction can be tracked via the Feedback report as well.



The graph at the right is real data taken from a FleetCommander site. This graph automatically updates every five minutes on the fleet manager's desktop... reflecting the last thirty days' worth of customer satisfaction surveys submitted on-line.

4.2.1.9.1 The KCD (Key control Device) should have a feature that allows designated users (set by the system administrator) the ability to access keys of unreserved vehicles and automatically reserve the corresponding vehicle directly from the KCD.

This feature is called Grab-and-Go. It can be turned on and off for each individual user in the system, if desired.



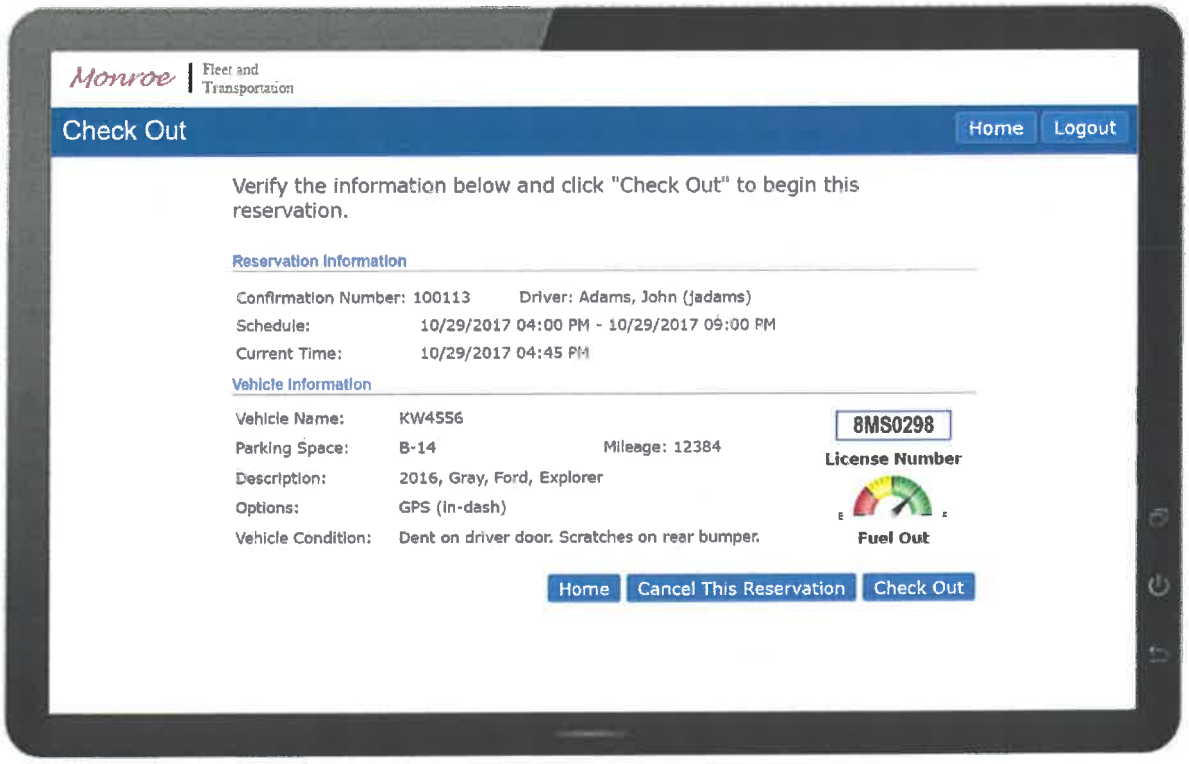
4.2.1.9.2 The KCD should have an alarm system that will audibly alert administrators if the KCD is left open.

The KCD has an audible alarm system that will alert administrators if the KCD door is left open.

4.2.1.9.3 During the dispatch out and dispatch in process, the solution should display the following information to the user:

- *Reservation confirmation number*
- *Purpose of trip*
- *Scheduled leaving date and time Scheduled returning date and time*
- *Current leaving date and time*
- *Vehicle name*
- *Parking space*
- *Current odometer*
- *Vehicle's year, color, make, model*
- *Fuel level*
- *License tag*
- *Optional equipment on the vehicle*
- *Vehicle's condition*

The FleetCommander kiosk will display the information listed above at the time of check-out before the key is released. See below.



4.2.1.9.4 the proposed motor pool solution should restrict the pickup of keys at the KCD to a window of time, preset by the system administrator, and prior to the reservation time. Example: allow key/card pickup starting at 0830 for reservations at 0900.

The user is limited to picking up keys at the KCD to the start time of the reservation. The administrator can set a grace period (in minutes) to allow users to pick up keys up to X minutes prior to the start of the reservation. For example, if it was set to 30 minutes, the user could pick up the keys/card at 8:30am for a 9:00am reservation.

4.2.1.10 Reduced paperwork and filing.

Paper will be a thing of the past. FleetCommander provides all the tools you need to eliminate paper and filing. From the start of the process through to the end of the process, paper need not play any part.

1. Users can enroll online.
2. The user is sent a welcome email and can begin to use FleetCommander to make reservations.
3. When logging in the first time, users can be required to acknowledge polices. This acknowledgment gets timestamped and placed in the user's FleetCommander profile. This information is available by viewing the user's profile or by running a user report.
4. User fills out the online form and submits the reservation request.
5. Either an administrator or FleetCommander assigns a vehicle to the reservation and approves the request.
6. Confirmation emails are automatically sent to the requesters, drivers, and supervisors.
7. At the time the reservation is to begin, the user logs into the KCD and retrieves the keys to the vehicle.
8. When the trip is complete, the user logs into the KCD and returns the keys to the system. At this time, the user can provide a parking space, the fuel level, and the odometer (if it is not being automatically retrieved from a telematics device). The user can also provide feedback or vehicle issues by entering this at the KCD. This information will be emailed to the site administrator.
9. At any time, fleet administrators can produce an electronic file of vehicle use charges to be imported into the accounting system.
10. At any time, fleet administrators can run reports on vehicles, users, reservations, and utilization and export this information to Excel spreadsheets.

None of the steps above require paper.

4.2.1.11 Improved billing system to allow billing for internal and external reservations. The State may use multiple rates for each class of vehicle: maintenance, daily, half day, monthly, etc. The State may have multiple locations where each location charges different rates and by different methods. Some may not charge at all. Describe how you would support the billing for these locations. Describe the flexibility in establishing rates. For example, can we charge based on number of days, miles, both, can we use fractional days, could we bill based on hours, can the system automatically add charges for late pick-ups and late returns? Does the system allow for admins to adjust billings to add credits or add additional charges (lost fuel card, dirty vehicle, etc.)?

There are no limits to the number of classes of vehicles that can be defined nor the different rate programs (FleetCommander Usage Types) that can be defined. Billing rates are defined at the location level, by vehicle type, and by usage type. The common components of a billing rate that change frequently are data-driven. Administrators change these values using the "Configure Billing Rates" function (see below).

In this example, one site, the Chantilly Campus, can charge different rates for different classes of vehicles depending upon the type of reservation made for that vehicle.

General | Reservations | Users | Vehicles | Layout | Locations | Kiosks | Billing Rates

Billing Rates : Chantilly Campus

Cancel | Save

Mid-sized Sedan	per Hour	per Day	per Week	per Month	per Year	per Mile	Min. Charge
Daily Rental	$6.50	$36.00	$215.00	$750.00	$0.00	$0.37	$36.00
Courtesy	$7.75	$43.00	$256.00	$0.00	$0.00	$0.43	$43.00
Long Term	$5.75	$32.00	$200.00	$725.00	$0.00	$0.37	$36.00
Permanent Assignment	$3.50	$22.00	$125.00	$510.00	$0.00	$0.33	$36.00
Maintenance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Motor Pool	$6.50	$36.00	$215.00	$750.00	$0.00	$0.37	$36.00

Compact Sedan	per Hour	per Day	per Week	per Month	per Year	per Mile	Min. Charge
Daily Rental	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

A billing rate is established by typing in its value and clicking the "Save" button. This field supports a value up to four (4) digits to the right of the decimal point for fractional cents; however, the subtotals and totals shown on the Billing tab will be rounded to two decimal places.

Likewise, a different location can charge a different set of rates.

Each site may also calculate vehicle use charges differently. One site might charge based on mileage. One site might charge based on time. Another site might charge based on miles and time and give a 50% discount on sedans for Saturday rentals. You tell us what you desire the billing algorithm to be and we'll get it in to FleetCommander. Billing algorithms, embodied in software, use the data in the billing rates table to calculate your billing amounts.

FleetCommander can even accommodate different rates on holidays. The Configure Holidays function is used to define holidays.

ID: Add View Edit Delete Page 1 of 1

	ID	Dates	Description	Show
	6	12/26/2005	Christmas	✓
	7	1/2/2006	New Years	✓
	8	1/16/2006	Martin Luther King	✓
	9	2/20/2006	Presidents Day	✓
	10	5/29/2006	Memorial Day	✓
	11	7/4/2006	Independence Day	✓
	12	9/4/2006	Labor Day	✓
	13	10/21/2008	Columbus Day	✓

Page 1 of 1

FleetCommander can accommodate different rates on holidays

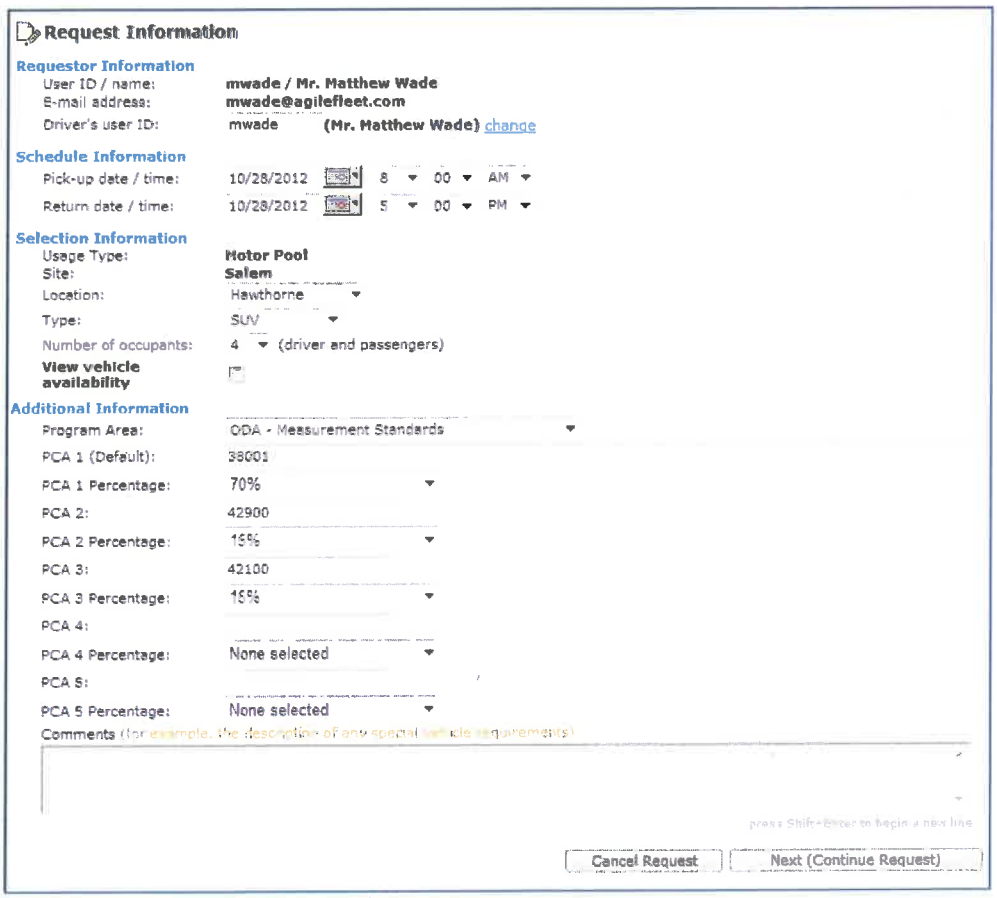
Credits and additional charges can be added to reservations at the time the vehicle is being dispatched in or years later even after the billing for the original charges have been posted.

4.2.1.11.1 Departments occasionally split funding across different fund accounts, Does your system allow for splitting of charges to multiple account numbers? Describe how your system allows multiple account numbers on a reservation.

FleetCommander supports splitting of charges to multiple account numbers for each reservation. This is accomplished by setting up the reservation form to accept multiple accounts as well as the percentage of the charges that are to be applied to each account.

Default account information is automatically pulled on to the reservation form when a driver makes a request. Drivers and administrators can change this information. In the example below, authorized administrative staff have enabled the splitting of charges by:

1. Configuring the reservation with their custom label for "accounts". They use the term "PCA".
2. Adding fields for up to five (5) separate PCAs to be entered per reservation. Note that this organization elected to use a text input box to collect account information. A drop-down box could have been used.
3. Adding fields for collecting the % of the charges for each PCA. Note that the organization elected to use a drop-down to select the split of charges (e.g. 70%, 15%, and 15% across three departments)



Authorized fleet staff can modify your reservation form to collect information such as a split of trip costs across multiple accounts ("PCA" is the term this organization used)

When the billing report is run, the billing algorithm is used to calculate and apportion charges across the multiple funding accounts as required.

4.2.1.11.2 The State desires for account codes to be stored in the system. Describe how many account codes your system can handle.

There is no theoretical limit on the number of account codes that can be stored in the system. We have clients that have tens of thousands of account codes.

4.2.1.11.3 The State prefers for all reservation rental information to be printed on the billing receipt and to be accessible to the requester and driver. Describe how you will support this.

The trip receipt contains complete rental information and it is available online or it can be printed. The requestor or driver may print a trip receipt for any completed trip by clicking on the trip receipt icon next to the completed reservation on the user's My Schedule page. A trip receipt pops up in a separate window, and it can be printed via the "Print" or "Print and Close" button. A sample trip receipt is provided below.

Trip Receipt

State University
5422 Amberwood Blvd.
Springfield, OH 43041

Primary Phone: 800-555-1212
Secondary Phone: 800-555-1313
Fax: 800-555-2323

Request ID: R001386
Confirmation #: 100909

Status: Completed

Requestor Information
Name/Username: James Monroe/jmonroe
E-mail Address: jmonroe@stateuniv.edu

Driver Information
Name/Username: Ulysses Grant/ugrant
E-mail Address: ugrant@stateuniv.edu

Schedule Information
Pick-Up Date: 12/31/2008 08:00 AM
Return Date: 12/31/2008 05:00 PM
Duration: 9 hours

Actual Information
Actual Pick-up Date: 12/31/2008 08:08 AM
Actual Return Date: 12/31/2008 02:12 AM
Actual Duration: 6 hours 4 minutes
Reservation Beginning Mileage: 9507
Reservation Ending Mileage: 9583
Actual Mileage: 76

Selection Information
Site: Germantown Campus
Location: West Lot
Type: *None Requested*
Options: *None Requested*
Number of Occupants: 1
Specific Vehicle:

Comments:

Vehicle Information
Vehicle: SOS9191

Additional Information
Usage Type: Daily Rental
Department: History
Account: AD-762533
Work Code: HIST-081231
Insurance: N/A
Destination: Washington, DC
Purpose: Meeting with Lincoln

Charge	Quantity	Cost	Extended Cost	Comments
Vehicle Use Charge	1	$49.00	$49.00	0W;1D;1 Days
		TOTAL:	$49.00	

Prepared by: Agile FleetCommander

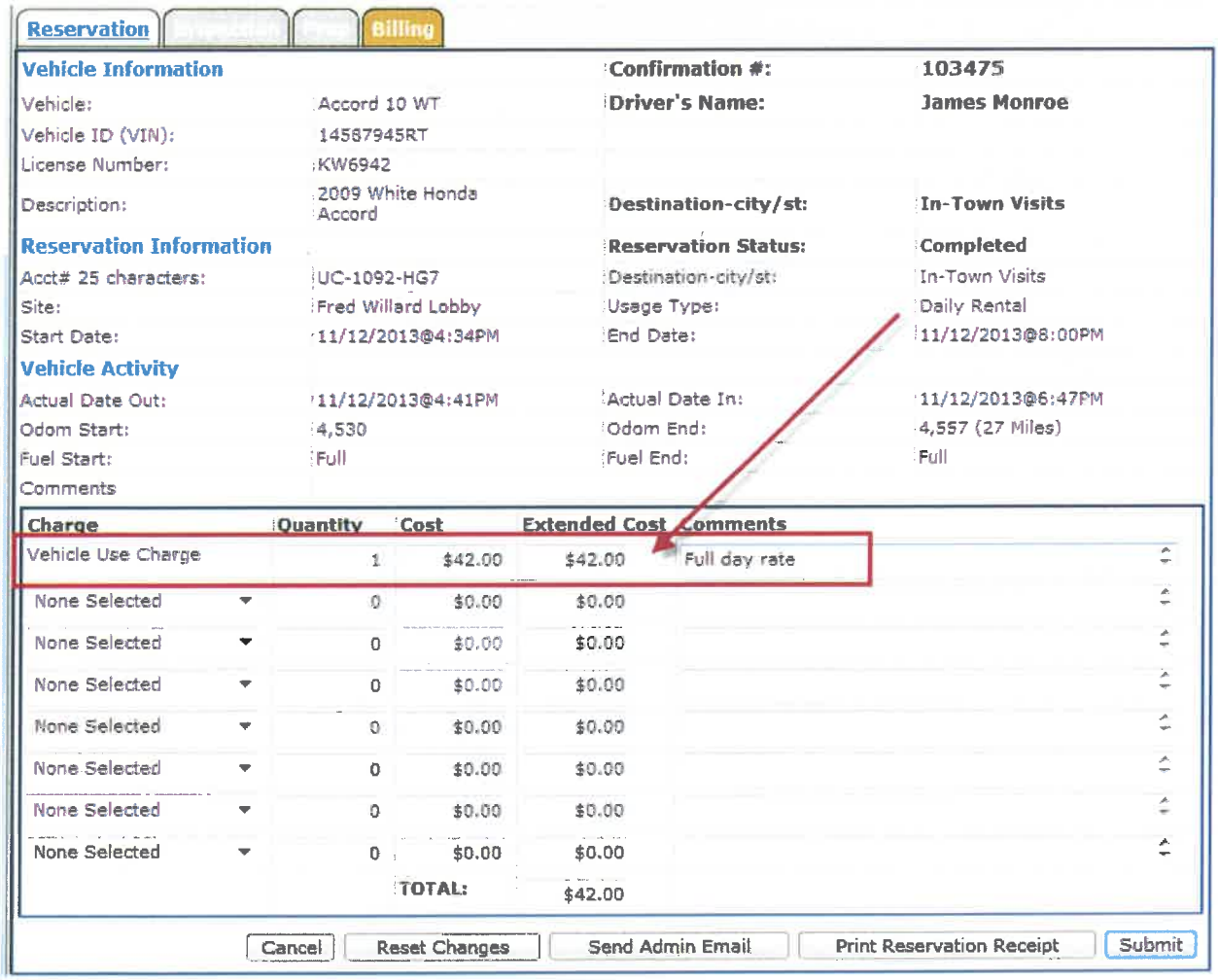
12/31/2008 2:56:50 PM

Print | Print and Close

4.2.1.11.4 Describe how your system handles credits if an entry is made by mistake. How does your accounting logic (for billing purposes) handle credits? Is there a time limit that must be met in order to issue a credit? For example, if a user signs up for a full day rate but then qualifies for the half day rate, how would your system credit the user for the half day?

FleetCommander's accounting logic supports adjustments for mistakes and other needs (credits or debits). There is no time limit that must be met in order to issue a credit or debit.

The credit/debit can be applied at any time. The credit/debit will be picked up during the next billing cycle when a billing export is performed. For example, a user reserves the vehicle and at the end of the reservation he is billed at the full day rate.



Reservation | Billing

Vehicle Information

		Confirmation #:	**103475**
Vehicle:	Accord 10 WT	**Driver's Name:**	**James Monroe**
Vehicle ID (VIN):	14587945RT		
License Number:	KW6942		
Description:	2009 White Honda Accord	**Destination-city/st:**	**In-Town Visits**

Reservation Information

		Reservation Status:	**Completed**
Acct# 25 characters:	UC-1092-HG7	Destination-city/st:	In-Town Visits
Site:	Fred Willard Lobby	Usage Type:	Daily Rental
Start Date:	11/12/2013@4:34PM	End Date:	11/12/2013@8:00PM

Vehicle Activity

Actual Date Out:	11/12/2013@4:41PM	Actual Date In:	11/12/2013@6:47PM
Odom Start:	4,530	Odom End:	4,557 (27 Miles)
Fuel Start:	Full	Fuel End:	Full

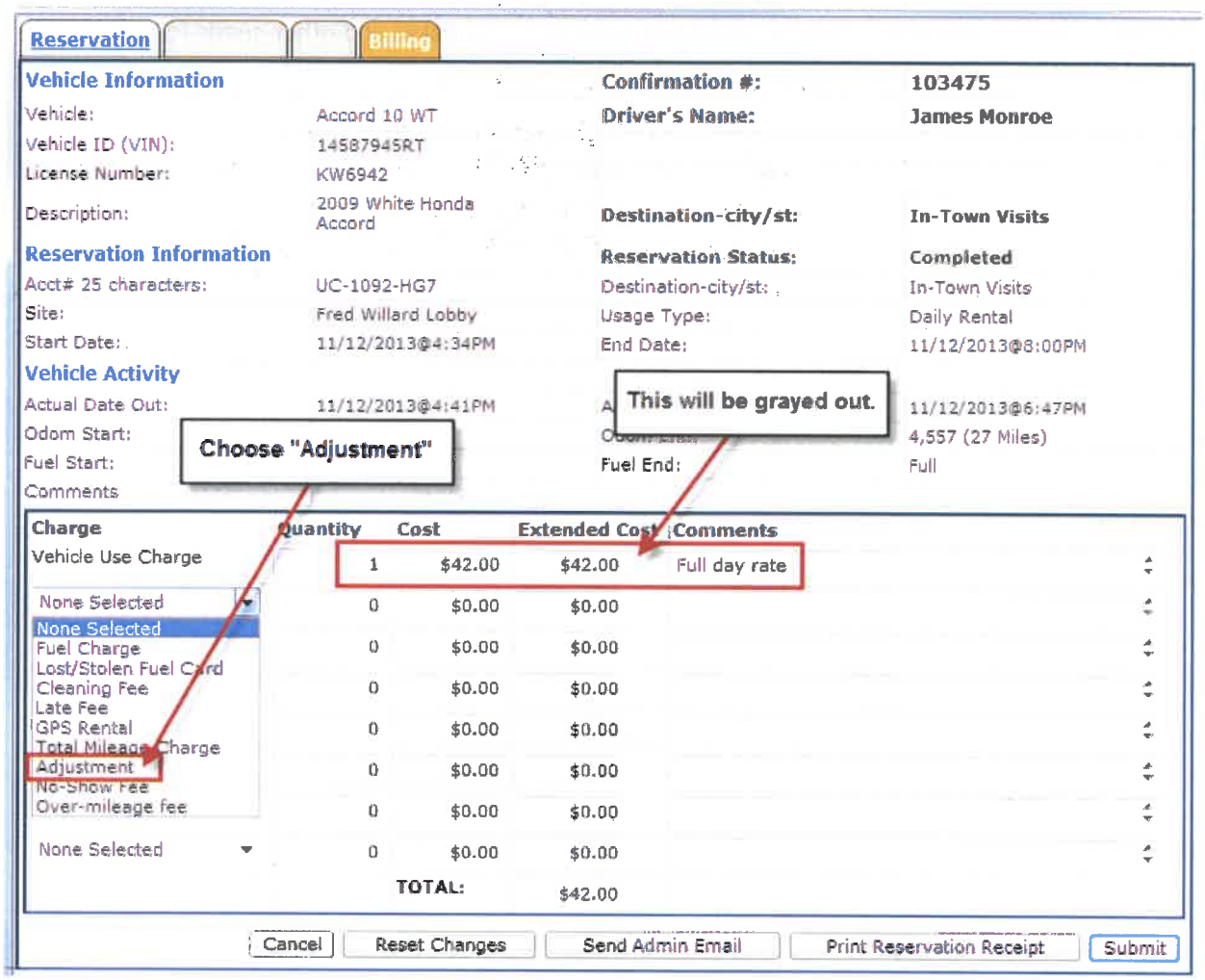
Comments

Charge	Quantity	Cost	Extended Cost	Comments
Vehicle Use Charge	1	$42.00	$42.00	Full day rate
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
None Selected	0	$0.00	$0.00	
		TOTAL:	$42.00	

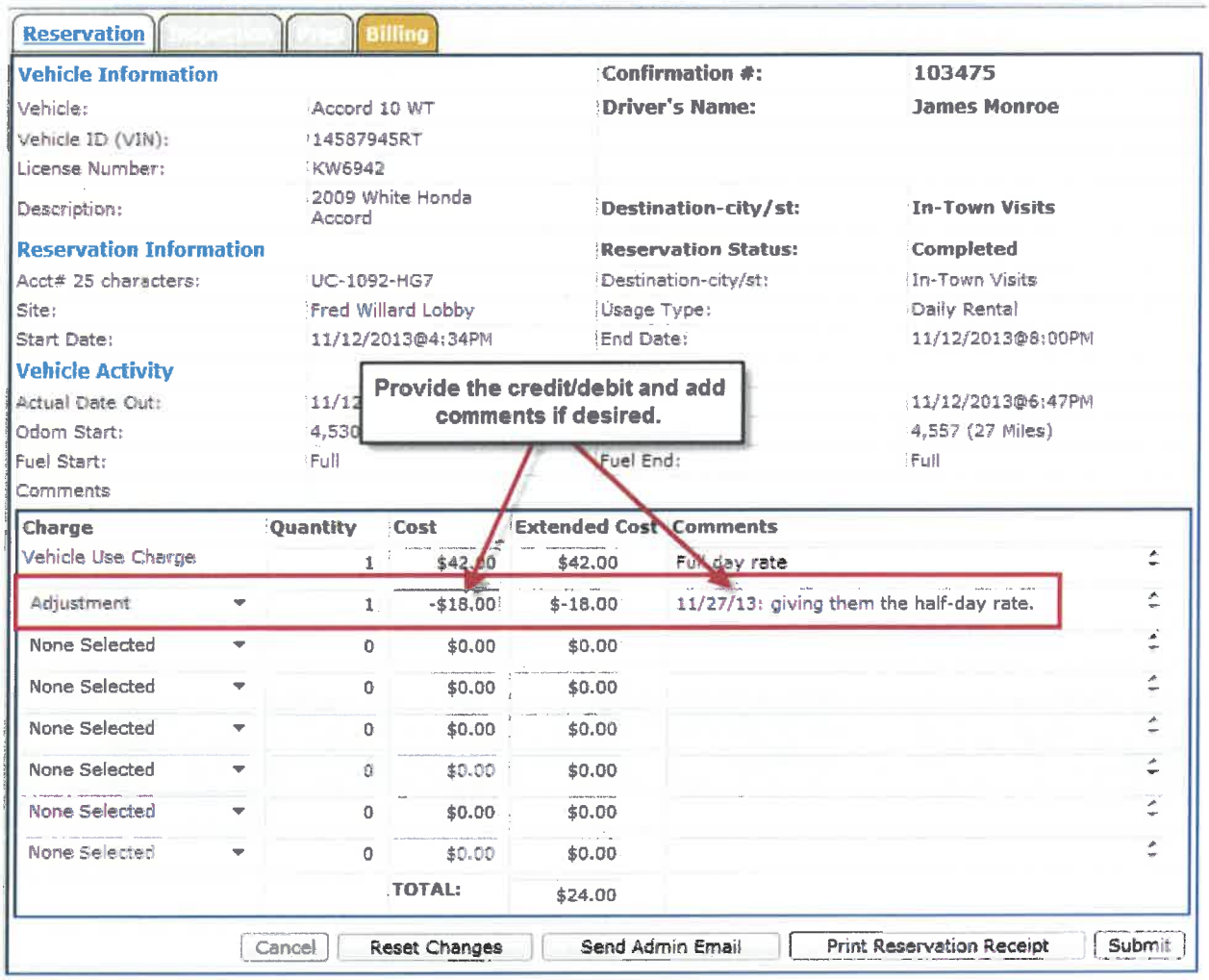
Cancel | Reset Changes | Send Admin Email | Print Reservation Receipt | Submit

At the end of the month, the billing export is performed. The full day rate is picked up and sent to accounting. Accounting charges the department for the full day rate. A few days later, someone from the department calls the fleet office and explains why that the reservation should have been billed at the half day rate.

The fleet personnel would access the Billing tab of the reservation. The initial full day charge will be grayed out because it has already been posted. It cannot be modified. However, fleet personnel can add an adjustment on the Billing tab. It can be either a credit or a debit.
The administrator selects the Adjustment billing charge.



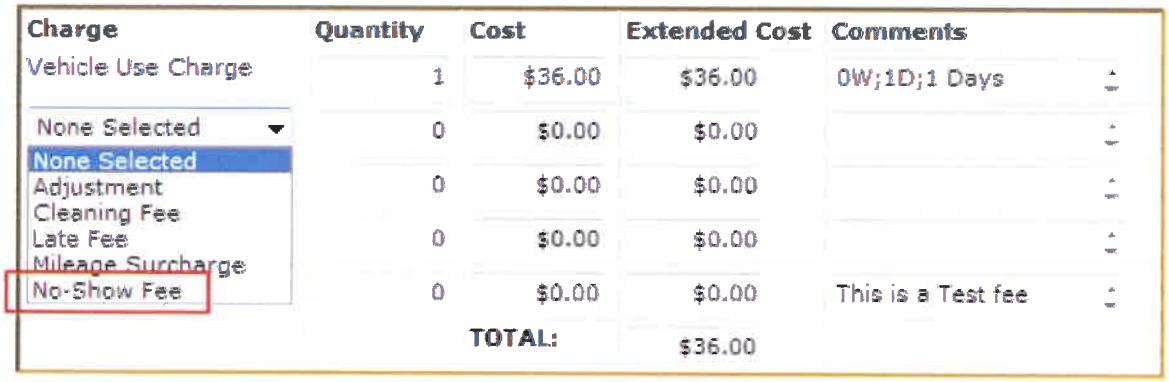
The administrator types in the quantity, the debit/credit value, and provides comments if desired.



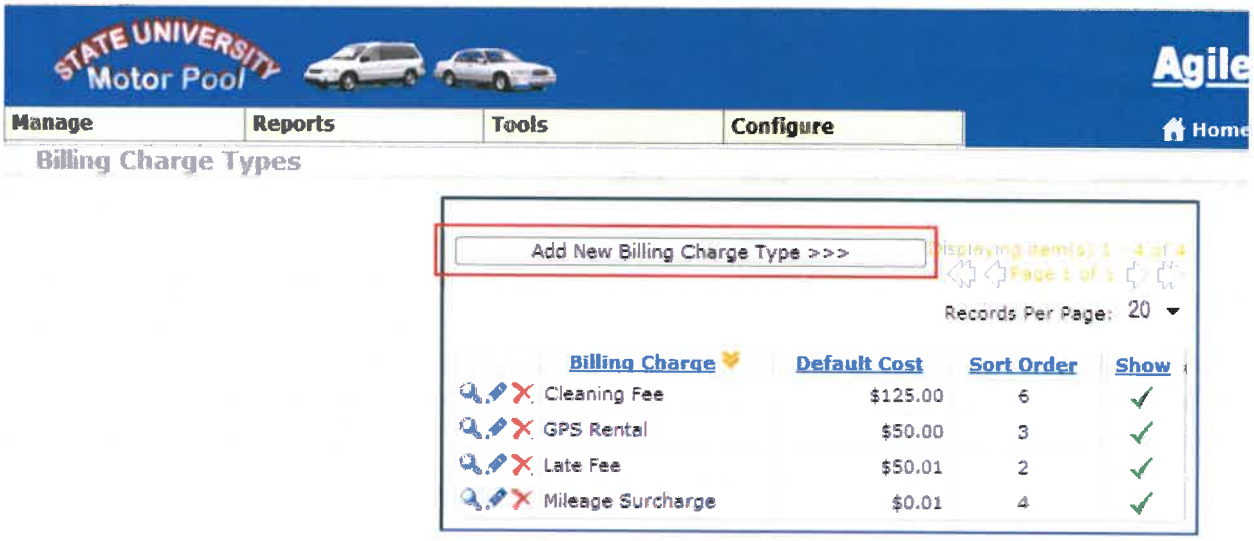
When the billing charges are exported during the next billing cycle, the adjustment will be picked up. If the fleet personnel were to go on to the Billing tab after the billing export, the adjustment would be grayed out and could not be modified.

4.2.1.11.5 Describe how additional charges for cleaning, lost keys, vehicle damage, etc. can be entered and billed for each affected reservation.

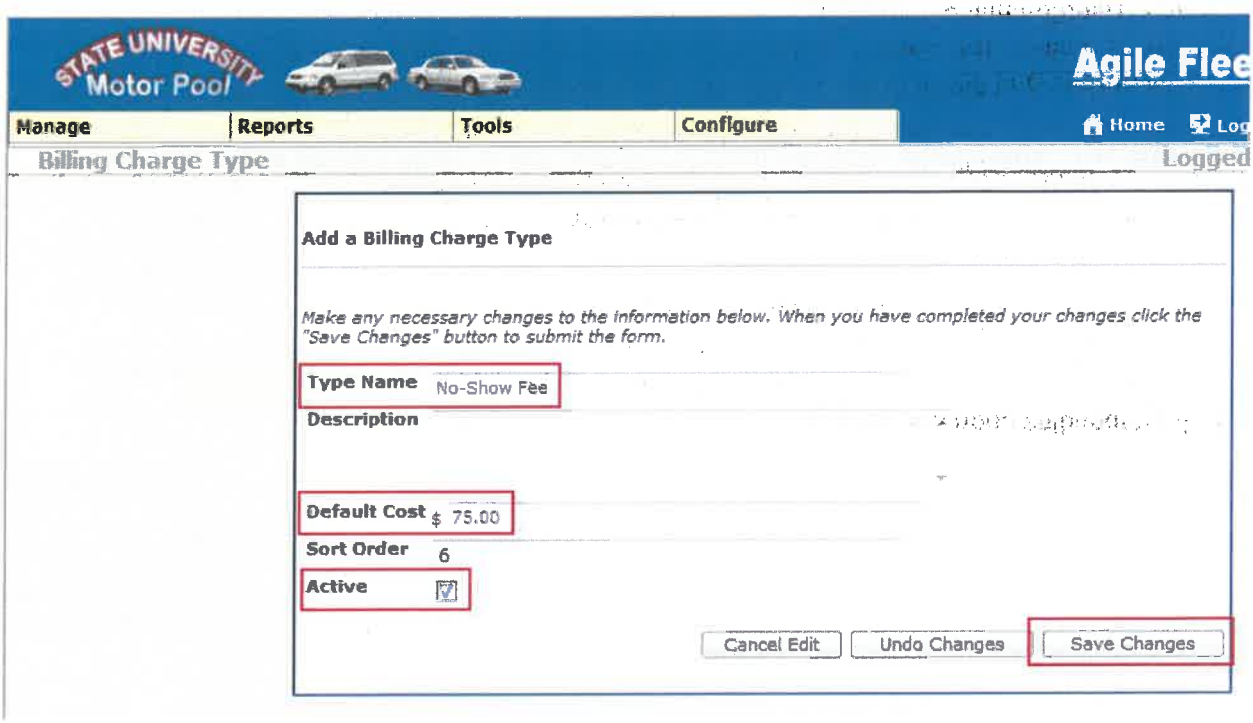
Additional charges for cleaning and other items are entered on the Billing tab when a vehicle is returned. As reflected in the screenshot below, use the drop-down menus to select the additional charge. The default costs will automatically appear. You can change these costs as needed.



The items that appear on the Billing tab are set up by your fleet staff. Below is an example of just how simple it is to create a new type of billing charge that would subsequently be available on future reservations.



Authorized fleet staff can configure the system with new billing charges



To add the new billing charge, complete the fields and click "Save Changes."

4.2.1.11.6 The State envisions allowing multiple state agencies and departments to use the same instance of the vendor's solution. Describe how the vendor's solution will accommodate these agencies to ensure that one agency cannot see another agency's vehicles, reservations, billing, etc. Describe how the vendor's solution will accommodate the different billing algorithms, different billing exports, different reservation forms, different rules, etc. that the agencies may have.

FleetCommander allows multiple state agencies and departments to use the same instance of FleetCommander. They would each have their own "site" within the instance. There are enterprise level rules and settings that all sites must follow. Beyond the enterprise settings are settings for each site that allow the departments to further customize the experience for their users.

Users and administrators within a department can be given permissions that restrict them to just their department's site. This prevents them from seeing other departments' vehicles, reservations, and other activity either via the management screens or reports. Management personnel in the West Virginia Fleet Management Division will most likely have Enterprise permissions and would be able to monitor all sites via the management screens and reports.

Billing Algorithms and Billing Exports

There are no limits to the number of classes of vehicles that can be defined nor the different rate programs (FleetCommander Usage Types) that can be defined. Billing rates are defined at the site level, by vehicle type, and by usage type. The common components of a billing rate that change frequently are data-driven. Administrators change these values using the "Configure Billing Rates" function (see below).

In this example, one site, the Chantilly Campus, can charge different rates for different classes of vehicles depending upon the type of reservation made for that vehicle.

General | Reservations | Users | Vehicles | Layout | Locations | Kiosks | Billing Rates

Billing Rates : Chantilly Campus

Cancel | Save

Mid-sized Sedan	per Hour	per Day	per Week	per Month	per Year	per Mile	Min. Charge
Daily Rental	$6.50	$36.00	$215.00	$750.00	$0.00	$0.37	$36.00
Courtesy	$7.75	$43.00	$256.00	$0.00	$0.00	$0.43	$43.00
Long Term	$5.75	$32.00	$200.00	$725.00	$0.00	$0.37	$36.00
Permanent Assignment	$3.50	$22.00	$125.00	$510.00	$0.00	$0.33	$36.00
Maintenance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Motor Pool	$6.50	$36.00	$215.00	$750.00	$0.00	$0.37	$36.00
Compact Sedan	**per Hour**	**per Day**	**per Week**	**per Month**	**per Year**	**per Mile**	**Min. Charge**
Daily Rental	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

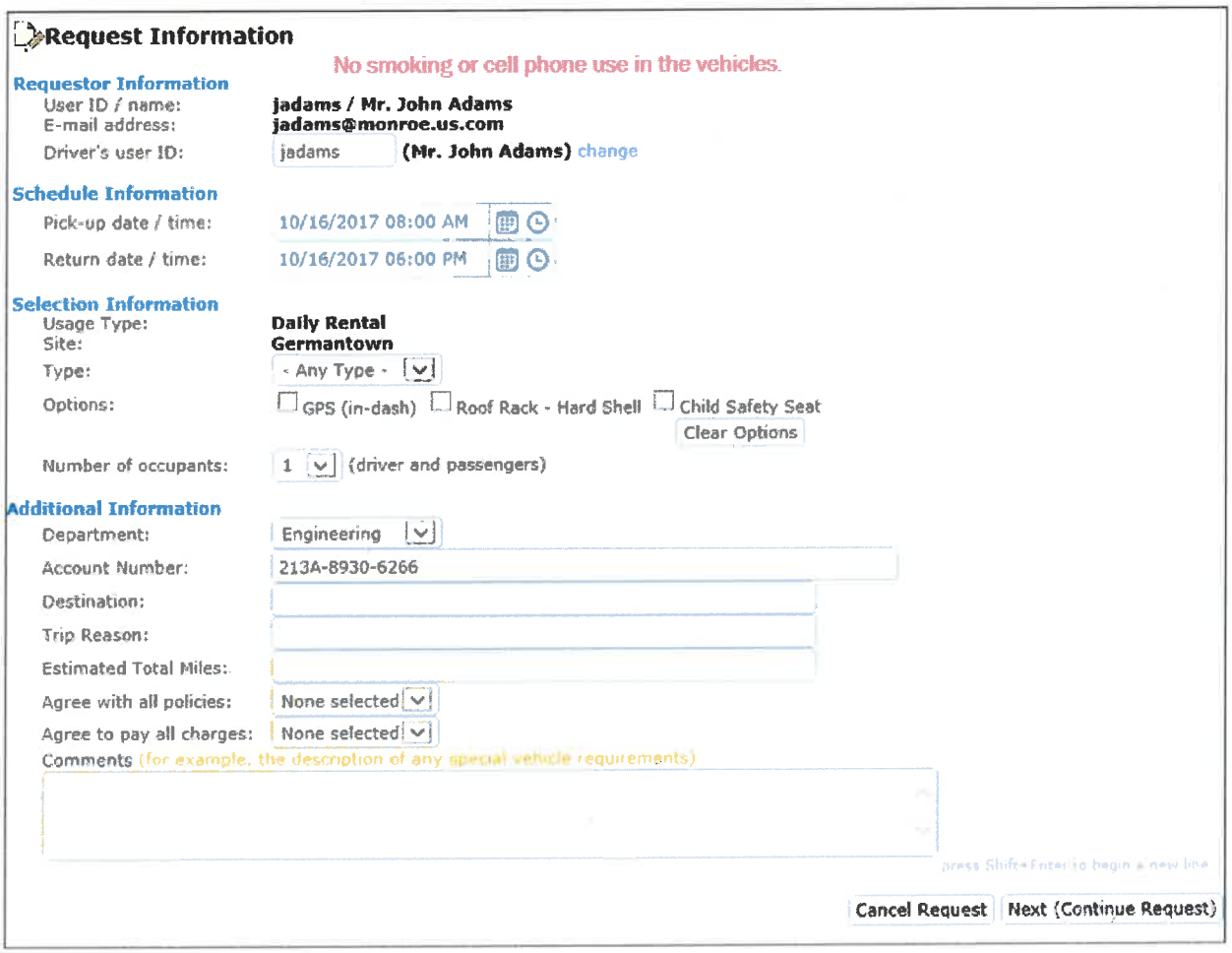
A billing rate is established by typing in its value and clicking the "Save" button. This field supports a value up to four (4) digits to the right of the decimal point for fractional cents; however, the subtotals and totals shown on the Billing tab will be rounded to two decimal places.

Likewise, a different site can charge a different set of rates.

With respect to billing algorithms, each site may also calculate vehicle use charges differently. One site might charge based on mileage. One site might charge based on time. Another site might charge based on miles and time and give a 50% discount on sedans for Saturday rentals. You tell us what you desire the billing algorithm to be and we'll get it in to FleetCommander. Billing algorithms, embodied in software, use the data in the billing rates table to calculate your billing amounts. Each department/site can run a billing export that will export the billing charges only for its reservations. These charges will be in a file format that can be imported into the department's accounting system.

Online Reservation Forms

The online reservation form can be customized in various ways by each department/site. Examples of customization include the ability to modify the help text at the top of the page, default start and end times, the fields that show up in the "Additional Information" section on the form, and even the ability to require or not require certain fields to be completed.



Request Information

No smoking or cell phone use in the vehicles.

Requestor Information

User ID / name: **jadams / Mr. John Adams**
E-mail address: **jadams@monroe.us.com**
Driver's user ID: jadams **(Mr. John Adams)** change

Schedule Information

Pick-up date / time: 10/16/2017 08:00 AM
Return date / time: 10/16/2017 06:00 PM

Selection Information

Usage Type: **Daily Rental**
Site: **Germantown**
Type: - Any Type -
Options: GPS (in-dash) Roof Rack - Hard Shell Child Safety Seat
Clear Options
Number of occupants: 1 (driver and passengers)

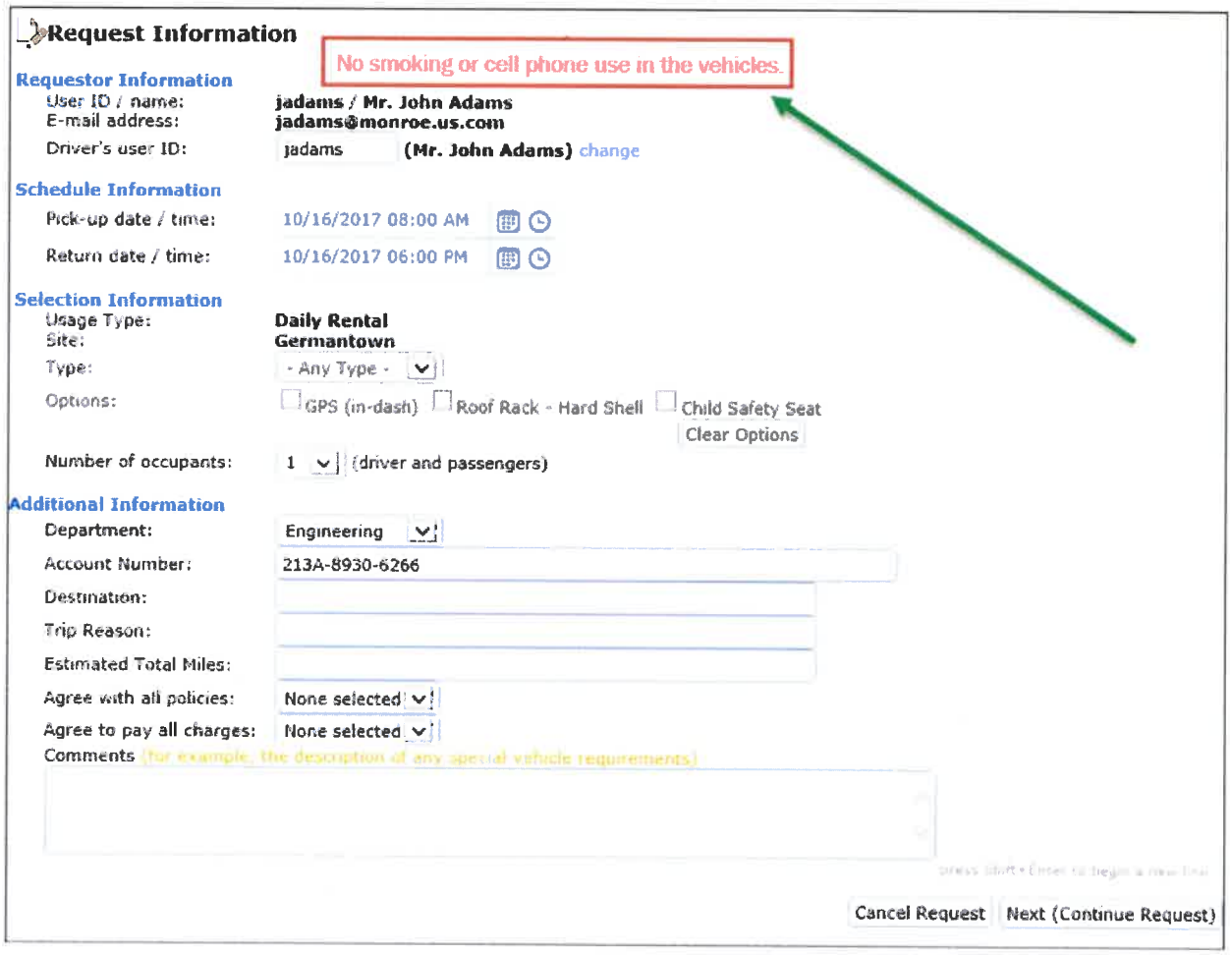
Additional Information

Department: Engineering
Account Number: 213A-8930-6266
Destination:
Trip Reason:
Estimated Total Miles:
Agree with all policies: None selected
Agree to pay all charges: None selected
Comments (for example, the description of any special vehicle requirements)

press Shift+Enter to begin a new line

Cancel Request | Next (Continue Request)

Customized text can be placed at the top of the form to provide assistance or policy information. Each site can have its own message.



The reservation form can be further modified based on the type of reservation (e.g. daily rental, long-term lease, outside rental, maintenance, etc.) and the site.

Request Information

No smoking or cell phone use in the vehicles.

Requestor Information

User ID / name: **jadams / Mr. John Adams**
E-mail address: **jadams@monroe.us.com**
Driver's user ID: jadams **(Mr. John Adams)** change

Schedule Information

Pick-up date / time: 10/16/2017 08:00 AM
Return date / time: 10/16/2017 06:00 PM

Selection Information

Usage Type: **Daily Rental**
Site: **Germantown**
Type: - Any Type -
Options: GPS (in-dash) Roof Rack - Hard Shell Child Safety Seat
Clear Options
Number of occupants: 1 (driver and passengers)

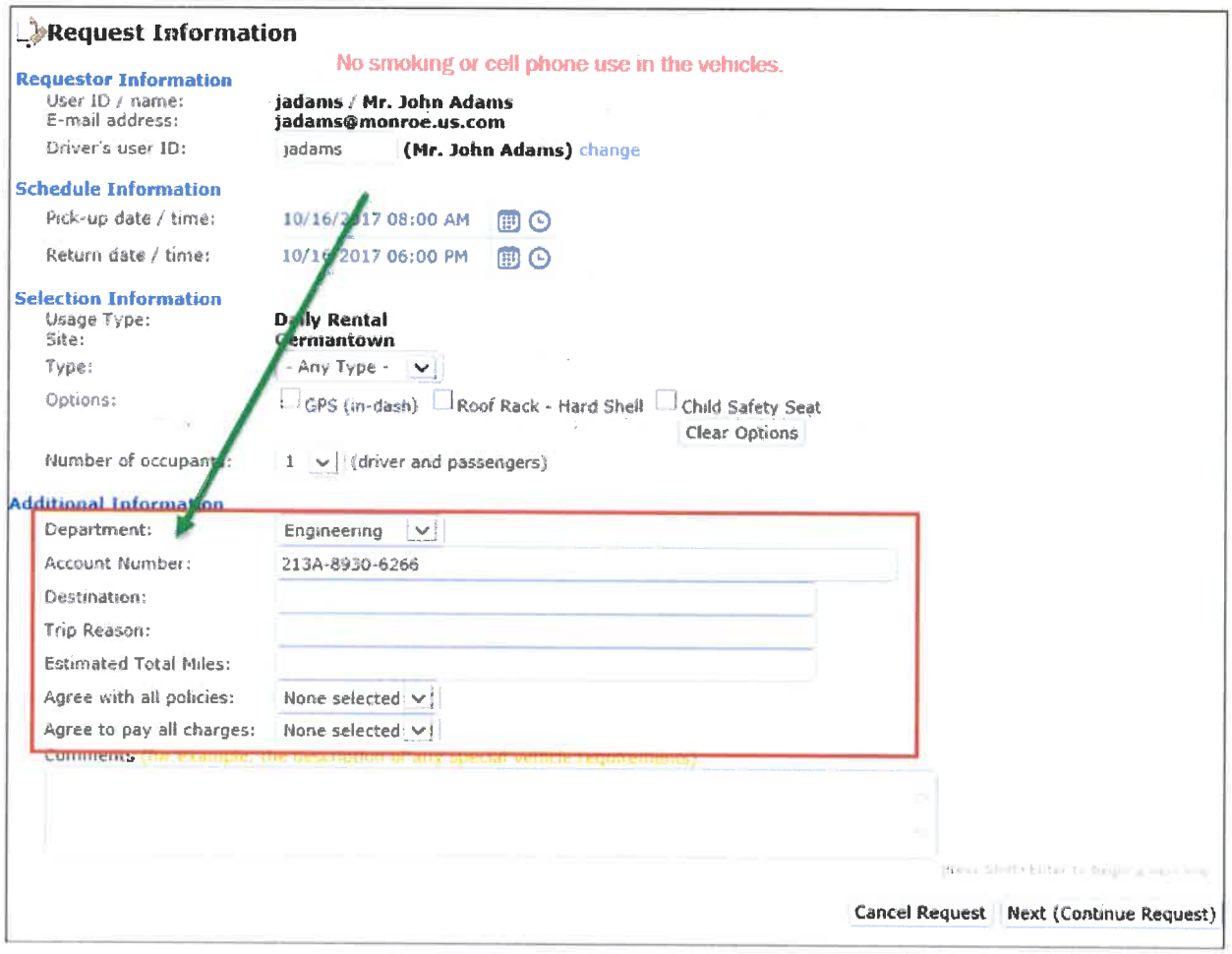
Additional Information

Department: Engineering
Account Number: 213A-8930-6266
Destination:
Trip Reason:
Estimated Total Miles:
Agree with all policies: None selected
Agree to pay **all** charges: None selected
Comments (for example, the description of any special vehicle requirements)

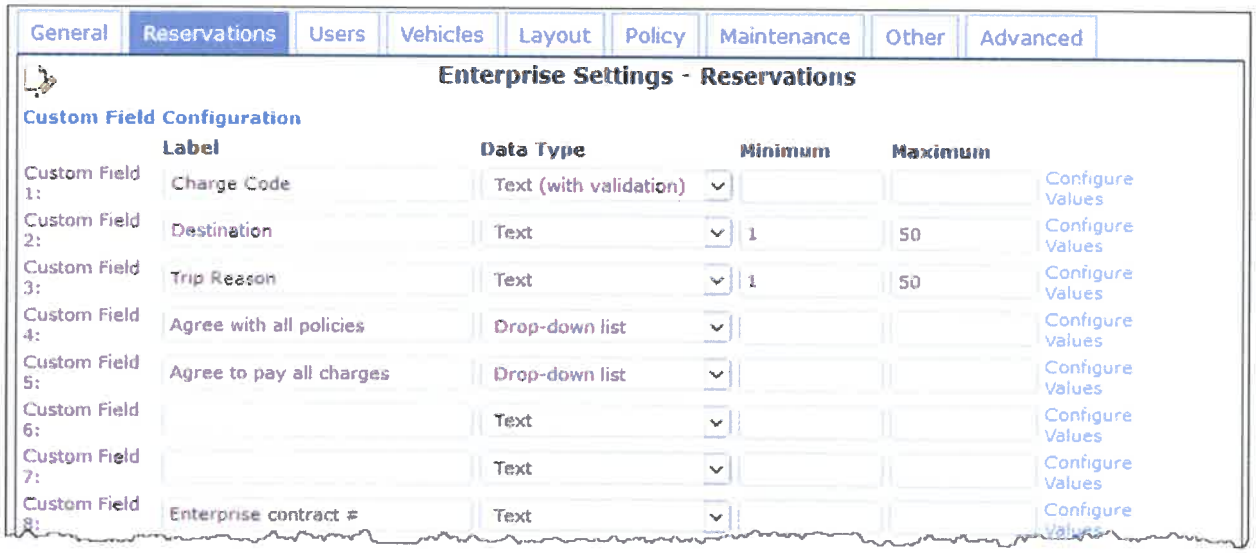
press Shift+Enter to begin a new line

Cancel Request | Next (Continue Request)

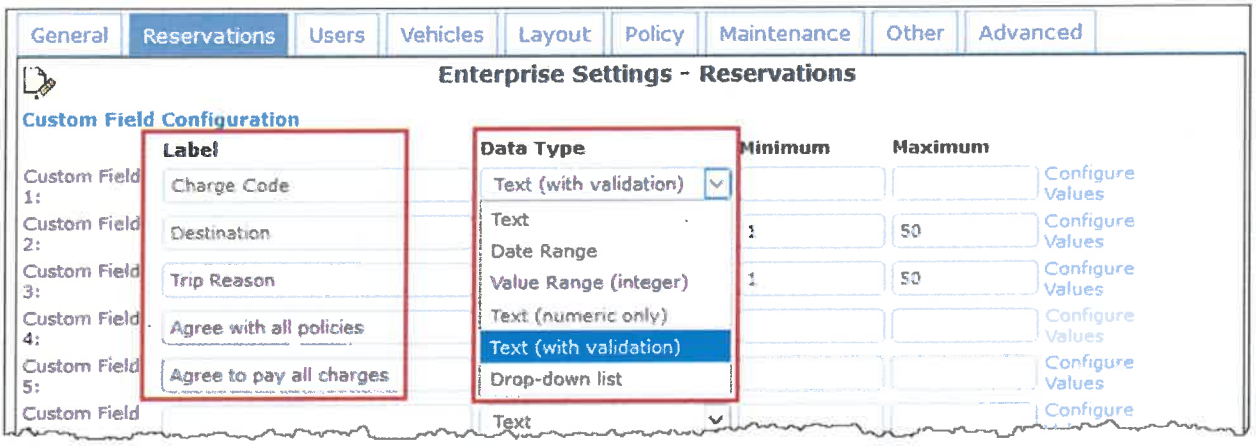
Each location can determine what fields appear on its reservation form for each type of reservation.



At the Enterprise level, up to 20 of these reservation fields can be defined.



The labels can be modified, and the type of data permitted in the field can be defined.



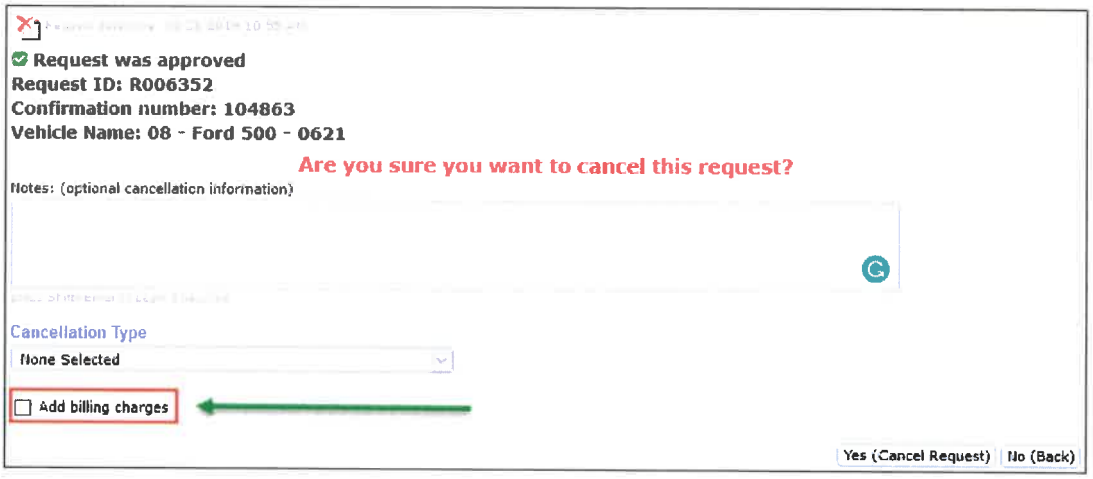
Valid "Data Types" include:

- **Text** – Facilitates collection of characters (alpha, numeric, and special characters). By specifying a Minimum and Maximum value range, Administrators can setup the reservation form to collect data that has a certain number of characters in it. For example, if the data type "Text" was selected with a Minimum of 4 and a Maximum of 6, only text strings containing 4, 5 or 6 characters would be accepted as valid input. A range does not need to be specified.
- **Date Range** – Facilitates collection of data in a "Date" format, e.g. 06/10/2009. When a Minimum and Maximum date range are included as part of the field definition, the date collected must fall between Date1 and Date2, inclusive.
- **Value Range (integer)** – Facilitates collection of numbers that fall within a certain value range only. By specifying a Minimum and Maximum value, Administrators can setup the reservation form to collect data that has a certain value. For example, if the data type "Value Range" was selected with a Minimum of 100 and a Maximum of 199, only numeric strings with a value between 100 and 199 inclusive would be accepted as valid input.
- **Text (Numeric Only)** - Facilitates collection of numbers only. By specifying a Minimum and Maximum value range, Administrators can setup the reservation form to collect data that has a certain number of digits in it. For example, if the data type "Text (Numeric Only)" was selected with a Minimum of 3 and a Maximum of 5, only numeric strings containing 3, 4, or 5 digits would be accepted as valid input. A range does not need to be specified.
- **Text (with validation)** – The administrator can specify certain values that will be accepted in the field. If a correct value is not provided, the reservation request cannot be submitted.
- **Drop-down list** – The administrator can specify certain values that will appear in a drop-down list. The user can only choose a value from the list.

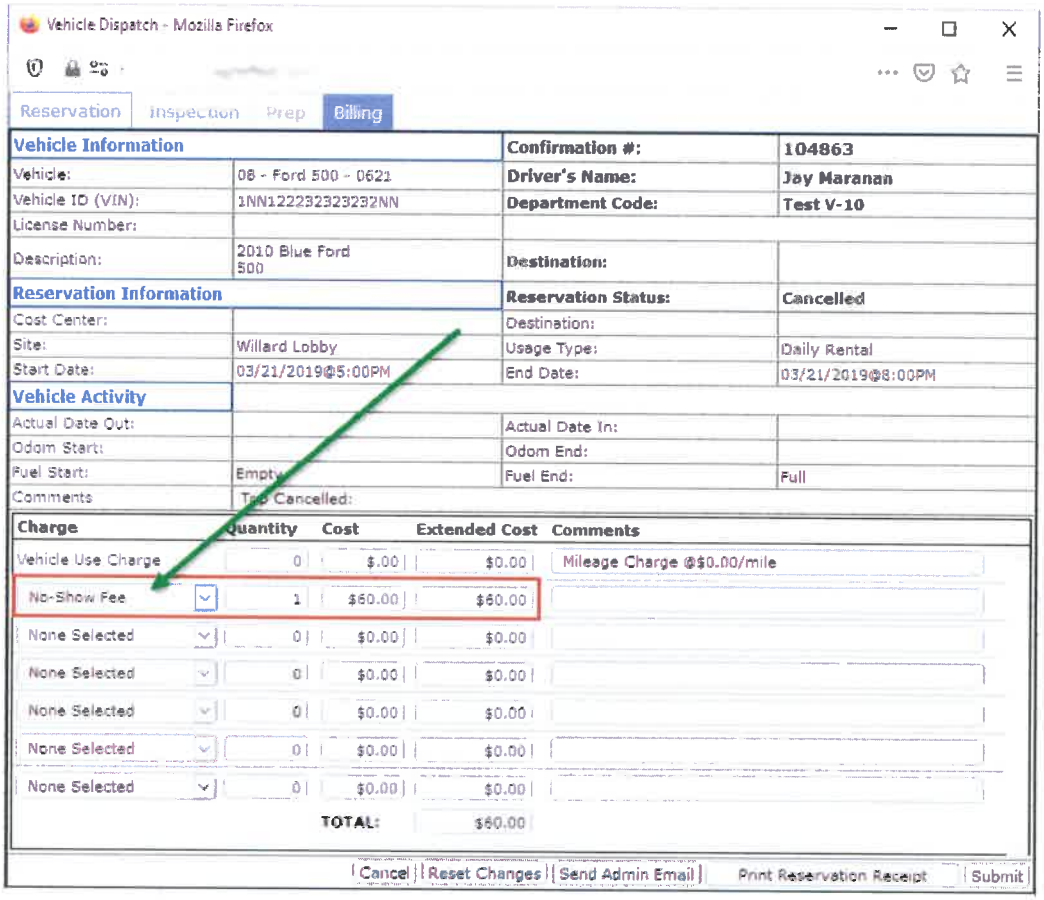
Reservation fields can also be designated as "required" per site. If a value is not provided, the reservation request cannot be submitted. This ensures that administrators do not need to chase down users for information that was missing from an incomplete form.

4.2.1.11.7 Describe how your system can apply charges for reservations canceled less than 24 hours from the start of the reservation.

When the administrator proceeds through the cancellation process, she is given the ability to apply billing charges to the reservation by clicking on the "Add billing charges" checkbox.



The administrator will be presented with the Billing tab and can apply a no-show charge to the reservation.



4.2.1.12 SUPPORT

The State desires local support to the greatest extent possible. Describe your support capabilities including technical support personnel and development personnel located in West Virginia and the United States. Describe your ability to have personnel on-site for training technical support, business reviews, etc.

Agile Fleet's headquarters are located in Chantilly, VA. Most of the employees live in Maryland or Virginia – about 5.5 hours from Charleston, WV. Technical support, training and business reviews can be either performed online or on-site in Charleston, WV. On-site visits may incur additional costs such as travel and living expenses.

No development, implementation, technical support, sales, or client success is performed by personnel outside of the United States. Agile Fleet does not have any employees or contractors that live or reside outside of the United States.

A minimum of 8 hours of training for administrators and users is required. The State will accept either web-based, on-site training, or a combination. On-site is preferred.

Agile Fleet can provide a minimum of eight hours of training for administrators and users as required. This will consist of configuration training, Motor Pool module training, and key control training. This training can be performed either online, on-site, or a combination of both. On-site visits may incur additional costs such as travel and living expenses.

The solution should include support via phone, email, and web conferencing. At a minimum, support should be available Monday through Friday, 7:00am to 5:00pm Eastern US time zone.

Agile Fleet Technical Support operating hours are Monday – Friday 7:00AM-7:00PM Eastern, excluding major holidays. All support specialists are US citizens and reside in the US. The average FleetCommander experience of a specialist is 6 years. Clients can submit cases via email (fcsupport@agilefleet.com) or by phone (408-213-9555 x2).

The State desires an annual software maintenance contract to include any and all software revisions or upgrades.

Agile Fleet's annual software maintenance contract will provide the State with any and all patches, updates, releases, revisions, and versions of the application modules (including appropriate documentation) for which the State has purchased and is licensed.

The State desires an annual hardware warranty for the key control devices and the kiosks.

Agile Fleet will provide an annual hardware warranty for the key control devices and the kiosks.

For key control devices, if it is determined that a part failed, then replacement parts will be shipped overnight (if ordered by 1:00 p.m. Eastern). The annual hardware warranty is offered for each year the State shall own the key control device.

For kiosks, if is determined there is an issue with the hardware, we offer depot-level repair. The hardware will be shipped to Agile Fleet for troubleshooting/repair. The annual hardware warranty is offered for the first three years the State shall own the kiosk.

4.2.2. Mandatory Project Requirements — The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate.

The mandatory project requirements are listed below for Database and Operating System

4.2.2.1 The state will accept a cloud-based, single tenant solution. A single-tenant solution is defined as a single instance of the motor pool software and a single instance of the database to serve a single customer. There shall be no sharing of the motor pool software and database with vendor's other customers.

Agile Fleet complies with this requirement. FleetCommander is a cloud-based, single tenant solution. A single-tenant solution is defined as a single instance of the FleetCommander motor pool software and a single instance of the database to serve a single customer. There is no sharing of the motor pool software and database with Agile Fleet's other clients.

4.2.2.1.1 Describe any software requirements to use the proposed system. Describe the database upon which the system is used.

Agile Fleet complies with this requirement. Software requirements are as follows:

Client Operating System
The operating system must support:

- The latest version of Microsoft Internet Explorer V11 that is still supported by Microsoft
- The latest version of Firefox, Chrome, Edge, or Safari

Database
FleetCommander uses the Microsoft SQL Server for its database.

4.2.2.2 All data in the system shall be encrypted at rest and while in transit.

Agile Fleet complies with this requirement. The State's instance of the FleetCommander database will be housed on Agile Fleet's FleetVault servers. These servers use MS Windows Server TDE whereby all data is encrypted at rest. Furthermore, FleetCommander uses TLS 1.2 to ensure that all data is encrypted while in transit.

4.2.2.3 At a minimum, the online reservations form must include, in separate database fields: requester's name, requester's primary e-mail address, requester's primary phone number, driver's name, driver's primary e-mail address, driver's primary phone number, pickup date/time, return date/time, number of passengers, destination, department name and account number.

The online reservation form is configurable at the site (department/agency) level. In the example below, the enterprise administrator has created various reservation custom fields. One of them is Destination.

General | Reservations | Users | Vehicles | Layout | Policy | Maintenance | Other | Advanced

Enterprise Settings - Reservations

Custom Field Configuration

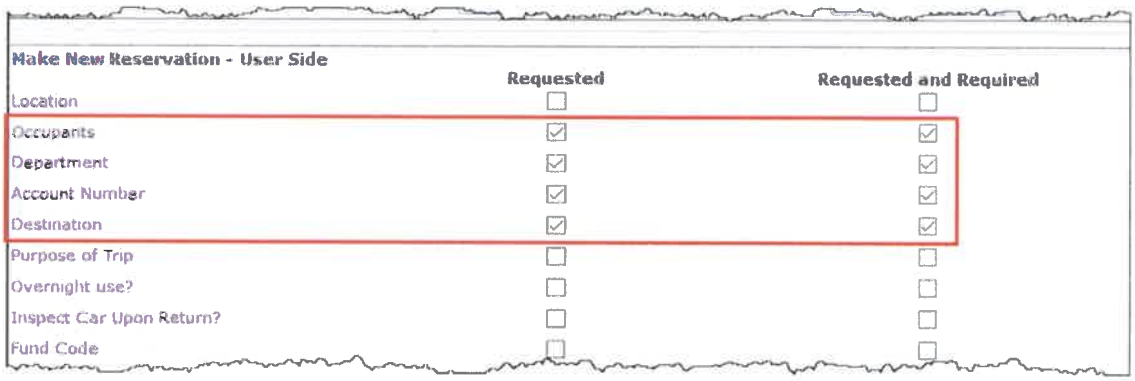
	Label	Data Type	Minimum	Maximum	
Custom Field 1:	Destination	Text	1	50	Configure Values
Custom Field 2:	Purpose of Trip	Text	1	50	Configure Values
Custom Field 3:	Overnight use?	Text			Configure Values
Custom Field 4:	Inspect Car Upon Return?	Drop-down list			Configure Values
Custom Field 5:	Fund Code	Value Range (integer)	200	700	Configure Values
Custom Field 6:	Origin Code	Text (numeric only)			Configure Values
Custom Field 7:	Program Code	Text (numeric only)			Configure Values
Custom Field 8:	Vendor	Text	1	50	Configure Values
Custom Field 9:	Est. Total Mileage	Text (with validation)			Configure Values

The administrator has also established the labels for departments and accounts to be Department and Account Number, respectively.

Reservation Settings

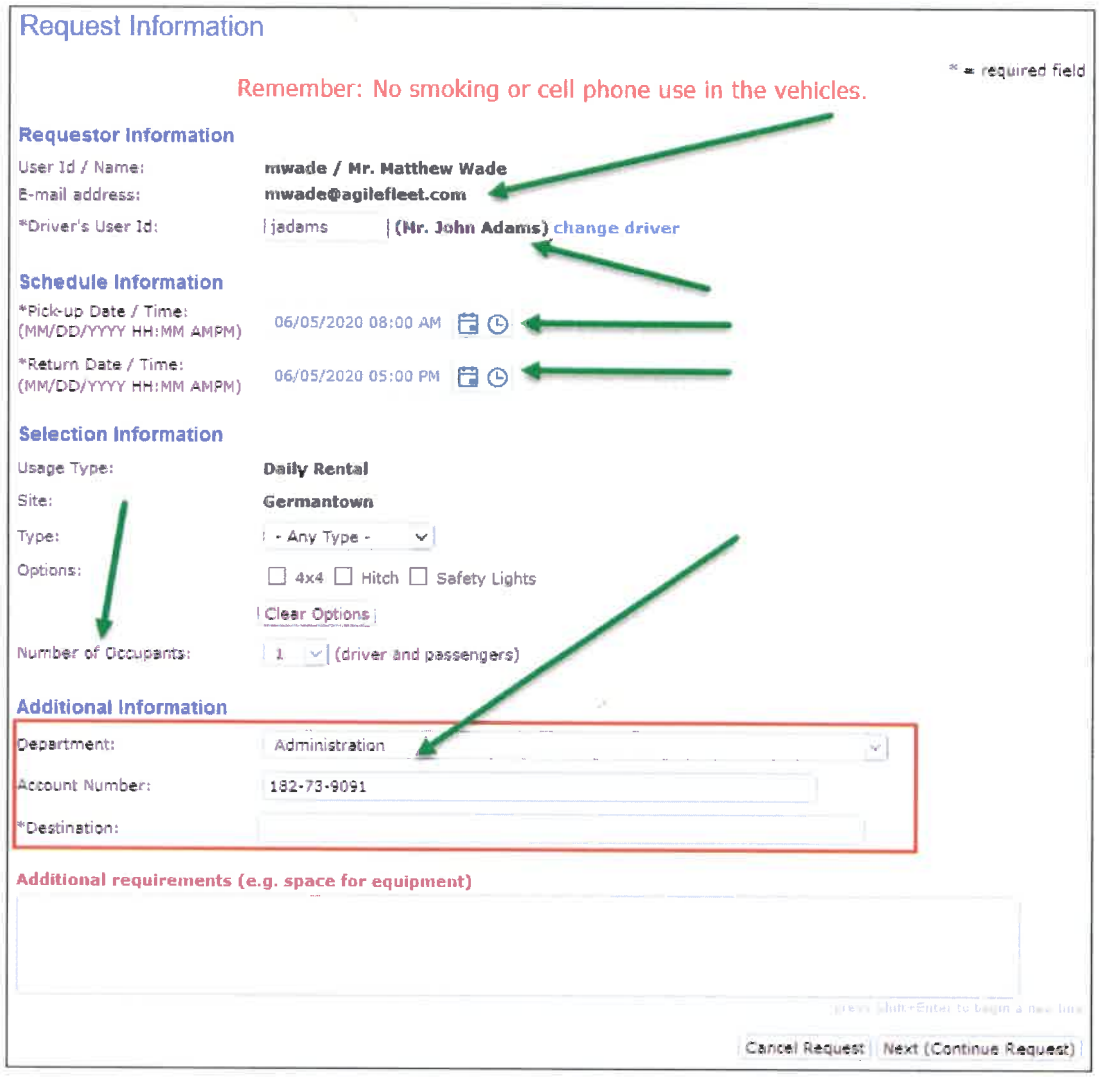
Department Label:	Department
Account Label:	Account Number
Format options:	4 options per row
Format vehicle:	Vehicle name (Year Color Make Model)
Late Pick-Up in Minutes:	5
Late Return in Minutes:	20

At the site-level reservation form configuration page, the site administrator can determine what fields appear on the reservation form for a daily rental-type reservation. In the example below, the site administrator is requiring a response for occupants, department, account number, and destination.



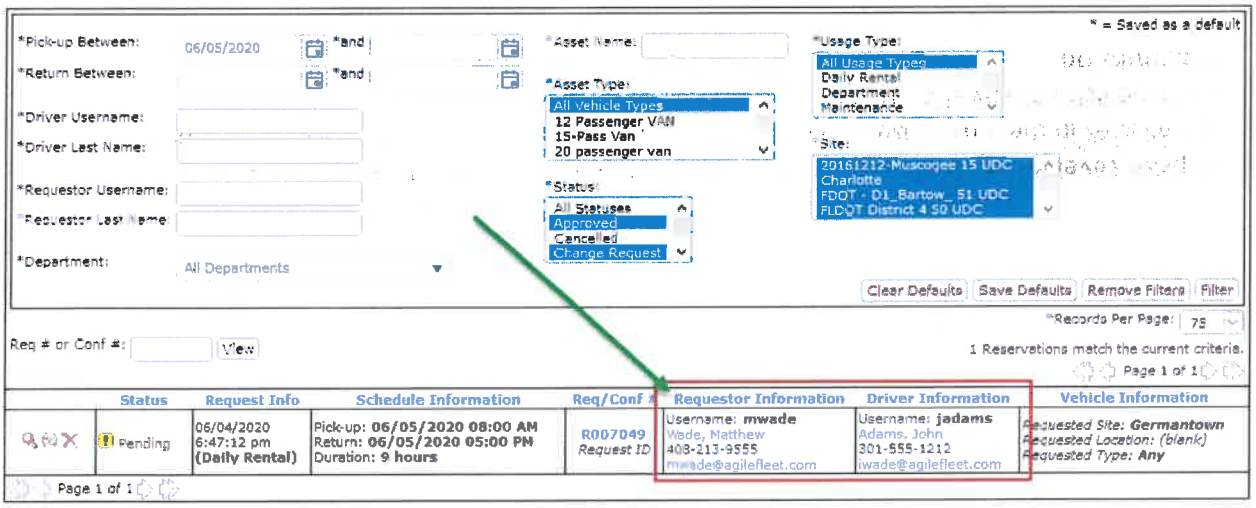
Make New Reservation - User Side	Requested	Requested and Required
Location	☐	☐
Occupants	☑	☑
Department	☑	☑
Account Number	☑	☑
Destination	☑	☑
Purpose of Trip	☐	☐
Overnight use?	☐	☐
Inspect Car Upon Return?	☐	☐
Fund Code	☐	☐

So, the reservation form will look like this...



Notice that fields to collect the requester's primary phone number, the driver's primary e-mail address, driver's primary phone number do not appear on the form. This is not necessary. Since the requester and the driver must have profiles, that information will be captured automatically. It will appear on the management screens so that it's easily available.

This is how it appears on the Manage Fleet screen.



Now, if you still wanted the requester to provide this information on the form, you can create and enable reservation custom fields to collect this information.

4.2.2.4 The system must provide for role-based access and access to functions and data must be governed by role and jurisdiction.

FleetCommander provides role-based access and access to functions and data must be governed by role and jurisdiction. It supports multiple levels of system administration permissions, including Enterprise and Site level permissions. The Permissions tab is used to grant/show the permissions that a user has. Permissions are used to grant or restrict access to different parts of the application.

Enterprise-Level Permissions: These privileges, when granted, allow the particular type of permission across all sites in the enterprise. If a user is given Enterprise Dispatcher permissions, the user can dispatch vehicles at any site. To restrict this permission to only one site or just a few sites, use the site-level permission.

Site-Level Permissions: These privileges, when granted, allow the particular type of permission only for the site(s) granted.

Notes about permissions:

Administrator Permission – gives access to all areas of FleetCommander in particular the administrative pages (pages accessed by the "Administration" link on the home page).

Dispatcher Permission – gives access to the dispatch forms.

Maintenance Permission – gives access to maintenance functions as well as related forms needed to view maintenance schedules.

Driver Permission – only give permission for this person to be assigned as a driver on a reservation. If an attempt is made to make a reservation for this person to drive a vehicle and the user does not have Driver permissions, then FleetCommander will stop the process and issue a warning.

Requestor Permission – only gives permission for this person to make a request for a vehicle. Note, in order or a person to make their own reservation to drive a vehicle, they must have the requestor and driver permissions.

Site Inspector Permission – gives access to the Inspection function

Site Prep Permission – gives access to the Prep function

Risk Mgt Administrator Permission – gives access to the administrative functions of the Risk Management module

HR Administrator Permission – gives access to the HR tab of the user's profile.

4.2.2.5 The system must store a minimum of 3 years of reservation data. The State prefers no limit to the data storage and may expect up to 20 years of data to be stored. Indicate the storage capacity of your system. How many reservations can your system hold without affecting system performance? Vendor should provide with their bid a copy of any and all Software Terms and Conditions or licenses that the State of West Virginia or the Agency will have to agree to or accept as part of this solicitation. This information will be required before Purchase Order is issued.

There are no limits on the amount of data stored. Data is never deleted from our solution. The expectation of storing 20 years of data is perfectly acceptable.

There should be no concern about the quantity of reservations affecting performance. Functions used to manage reservations are not affected by a large number of reservations. Naturally, if administrators are mining a reservation database with hundreds of thousands of reservations, reports will take longer to return. However, these delays are negligible. Filters used by administrators are generally set to work with the more recent reservations.

Agile Fleet will provide with its bid a copy of any and all Software Terms and Conditions or licenses that the State of West Virginia or the Agency will have to agree to or accept as part of this solicitation.

4.2.2.6 The state desires the ability to have a single solution with the possibility of having one reservation system with several kiosks throughout the state. Vendor should include a copy of any Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree to and accept as part of this solicitation. This information will be required before Purchase Order is issued.

A single instance of FleetCommander can support many kiosks across the world. Agile Fleet will include a copy of any Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree to and accept as part of this solicitation.

4.2.2.7 The Mandatory project requirements for KEY CONTROL DEVICE-(KCD)

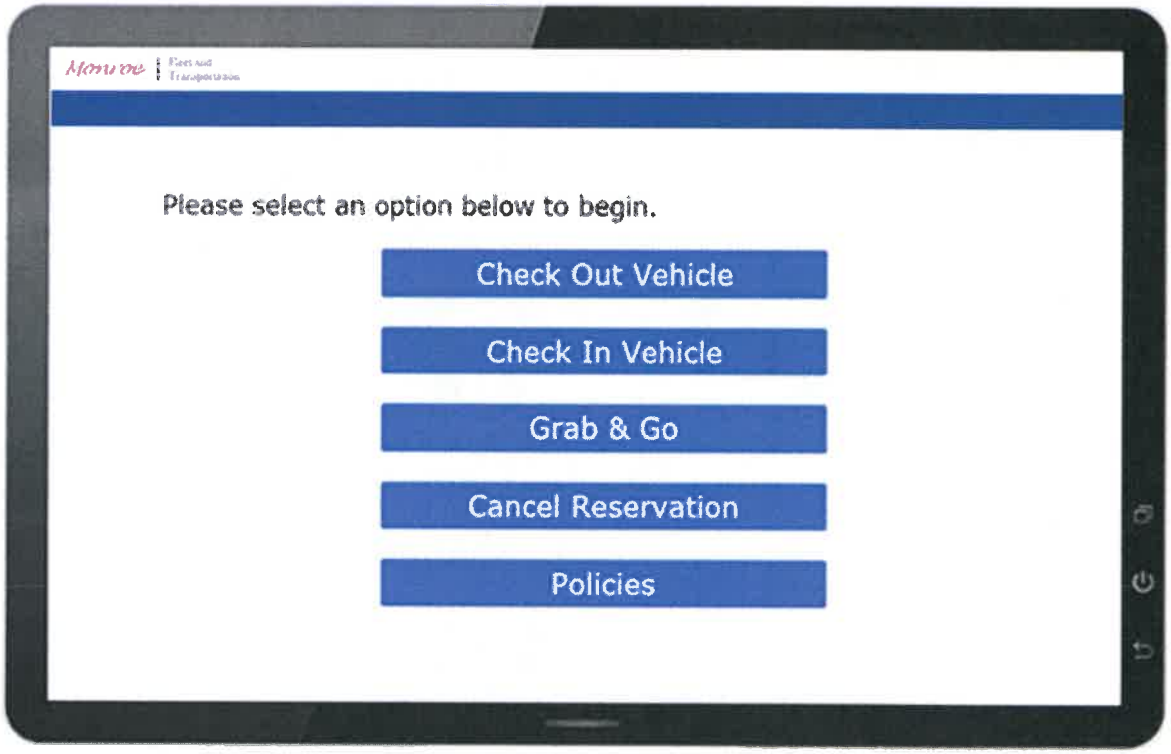
4.2.2.7.1 The State requires a KCD (Key Control Device) that is equipped to be located outdoors. The State will be providing shelter for the KCD.

Agile Fleet can accommodate the need for a KCD to be located outdoors. A metal, outdoor enclosure and a ruggedized kiosk are used to accommodate these types of environmental conditions.

Outdoor key enclosure

4.2.2.7.2 The vendor's solution shall include a key control device (KCD) that will allow for the self-dispatching of vehicles.

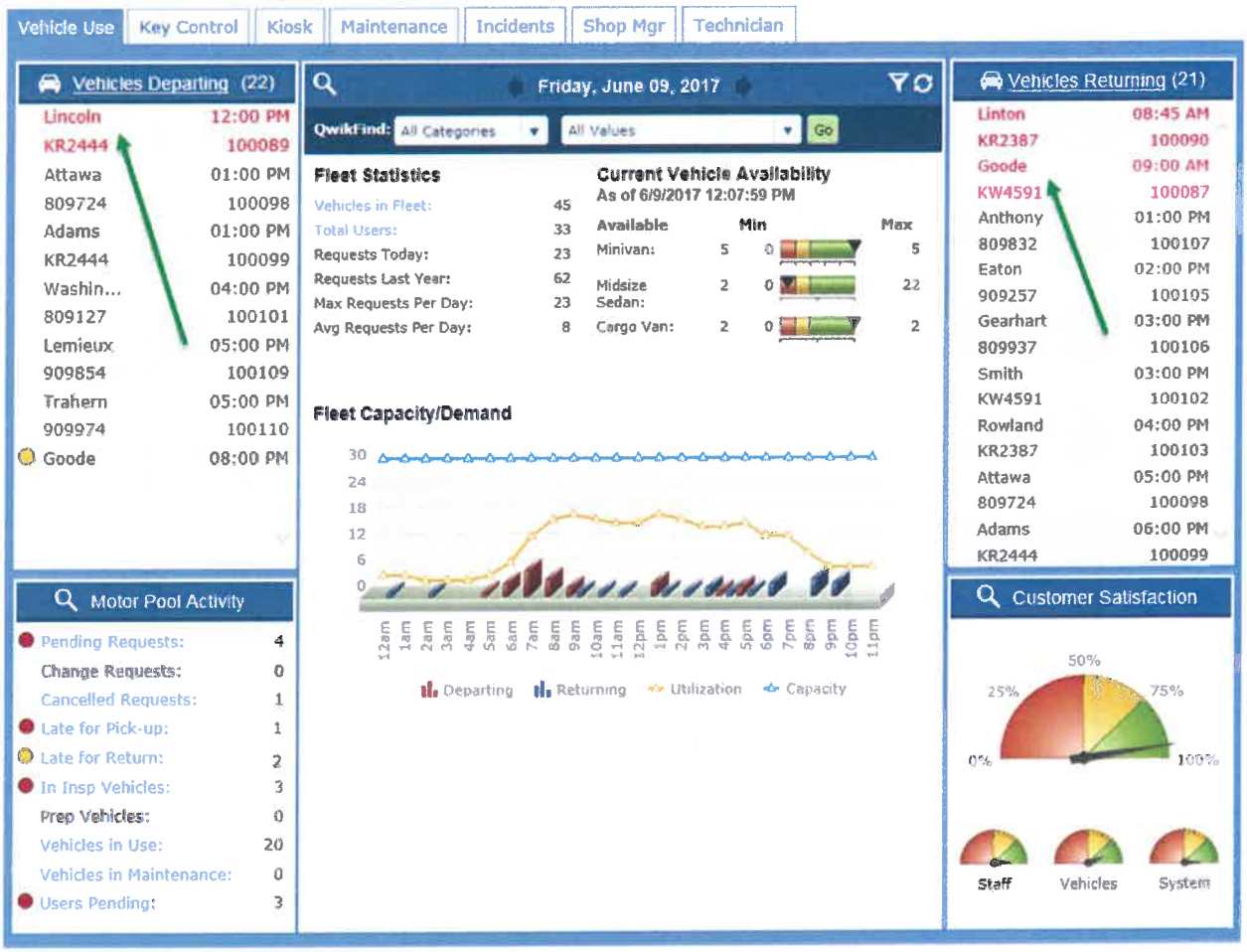
1. Agile Fleet provides a KCD that allows for self-dispatching of vehicles for approved reservations.
2. Users provide a username and password at a kiosk to get a vehicle – the same information they used to make a reservation. Special or ever-changing reservation numbers are not required to get the keys because most users will not have that information available or remember it. It is also a security weakness to allow access via a single number.
3. The dispatch process at the kiosk is as straightforward for drivers to learn as it is to learn how to print a boarding pass at an airport.



4. At the time of providing keys, the drivers can be provided with vehicle information they need to find the vehicle in the parking lot such as the year, make, model, and color of the vehicle and the parking spot number.
5. At the time of providing keys, the drivers can be provided with known vehicle damage.
6. A travel sheet can be printed for the driver to show important reservation and vehicle information.
7. Upon return, the user would log in, provide returning information (odometer, fuel level, parking space, damage, etc.), if desired, and insert the keys back into their position in the cabinet where they will be secured.

4.2.2.7.12 The motor pool solution shall track reservation and key status (i.e., keys not returned on time, reserved car not picked up, etc.) in real time as well as time stamp the key pickup and key return actions whether successful or not.

The auto-updating Motor Pool dashboard can track reservation status such as a reserved car not being picked up. In the example below, the dashboard is showing one vehicle late for pick-up and two vehicles late for return.



The Key Control dashboard will show key status of vehicles...

All key pick-up and return attempts are captured in the audit log of the reservation whether they are successful or not. All actions are timestamped. A sample is provided below.

Reservation Information

Audit log entries (all reservation actions):

Date/Time	Logged By	Entry Type	Information
06/01/2020 12:56 PM		New request	(blank)
06/01/2020 01:13 PM		Assigned Vehicle	838712
06/01/2020 01:13 PM		New request approved	838712
06/01/2020 01:42 PM		Attempted to Remove Key	838712 Attempted to remove key via kiosk.
06/01/2020 01:43 PM		Removed Key	838712 Removed key via kiosk.
06/01/2020 01:43 PM		Dispatched Out	838712 Dispatched out via kiosk.
06/01/2020 02:40 PM		Attempted to Return Key	838712 Attempted to return key via kiosk.
06/01/2020 02:40 PM		Returned Key	838712 Returned key via kiosk.
06/01/2020 02:40 PM		Dispatched In	838712 Dispatched in via kiosk.

3.1.3 Qualifications and Experience

4.3. Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems like those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

4.3.1. Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

4.3.1.1. Describe solutions provided to other government entities

Below are two case studies that describe solutions that Agile Fleet has provided to other government entities.

Case Study: State of Michigan

- Location: Lansing, MI
- Project Manager: Dave Hofmeister, hofmeisterd@michigan.gov, (517) 243-5766
- Type of Project: Automated motor pools with key control systems at 7 of the locations
- Project goals/objectives that were set and achieved:
  - Eliminated paper-driven, manual processes for reserving vehicles.
  - Collected accurate and validated account data during the reservation process.
  - Optimized vehicle utilization
  - Allowed secure access to vehicle keys for pick-up and return.
  - Facilitated centralized (at Lansing) management of motor pools located statewide.
  - Interfaced with its accounting system to send reservation charge-back data.
  - Provided information that enables the state to eliminate unneeded vehicles, saving approximately $4-5,000 in maintenance and depreciation costs per vehicle eliminated.

In the last couple of years, the State of Michigan expanded its use of FleetCommander fleet and motor pool technology from the initial seven DTMB pools to county Health and Human Services locations bringing the total to 30 locations across the state as part of its comprehensive cost-cutting initiative. FleetCommander technology enables the state's fleet managers to oversee operations from one centralized location in Lansing while achieving 100% accountability of all access to vehicles, despite having motor pools located throughout Michigan.

The seven DTMB locations use a self-service motor pool kiosk paired with FleetCommander's secure key control hardware that provides secure, automated, round-the-clock access to vehicles. Other locations may use only a kiosk or a staff person to distribute keys.

The roll-out of motor pool technology is part of Michigan's comprehensive effort to slash costs and change driver behavior across the state. The state now uses FleetCommander to manage sharing for over 700 shared vehicles among 6,300 end-users. More than 300 motor pool requests are made each

workday statewide. More than 600,000 reservations have been completed. Expansion to more Michigan counties is planned over the next several years.

"FleetCommander is accomplishing exactly what we set out to do," says Dave Hofmeister of Michigan's Department of Technology, Management and Budget's Vehicle and Travel Services. "We are able to analyze real-time vehicle utilization rates to make more efficient use of our fleet, which includes better use of our motor pool system and greater efficiency in the reservation process for those pooled vehicles." The state routinely hits utilization rates of 90% for its managed pools now.

In addition to motor pool capabilities, Michigan is using FleetCommander for asset and driver management, policy enforcement, reporting, fleet driver communications, and more. The system has been in place for approximately 11 years.

Case Study: Forsyth County, North Carolina

- Location: Winston-Salem, NC
- Project Manager: Kevin Rogers, rogersk2@forsyth.cc, (336) 703-2244
- Type of Project: Automated motor pools with key control systems at 5 locations
- Project goals/objectives that were set and achieved:
  - Replaced labor-intensive, paper-based vehicle request processes with online reservation forms.
  - Reduce vehicle inventory
  - Automatically communicate and enforce the county's fleet policies using the online request capabilities.
  - Provide 24 x 365 access to vehicles at motor pool locations using self-service kiosks and secure automated key systems.
  - Provide real-time, automatically-updating fleet dashboards to alert staff of ways to reallocate vehicles or reduce fleet size.

In only 100 days, Forsyth County, N.C. significantly slashed the cost of managing its vehicles by implementing FleetCommander technology. As reflected in the County's proposed budget for the fiscal year following the initial implementation, the savings were real and immediate: "We have included a significant decrease ($300,000) for non-emergency vehicles. This was done in conjunction with moving to several motor pools within the county." The county expects to realize an annual savings in excess of $120,000 in the out-years due to elimination of maintenance and depreciation costs for disposed vehicles.

Using FleetCommander, Forsyth County transitioned from cumbersome legacy systems, spreadsheets, and logbooks to a fully automated system. Once FleetCommander went live, Forsyth County was able to cut 30 vehicles from their fleet while still meeting the needs of fleet users.

"By utilizing FleetCommander software, we were able to right-size the fleet while ensuring that transportation is available to employees when needed. The county fleet was immediately reduced by 30 vehicles, and this number may increase as usage data is collected," said Forsyth County Fleet Manager Kevin Rogers. In addition, Rogers says that personal mileage reimbursement is expected to decrease because of more efficient vehicle sharing, which eliminates the need for employees to use their personal vehicles for county business. The county fleet currently serves 2,000 employees.

Project Tools

The Agile Fleet team has a variety of tools to help ensure an on-time and on-cost delivery of solutions for the State. These include:

Kick-Off Meeting – We have found the kick-off meeting is a very effective way to start a productive relationship and to get Agile Fleet's team in synchronization with your organization's staff, your fleet, your detailed needs, and any project constraints that may exist. The kick-off meeting is generally held within 10 days of the contract award. Agile Fleet will send out the presentation materials in PowerPoint format in advance of the meeting for review. The kick-off materials go over project details such as 1) lines of communications, 2) technical details, 3) schedules, and more.

Targetprocess Project Tracking Tool – Agile Fleet uses an internal, on-line tool to track any internal technical activities required for a successful project. The tool, named Targetprocess, details tasks to be completed and includes time estimates, a task leader, and more. Each time an update is made to a Targetprocess task, all internal staff associated with the project get emailed an update. Additionally, task status can be viewed on-line at any time.

Salesforce CRM – Agile Fleet uses Salesforce CRM is used to manage help desk tickets. Salesforce is used to keep track of any outstanding items that remain to be addressed. The system keeps a history of every work ticket created. All Agile Fleet managers have access to Salesforce.

Microsoft Project – Draft project schedules are presented at the project kick-off meeting. Schedules are updated based upon input provided at the kick-off meeting and throughout the project as required. Should it be desired, Agile Fleet can generate full MS Project Schedules to provide additional detail on project tasking and dependencies. This is typically done on larger projects with one-off specialized requirements. We envision this project to follow a very standard approach and therefore MS Project Schedules may not be required.

Data Import Templates & Other Go-Live Documents – A range of other tools such as Excel spreadsheet templates for importing vehicle and driver data are available as needed. The implementation manager will review these at the kick-off meeting.

A Single Focal Point for Communications – We have a dedicated toll-free number and a single email address to contact us for support. Phone calls are automatically routed to the first-available respondent 24x7. Emails are routed to the entire support team.

Resumes are provided for key personnel below.

Edwin Smith

President and CEO

Years of Fleet & Motor Pool Experience: 19
Years of Work Experience: 33

Experience Overview:
Ed leverages his extensive program management and systems engineering background to ensure the success of automated motor pool implementation projects. He is well-versed in all phases of the system design life cycle and strongly emphasizes the requirements engineering phase of each project. He has managed the implementation of more than 150 automated motor pool projects. He is a founder and president of the technology company Agile Access Control, Inc. (Agile Fleet), creator of FleetCommander fleet and motor pool software.

Education:
BS, Computer Science – University of Maryland
Master's course work, Technology Systems Management – University of Maryland University College

Personal Perspective on Solutions Implementation:
"I especially enjoyed implementing automated fleet and motor pool technology for Honda of America. While they had very complex requirements that included integration with 5 external systems, we were able to implement an easy-to-use solution on time and under budget. It's great to see them using the application in their facilities across the U.S."

Phelps Rogovoy

Implementation Lead/Senior Engineer & Trainer

Years of Experience in Fleet & Motor Pool: 11
Years of Work Experience: 23

Experience Overview:
Phelps utilizes his extensive program management, implementation, and training experience to ensure the success of automated motor pool projects. He has managed the implementation of more than 80 automated motor pool projects and has also helped support more than 150 clients with implementation, client-specific requests, and training.

Education:
BS, Business Administration – Salisbury University

Personal Perspective on Solutions Implementation:
"One of my favorite projects was working with the State of Michigan. I got to see firsthand how labor intensive the old motor pool process was for the State. The Fleet Administrators had to follow a multiple step color-coded process to manage the motor

pool. Since rolling out FleetCommander, they have been able to completely automate this process and increase their vehicle utilization rate to 90%. They now have FleetCommander deployed at over 25 sites across Michigan."

Phillip Groff

Lead Engineer/Senior Engineer

Years of Experience in Fleet & Motor Pool: 18
Years of Work Experience: 24

Experience Overview:
Phil has more than 18 years of technical experience automating motor pool operations on an enterprise level. He is skilled at identifying high-level requirements within fleet environments, including normalizing data and processes across disparate sites, and overseeing the technical transition to an automated solution. He has personally been involved with the automation of more than 150 motor pools. Phil is extremely adept at system design and development, network administration, system administration, and security.

Education:
BS, Management Information Systems & Decision Sciences
Minor: Computer Science – George Mason University

Personal Perspective on Solutions Implementation:
"I find it extremely satisfying to take a fleet accustomed to managing with paper processes and fully automating them with our solution. I particularly enjoy customizing our solution to meet the technical needs of an organization, and enabling them to achieve efficiencies tailored to meet their specific needs."

Matthew Wade

VP of Client Success / Implementation Support

Years of Experience in Fleet & Motor Pool: 18
Years of Work Experience: 33

Experience Overview:
Mr. Wade has more than 18 years of experience working with fleets within state and city governments as well as within the private sector. He has personally been involved with the deployment of our enterprise fleet solutions for more than 150 motor pool operations. He is very familiar with the challenges faced by fleets. He is skilled in project management, requirements elicitation, data gathering, data cleanup and manipulation, and technical support. He is also recognized for his support of training and quality assurance initiatives.

Education:
BS, Computer Science – University of Maryland
MBA, Finance – Johns Hopkins University
Master's Certificate, Project Management – George Washington University

Personal Perspective on Solutions Implementation:

"My favorite part of an implementation is when the client is starting to use FleetCommander and begins to experience all the benefits. It's typically more than they imagined during the sales demonstration. It's extremely satisfying to see the concept of fleet automation become a reality for our clients."

About Our Staff

You will find that Agile Fleet's team is recognized in the industry. We are routinely quoted in industry publications such as Government Fleet Magazine, we are asked to speak before organizations such as the National Association of Fleet Administrators, Government Fleet Expo, and the National Conference of State Fleet Administrators, and we are active in industry trade organizations.

Internal training keeps our entire team sharp on the latest advances in motor pool management

We are recognized as the subject matter experts in rental pool reservation management and utilization metrics (Shown speaking at NAFA conference)

We are innovators. We lead the way in new self-service rental pool tools.

Our commitment to you is that our product, and our staff, will continue to evolve to remain the best solution available for self-service motor pools.

they say about us:

"FleetCommander has been a dream for us. And we get top quality service from Agile Fleet technical support. I want to sincerely thank you for all of your help."

– Commonwealth of Kentucky

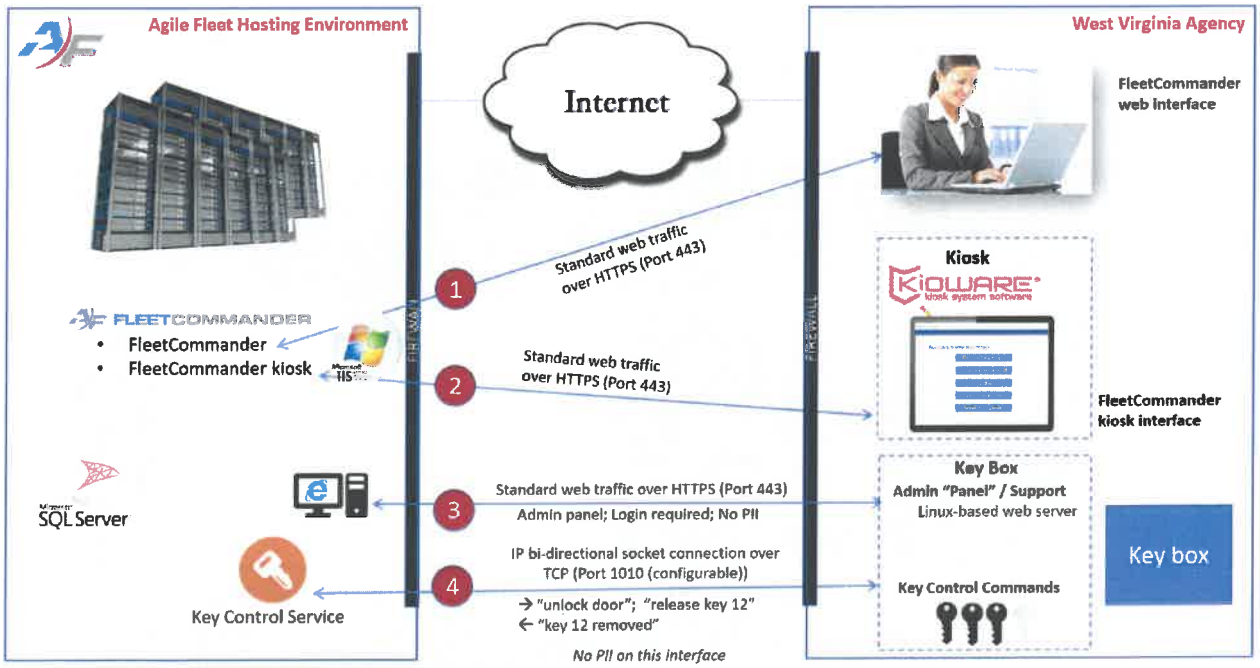
Agile Fleet's Technical Plan

Our technical approach, facility capabilities, and prior relevant experience are provided in the sections that follow.

To better help proposal evaluators understand our approach, capabilities, and the method to be used to accomplish the tasks for the proposed effort, a technical solution overview is first provided. Additional details follow the overview section.

Technical Solution Overview

The picture below depicts the overall architecture of the solution.



FleetCommander is hosted in Agile Fleet's secure hosting environment. The application is accessed via a browser by fleet administrative staff to manage the fleet. It is accessed via browser by drivers to request vehicles.

To simplify the description of the technical solution, it is described in two broad areas (software and hardware):

1. Software (including software, database, etc.) – ALL HOSTED AND MAINTAINED BY AGILE FLEET
   The primary software-related components consist of:
   - **The FleetCommander Web Applications** – The application is installed and managed by Agile Fleet's system administration staff. Updates to FleetCommander are performed by Agile Fleet's staff. West Virginia fleet staff and drivers access the web application via a web browser. Note that there are actually two separate FleetCommander web applications. One is accessed for most FleetCommander functions. The second FleetCommander web application is the user interface found on the kiosk.
   - **The SQL Server Database** – This is the relational database behind FleetCommander. The database license is included in the cost of FleetCommander and the SQL Server database is updated and managed by Agile Fleet.
   - **The FleetCommander Communications Software** (also known as the Key Control module) – The communications software is used to send and receive messages to/from the secure key box. A diagram of the traffic analysis to/from our hosting environment to the location of each self-service motor pool kiosk is shown above. This is discussed further in this section as a static IP address is required for each self-service motor pool key control device (KCD, aka Secure Asset Manager, or SAM).

2. Hardware (including key control device and kiosk, etc.)
   The hardware consists of two components – a key control device (KCD) and a kiosk. An example, shown with a small key box, is in the diagram below.

A standard self-service motor pool consists of a key control device (on left) and a full-color, touch-screen kiosk (on right)

These are described below.

- **The FleetCommander Key Control Device (KCD)** – The key box securely locks vehicle keys in place. Only after authorized users are granted access at the authorized time is the door to the KCD opened and the designated key is released. All other keys remain locked in place.

Example: 64-Key Key Control Device
(Shown without door)

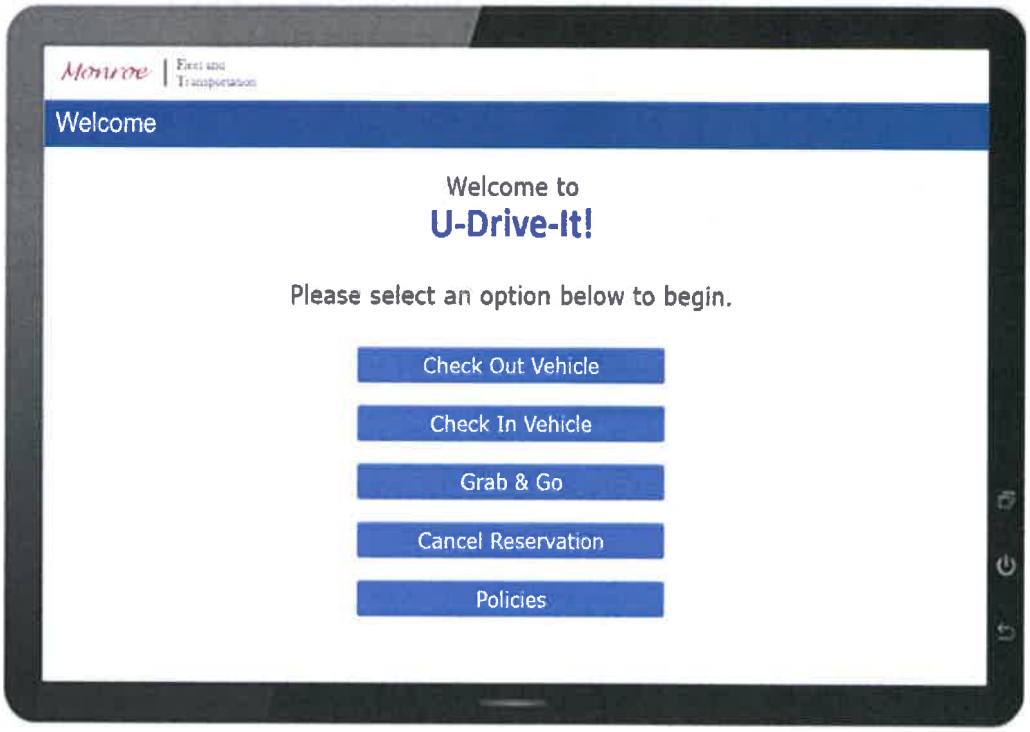
Width: 28" (+28" of door swing to the left)

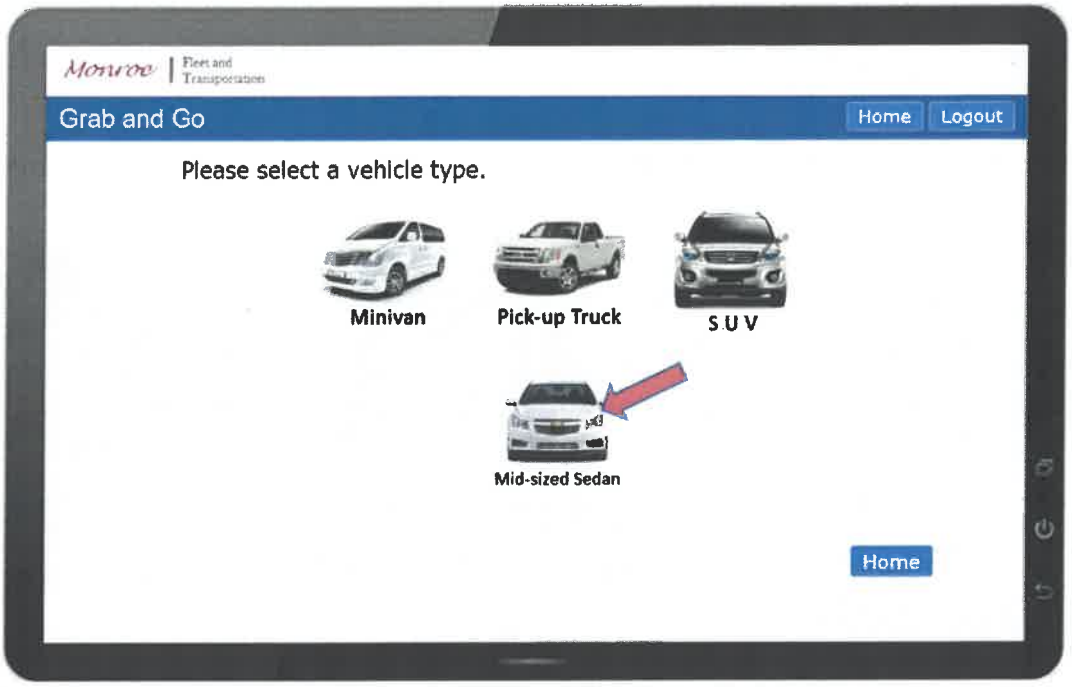
Height: 28", Depth: 6", Wt: 95 pounds

Key control devices come in many shapes and sizes.
This is an example of a key box with a capacity of 64 keys.

The FleetCommander Kiosk – Drivers and fleet staff interact with the FleetCommander kiosk when picking up or retrieving keys. The device is a full-color, touch-screen display. The form factor of the kiosk may vary as we upgrade to new technology as it becomes available. A minimum of a 17" screen is used for all FleetCommander implementations.

The beauty of the kiosk is the ease-of-use. Look at the screens below. Need to check out? Click on the "Check Out" button. Need to grab a car and go? Click on the "Grab & Go" button. Reserving a sedan? Click on the button that includes a picture of sedan. It's that easy.



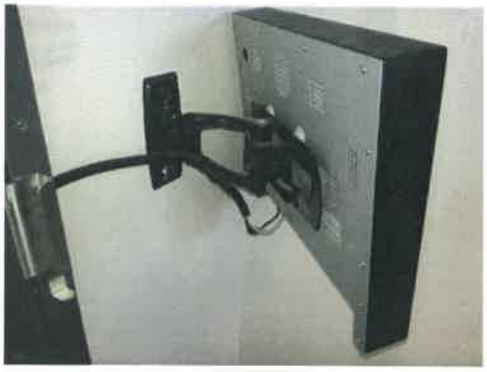


As described below, there are options for how the kiosk is mounted to the wall. All mounting should consider Americans with Disability Act (ADA) requirements. Our implementation manager will talk through this at the kick-off meeting.

Installing the Key Control Device and Kiosk

Installing the key boxes and the kiosk is straightforward. In practice, nearly 100% of FleetCommander clients install the hardware components themselves. For example, Florida DOT, for their initial self-service motor pool sites in Tallahassee, chose to install their own devices. The installation was straightforward. The department installation at the Rhyne building is reflected in the pictures below.

Self-service motor pool at FDOT in Tallahassee, FL



Monitor (tilted right)

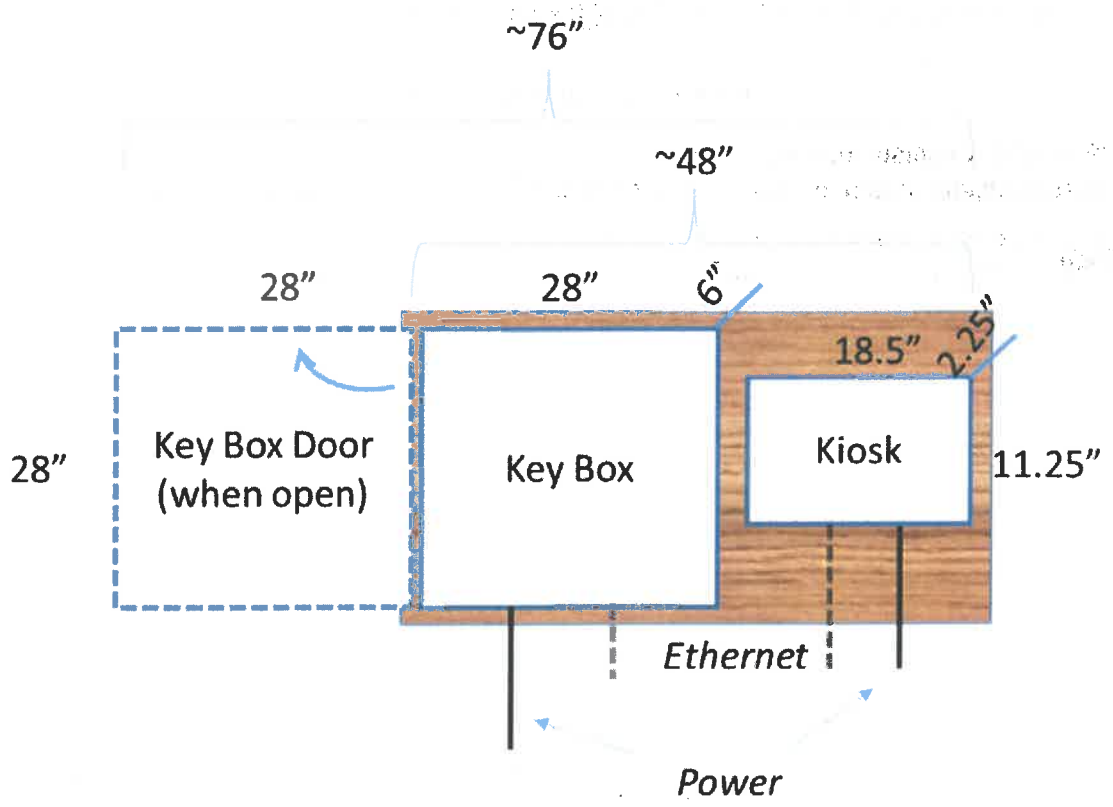
Monitor (tilted down)

FDOT in Tallahassee determined that a tilt-mount on their monitor met the needs of their drivers the best. In fact, it was feedback collected from FleetCommander's on-line survey tool that encouraged FDOT to switch from a fixed mount monitor bracket to a tilting bracket.

Two 120V outlets (one for the key control system and one for the kiosk) and two Ethernet connections (one for the key control system and one for the kiosk) are required.

The KCD can be installed directly on a wall or on a sheet of ½" thick plywood that has been attached to the wall. The power and Ethernet can be run out the back, the top, or the sides of the key control system chassis. A hole will need to be drilled to allow the wire to enter the key control system. If the hole's location is understood at the time of ordering the KCD, Agile Fleet will ensure it is drilled before shipping to the site.

A sample diagram reflecting placement of the KCD to the left of the kiosk is provided below. A similar diagram will be provided to the agency every time a KCD is purchased. Also reflected in the diagram are the power and network requirements.



Our implementation team will review your installation requirements during the kick-off meeting. A solid mounting surface is key.

Network Requirements

Key Control System

1. One Ethernet drop
2. Static, externally-facing IP address
3. FleetCommander will need to communicate with the key control system over ports 80 and 1010 from IP addresses that will be supplied during the initial implementation meeting

Kiosk

1. One Ethernet drop
2. Does not require a dedicated IP address. You can assign the kiosk IP address or use DHCP.

Power Requirements

Key Control System

1. A dedicated circuit is recommended. If your power does not meet standards, then it may be necessary to condition it.

2. Power line may be terminated within the junction box of the KCD if desired or a standard wall outlet can be used.
3. Power requirements: 120 VAC, 2.5 Amps, 300 Watts, 50–60 Hz.

Kiosk

1. Standard wall outlet w/ 120 VAC

Approach

Agile Fleet's implementation processes follow a proven methodology. The following is a general description of our implementation approach:

Kick-Off Meeting – At this meeting, we introduce the parties to each other, discuss the high-level plan, and identify any schedule-drivers or constraints that may be levied on the project. Agile Fleet will prepare a PowerPoint presentation and will deliver a draft version prior to the meeting. This meeting is held immediately after contract award.

High Level Plan – Input received from the agency during the kick-off meeting will be incorporated into the project schedules and a high-level plan will be developed and delivered. This document is a good forum for seeking feedback on details of the project that may have changed as a result of input provided at the kick-off meeting. This plan is typically delivered within 3 – 5 days of the kick-off meeting.

Software Implementation – The following activities will occur to launch the software capabilities:

- **Setup –** We generally set up each instance of FleetCommander in our secure, fault-tolerant hosting environment immediately after contract award. As needed, additional sites will be created. It's straightforward to establish additional sites. The need for multiple sites will be discussed during the kick-off meeting.
- **Configuration Sessions** – We will schedule multiple, short-duration collaborative sessions to optimize FleetCommander configuration settings to meet your needs. During these sessions, we'll help you brand the application, add customized content, configure the system to communicate and enforce desired fleet policies, and tweak the behavior of the system to capture the nuances of each site (if you elect to setup multiple sites).
- **Data Import** – Agile Fleet's data import templates are an easy way for us to collect and massage vehicle, user, and other data prior to importing it in to FleetCommander. We provide the templates, instructions on what is in each data field, and we even talk you through the data import process. The result is an easy transition with clean data.

Hardware Implementation –Key boxes and our touch-screen kiosks are the primary hardware to be used to meet the needs of this effort. Agile Fleet will procure all the hardware needed for the solution and arrange for shipping to the agency. Typical hardware lead times are 3 – 5 weeks.

At the kick-off meeting, we will clarify roles relative to installation. That is, we will identify what role agency facilities staff will fulfill, and what role Agile Fleet's team will play. The installation process is very straightforward. In fact, nearly 100% of Agile Fleet's clients install their own hardware. We have very clear installation procedures to help with the process. It really is as simple as hanging the hardware on the wall and applying power and network connections.

Here's the type of feedback we routinely received about our implementation process:

"I have never been involved in the implementation of a new computer system of any sort that has gone this smoothly... thank you for making this so easy for us. I particularly appreciate how responsive you and Ian have been... Particularly with questions we've had as the staff has started using the system, it's been great to have a response back to questions so promptly. I really feel that being able to get back to staff with solutions quickly helps with acceptance. I have no idea how you guys do it, but I sure appreciate it."

Janine Melanson; Humboldt County, CA
FleetCommander client

Training - User/Administrator training is geared to users of the FleetCommander solution. The FleetCommander screens used by non-fleet staff are very straightforward. Fleet drivers, or those that make motor pool requests on behalf of drivers, can generally begin using the system after receiving an introductory welcome email. The welcome email has helpful text that you customize to meet your needs. No further instruction is typically required for end-users.

Separate administrator training sessions for each of the FleetCommander modules will be provided. This training will be provided via our on-line collaboration tools or it can be performed on-site. We are flexible with respect to the breaking up of administrator training sessions into smaller blocks of time spread out across multiple days. As part of this training effort, Agile Fleet's implementation manager will assist you in further optimizing the configuration of FleetCommander to suit your business processes.

Timeline

High-level schedules are provided below. Detailed project schedules will be proposed prior to the initial kick-off meeting. Feedback received from the agency during the kick-off will be incorporated in to revised schedules. The following represents a typical schedule for implementation of the proposed solution.

Table. Project Timeline.

#	Task/Activity	Dependency	Completion	Cumulative Days After Contract Award
1	Project Start	• Contract Award	N/A	0
2	Setup the FleetCommander software in Agile Fleet's secure hosting environment	• None	Within 10 days of contract award	10
3	Kick-Off Meeting	• Availability of agency staff	With 10 days of contract award	10
4	Updated project schedules and approach	• Completion of kick-off meeting.	Within 5 days of the kick-off meeting	15
5	Configuration Training	• Availability of fleet staff	Within 10 days of acceptance of schedules and approach	25
6	Data Import	• Receipt of data to import	Within 5 days of receipt of data	30
7	Receipt of Hardware	• Spec hardware and order	Within 35 days of acceptance of kick-off meeting schedule updates and specifications	50
8	Installation of Hardware	• Receipt of hardware	Within 5 days of receipt of hardware	55
9	Complete Training	• Availability of staff	Within 10 days of data import (but may be extended at the request of the agency)	60
10	Go-live	• Communicate to affected users	Estimated at 60 – 65 days after contract award.	65

Capabilities

Agile Fleet has the staff, the products, and the services desired by West Virginia (as described in the RFP Section 4: Project Specifications) for a turn-key, self-service motor pool system. In fact, our system has been used by West Virginia DHHR to successfully make and complete more than 22,000 vehicle reservations with automatic check-out and check-in via the self-service key control device. It works. We have the capabilities. Of the requirements identified in Section 4, we meet 100% of them exactly as requested in the RFP.

4.3.1.3. Describe the support aspect for your solutions to issues which may arise with use of your system.

A description of our standard maintenance and support services is provided below. Need more? Just ask. You will find we are a flexible partner interested in your success.

Direct line services	A dedicated phone extension (408-213-9555 x2) is used to contact Agile Fleet technical support. A flexible phone routing system routes the call to the first-available technical support specialist. Standard support is from 7:00 a.m. – 7:00 p.m. Eastern Monday through Friday exclusive of federal holidays. Note: After standard hours, all incoming support calls are simultaneously routed to a variety of staff persons, including technical support members, our implementation manager, and the company's president. In practice, more than 95% of all after-hours calls are answered within 3 rings. Calls that are not immediately answered are directed to a voicemail box. Immediately upon the conclusion of a recorded voicemail message, a .wav file recording of the message is automatically routed to all technical support staff, level 2 support staff, and the company's president via email. All staff has smart phones capable of receiving the emails.
Online technical assistance	Our technical support team uses a variety of on-line web collaboration tools (GoToMeeting and WebEx) to enhance our online technical assistance. As needed, you can coordinate via chat. You will find we are very generous with our time.
Remote diagnostics	Agile Fleet has a variety of tools to support remote diagnostics, including, but not limited to: Automated dashboards, on-line web collaboration tools, and scripts that can be custom-built to handle unique diagnostic needs.
Training opportunities (at installation; periodic local; regional, national)	Training is a standard offering with any new client. Rather than only offering a single training event, your implementation manager welcomes the opportunity to plan for multiple training sessions that break up the materials in to manageable training sessions. On-line or on-site training is available via Agile Fleet's change request process.
Email	Email support is always available for our dedicated email address, FCsupport@AgileFleet.com.

FAX	Fax can be used to coordinate information to our technical support team. Our fax number is: (703) 832-8729.
Upgrades & Enhancements	Agile Fleet has the most aggressive upgrade schedule available for any motor pool system. Three releases are planned annually.

The table below depicts the problem identification and expected resolution times for various levels of issues:

Service Level	Description	Scenario	Maximum Resolution Time (in hours)
Critical	There is **no** effective or practical workaround and the component is critical for continuous operation of FleetCommander	Problems of this nature would be software-related. Resolution would start immediately upon notification.	8
High (1–3)	FleetCommander or its components are not performing according to business and/or system requirements or specifications and there is a disruption to essential functions of the services provided by FleetCommander	If the problem can be fixed remotely	8
		If the problem requires an on-site visit where it is determined a software fix is necessary	24
		If the problem requires an on-site visit where it is determined a hardware fix is necessary	24
Medium	FleetCommander, in its entirety, or components of FleetCommander are not performing according to business and/or system requirements or specifications and **one or**	If the problem can be fixed remotely	8
		If the problem requires an on-site visit where it is determined a software fix is necessary	48

Service Level	Description	Scenario	Maximum Resolution Time (in hours)
	the other of the following conditions exist: 1. There is **no** effective or practical workaround and the component is critical for continuous operation of FleetCommander 2. There is a disruption to essential functions of the services provided by FleetCommander	If the problem requires an on-site visit where it is determined a hardware fix is necessary	48
Low	FleetCommander, in its entirety, or components of FleetCommander are not performing according to business and/or system requirements or specifications and neither of the following conditions exist: 1. There is no effective or practical workaround and the component is critical for continuous operation of FleetCommander 2. There is a disruption to essential functions of the services provided by FleetCommander	If the problem can be fixed remotely	24
		If the problem requires an on-site visit where it is determined a software fix is necessary	120
		If the problem requires an on-site visit where it is determined a hardware fix is necessary	120

Note that problem fixes for issues that are low-impact most likely would be incorporated into a next software release cycle.

KCD Support

Key control system parts, should they require replacement, are sent via courier overnight. Replacement is straightforward and performed by on-site State personnel. Kiosks under warranty are serviced via depot-level service, i.e., they are shipped to Agile Fleet for repair. Onsite hardware repair (for Dell indoor kiosks) can be offered where available. Larger organizations, with many kiosks, may opt to maintain an on-site spare.

Administrator Manuals

Agile Fleet provides soft copies of detailed administrative manuals that can be opened and easily searched using Microsoft Word. Our in-depth training and client support team will also answer questions.

Issue Escalation

The first action should be the State's FleetCommander point of contact initiating a problem ticket via a call or email to Agile Fleet's Technical Support department. Agile Fleet uses Salesforce's Case management function to track all client calls, emails, issues, and resolutions. In conjunction with this system, we also use Targetprocess to submit and track bugs, feature requests, custom development, etc. that require engineering resources.

If the client does not feel that Agile Fleet is responding appropriately to a client's issues, the client is encouraged to contact the VP of Client Success (CS). The CS department was created to be an internal advocate for the client. The VP of CS will alert the heads of the necessary departments. A plan of action will be enacted that may include technical support, engineering, client success, and the president's office. The plan will be tracked through resolution. A postmortem will determine any necessary changes to Agile Fleet's methodology to prevent similar issues in the future.

Note that our call routing and email routing system is designed to ensure you get the answers you need in the time frame you need them. If our primary responder is on a call, calls are automatically routed to the next support person in the queue. If a call is not answered within 6 rings, the call is even routed to the company's president.

Response to client complaints and service issues

If the client does not feel that Agile Fleet is responding appropriately to a client's issues, the client is encouraged to contact the VP of Client Success (CS). The CS department was created to be an internal advocate for the client. The VP of CS will alert the heads of the necessary departments. A plan of action will be enacted that may include technical support, engineering, client success, and the president's office. The plan will be tracked through resolution. A postmortem will determine any necessary changes to Agile Fleet's methodology to prevent similar issues in the future.

Below is an example of a complex client problem that Agile Fleet resolved successfully:

We had a federal client reporting that people were occasionally returning keys to the key box, but the system was not registering that the key was returned. No other clients were reporting this issue. Because this is a DoD client, the client hosts the application and does not allow Agile Fleet remote access to their network. We had the client check all the timer settings on the server and in the application. We could not identify anything that could cause the issue. We decided to go onsite and witness it happening firsthand. We made several reservations and checked them out through the key box. We did this for different time intervals. We noticed that if we tried to check out the key more than

25 seconds, after the start of the check-out process, it did not register as checked out in the FleetCommander system. We isolated the problem to a client-provided kiosk.

This client has a unique kiosk configuration. They required Agile Fleet to use an existing kiosk that is used in conjunction with another application. Typically, kiosks are sourced from Agile Fleet and they are dedicated to the FleetCommander application. The custom setup had been running without issue for two years. There was something that had to have changed to cause this behavior. During testing, we determined that something was terminating our communication session before the expect timeframe. We arranged a meeting with the client's IT staff in charge of the kiosk. They confirmed there was a time-out setting on the kiosk. The time-out setting had been changed to 25 seconds for the other application on the kiosk. We had them increase the time-out setting to 60 seconds giving our system the proper time to communicate back during the session. This resolved the problem.

Assessing Client Satisfaction

We assess client satisfaction in three primary ways:

1. Active contact with the State points of contact through calls, emails, and on-site visits.
2. We use the industry standard Net Promoter Score (NPS) to survey Agile Fleet clients. Our NPS of 64 rivals such world-class companies as Apple and Google. We have found no other companies in the fleet market space that exceed this score.
3. The State can use the satisfaction scoring tool that is built into the FleetCommander application to survey its user base. Any time, or when prompted by FleetCommander's administrative staff, users can provide real-time feedback on our automation system. Results are shown immediately on the fleet dashboard.

4.3.2. Mandatory Qualification/Experience Requirements —The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

4.3.2.1. The vendor must have provided a vehicle reservation and key control system to at least one or more public entities

Agile Fleet is the industry leader in providing reliable, web-based, motor pool solutions. Almost 200 fleets throughout North America use our software, key control devices, services, and other offerings to optimize the use of fleet staff and fleet vehicles. Below is just a sample of prior relevant experience which is like that desired by West Virginia:

Table. Examples of Agile Fleet clients utilizing web-based, automated motor pools

Experience	Summary / Description / Experience	Start Date	End Date	Location(s)
State of Michigan	Centrally managed, state-wide motor pool system. Thirty sites throughout the state utilize self-service motor pool kiosks. Seven sites also use key control devices. All sites are managed via staff at Lansing, Michigan.	2009	On-going	Michigan, including Lansing, Detroit, Flint, Saginaw, Grand Rapids, and more.
Forsyth County, NC	Centrally-managed, county-wide motor	2010	On-	Winston-Salem, NC

	pool system. Three sites throughout the county utilize self-service motor pool kiosks with automated key control devices. One additional site dispatches using the FleetCommander software.		going	
Florida DOT	The headquarters and four districts demonstrate the effectiveness of an automated self-service motor pool solution. Self-service motor pool kiosks with key control devices are used. More than 78,000 vehicle reservations have been made.	2014	On-going	Tallahassee, FL Tampa, FL Bartow, FL Ft Lauderdale, FL Miami, FL
State of Colorado	State Fleet Management created the first automated pool using FleetCommander. SFM operates an outdoor KCD. SFM welcomed four more departments to use its instance of FleetCommander including the Department of Transportation which also uses a KCD.	2006	On-going	Denver, CO
Montgomery County, MD	Centrally-managed, county-wide motor pool system. Two sites throughout the county utilize self-service motor pool kiosks with automated key control devices. *- *Home of Fleet Manager of the Year in 2015.*	2014	On-going	Rockville, MD
City of Boise, ID	Centrally-managed, city motor pools. Two sites throughout the city utilize self-service motor pool kiosks with automated key control devices. Expansion to police force is planned. *- *#1 Public Fleet of the Year in 2015.*	2010	On-going	Boise, ID

A list of additional, relevant organizations that are using FleetCommander's web-based motor system includes, but is not limited to: Pennsylvania Office of the Attorney General, Volusia County FL, Commonwealth of Kentucky, Loudoun County VA, Prince Georges County MD, Guilford County NC, State of West Virginia DHHR, Sonoma County CA, Oregon Department of Agriculture, and Park County, CO.

Please contact the following references:

Client Name	Address	Phone	Email	Contact
State of Michigan	6951 Crowner Dr Dimondale, MI 48821	(517) 243-5766	hofmeisterd@michigan.gov	Dave Hofmeister
Forsyth County, NC	3730 N. Liberty St. Winston-Salem, NC 27105	(336) 703-2244	rogersk2@forsyth.cc	Kevin Rogers
State of Colorado	1001 East 62nd Avenue, A-18 Denver, CO 80216	(303) 866-5416	scott.edwards@state.co.us	Scott Edwards

Florida Department of Transportation	Central Office 3185 South Blair Stone Rd. Tallahassee, FL 32301	(850) 410-5517	angel.birriel@dot.state.fl.us	Angel Birriel

Exceeding Mandatory Requirements

...include any areas where it exceeds the mandatory requirements

The following items are a small subset of the features of our offering that far exceed the mandatory requirements:

1. **Experience**– whereas the requirement is for our team to have experience delivering our solution to one or more public entities, we have delivered it to more than 200 unique entities including more than 100 government sector entities across Federal, state, and local governments.

2. **Fleet Utilization Subject Matter Expertise** – One of the objectives of the entire RFP effort is to optimize utilization for a fleet that has shown to have many under-utilized vehicles. Not only do we have experience in helping states and other organizations optimize their utilization, we literally wrote the book on utilization that is endorsed by the National Association of Fleet Administrators (NAFA) – The Ultimate Guide to Fleet Utilization.

3. **Motor Pool Scheduling & Coordination of Vehicles** – In addition to fulfilling all of the requirements stated in the RFP, we far exceed those requirements for making a vehicle reservation. Our solution includes:

    - Configuration changes by site and usage type
    - Driver-specific and vehicle-specific configurations
    - Auto-import of driver-specific info on reservation form, e.g. acct info
    - Customizable emails
    - Buffers in between reservations
    - Set max length of reservation
    - Set hours of operation and holidays
    - Enforce cancellation times
    - Rules validation, driver's license

4. **Motor Pool Dispatching** - In addition to fulfilling all of the requirements stated in the RFP, we far exceed those requirements for making dispatching vehicles. Our solution includes:

    - Multiple types of dispatching, e.g.
        - Staffed, Unstaffed via kiosk
        - Unstaffed via kiosk & key box
    - Grab-n-Go last minute requests
    - Secured keys, i.e. each key is locked in place
    - Printed travel sheets

- Capturing scheduled versus actual dispatch times
- Upcoming reservations and late pickup and return Emails
- Auto-release extra time after early returns
- Seamless integration

5. **Motor Pool Reporting** - In addition to fulfilling all of the requirements stated in the RFP, we far exceed those requirements for reporting. Our solution includes:

    - Utilization reports – many different types of utilization reporting to help you get the bottom of all utilization challenges and address solutions.
    - Automated billing
    - Dashboards to show current status, including "to-do" list, late pickups, and late returns
    - Feedback reports to help improve service
    - On-line status and reports for drivers
    - Reports exportable to html or Excel formats

6. **On-going Training and Educational Opportunities** – Unlike any vendor in the industry, we have monthly training and educational opportunities related to fleet utilization and other fleet management topics. We also host an annual user conference, publish a blog of helpful tips and tricks, and continuously strive to help you succeed by publishing white papers and other useful materials.

4 Summary

We welcome the opportunity to help FMD establish a secure, vehicle reservation and integrated key control system.

Matt Wade
VP of Client Success

Ed Smith
President

5 Additional Information

5.1 Addendum Acknowledgement

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Agile Access Control, Inc. has completed the Addendum Acknowledgement form. Please see the next page.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: FLT2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[✓]	Addendum No. 1	[ ]	Addendum No. 6
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Agile Access Control, Inc.
Company

(Matthew Wade)
Authorized Signature

6/11/2020
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

5.2 Small Business Certification

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code SSA-337(a)(7) and W. Va. CSR 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR 148-22-9.

Agile Access Control, Inc. is properly certified as a small business under the applicable West Virginia Code. We present our certification on the following page.

ALLAN L. MCVEY
CABINET SECRETARY

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
CHARLESTON, WEST VIRGINIA 25305-0130

W. MICHAEL SHEETS
DIRECTOR

August 12, 2019

Agile Access Control, Inc.
14101 Williard RD STE A
Chantilly, VA 20151

Mr. Smith:

This is to notify you that your Small, Women-, and Minority-Owned Businesses (SWAM) Certification Application has been approved on the basis of your representations that the vendor named above meets the definition of a Small, Women-, and Minority-Owned Businesses as set forth in the ***West Virginia Code of State Rules*** 148-22-1 et seq. This certification becomes effective:

8/12/2019

And shall automatically expire without notice two years after the effective date unless revoked by the Purchasing Director or upon expiration pursuant to the ***West Virginia Code of State Rules*** 148-22-8. The type(s) of Small, Women-, and Minority-Owned Businesses (SWAM) Certification approved for your entity:

Small Business

To maintain certification without lapse, a certified business shall apply to renew its certification at least 60 days prior to the end of the two-year certification period. Complete renewal instructions, recertification forms, and a list of all SWAM Certified entities are available online at www.state.wv.us/admin/purchase/VendorReg.html.

If you have questions, please contact the West Virginia Purchasing Division at 304-558-2306.

Sincerely,

LuAnne Cottrill

Lu Anne Cottrill
Assisting Registration Coordinator

5.3 Purchasing Affidavit

37. PURCHASING AFFIDAVIT: In accordance with West Virginia code 5A-3-10a and 5-22-1 (i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

Agile Access Control, Inc. has signed the purchasing affidavit and we present the affidavit on the following page.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Agile Access Control, Inc

Authorized Signature: [signature] Date: 6/1/2020

State of Virginia

County of Fairfax, to-wit:

Taken, subscribed, and sworn to before me this 1 day of June, 2020.

My Commission expires October 31, 2023.

AFFIX SEAL HERE Sarah J. Smith NOTARY PUBLIC [signature]

Commonwealth of Virginia
Commission # 7830612
My Commission Expires on:
10/31/2023

Purchasing Affidavit (Revised 01/19/2018)

5.4 Background Check

41. BACKGROUND CHECK: In accordance with W. Va. code 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

Agile Fleet currently performs background checks on all employees with access to sensitive or critical data. Note that local fingerprinting services are not available from our local law enforcement agencies "Until further notice" due to the Covid-19 pandemic (https://www.fairfaxcounty.gov/police/servicesah/centralrecords). However, we continue to have background checks performed on new employees without the fingerprinting. In addition to background checks, we perform drug screening. Due to the pandemic, out of concern for the safety of our employees, we have suspended standard drug screening until further notice.

5.5 Designated Contact Form

See the following page for the completed Designated Contact form.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Matthew Wade, VP of Client Success
(Name, Title)

Matthew Wade, VP of Client Success
(Printed Name and Title)

14109 Willard Rd, Ste A, Chantilly, VA 20151
(Address)

408-213-9555 x555 703-832-8729
(Phone Number) / (Fax Number)

mwade@agilefleet.com
(E-mail address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Agile Access Control, Inc.
(Company)

Matthew Wade, VP of Client Success
(Authorized Signature) (Representative Name, Title)

Matthew Wade, VP of Client Success
(Printed Name and Title of Authorized Representative)

6/11/20
(Date)

408-213-9555 x555 703-832-8729
(Phone Number) (Fax Number)

5.6 Software Terms and Conditions

Agile Access Control, Inc. presents its software terms and conditions.

SOFTWARE LICENSE AND MAINTENANCE AGREEMENT

This Software License and Maintenance Agreement ("Agreement") is made and entered into as of _____ ("Reference Date"), by and between **Agile Access Control, Inc.** 14101 Willard Rd., Ste. A, Chantilly, VA 20151 ("Vendor"), and _____ ("Customer").

In consideration of valuable consideration and the mutual promises herein contained, the parties agree as follows:

1. Definitions.

The following terms, when used in this Agreement, shall have the following meanings:

1.1. "Confidential Information" means non-public information disclosed by a party to this Agreement to the other party. Confidential Information shall be limited to the Software and Documentation, related data supplied for proper installation and all other non-public information clearly identified by the disclosing party as confidential. All Confidential Information that is orally disclosed by a party shall be reduced in writing to the receiving party within ten days of disclosure or else disclosed information shall not be deemed to be Confidential Information.

1.2. "Licensed Software" or "Software" means the source, object, or executable code version of the computer programs, improvements, modifications, extensions, enhancements, and Updates for the modules that are provided by Vendor to Customer, as listed in Attachment A (Licensed Software Listing).

1.3. "Documentation" means Vendor's training course materials, system specifications, hardware requirements, technical manuals, and all other user instructions regarding the capabilities, operation, installation and use of the Licensed Software, including all online help files and other user instructions. "Documentation" does not include source code.

2. Software License.

2.1. *License Grant*. Subject to the terms and conditions of this Agreement, Vendor grants to Customer a world-wide, software as a service, enterprise, non-transferable (except as provided herein) license to use the Licensed Software by all users authorized by Customer, including without limitation, employees, agents (such as outsourcers, consultants and independent contractors), and all other affiliated entities. For purposes of this Section, the term "Customer" shall include Customer and its affiliates, and their respective employees and authorized contractors and agents.

2.2. *License Software Use Restrictions*. Except as permitted in this Agreement, Customer's use of the Licensed Software shall be subject to the following restrictions:

2.2.1. The Licensed Software shall be used solely for Customer's business purposes;

2.2.2. Customer shall not cause the Licensed Software in any way to be disassembled, decompiled or reverse engineered nor shall any attempt to do so be undertaken or permitted;

2.2.3. Customer shall not make the Licensed Software available for access or use by any person or entity other than Customer's employees and authorized contractors and agents. Notwithstanding the foregoing, Customer may serve as a service bureau for its affiliates provided such affiliates are listed and identified in Attachment A;

2.2.4. Customer shall adhere to the license limits for each module of the Licensed Software.

2.2.5. Customer shall not copy, translate, port, modify, or make derivative works of the Licensed Software, unless otherwise allowed by this Agreement.

2.3. *Ownership*. This Agreement does not grant to Customer any ownership interest in the Licensed Software. Rather, Customer is granted a license to use the Licensed Software as provided in this Agreement. Customer hereby agrees and acknowledges that Vendor owns all right, title, and interest in the Licensed Software. Any copy, modification, revision, enhancement, adaptation, translation, or derivative work of or created from the Licensed Software made by or at the direction of Customer shall be owned solely and exclusively by Vendor, as shall all patent rights, copyrights, trade secret rights, trademark rights, and all other proprietary rights, worldwide (all of the foregoing rights taken together being referred to collectively herein as "Intellectual Property Rights") therein and thereto.

2.4. *Copyright*. The Licensed Software contains material that is protected by United States copyright law and trade secret law, and by international treaty provisions. All rights not granted to Vendor by this Agreement are expressly reserved by Vendor. Customer shall not remove any proprietary notice of Vendor from any copy of the Licensed Software.

2.5. *Vendor Hosted*. Vendor provides all computers, software, licenses, and support in the Vendor-hosted environment.

2.6. *Delivery*. Customer will be deemed to have accepted the Licensed Software on date site creation is completed.

3. Maintenance.

3.1. *General Obligations*. Subject to Customer's payment of the annual SaaS fees set forth in Exhibit A, Vendor will provide Customer access to all releases, updates, patches, service packs, improvements, and new versions of Licensed Software ("Updates"). For clarity, Customer is entitled to all Updates to the right and the left of the decimal point in Vendor numbering scheme of Licensed Software. Vendor will provide Customer (via a Customer-dedicated, single point of contact) with unlimited telephone and email support regarding use and operation of the Licensed Software. Vendor from time to time will require access to Customer's database. Customer agrees to provide access as required to support software upgrades, technical support, and license compliance checks. Access is provided via secure methods. No data mining is performed. No data is disclosed outside of Agile Access Control, Inc.

3.2. *Supported Releases*. Vendor agrees to provide support for the current and one prior release of the Licensed Software under this Agreement.

3.3. In the event Vendor removes a material function ("Function") found in any Licensed Software by Vendor to Customer hereunder ("Initial Product") from a subsequent version or release of such Licensed Software, whether such removal occurs via Services purchased by Customer for the Initial Product or otherwise, and that Function appears in another product ("Additional Product") Vendor makes commercially available, then Customer, at Customer's sole discretion and without forfeiting rights to Initial Product, shall be entitled to receive an equal quantity of licenses for the Additional Product as Customer had rights in the Initial Product at no additional license or Maintenance charge provided that Customer is current on Services at the time Vendor removes the Function from the Initial Product.

3.4. *SaaS Fees*. Technical support and software maintenance will be provided under the SaaS license purchase by the customer. Vendor may increase SaaS fees annually no greater than five (5%) percent for the first and all subsequent SaaS renewals. If the license size increases and/or additional modules are purchased, then the price for SaaS may increase accordingly. Custom

development outside of a standard implementation could require additional professional service hours and could affect the annual costs for the SaaS license.

3.5. *Standard Technical Support Hours of Operation.* Vendor will provide e-mail and telephone support. Support is offered Monday through Friday 8:30 a.m. to 5:30 p.m. Eastern Standard Time, exclusive of federal holidays, with an eight (8) hour response time. All support requests to Vendor personnel will be directed through one Customer contact. After hours' technical support may be billed at Vendor's professional services hourly rate. After hours' technical support requests will be considered by Vendor on a case-by-case basis and approved in writing by Customer prior to scheduling.

3.6. *Professional Service Rate.* Vendor will bill Customer for professional services at the hourly rate of $195.00. Professional service fees include but are not limited to assistance in developing custom transition plans for migration from legacy processes to new processes, review and analysis of FleetCommander operations, metrics and reports, developer assistance with data import/manipulation, additional training, on-site maintenance or other tasks as agreed. Vendor will provide Customer with a written Change Request ("CR"), specifying the scope of work to be provided and estimated number of professional service hours for completion. CR's must be approved by Customer prior to scheduling. Custom development outside of a standard implementation could require additional professional service hours and could affect the annual costs for SaaS license.

3.7. *Internet-based Administrator Training.* Using web-conferencing tools, Vendor will instruct up to 10 Customer representatives on the operation of the FleetCommander application. Customer will be responsible for training additional employees. On-site training incurs an additional cost as well as reasonable and actual travel and living expenses. Estimates for these costs will be submitted to Customer before traveling and approved prior to scheduling.

3.8. *Case Study Participation.* Provide input to a case study reflecting Licensed Software's use in Customer's environment. This is not an endorsement, but rather factual input based on actual Licensed Software use. Case studies are used to assist Vendor's prospects in understanding how Licensed Software is used to manage other fleets. Information to be provided and potentially published by Vendor includes: Customer name, fleet characteristics, strengths and weaknesses of Licensed Software with respect to managing Customer's fleet, and "My Biggest FleetCommander Success" story.

3.9. *Return Material Authorization.* Notification and Return Material Authorization. Proper notification will be deemed to have occurred only after (i) Customer has in good faith worked with technical support team by telephone at 408-213-9555 ext. 2 or email fcsupport@agilefleet.com to evaluate, troubleshoot and test any Hardware that appears to have a Defect; (ii) if the technical support team determines that the Hardware appears to have a warranted Defect that cannot be repaired through telephone support or over the air programming. Technical support will authorize and assign a Return Material Authorization Number ("RMA") for the Hardware.

3.10. *Warranty and Repair Process.* Customer, at its own cost, shall uninstall the Hardware from the Vehicle and return it, securely packaged, to a designated facility for repair with the assigned RMA clearly visible on each shipping form and carton. Inbound shipping will be paid by Customer and outbound standard ground shipping for warranty service will be borne by Vendor, with Customer bearing all risk of loss during inbound transit. Any other shipping requested by Customer will be at Customer's sole cost. Customer consents to Licensed Technology updates or upgrades being installed with respect to any Hardware. Hardware returned for repair under warranty that is determined to not be covered by warranty will be charged to Customer at a flat diagnostic/repair rate (10% markup to actual costs). Repair

services for Hardware that is outside its warranty period may not be available and replacement may be required. If non-warranty repairs are requested and are available, the diagnostic/repair costs will be set forth in the RMA and Customer's delivery of the Hardware by customer support constitutes agreement to these charges. Customer shall be responsible for the Installation and the payment of any Taxes or other charges or fees associated with each repaired or replaced Hardware unit. On-site troubleshooting services are not covered under warranty and are available to Customer only upon request and will be subject to a separate agreement.

4. **Term and Termination**. This Agreement shall be effective as of the Reference Date and continue in full force and effect until _____ unless extended, or unless earlier terminated or canceled, as set forth herein. This Agreement will automatically renew for the same length as the initial agreement (three-year term) unless the Customer informs the Vendor not less than sixty (60) days prior to the expiration of the original agreement term, as applicable.

   4.1. *Termination.* Either party may terminate the Agreement immediately upon written notice at any time if the other party: (i) commits a non-remediable material breach of the Agreement, or if the other party fails to cure any remediable material breach or provide a written plan of cure acceptable to the non-breaching party within 45 days of being notified in writing of such breach, except for breach of Section 5 of this Agreement which shall have a ten (10) day cure period; or (i) ceases business operations; or (iii) becomes insolvent, generally stops paying its debts as they become due or seeks protection under any bankruptcy, receivership, trust deed, creditors arrangement, composition or comparable proceeding, or if any such proceeding is instituted against the other (and not dismissed within 90 days after commencement of one of the foregoing events). Upon termination, Vendor shall not be obligated to provide any Products and Services, in whole or in part, to Customer.

   4.2. *Effect of Termination.* Immediately upon termination of this Agreement, Customer shall return or destroy all Software and Documentation and all copies thereof in any form, whether partial or complete, and whether or not modified by Customer.

   4.3. *Survival of Obligations.* The following obligations shall survive termination of this Agreement. (i) all obligations regarding use or disclosure of Confidential Information; (ii) all obligations to indemnify or protect proprietary information; and (iii) all obligations to make payments of amounts or fees owed or accrued prior to termination. Specifically, the parties' rights and obligations under Sections 2.2, 2.3, 4, 9, 12 shall survive termination of this Agreement.

5. **Fees and Payment**.

   5.1. *License, hardware and Professional Services Fees*. Customer shall pay the license, maintenance, and other fees set forth in Exhibit A.

   5.2. *Taxes*. Customer shall pay applicable taxes including and not limited to all federal, state, and local taxes, government fees as well as sales, use, excise, and value added taxes. Exempt Customers are required to provide Vendor with a tax exemption certificate prior to use of the software on annual basis.

   5.3. *Payment*. Unless provided otherwise herein, Customer agrees to pay all amounts due under this Agreement within thirty (30) days upon receipt of invoice.

   5.4. *Late Penalty*. Failure to provide payment by the first day of the billed period will result in ongoing monthly late payment fees of 1.5% of the total outstanding invoice. Vendor also reserves the right to discontinue services due to non-payment.

   5.5. *Additional Software and Hardware*. Customer will be invoiced for any additional software and/or hardware costs. Vendor shall reserve the right to require Customer's payment in advance, in full or part, prior to ordering for additional software and hardware costs not covered in Exhibit A.

6. Limited Warranty.

6.1. *Licensed Software.* Vendor warrants that the Licensed Software shall perform substantially in accordance with the requirements of this Agreement and, solely to the extent not inconsistent with the documentation for the term of Agreement. Vendor shall not be responsible for any errors or nonconformities in the Licensed Software resulting from Customer's failure to use the Licensed Software in conformance with this Agreement or modification of the Licensed Software by Customer.

6.2. *Hardware.* Vendor warrants that the Hardware shall perform substantially in accordance with the requirements of this Agreement and, solely to the extent not inconsistent with the documentation for the term of Agreement. Vendor shall not be responsible for any errors or nonconformities in the Hardware resulting from Customer's failure to use the Hardware in conformance with this Agreement or modification of the Hardware by Customer.

6.3. *Services.* Vendor warrants that all services provided by Vendor to Customer under this Agreement shall be performed in a workmanlike manner.

6.4. *Viruses and Disabling Mechanisms.* Vendor shall use commercially reasonable measures to screen the Licensed Software to avoid introducing any virus or other destructive programming that are designed (i) to permit unauthorized access or use by third parties to the software installed on Customer's systems, or (ii) to disable or damage Customer's systems. Vendor shall not insert into the Licensed Software any code or other device that would have the effect of disabling or otherwise shutting down all or any portion of the Licensed Software, except as such capabilities are included in the off-the-shelf Licensed Software in the form of a payment key or product key. In the event a payment key is included in the Licensed Software in a Customer-hosted environment, the payment key shall be set to expire no less than one hundred years from the date of this agreement. Vendor shall not invoke any new code or other device at any time or modify the payment key, including upon expiration or termination of this Agreement for any reason. Customer shall not modify or disable the payment key or product key at any time.

6.5. *Infringement.* To the best of Vendor's knowledge, Customer's permitted use of the Licensed Software will not infringe the intellectual property rights of any third party.

6.6. *No Litigation.* Vendor further warrants there is no pending or threatened litigation that would have a material adverse impact on its performance under this Agreement.

6.7. *Authority.* Vendor has the full power, capacity and authority to enter into and perform this Agreement and to make the grant of rights contained herein.

6.8. *Compliance with Applicable Law.* Vendor warrants that the services provided under this Agreement and Customer's permitted use of the Licensed Software shall comply with applicable federal, state, and local laws and regulations.

7. Disclaimer of Warranties. EXCEPT AS PROVIDED IN SECTION 7, VENDOR EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS AND IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. VENDOR DOES NOT WARRANT THAT THE PRODUCTS WILL MEET CUSTOMER'S REQUIREMENTS, THAT THE LICENSED SOFTWARE IS COMPATIBLE WITH ANY PARTICULAR HARDWARE OR SOFTWARE PLATFORM, OR THAT THE OPERATION OF THE LICENSED SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE LICENSED SOFTWARE WILL BE CORRECTED. THE ENTIRE RISK AS TO THE RESULTS AND PERFORMANCE OF THE LICENSED SOFTWARE IS ASSUMED BY CUSTOMER. FURTHERMORE, EXCEPT AS PROVIDED IN SECTION 7, VENDOR DOES NOT WARRANT OR MAKE ANY REPRESENTATION REGARDING THE USE OR THE RESULTS OF THE USE OF THE LICENSED SOFTWARE OR RELATED

DOCUMENTATION IN TERMS OF THEIR CORRECTNESS, ACCURACY, QUALITY, RELIABILITY, APPROPRIATENESS FOR A PARTICULAR TASK OR APPLICATION, CURRENTNESS, OR OTHERWISE. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY VENDOR OR VENDOR'S AUTHORIZED REPRESENTATIVES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF WARRANTIES PROVIDED IN THIS AGREEMENT.

8. **Limitation of Liability**. IN NO EVENT SHALL VENDOR BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, INDIRECT, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES FOR LOSS OF BUSINESS, LOSS OF PROFITS, BUSINESS INTERRUPTION, LOSS OF DATA, OR LOSS OF BUSINESS INFORMATION) ARISING OUT OF OR CONNECTED IN ANY WAY WITH USE OF OR INABILITY TO USE THE LICENSED SOFTWARE, OR FOR ANY CLAIM BY ANY OTHER PARTY, EVEN IF VENDOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VENDOR'S TOTAL LIABILITY TO CUSTOMER FOR ALL DAMAGES, LOSSES, AND CAUSES OF ACTION (WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE) SHALL NOT EXCEED ONE (1) TIMES THE PURCHASE PRICE. THE LIMITATIONS PROVIDED IN THIS SECTION SHALL APPLY EVEN IF ANY OTHER REMEDIES FAIL OF THEIR ESSENTIAL PURPOSE.

9. **Indemnification**. Vendor, at its own expense (including payment of attorney's fees, expert fees and court costs) shall defend and hold harmless Customer and its directors, officers, agents, employees, affiliates and successors in interest against any loss, cost, damage, liability, or expense from any and all third party claims that the License Software infringes any patent, copyright, trade secret, or other proprietary right of a third party and shall indemnify and hold harmless Customer and its directors, officers, agents, employees, subsidiaries and successors in interest from any amounts assessed against them in a resulting judgment or amounts to settle such claims, provided that Customer (a) gives Vendor prompt written notice of any such claim, (b) permits Vendor to control and direct the defense or settlement of any such claim, and (c) provides Vendor all reasonable assistance (at the expense of Vendor) in connection with the defense or settlement of any such claim. If the Licensed Software is, or is likely to be, the subject of an infringement claim, Vendor, at its expense, shall: (i) procure the right to allow Customer to continue to use the Licensed Software; or (ii) modify or replace the Licensed Software or infringing portions thereof to become non-infringing, without loss of material functionality. If Vendor is unable to provide one of the remedies in (i) nor (ii) within forty-five (45) days of notice of the claim (unless such period is extended by Customer), Vendor shall have the right to terminate this Agreement and refund all fees paid hereunder for the Licensed Software, pro-rated on a straight-line basis over a five-year term. Notwithstanding the foregoing, Vendor shall have no obligations under this Section solely to the extent any infringement claim is based upon or arising out of (i) any modification or alteration to the Licensed Software not approved by Vendor, (ii) any combination or use of the Licensed Software with products or services not supplied by Vendor or approved in writing by Vendor in advance of such combination, or (iii) use of the Licensed Software not in accordance with the applicable Documentation or outside the scope of the license granted under this Agreement.

10. **Independent Contractor**. Vendor acknowledges that it is at all times acting as an independent contractor under this Agreement and except as specifically provided herein, not as an agent, employee, joint venture, or partner of Customer.

11. **Notices**. Any notices required or permitted to be given hereunder by either party to the other shall be in writing and shall be deemed duly given or made if delivered: (1) by United States first class registered or certified mail, postage prepaid, return receipt requested; or (2) by bonded courier or by a nationally recognized overnight delivery company; or , in each case, addressed to the parties as follows (or to such other addresses as the parties may request in writing by notice given pursuant to this Section):

If to Vendor:

Edwin Smith, President

Agile Access Control, Inc.

14101 Willard Rd, Ste A, Chantilly, VA 20151

If to Customer:

_____

_____

_____

12. **Confidentiality.** Both parties shall treat all information provided by the other party in the strictest confidence and shall not reveal such information to anyone other than parties' own employees and contractors.

13. **GOVERNING LAW; EXCLUSIVE JURISDICTION; EXCLUSIVE VENUE:** This Agreement is entered into in Virginia and shall be governed by and construed in accordance with the substantive law (and not the law of conflicts) of the Commonwealth of Virginia. Courts of competent authority located in Fairfax County, Virginia shall have sole and exclusive jurisdiction of any action arising out of or in connection with the Agreement, and such courts shall be the sole and exclusive venue for any such action.

14. **Force Majeure.** Vendor shall not be responsible for failures of its obligations under this Agreement to the extent that such failure is due to causes beyond Vendor's control including, but not limited to, acts of God, war, acts of any government or agency thereof, fire, explosions, epidemics, and quarantine restrictions (each, a "Force Majeure Event"). Should Vendor declare a Force Majeure Event, Customer shall be relieved of all payment obligations during the time Vendor has declared such Force Majeure Event, and Vendor shall refund to Customer within 90 days of resumption to normal business practices, a prorated amount of any prepaid recurring fees paid by Customer for the period of the Force Majeure Event.

15. **Entire Agreement**. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes all other prior and contemporary agreements, understandings, end-user license agreements, click-through agreements, and commitments between the parties regarding the subject matter of this Agreement. Click-through license agreements will be deemed void, even if affirmative acceptance of an agreement was clicked in the course of using the software. This Agreement may not be modified or amended except by a written instrument executed by the parties. In particular, any provisions, terms, or conditions contained in Customer's Purchase Orders or other similar forms that are in any way inconsistent with or in addition to the terms and conditions of this Agreement shall not be binding upon Vendor.

16. **Severability**. If any provision of this Agreement is found to be invalid or unenforceable by any court, such provision shall be ineffective only to the extent that it is in contravention of applicable laws without invalidating the remaining provisions of the Agreement.

17. **Assignment**. Neither this Agreement nor any interest in this Agreement may be assigned by Customer without the prior express written approval of Vendor. Vendor may assign, pledge, mortgage, sell to a third party, or otherwise dispose of all or any portion of this Agreement, provided that such action shall not relieve Vendor of its obligations to Customer under this Agreement or reduce Customer's rights hereunder.

18. **Waiver**. All waivers under this Agreement shall be in writing to be effective. No failure or delay by a party to exercise any right it may have by reason of the default of the other party shall operate as a waiver of default or as a modification of this Agreement or shall prevent the exercise of any right of the non-defaulting party under this Agreement.

19. **Headings**. Headings used in this Agreement are provided for convenience only and shall not be used to construe meaning or intent.

20. **Agreement Drafted by Both Parties**. This Agreement is the result of arm's length negotiations between the parties and shall be construed to have been drafted by all parties such that any ambiguities in this Agreement shall not be construed against either party.

21. **Counterparts**. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, and will become effective and binding upon the parties as of the Reference Date at such time as all the signatories hereto have signed a counterpart of this Agreement.

22. IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the date first above written.

Accepted by:

Name of Client Here	**Agile Access Control, Inc.**
Accepted By:	Accepted By:
Name of Client	Agile Access Control, Inc.
_____	_____
Authorized Signature	Authorized Signature
_____	_____
Print Name	Print Name
_____	_____

Title

Date

Title

Date

Attachment A - Licensed Software Listing

1) Agile Access Control, Inc.'s FleetCommander Hosted Software as a Service License Modules includes:

   <list modules and number of licenses here>

   Optional
   <list optional modules here>

   * Clients Name Here description of chosen SAAS modules and professional services are in Exhibit A - Fees. Additional modules and/or licenses can be added at any time with additional purchase order.

Exhibit A – Fees

5.7 Acknowledgement Form

Agile Access Control, Inc. presents the signed acknowledgement form.

REQUEST FOR PROPOSAL

Fleet Management Division RFP SWC 20000000001

6.1. **Availability of Information:** Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Agile Access Control, Inc.
(Company)

Matthew Wade Matthew Wade VP of Client Success
(Representative Name, Title)

408-213-9555 x555 703-832-8729
(Contact Phone/Fax Number)

6/11/20
(Date)

5.8 Licensing

Agile Access Control, Inc. is licensed and in good standing in accordance with any and all state and local laws and requirements. We present our business license:

2020 Corporation Annual Report

Unified Business Identifier:UF000286704001

For filling with the West Virginia Secretary of State
a Business for West Virginia Partner
tel: (304) 558-8000

Business Legal Name	AGILE ACCESS CONTROL, INC.
WV Effective Date	08/27/2013
Charter Type	Foreign
Class	For Profit
Organization Type	Corporation
Home State	CA

I certify the information provided is true. I further certify that I am an officer or individual holding a power-of-attorney and am duly authorized to file this report on behalf of the corporation, as required by the West Virginia Code. I agree that the electronic entry of my name below represents my signature and authorization for this filing.

EDWIN E. SMITH
Authorized By

OFFICER
Capacity

West Virginia Business Registration Receipt

Business for West Virginia
www.business4wv.com

Fees for Registration of AGILE ACCESS CONTROL, INC. - 2020 Corporations Annual Report
Unified Business ID: UF000286704001
Filing Date: 06/10/2020 11:01:59

Secretary of State
Annual Report Fee $25.00

Business Registration Total Fees **$25.00**