September 16 | **21**

Original

FASTER Web

Technical Response to WVDOT Fleet and Equipment Management System RFP CRFP DOT22*01

Closing Date: **Thursday, September 16, 2021 at 1:30 PM**

For Submittal to: **State of West Virginia**
Department of Administration
Purchasing Division
2019 Washington St. E
Charleston, WV 25305

Submitted By: **TT FASTER LLC., dba. FASTER Asset Solutions**
760 Lynnhaven Parkway Suite 203
Virginia Beach, VA 23452
(866) 514-2513 (phone)| 757-625-5114 (fax)
Steve Specht
Steve.s@fasterasset.com

September 16, 2021

Tara Lyle
State of West Virginia
2019 Washington St. E
Charleston, WV 25305

Dear Ms. Lyle,

On behalf of *FASTER* Asset Solutions, we submit this proposal to serve the State of West Virginia.

The proposed *FASTER* Web Fleet Management Software will provide a robust, yet easy-to-use solution that will meet all the objectives outlined by the State, WVDOT. The *FASTER* Web FMIS will allow you to accurately track all the costs related to your fleet, facilitating reductions in fleet acquisition, maintenance, and operational costs in addition to improving the overall accuracy of budgeting and planning over the long term; efficiently manage all aspects of vehicle and asset maintenance and service; schedule and perform timely preventive and routine maintenance of all the vehicles in your fleet using general industry and/or vehicle manufacturer standards; efficiently maintain parts inventory in a manner that reduces overhead and increases turnaround times; and effectively manage all the labor and maintenance involved in running a top fleet.

Overall partnering with a best of breed fleet management provider like *FASTER* will equip the State, WVDOT with the software, resources and support it needs to meet and exceed the needs of your customer drivers and run an efficient, successful fleet operation.

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

Firm:

TT *FASTER*, LLC dba *FASTER* Asset Solutions
760 Lynnhaven Pkwy, Suite 203
Virginia Beach, VA 23452
Phone: (757) 623-1700
Toll-Free Phone: (800) 753-2783

Contact:

Steve Specht, Senior Software Consultant
760 Lynnhaven Pkwy, Suite 203
Virginia Beach, VA 23452
866-514-2513
Steve.s@fasterasset.com

Contractual/Authorization
Contact:

Michael Spradling, President
760 Lynnhaven Pkwy, Suite 203
Virginia Beach, VA 23452
757-623-1700
michael.s@fasterasset.com

FASTER Asset Solutions confirms that our entire proposal and the price contained herein is binding in all respects for a period of 180 days from receipt of the BAFO (Best and Final Offer), or from submission if no BAFO is requested.

FASTER Asset Solutions will serve as the primary contractor designating *FASTER* as the "Vendor." *FASTER* does not utilize subcontractors for any of our implementation process. All of the services listed in *FASTER*'s Statement of Work (SOW), Pricing & Payment Terms will be provided by a *FASTER* staff member. With over 460 successful implementations of our software, *FASTER* has developed an efficient and quality implementation process that has been proven over the last 35-plus years.

FASTER Asset Solutions is the sole manufacturer and provider of the *FASTER* Web FMIS (Fleet Management Information System).

FASTER Asset Solutions affirms that as the Vendor it has no interest, direct or indirect, which would conflict with the performance of services under the resulting Contract and shall not employ, in the performance of the Contract, any person having a conflict.

FASTER confirms that all staff members of the implementation team shall follow all WVDOT and State of West Virginia administrative policies, procedures, requirements, specifications, and standards while performing tasks related to this project.

Sincerely,

Michael Spradling
President

FASTER Asset Solutions confirms that our entire proposal and the price contained herein is binding in all respects for a period of 180 days from receipt of the BAFO (Best and Final Offer), or from submission if no BAFO is requested.

FASTER Asset Solutions will serve as the primary contractor designating FASTER as the "Vendor." FASTER does not utilize subcontractors for any of our implementation process. All of the services listed in FASTER's Statement of Work (SOW), Pricing & Payment Terms will be provided by a FASTER staff member. With over 460 successful implementations of our software, FASTER has developed an efficient and quality implementation process that has been proven over the last 35-plus years.

FASTER Asset Solutions is the sole manufacturer and provider of the FASTER Web FMIS (Fleet Management Information System).

FASTER Asset Solutions affirms that as the Vendor it has no interest, direct or indirect, which would conflict with the performance of services under the resulting Contract and shall not employ, in the performance of the Contract, any person having a conflict.

FASTER confirms that all staff members of the implementation team shall follow all WVDOT and State of West Virginia administrative policies, procedures, requirements, specifications, and standards while performing tasks related to this project.

Sincerely,

Michael Spradling
President

CONTENTS

4.3.7. TAB 1 - EXECUTIVE SUMMARY

In the Executive Summary, the Vendor shall condense and highlight the contents of the proposed solution in such a way as to provide the WVDOT with a broad understanding of the proposal in ten (10) pages or less. Vendors should provide a concise summarization of the proposed products and services and how these proposed products and services address the requirements presented in the RFP.

Vendors shall present a summarization of their planned approach, their successful public sector implementations of the proposed solution, highlight the relevant public sector experience for all key staff included in the proposal and describe why the product and service providers assembled in the proposal are best qualified to perform the work required.

Vendors should also include a list of each specific term that it proposes to modify with the requested changes identified by using strike-through for proposed deletions and underlines for proposed additions to the term. Additionally, the Vendor should provide compelling justification for any proposed changes.

FASTER **Response:** On behalf of all of *FASTER* Asset Solutions, we submit this proposal to serve the State of West Virginia. *FASTER* has been in business since 1982 and provides FMIS systems to cities, counties, states, universities, airports, grounds management, transit, public utilities, and private companies. On a related note, *FASTER* is the largest provider of fleet management information systems (FMIS) to Municipal Government in North America.

In the attached, we are proposing our flagship product, *FASTER* Web. We believe that an in-depth comparison of asset management information systems will reveal the following:

- *FASTER* Web is the most robust enterprise level system.
- Our nearly 40 years of deep commitment to the industry has yielded an interface that is the easiest to use of any FMIS.
- Our commitment to the long-term has yielded the industry's most intuitive-level Business Intelligence (BI) and enterprise-level integration capability (API2 technology).

We also believe if you look beyond the marketing hype, you will see why *FASTER* is best suited to meet the services and objectives for your organization. *FASTER* Web is a far superior choice because of the following key strategic differences.

The Most Experienced Staff in the Industry:

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

This stability has created a long-term financial model that has enabled *FASTER* to invest far more in excellent staff and superior product. That leads to a significant difference between *FASTER* Web and our competitors' products. We believe if you look beyond the marketing hype, you will find that *FASTER* has a far superior system because of the two key strategic differences noted below.

FASTER Invests in the Long-Term:

No other systems provider offers better systems longevity or a more advanced and stable system. For example, *FASTER* has had only three FMIS systems since its inception in 1982. The first was called BOS and was supported until the last customer migrated to our 3rd generation system in 2012. Our 2nd generation system, *FASTER* Win, is a client-server system released in 1999. It

continues to be in wide use and is supported and enhanced to this day. Our 3rd generation product, *FASTER* Web, is a powerful, browser-based system that was released in 2011.

Some of our competitors are bogged down financially and technically with supporting and enhancing disparate systems they have acquired over the years. In contrast, *FASTER* has a focused and smooth product history that provides better ROI and more robust functionality.

A Product-Driven Company:

Likely the most important distinction of our company is that *FASTER* is product-focused, as opposed to many of our competitors who are largely sales-focused. Being product-focused results in *FASTER* investing in its product and staff over marketing and sales efforts. This strategy has resulted in superior systems and support services due to a simple financial model that under-promises and over-delivers. Prospects hear a lot from the sales staff of our competitors, but post-sale, our competitors' customers struggle when needing professional implementation or timely support. So, while you will not hear much from *FASTER* salespeople, our customers will tell you *FASTER*'s staff is not only very responsive but is also very knowledgeable.

Many of our competitors attempt to limit your integration choices by having narrow integrations with a single vendor who provides financial incentives for cross-selling. In contrast, *FASTER* provides robust enterprise integrations that enable you as the customer to integrate *FASTER* Web with any vendor you choose. This is possible by our use of cutting-edge APIs and a staff that can build robust middleware to integrate with just about any other system.

We look forward to having the opportunity to prove to you that we are the best FMIS provider. And we hope to have the privilege to serve you and the state of West Virginia. You will find a different type of people at our company—folks who deeply care about our customers and the industry.

Exceptions

Performance Bond

General Terms and Conditions

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

~~PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.~~

FASTER **Response:** As *FASTER* Web is a Commercial-Off-The-Shelf system, *FASTER* objects to the posting of a Performance Bond. However, *FASTER* can agree to a holdback percentage to ensure successful project completion.

FASTER is the largest provider of fleet management software to Municipal Government in North America and is a financially stable, private company with no bankruptcy history or economic stability issues. *FASTER* is the oldest provider (35+ years) of robust FMIS software. *FASTER* has the capacity to perform all the work necessary. And *FASTER* is likely the most experienced and stable provider of a robust FMIS.

The last six years have been the most successful years (both financially and in product development) in our 35-plus year history. *FASTER*'s record profits and sales growth are the result of winning a record number of sales due to our superior *FASTER* Web product.

Some systems companies have stability issues due to the tendency to have numerous systems they have acquired. *FASTER* has had a consistent lifecycle for its 3-generations of products, which stem back to 1982. *FASTER* did not cease supporting it first generation product, BOS, until the last customer ceased using that product. *FASTER's* 2nd generation product, *FASTER* Win was released in 1999 and *FASTER* is still enhancing and supporting that product.

Based on the above, *FASTER* has never been required to post any type of bond, nor is there execution risk to the State. In lieu of a bond, *FASTER* is willing to accept a holdback as a part of the payment milestones.

Liquidated Damages

General Terms and Conditions

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

$1,000.00 per day for being more than 10 business days late achieving go-live date based on approved project schedule.

FASTER Response: *FASTER* objects to the liquidated damages provision as stated in Published West Virginia Terms and Conditions, however, *FASTER* will agree to a holdback percentage to ensure successful project completion.

FAX

Date   09/17/2021

Number of pages including cover sheet: 2

To:

From:

Leanna Criss

Phone

Fax Phone (304) 558-3970

Phone   *(757) 623-1700 * 2000*

Fax Phone *17576231700*

REMARKS:

WVDOT FLEET AND EQUIPMENT MANAGEMENT SYSTEM RFP CRFP DOT22*01
Addenda acknowledgment form for FASTER Asset Solutions to be included
with previously sent bid.
ATTN: Tara Lyle, Buyer

ADDENDUM ACKNOWLEDGEMENT FORM

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP DOT2200000001

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 thenecessary revisions to my proposal, plans and/or specification, etc.

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

[X]   Addendum No. 1   [　]   Addendum No. 6

[X]   Addendum No. 2   [　]   Addendum No. 7

[X]   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. Ifurther understand that that any verbal representation made or assumed to be made during any oraldiscussion held between Vendor's representatives and any state personnel is not binding. Only theinformation issued in writing and added to the specifications by an official addendum is binding.

TT *FASTER* LLC., dba. *FASTER* Asset Solutions
_____
Company

_____
Authorized Signature

09/17/2021
_____
Date

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

4.3.8. TAB 2 - VENDOR COMPANY PROFILE

The Vendor shall include a detailed narrative description of its organization. The narrative should include the following:

- Brief overview of business operations, with an emphasis on the development and implementation of Fleet and Equipment Management System solutions for state departments of transportation and other public sector organizations;

- Date established;

- Ownership (public, partnership, subsidiary, etc.);

- Location in which the Vendor is incorporated;

- Office location(s) responsible for the performance of proposed tasks;

- Full disclosure of any proposed off-site activity and the locations involved;

- Vendor's organizational chart relevant to this project;

- Full disclosure of any potential conflict of interest;

- A Statement of whether, in the last ten (10) years, the Vendor and any officers in their individual or professional capacity or associated with another company have filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details;

- A Statement of whether there are any pending Securities Exchange Commission investigations involving the Vendor, and if such pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the Vendor's performance in a Contract under this RFP;

- A Statement documenting all open or pending litigation initiated by Vendor or where Vendor is a defendant in a customer matter;

- Full disclosure of any public sector Fleet and Equipment Management System related contracts terminated for cause or convenience in the past five (5) years;

- Full disclosure of any criminal or civil offense; and

- Statements of financial stability, indicating that the Vendor has the financial capacity to provide the entire solution and that the Vendor has adequate resources to continue as an ongoing concern.

FASTER Response: *FASTER* is bidding a COTS (Commercial-Off-the-Shelf) system. We believe you will find it is the most robust fleet management system on the market. *FASTER* Web is a powerful, browser-based system that was released in 2011. A detailed comparison of *FASTER* Web to any other system, be it custom-built or COTS, will reveal that *FASTER* Web provides greater functionality, higher quality, a faster implementation, more robust integrations, and greater ROI.

In regard to the implementation and project schedule, *FASTER* has provided our detailed sample implementation plan that includes task necessary for the COTS Implementation.

One of the distinguishing factors about *FASTER* Web is that it is a Commercial-Off-The-Shelf System (COTS). This means that the system implementation is very disciplined and uniform. This translates into a higher quality implementation with lower cost and risk. When your implementation project starts, a *FASTER* Project Manager and Implementation Consultant will be assigned. There will be many other *FASTER* team members who will work on your implementation as well, including database developers and testers.

The COTS software undergoes its own development cycle separately and distinctly from the implementation process. This means that no Requirements Gathering, Requirements and Design Approval, Gap Analysis, Testing and Development work is done on *FASTER* COTS Software.

However, custom development and testing will be done in conjunction with the Go-Live Work noted in *FASTER*'s Statement of Work (SOW). For the integrations identified in the *FASTER* Statement of Work, *FASTER*'s Integrations Staff, Product Manager and Development Team Leader will also be involved.

The benefit of the COTS system and implementation is the customer will experience a higher quality, lower cost and timelier implementation because the different project phases of Planning, Design, Development, and System Testing and Acceptance have already been completed due to the nature of a COTS system.

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

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

Date Established: *FASTER* Asset Solutions has been headquartered in the Hampton Roads region of Virginia since our founding in 1982.

Ownership: TT *FASTER* LLC dba *FASTER* Asset Solutions is a Delaware Limited Liability Company wholly owned by Transit Technologies, LLC.

Office Location: Our principal place of business and corporate offices are located at: 760 Lynnhaven Parkway, Suite 203, Virginia Beach, VA 23452

Location of Incorporation: TT *FASTER* LLC is a Delaware Limited Liability Company.

All work associated with the products and services identified in the *FASTER* Statement of Work (SOW) such as, development of custom integrations, data conversion, and related testing will be done at or through *FASTER's* Virginia headquarters. Go-Live training will be the only service performed onsite at the WVDOT location(s), unless other specific requests for onsite services are agreed to as a part of negotiations.

Project Organizational Chart:

```
              ┌─────────────────────┐
              │    Director of      │
              │    Operations       │
              │   Kevin Conner      │
              └─────────────────────┘
                         │
        ┌────────────────┴────────────────┐
┌──────────────────┐            ┌──────────────────────┐
│     Project      │            │   Implementation     │
│     Manager      │            │     Consultant       │
│ Tyler McCuen/    │            │ Jeremy Angus/Tyrone  │
│ James Cox/Joe    │            │ Poist/Matt Carper    │
│ Healey III       │            │                      │
└──────────────────┘            └──────────────────────┘
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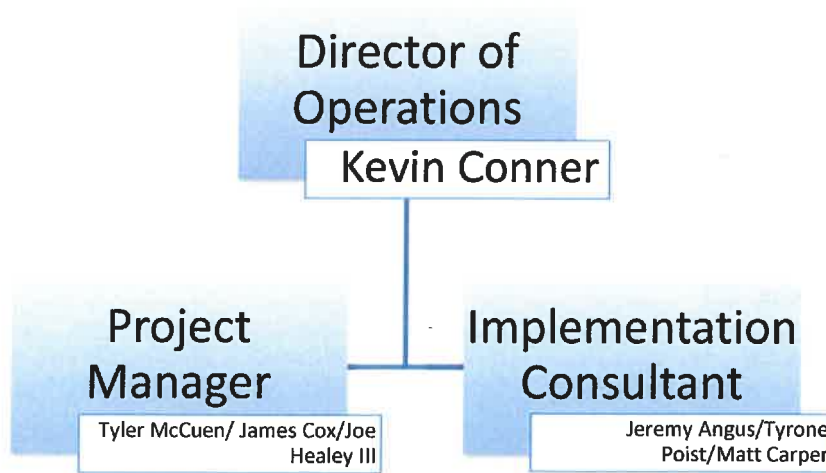
Disclosure of Conflict of Interest: *FASTER* Asset Solutions affirms that it has no interest, direct or indirect, which would conflict with the performance of services under the resulting Contract and shall not employ, in the performance of the Contract, any person having a conflict.

A Statement of whether, in the last ten (10) years, the Vendor and any officers in their individual or professional capacity or associated with another company have filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details: *FASTER* has not, in the last ten (10) years, filed (or had filed against it) any bankruptcy or insolvency proceedings. *FASTER* is not aware of any bankruptcy or insolvency proceedings involving any of its officers or associated companies.

FASTER Asset Solutions has never been involved in any litigation or dispute resolution with a customer. *FASTER* has never had a suspension or disbarment. Of our 460+ implementation starts, less than five chose not to complete the project for reasons that were outside of *FASTER*'s control.

A Statement of whether there are any pending Securities Exchange Commission investigations involving the Vendor, and if such pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the Vendor's performance in a Contract under this RFP: There are no pending nor have there ever been any Securities Exchange Commission investigations involving *FASTER*.

A Statement documenting all open or pending litigation initiated by Vendor or where Vendor is a defendant in a customer matter: There are no open or pending litigations involving a *FASTER* customer. Moreover, *FASTER* has never been involved in any litigation with a customer.

Full disclosure of any public sector Fleet and Equipment Management System related contracts terminated for cause or convenience in the past five (5) years: No contracts have been terminated for cause. The following is a list of customers that terminated services with *FASTER* in the last five (5) years:

- City of Little Rock, AR
- City of Salem, OR

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- Virginia Beach Public Schools, VA
- Louisiana State Police, LA
- City of Gainesville, FL
- City and County of Denver, CO
- City of Traverse City, MI
- City of Irvine, CA
- West Metro Fire Rescue, CO
- City of Redding, CA
- Orange County Sanitation District, CA
- Palm Beach Gardens, FL
- City of Longview, TX
- South Metro Fire Rescue, CO
- Chatham County, GA
- DC Housing Authority, DC
- Town of Cary, NC
- Orange County, FL
- Polk County, FL
- Charleston County, SC
- Alabama Department of Public Safety, AL

Full disclosure of any criminal or civil offense: None.

Statements of financial stability, indicating that the Vendor has the financial capacity to provide theentire solution and that the Vendor has adequate resources to continue as an ongoing concern: *FASTER* is the largest provider of fleet management software to Municipal Government in North America and is a financially stable, private company with no bankruptcy history or economic stability issues. *FASTER* is the oldest provider (35+ years) of robust FMIS software. *FASTER* has the capacity to perform all the work necessary. And *FASTER* is likely the most experienced and stable provider of a robust FMIS.

The last six years have been the most successful years (both financially and in product development) in our 35-plus year history. *FASTER*'s record profits and sales growth are the result of winning a record number of sales due to our superior *FASTER* Web product.

Some systems companies have stability issues due to the tendency to have numerous systems they have acquired. *FASTER* has had a consistent lifecycle for its 3-generations of products, which stem back to 1982. *FASTER* did not cease supporting it first generation product, BOS, until the last customer ceased using that product. *FASTER*'s 2nd generation product, *FASTER* Win was released in 1999 and *FASTER* is still enhancing and supporting that product.

4.3.9. TAB 3 - SUBCONTRACTOR COMPANY PROFILES

4.3.9.1. Fleet and Equipment Management System Software Provider

For the Fleet and Equipment Management System Software Provider, the Vendor shall provide the same information as the Vendor Company Profile listed above in Section 4.3.8. (if the Vendor is not the Software Provider). If the Vendor is the Software Provider, no information is required in this subsection.

FASTER Response: Not applicable, as *FASTER* Asset Solutions is the Software Provider.

4.3.9.2. Third Party Software Providers

For any Third-Party Software Provider included in the proposal, Vendor shall provide the same information listed for the Vendor Company Profile in Section 4.3.8. If there are no Third-Party Software Providers, no information is required in this subsection.

FASTER Response: Not applicable, there are no Third-Party Software Providers.

4.3.9.2.1. Service Providers

For any Service Providers included in the proposal, Vendor shall provide a description of the role and level of involvement proposed for the Subcontractor and shall provide the same information listed for the Vendor Company Profile in Section 4.3.8, as applicable. Vendor shall include a copy of the teaming agreement or subcontracting agreement between the Vendor and each Service Provider as an attachment to its proposal. Subcontractor Corporate Information is not required if the Subcontractor is providing five (5) or fewer staff members in the proposal.

FASTER Response: Not applicable, however, it should be noted that if the State chooses to have *FASTER* host (in the cloud), *FASTER* uses Azure as our hosting provider.

4.3.10. TAB 4 - LICENSED PRODUCT INFORMATION

4.3.10.1. Business Applications

In this section, the Vendor shall provide a detailed product summary chart that lists:

- Each Software Provider (please list the primary Fleet and Equipment Management Software Provider first);

- The different product sets to be provided by each Software Provider;

- The modules/functions within those product sets;

- The release level of the products to be used;

- The next release/version level to be released; and

- The planned release date of the next release/version.

***FASTER* Response:**

Software Provider	Product Set	Modules/Functions	Release Level	Next Release Version	Next Version Planned Release Date
FASTER Asset Solutions	Fleet and Equipment Management Software (FMIS-*FASTER* Web)	Asset Management Maintenance Management Inventory Management Business Intelligence/Reporting	6.4.129 CU1	7.0	Q3-2021
FASTER Asset Solutions	Dashboard	Business Intelligence / Key Performance Indicators (KPIs)	6.4.129 CU1	7.0	Q3-2021
FASTER Asset Solutions	Fuel Master Fuel Import	Fuel Management	6.4.129 CU1	7.0	Q3-2021
FASTER Asset Solutions	Semantic Layer	Data Analytics/Modeling	6.4.129 CU1	7.0	Q3-2021

FASTER Asset Solutions	AVL Location, Meters and Alerts	AVL Telematics data imports	6.4.129 CU1	7.0	Q3-2021
FASTER Asset Solutions	VIN Decoder	Asset Acquisition	6.4.129 CU1	7.0	Q3-2021
FASTER Asset Solutions	Bar Code Module	Inventory Management	6.4.129 CU1	7.0	Q3-2021
FASTER Asset Solutions	Motor Pool	Web-Based MotorPool Asset Sharing, Rental & Reservations System	6.4.129 CU1	7.0	Q3-2021

FASTER Web Modules/Functions overview:

FASTER Web is the best-of-breed FMIS COTS solution for state and municipal governments. As such it contains all the modules that are important for cradle to grave asset management.

FASTER Web is a real-time solution and is fully integrated throughout the modules and transactions are updated in real-time. No need for duplicate entry of the same data. FASTER Web has a full set of Web Services methods (APIs) that can be used to develop integrations for a number of enterprise-based business processes.

FASTER Web COTS Modules include:

- **Home Module** – Users can manage their profiles, roles, certifications, and passwords.
- **Asset Module** – This area pertains to asset record creation, asset record viewing & searching, asset reassignment tracking, asset templates, asset life cycle management, meter management, preventative maintenance scheduling and tracking, warranty tracking, and acquisition planning, and much more.
- **Inventory Module** – Inventory Management (Parts & Fuel Tracking) which encompasses the entire procurement process from order and receipt through issues; including warranty replacements, core tracking/returns, and vendor credits through the accounting system.
- **Maintenance Module** – This area of the software pertains to work order management, shop floor management, indirect labor management, task list management, recalls and pending repairs as well as customer service repair requests, and much more.
- **Fuel Module** – Pertains to fuel setup and importing and/or manually adding fuel transactions, ad hoc reporting through the Advanced Search feature.
- **Accounting Module** – This area pertains to setting up budgets, accounts, accounts payable and receivable, vendor credits, and billing adjustments.
- **Reports Module** – The true value of any data system is the business intelligence it provides to run your operation efficiently and successfully. FASTER Web provides robust and varied business intelligence features that extend well beyond our standard reports based on fleet and business best practices. FASTER also offers powerful, comprehensive searching for fast onscreen viewing of data; data export capabilities; the ability to create your own custom reports.
- **Vendor Module** – Manage vendor information.
- **Technician Workstation** – FASTER's Technician Workstation is a separate application that is included with the core product, designed to provide paperless real time shop floor labor tracking and management using the latest touch screen technology to maximize efficient data entry.

FASTER

Technician Workstation was built to be flexible and can be accessed via touch screen or using mouse and keyboard.

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

FASTER Add-On Modules that may offer greater efficiency and ease of use:

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

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

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

- **Semantic Layer** - The Semantic Layer Add-on is not required to create or modify reports or dashboards. But it makes the process easier. The *FASTER* Web Semantic Layer provides a business user-friendly data layer, making it easier for a site to create their own reports and dashboards.

- **VIN Decoder** - Allows user to scan VINs using a barcode scanner. For new assets not in *FASTER* Web, it will access, download, and decode birth certificate data from the NHTSA database. The data downloaded from NHTSA will integrate with/auto-populate fields within the *FASTER* Web system in the Create Asset and Select Asset processes.

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

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

- **Optional Alert Mapping & Filtering** - For customers who have purchased an alert import capability (using *FASTER* Web's Asset Alerts Web Service API or custom import), alert data is by default accessible in the Asset module under a tab called "Alerts" and via the Maintenance module under the action "Service Request & Alerts," as well as in the Technician Workstation under the Work Order Repair screen "Alerts" button and in the W343 Alerts & Service Request standard report.

  This Alert Mapping Add-on provides additional and separate functionality from the above by enabling Fleet Operations staff to map desired alerts to trigger the system to automatically create a service request, send a notification via email and or text. You can also map an alert to a repair code or you can configure alerts so alerts trigger the creation of Pending Repairs. Further, you can use this mapping tool to identify any alert which you do NOT want to trigger any action to only show up on the Alerts tab in the Asset module for historical purposes.

Fully Integrate with Other Enterprise Level Systems: *FASTER* Web's architecture permits full integration with other vendor solutions through a variety of methods, including web services available as an add-on module. Chances are we may already have developed a similar interface or integration with your other vendors, which can help keep your integration costs lower. Or, we can provide an estimate or quote for custom-built integration to meet your needs. *FASTER* has a team with extensive experience providing integrations for finance, fuel, inventory, purchasing, parts, and other systems.

FASTER Web is equipped to permit enterprise use and value through a variety of modules and functionality across departments, such as:

- Billing integration including multi-department access to billing data.
- Accident information is accessible for risk management and other department so to provide cross departments accident management.
- Asset acquisition and disposal financial data can be managed by procurement and other departments.
- Multi-department access to: Asset replacement inventory list, forecasted capital replacement cost for budgeting.
- Maintenance and fuel usage costs available to all departments for budget planning.
- Any organization employee can request a service appointment from the Customer Portal.
- Any employee can check on the status of vehicle repairs during the repair process from the Customer Portal.
- Email notifications can be scheduled for upcoming preventative maintenance for any employee or department with vehicles.
- Create an order that can be sent to your partner vendor.

4.3.10.2. Technology Products

The Vendor shall take the following into account when addressing the technology components of their proposal:

- The Vendor shall provide the WVDOT with network, desktop, and server requirements for all software.

FASTER **Response**: *FASTER* Web System, Environment, & Configuration Requirements document is attached as Appendix B.

- The Vendor shall specify the requirements for all required cache servers, web servers, application servers, and database servers for installation per the Vendor's specifications.

FASTER Response: Please refer to the *FASTER* Web System, Environment, & Configuration Requirements document appended to this response as Appendix B.

4.3.10.2.1. Ad Hoc Reporting Tools

A reporting solution shall enable business users to create their own reports and explore enterprise data by downloading data or utilizing standard ad hoc reporting tools.

FASTER Response: First, each system module has a robust Advanced Search feature with an array of parameters that permits business users to quickly create ad hoc reports. The resulting report can have its parameters further modified and you can also filter and sort as well as move columns and headers or even omit columns and headers.

The report generated from each Advanced Search can be exported to Word, Excel, PDF, and CSV. Secondly, *FASTER* Web has over 100 standard reports that each have a broad array of parameters business users can choose from. The resulting report can be exported to Word, Excel, PowerPoint, PDF, MHTML, TIFF, CSV, XML and Data Feed.

Second, FASTER Web is deeply integrated with Microsoft's Report Builder report writing software that can also produce the broadest array of ad hoc reports. MS Report Builder can be launched from within the *FASTER* Web Reports Module. Further, once you have modified or created the report you desire, it can be published from within *FASTER* Web to be accessible to any user based on permission. This is a key benefit to business users in that you do NOT have to take IT staff's time to publish reports.

4.3.10.2.2. Business Intelligence Tools

It is the WVDOT's intent to take full advantage of the information captured within the new VPS to support Business Intelligence functionality in addition to operational reporting requirements. The expectation for Business Intelligence is to provide the capability for both tactical data analysis associated with program performance and strategic data analysis associated with long-term planning and measurement of operational performance against strategic goals.

FASTER Response: *FASTER* Web's Reports Module includes 100+ standard reports built using MS Reporting Services (SSRS). Our standard reports include management, operational, and performance measurements based on the fleet industry best practices. Each report includes multiple parameters for date range selection as well as dynamic grouping and sorting. Ad hoc reporting is available in the Reports Module via MS Report Builder as well as our dynamic search capabilities throughout the *FASTER* Web system.

Dashboards and Key Performance Indicators (KPI's): *FASTER* Web Dashboards give the customer the ability to change the look and feel in visually robust ways. These dashboards are also drillable to view key data for analysis.

The dashboard is a visually driven set of 20 Key Performance Indicators (KPI's) that quickly provide you with real-time information at a glance.

- Dynamic, real-time view of your fleet
- Role-based control
- User-specific settings for many of the available charts
- Exception-based info, so you can spot issues before they become larger problems

- Ability for each user to customize and save their view
- Ability to drill-down on key items to view the related record(s)

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

Microsoft's Power BI can empower business users to create ad hoc dashboards and some types of reports. Power BI is considered the sister product to Excel in that its focus is empowering business users to create graphical representations of data like dashboards.

With *FASTER* Web's data dictionary and semantic layer, business users who use MS Report Builder will have a very robust report building tool.

4.3.10.2.3. Product Maintenance

In this section of the proposal, the approach of the Fleet and Equipment Management System Software Provider(s) and the Third-party Software Provider(s) to meet the WVDOT's requirements to provide product maintenance is described.

Upon notification of a maintenance problem, Vendor should perform an adequate level of problem determination to identify and resolve the issues (if possible) based upon known product or customized solution issues. After first having completed proper due diligence, problem determination, and using Software Provider resources and content to attempt to resolve the support incident, the Vendor may triage to the Software Provider and leverage the Software Provider as tier two support whereby the Software Provider may work directly with the WVDOT to fix a particular problem while the Vendor continues to take full responsibility for the outcome of the incident by monitoring progress, logging, tracking, and obtaining other resources (if the Software Provider has not solved the issues) and any other effort required to resolve support incidents that arise during the life of the Contract.

FASTER Response: *FASTER* provides a toll-free number for customer support calls - immediate response occurs to phone calls (*FASTER* has a large enough support staff during business hours that there is rarely a queue or hold time. And after-hours emergency support is provided by dedicated Technical Support Staff Members who carry a cell phone, with the emergency call ringing directly to their cell phone.)

Customers will have access to *FASTER's* Technical Software Support Personnel ("Software Support") during normal business hours. Normal business hours are defined as 7:30 am to 6:00 pm EST/EDT, Monday through Friday (excluding U.S. public holidays). *FASTER* also provides emergency phone support twenty (24) hours a day, seven (7) days a week outside of normal business hours by having support staff members on-call for Emergency *FASTER* Support. Emergency *FASTER* Support is available when: A. The system is frozen; B. The system has crashed and will not recover; or C. Customer cannot process work in the system.

FASTER's guarantee is a maximum three (3) hour response time during normal business hours to all electronic requests for support or service. However, this is typically much faster. But as noted above, our phone response is the best in the industry.

Calls that cannot be resolved in that first call are tracked through a follow up process during which the support staff remains in constant contact with the customer site and the resolution time and closure is monitored by support supervisors.

The *FASTER* General Agreement, Schedule B: *FASTER* Software Upgrades & Support Agreement defines remedies that are subject to the exceptions provided in the Agreement.

Emails to Support@FASTERasset.com during business hours are responded to within 3-hours. As mentioned above, customers can call in and get immediate assistance including during that first call or with the *FASTER* Technical Support Staff remoting-in to aid in problem resolution.

Reference checks will affirm that no systems vendor provides near the quality nor responsiveness that *FASTER* provides.

4.3.10.2.4. Future Direction

The Vendor shall describe the future direction of the technology of the proposed products. Also, include future plans for public sector functionality for the components of the proposed solution. The Vendor should discuss in some detail the strategic product plans for the proposed software products in this response. What have been the significant enhancements to the products in the past few years, and what is expected in the next three (3) years? Describe how the proposed solution provides a stable robust environment for the WVDOT and provides a platform for growth and technological advances for the future.

FASTER Response: *FASTER* Web's planned releases for the future are driven by customer and market needs, changes in the industry and best practices. The architecture and design of *FASTER* Web have been strategically and methodically planned so that the product will maintain the current pace of technology. Since we are a market leader, for confidentiality reasons we do not broadcast the innovative plans in public documents. But we are happy to discuss them during the demonstration phase.

Further, *FASTER* maintains a long-term roadmap that has permitted our customers to have the most innovative and stable system on the market. For example, *FASTER* has had three FMIS systems: The first was called BOS, which came on the market in 1982 and was supported until the last customer migrated to our 3rd generation system in 2012. Our 2nd generation system, *FASTER* Win, was a client-server system that was released in 1999 and continues to be in wide use and is supported and enhanced to this day. Our 3rd generation product, *FASTER* Web, is a power, browser-based system that was released in 2011.

Some of our competitors are bogged down financially and technically with supporting and enhancing disparate systems they have acquired over the years. Whereas *FASTER* has a focused and smooth product history that provides innovation, and greater ROI, and more robust functionality due to the fact that our financial investments can be very focused based on our history and ownership model.

4.3.11. TAB 5 - REFERENCES

The WVDOT intends to conduct reference checks for account references provided by Vendors. It may, at its sole discretion, contact additional clients not presented as references.

Vendors shall provide at least three (3) client references for the implementation of the Fleet and Equipment Management System software for state or local governments. All references should be for systems in production at this time -not for implementations that are still in progress. Although, not required, state departments of transportation and publics works agencies are preferred.

The following information should be provided for each reference:

- Organization Name;
- Project Name;
- Project Description;
- Contact Name;
- Contact Mailing Address;
- Contact Phone Number;
- Contact Email Address;
- Fleet and Equipment Management Software Product and Release Number(s) Implemented;
- Project Start and End Date; and
- Contract Value.

FASTER Response:

Reference 1

> **Organization Name:** San Bernadino, CA
> **Project Name:** San Bernardino Implementation
> **Project Description:** Implemented FASTER Web Core Software Solution and trained staff. Implemented Fuel Import Utility and trained staff. Implemented FASTER Motor Pool module and trained staff. Implemented Barcode Module and trained staff. Developed custom billing reports. Migrated legacy FASTER Win data to FASTER Web.
> **Contact Name:** Joe Campbell, Programmer Analyst
> **Contact Mailing Address:** 210 N. Lena Rd, San Bernardino, CA 92415
> **Contact Phone Number:** (909)387-7901
> **Contact Email Address:** jcampbell@isd.sbcounty.gov
> **Fleet and Equipment Management Software Product and Release Number(s) Implemented:** FASTER Web Version 6.2. Customer is currently on FASTER Web, Version 6.4
> **Project Start and End Date:** Start date – 12/2013 End date/Live of software – 8/2014
> **Contract Value:** Approximately $210,000-$225,000

Reference 2

> **Organization Name:** City of Charlotte, NC
> **Project Name:** City of Charlotte North Carolina Implementation
> **Project Description:** Implemented FASTER Web Core Software Solution and converted

historical data. Trained staff on the *FASTER* Web COTS System. Implemented Two Fuel Import Utility's and trained staff. Implemented Parts Utility Import and trained staff. Implemented *FASTER* Motor Pool module and trained staff.
Contact Name: Chris Trull, Fleet Manager
Contact Mailing Address: 701 Tuckaseegee Road, Charlotte, NC 28208.
Contact Phone Number: (704)336-2742
Contact Email Address: cctrull@charlotte.nc.us
Fleet and Equipment Management Software Product and Release Number(s) Implemented: *FASTER* Web Version 6.0. Customer is currently on *FASTER* Web version 6.4.
Project Start and End Date: Start date – 10/2012 End date/Live of software – 9/2013
Contract Value: $305,000-$320,000

Reference 3

Organization Name: Pima County, AZ
Project Name: Pima County Implementation
Project Description: Implemented *FASTER* Web Core Software Solution and trained staff. Implemented Fuel Import Utility and trained staff. Implemented *FASTER* Motor Pool module and trained staff.
Contact Name: Patricia Mehrens, Deputy Director
Contact Mailing Address: 1301 S Mission Road, Tucson, AZ 85713
Contact Phone Number: (520)724-3300
Contact Email Address: patricia.mehrens@pima.gov
Fleet and Equipment Management Software Product and Release Number(s) Implemented: *FASTER* Web Version 6.3. Customer is currently on *FASTER* Web, Version 6.4.
Project Start and End Date: Start date – 1/2015 End date/Live of software – 9/2015
Contract Value: $155,000-$170,000

Reference 4

Organization Name: Louisiana Department of Agriculture, LA
Project Name: The Louisiana Department of Agriculture Implementation.
Project Description: Implemented *FASTER* Web Core Software Solution and converted historical data. Trained staff on the *FASTER* Web COTS System. Implemented a Fuel Import Utility and trained staff. Implemented Barcode Module and trained staff. Developed Report Customization and a custom export for fuel.
Contact Name: Scottie Harrell, Fleet Manager
Contact Mailing Address: 5825 Florida Blvd., Baton Rouge, LA 70806
Contact Phone Number: (225)952-8146
Contact Email Address: aharrell@ldaf.state.la.us
Fleet and Equipment Management Software Product and Release Number(s) Implemented: *FASTER* Web Version 6.0. Customer is currently on *FASTER* Web version 6.4.
Project Start and End Date: Start date – 11/2012 End date/Live of software – 11/2013
Contract Value: $95,000-$110,000

4.3.12. TAB 6 - PROPOSED PROJECT STAFF AND ORGANIZATION

4.3.12.1. Project Organization

Vendors shall describe their project staffing strategy to coincide with their recommended implementation approach, including any proposed phasing. As part of this project staffing strategy, the Vendor shall recommend when WVDOT participation is expected, how the WVDOT 's employees are going to be integrated into the Project Team, where the project team is primarily located and what methods are going to be used to ensure skills and knowledge transfer.

FASTER Response: With respect to project organization and implementation approach, the first three pages of *FASTER*'s General Agreement (attached as Appendix A) provides the narrative description of the implementation process and a detailed implementation plan is included in the response to the RFP.

FASTER has a proven implementation project methodology that provides excellence in quality control. For example, we provide a thorough Soft Go-Live that will enable you to see, use, and test every single deliverable, including converted data and any integrations. Thus, you can ensure prior to going live that all the of your needs are met.

FASTER uses Microsoft Project Enterprise in conjunction with SharePoint Enterprise to track all phases of the COTS implementation project. *FASTER*'s implementation project is phased to make the project easier to manage for the customer. As each phase approaches, *FASTER* will arrange meetings for collaboration and understanding. Implementations have high visibility at *FASTER*, with key members of *FASTER*'s Management Team personally involved.

FASTER's Project Manager will review the project methodology and plan in the kickoff meeting. *FASTER's* Project Manager also will provide a detailed plan for each phase. As each phase of the project approaches, *FASTER's* Project Manager will arrange meetings so to ensure there is collaboration and understanding. The *FASTER* Project Manager will coordinate the many *FASTER* Resources that will serve on your implementation project. That team will include: an Implementation Consultant who will be like a guide to your fleet staff in advising them; Database Developers who will work on the conversion; and Development Managers and staff who will engage in any custom integrations work.

Please note that the detailed project plan we provide below has no cushion, so it is transparent. Therefore, it shows total time for tasking, but it is not a comprehensive time to completion. Given that the customer staff that will be involved also have other operational duties, we recommend that cushion be added to reflect the common reality that customer staff will have other day-to-day duties and other projects. *FASTER*'s project methodology supports the customer moving at the pace that is practical for its business.

The below Sample High Level Implementation Plan lists the typical phases of the Project.

WBS	Task Name
0	Sample *FASTER* Web Implementation Plan Draft - New Customer Conversion
1	Project Kick-Off
2	Environment Set Up and Install
3	(COTS) Commercial Off-the-Shelf System Overview
4	Data Preparation
5	(COTS) Commercial Off-the-Shelf Fuel Imports
6	Customization Requirements (Duration Will Depend on Complexity)
7	*FASTER* Customization Development (Duration Will Depend on Complexity)
8	*FASTER* Soft Go-Live Preparation
9	Configuration
10	*FASTER* Soft Go-Live Testing
11	Customer Soft Go-Live Testing
12	Limited Data Update
13	Training and Go-Live
14	Post Go-Live Tasks

Detailed Sample Implementation Plan Draft - New Customer Conversion

Key for Resource Names

C-BPO Fin	Customer Finance Business Process Owner
C-BPO Fleet	Customer Fleet Business Process Owner
C-BPO IT	Customer IT Business Process Owner
C-Data Expert	Customer Data Expert
C-Fuel Clrk	Customer Fuel Clerk
C-*FASTER* Adm	Customer *FASTER* Administrator
C-Shop Sup	Customer Shop Supervisor
C-Parts Sup	Customer Parts Supervisor
C-PM	Customer Project Manager
ImpCon	*FASTER* Implementation Consultant
ImpPM	*FASTER* Implementation Project Manager
ImpTL	*FASTER* Implementation Team Lead

ID	Task Name	Predecessor IDs	Duration	Resource Names
0	Sample *FASTER* Web Implementation Plan Draft - New Customer Conversion		141 days	
1	Project Kick-Off		2.65 days	
2	*FASTER* Team Preliminary Project Tasks		2.56 days	
18	Schedule Project Kickoff Meeting and send email with GoToMeeting details	14	15 mins	C-PM, ImpPM

19	Customer reviews *FASTER* Web Implementations Microsite to gain familiarity with content (Implementations Microsite: http://customer.fasterasset.com/implementation/)	18	1 hr	C-PM
20	Project Kickoff Conference Call	18FS+2 days	1.5 hrs	ImpPM, C-PM
21	**Environment Set Up and Install**		**5.69 days**	
22	**Customer Hosted Environment Set Up and Install**		**5.62 days**	
23	***FASTER* Team Tasks**		**5.62 days**	
31	Customer acquires, stands up and confirms environment meets the minimum *FASTER* Web System requirements (*FASTER* Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	20	5 days	C-BPO IT
32	Create a SQL Server login named "faster". Note: No roles or mapping are needed for this SQL User at this time because this is handled in the *FASTER* Web Installer.	31	5 mins	C-BPO IT
33	If using HTTPS/SSL, ensure HTTPS is configured on the Application Server with a working SSL web certificate installed	32	1 hr	C-BPO IT
34	Customer downloads *FASTER* Web COTS install package from *FASTER* Fileshare Site to Application Server	32,33,29	5 mins	C-BPO IT
35	Customer downloads Demo Database from *FASTER* Fileshare Site to Database Server	34	2 hrs	C-BPO IT
36	Restore Demo Database to Database Server	35	20 mins	C-BPO IT
37	Execute "199. AfterRestore_SQL2008_2012_R2.sql" script from the install package against the *FASTER* Web database	36	5 mins	C-BPO IT
38	Install *FASTER* Web COTS	37	30 mins	C-BPO IT
39	Install Neodynamics Barcode Generator, if Barcode Add-on is purchased	38	5 mins	C-BPO IT
40	Once Installation of software is complete, inform Implementation Consultant to have test user configured for install validation	39,38	2 mins	C-BPO IT
41	With Customer IT and Fleet, Log into *FASTER* Web and create Customer login for use with the demo database and the System Overview Meetings.	40	5 mins	C-BPO IT, ImpCon, C-BPO Fleet
42	With Customer IT and Fleet, Log into *FASTER* Web and configure Customer Portal as login not required (unless Customer is internet facing)	41	5 mins	C-BPO IT, ImpCon, C-BPO Fleet
43	With Customer IT and Fleet, Execute *FASTER* Web Install Validation Test Cases	42	30 mins	C-BPO IT, ImpCon, C-BPO Fleet
44	Inform Implementation Coordinator of successful installation of *FASTER* Web COTS and Demo Database and provide *FASTER* Web URLs	43	5 mins	C-BPO IT

45	Acquire and install Barcode Printer, Labels and Reader that are compatible with *FASTER* (see Barcode Add-on details on Customer Website)	20,31SS	5 days	C-BPO IT, C-Parts Sup
46	Customer ensures computers meet *FASTER* Web Client Requirements; e.g. Browsers, Plug-ins, etc.. (*FASTER* Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	20,31SS	1 day	C-PM, C-BPO IT
47	Email Customer their *FASTER* Web URLs and *FASTER* Web Installation Validation Test Case information	44	5 mins	ImpPM
48	Customer executes *FASTER* Web Install Validation Test Cases using their Demo user login on end-user computers and emails Implementation Coordinator the results	47	30 mins	C-BPO Fleet
49	**(COTS) Commercial Off-the-Shelf System Overview**		**2.55 days**	
50	Schedule Remote COTS System Overview Meetings (Detailed agenda available on the Implementation Microsite: http://customer.fasterasset.com/implementation/system-overview-meetings/)	48	10 mins	C-BPO Fleet, C-*FASTER* Adm, C-PM, ImpCon, ImpPM
51	Customer disseminates invite for Remote COTS System Overview Meetings to Business Process Owners and Key Users	50	5 mins	C-BPO Fleet, C-PM
52	At Customer's discretion: Customer to schedule room, computers with internet connection and connection to *FASTER* Web, a projector with screen, and a conference phone for the Remote COTS System Overview Meetings.	51	30 mins	C-*FASTER* Adm, C-PM
53	Customer ensures computers meet *FASTER* Web Client Requirements; e.g. Browsers, Plug-ins, etc.. (*FASTER* Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	51,52	5 mins	C-*FASTER* Adm, C-BPO IT
54	Remote COTS System Overview Session - Day 1 (Detailed agenda available on the Implementation Microsite: http://customer.fasterasset.com/implementation/system-overview-meetings/)	50FS+1 day,53	4 hrs	ImpCon, C-*FASTER* Adm, C-BPO Fleet, C-Data Expert
55	Remote COTS System Overview Session - Day 2 (Detailed agenda available on the Implementation Microsite: http://customer.fasterasset.com/implementation/system-overview-meetings/)	50FS+2 days,53	4 hrs	ImpCon, C-*FASTER* Adm, C-BPO Fleet, C-Data Expert

56	Customer to decide if they will bill by Account Codes in *FASTER* Web	55	2 mins	C-*FASTER* Adm, ImpCon, C-BPO Fleet, C-BPO Fin
57	Customer to decide if they will use tax-line mapping in *FASTER* Web	56	2 mins	C-*FASTER* Adm, ImpCon, C-BPO Fleet
58	Customer to decide if they will bill by meter charges (CPM - Cost Per Meter) in *FASTER* Web	57	2 mins	C-*FASTER* Adm, ImpCon, C-BPO Fleet
59	Customer to decide which costing method for Parts Inventory they will use in *FASTER* Web: a. Moving Average or b. First-In First-Out (FIFO)	58	2 mins	C-*FASTER* Adm, ImpCon, C-BPO Fleet
60	**FASTER Team Tasks**		0.01 days	
63	**Data Preparation**		54.38 days	
64	Customer reviews Implementation Microsite for data cleanup and preparation (prep) recommendations	20	1 hr	C-*FASTER* Adm
65	Customer determines if it is best to complete Data Cleanup prior to or in conjunction with loading data, if data is in another FMIS it may be easier to do data cleanup in that system (See checklist *FASTER* Web Implementations Website)	20	30 mins	C-*FASTER* Adm, C-BPO Fleet, C-Data Expert
66	Customer cleans up and prepares organizational fleet data for conversion	64,65	2 wks	C-BPO Fleet, C-Data Expert, C-*FASTER* Adm
67	**Excel Conversion Utility, if Customer chooses**		24.75 days	
68	**FASTER Team Tasks**		0 days	
70	Customer downloads Excel Conversion Utility from *FASTER* Fileshare Site and Installs using the User Manual	69	2 hrs	C-BPO IT
71	Customer populates fleet information in the Data Mapping Sheets (Assets, Parts, Vendors, Persons)	70	4 wks	C-*FASTER* Adm
72	Implementation Consultant to review the data mapping sheets	70	2 hrs	ImpCon, C-BPO IT

73	Following the User Manual, Customer executes the Excel Conversion Utility to import the data from Data Mapping Sheets to the MS SQL Staging Database and validates the data	71	4 hrs	C-BPO IT
74	Customer resolves errors in the Data Mapping Sheets	73	3 days	C-FASTER Adm
75	Customer re-executes the Excel Conversion Utility until there are no remaining errors	74	4 hrs	C-BPO IT
76	Implementation Consultant reviews Data Mapping Sheets with Customer to answer questions and provide suggestions	75	1 hr	ImpCon
77	Customer backs up error-free MS SQL Staging Database and uploads copy to *FASTER* Fileshare Site, and informs Implementation Coordinator when finished	75	4 hrs	C-BPO IT
78	**MS SQL Data Validation Utility, If Customer chooses**		**44.26 days**	
79	***FASTER* Team Tasks**		**0.01 days**	
82	Customer downloads and Installs MS SQL Data Validation Utility from *FASTER* Fileshare Site following the User Manual	81	1 hr	C-BPO IT
83	**Level 1 Data**		**23.63 days**	
84	Customer adds Level 1 fleet data into MS SQL Staging Database (Assets, Persons, Vendors, Parts)	82	4 wks	C-BPO IT, C-Data Expert
85	Following the User Manual the Customer executes the MS SQL Data Validation Utility to check for Level 1 data errors in the MS SQL Staging Database using the Data Dictionary	84	1 hr	C-BPO IT, C-Data Expert
86	Customer resolves Level 1 data errors in the MS SQL staging Database	85	3 days	C-FASTER Adm, C-BPO IT, C-Data Expert, C-BPO Fleet
87	Customer re-executes the MS SQL Data Validation Utility to check for Level 1 data errors, until error-free	86	4 hrs	C-BPO IT, C-Data Expert
88	**Level 2 Data, If Purchased**		**23.63 days**	
89	After the Level 1 data is error-free you may begin validating the level 2 data	87	1 day	C-BPO IT, C-Data Expert
90	Customer adds Level 2 fleet data into MS SQL Staging Database (Work Orders, Direct Charges, Fuel Transactions)	84	4 wks	C-BPO IT, C-Data Expert
91	Following the User Manual Customer executes the MS SQL Data Validation Utility to check for Level 2 data errors in the MS SQL Staging Database using the Data Dictionary	90	1 hr	C-BPO IT, C-Data Expert

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92	Customer resolves Level 2 data errors in the MS SQL staging Database	91	3 days	C-FASTER Adm, C-BPO IT, C-Data Expert, C-BPO Fleet
93	Customer re-executes the MS SQL Data Validation Utility until data is error-free	92	4 hrs	C-BPO IT, C-Data Expert
94	Implementation Consultant reviews data with Customer to answer questions and provides suggestions	86,92	1 hr	ImpCon
95	Customer backs up error-free MS SQL Staging Database and uploads copy to *FASTER* Fileshare Site and informs Implementation Coordinator when complete	87,93	4 hrs	C-BPO IT
96	(COTS) Commercial Off-the-Shelf Fuel Imports		4.04 days	
97	Customer provides copies of their Fuel Transaction Export File and Layout Definition	20	5 mins	C-FASTER Adm
98	*FASTER* CFI Prep Tasks		0.34 days	
104	Schedule COTS Fuel Import Add-on overview session with Customer and provide link to Fuel Import Add-on Form	97	5 mins	ImpCon, C-FASTER Adm, C-Fuel Clrk
105	COTS Fuel Import Add-on Overview Session		0.06 days	
106	Review and Fill out the COTS Fuel Import Add-on Form, a separate form must be completed for each COTS fuel import purchased	104FS+1 day	20 mins	ImpCon, C-FASTER Adm, C-Fuel Clrk
107	Review and Fill out the Site and Dispenser Supplemental form, a form must be completed for each Site and Dispenser Supplemental purchased	106	10 mins	ImpCon, C-FASTER Adm, C-Fuel Clrk
108	Customer completes and submits COTS Fuel Import Add-on Form for each fuel import add-on purchased	106	2 hrs	C-FASTER Adm, C-Fuel Clrk
109	Customer completes and submits Site and Dispenser Supplemental Form for each Site and Dispenser Supplemental purchased	107	2 hrs	C-FASTER Adm, C-Fuel Clrk
110	*FASTER* CFI Verification Tasks		0.08 days	
113	Customization Requirements (Duration Will Depend on Complexity)		10.16 days	
114	*FASTER* Team Tasks		0.22 days	
118	Custom Integration/Report/Export, If Purchased		10.13 days	
119	Customer submits customization request form on *FASTER* Website	115	1 hr	C-FASTER Adm

120	Customer works with Business Requirements Owner to refine requirements	119	10 days	C-FASTER Adm
121	Customer Sign off on Requirements and/or Quote	126	0 mins	C-FASTER Adm
122	**FASTER Customization Development (Duration Will Depend on Complexity)**		**0.51 days?**	
135	**FASTER Soft Go-Live Preparation**		**5.52 days**	
192	**Configuration**		**29.47 days**	
193	**Configuration Deployment to Customer Hosted Environment**		**0.26 days**	
194	Notify Customer of all files that must be downloaded to environment in preparation for deployment session	191	2 mins	ImpPM
195	Customer confirms environment meets the minimum FASTER Web System requirements (FASTER Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	194	5 mins	C-BPO IT
196	Download FASTER Web Partial Migration/Conversion Database to desktop of Database Server in FASTER Web Environment	195	1 hr	C-BPO IT
197	Download FASTER Web COTS Installer to desktop of Application Server in FASTER Web Environment	196	5 mins	C-BPO IT
198	Install FASTER Web COTS in Environment to version required for configuration (if needed)	197	30 mins	C-BPO IT
199	Restore FASTER Web Partial Migration/Conversion Database to FASTER Web Environment	196,198	10 mins	C-BPO IT
200	Execute "199. AfterRestore_SQL2008_2012_R2.sql" script from the install package against the FASTER Web database	199	1 min	C-BPO IT
201	Enter SSRS Report User credentials in FASTER Web	200	2 mins	C-BPO IT
202	Enter Active Directory User credentials in FASTER Web (if applicable)	201	2 mins	C-FASTER Adm, C-BPO IT
203	Execute FASTER Web Install Validation Test Cases	201,202	5 mins	C-BPO IT
204	Inform Implementation Coordinator of successful configuration deployment to FASTER Web Environment	203	2 mins	C-BPO IT
205	**FASTER Team Tasks**		**29.21 days**	
212	**Remote System Setup and Configuration Training**		**3.4 days**	
213	Schedule System Setup and Configuration Training Sessions (Detailed agenda available on the Implementations Microsite: http://customer.fasterasset.com/implementation/system-setup-and-configuration-training/)	206	10 mins	C-BPO Fleet, C-FASTER Adm, ImpCon, ImpPM, C-PM

214	Customer disseminates invite for Remote System Setup and Configuration Training to *FASTER* System Administrator and Business Process Owners	213	5 mins	C-*FASTER* Adm, C-PM, C-BPO Fleet
215	At Customer's discretion: Customer to schedule room, computers with internet connection and connection to *FASTER* Web, a projector with screen, and a conference phone for Remote System Setup and Configuration Training.	214	30 mins	C-*FASTER* Adm, C-PM, C-BPO Fleet
216	Customer ensures computers meet *FASTER* Web Client Requirements; e.g. Browsers, Plug-ins, etc.. (*FASTER* Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	215	5 mins	C-*FASTER* Adm, C-PM, C-BPO Fleet
217	System Setup and Configuration Training - Session #1 (Detailed agenda available on the Implementations Microsite: http://customer.fasterasset.com/implementation/system-setup-and-configuration-training/)	213FS+1 day	4 hrs	C-*FASTER* Adm, ImpCon, C-BPO Fleet
218	System Setup and Configuration Training - Session #2 (Detailed agenda available on the Implementations Microsite: http://customer.fasterasset.com/implementation/system-setup-and-configuration-training/)	213FS+2 days	4 hrs	C-*FASTER* Adm, ImpCon, C-BPO Fleet
219	Manage Billing Accounts Training, if billing by account code (Detailed agenda available on the Implementations Microsite: http://customer.fasterasset.com/implementation/system-setup-and-configuration-training/)	213FS+3 days	3 hrs	C-*FASTER* Adm, ImpCon, C-BPO Fleet
220	**Configuration and Setup Tasks to be completed by Customer after training is complete**		**25.26 days**	
221	Customer creates roles	218,219	2 hrs	C-*FASTER* Adm
222	Customer sets up users and assign roles	221	1 day	C-*FASTER* Adm
223	Customer sets up Technicians (Default Maint. Shops, Labor Rate and Shift for technician and assign roles)	222	1 day	C-*FASTER* Adm
224	Customer sets up email templates (make sure to add a 'Name' and 'Phone' to the bottom of all email templates)	223	1 hr	C-*FASTER* Adm
225	Customer sets up Customer Portal and add Service Items for Portal as needed	224	1 hr	C-*FASTER* Adm

226	Customer sets up Asset settings and fields	225	1 hr	C-FASTER Adm
227	Customer sets up Inventory settings and fields	226	1 hr	C-FASTER Adm
228	Customer sets up Maintenance settings and fields	227	1 hr	C-FASTER Adm
229	Customer sets up History settings and fields	228	1 hr	C-FASTER Adm
230	Customer sets up Technician Workstation settings and fields	229	1 hr	C-FASTER Adm
231	Customer sets up Accounting settings and fields (expense/billing, credit cards, etc.)	230	1 day	C-FASTER Adm
232	Customer sets up Vendor fields (Payment Terms, Tax Codes, Categories and Roles)	231	1 day	C-FASTER Adm
233	Customer sets up Billing Account Codes, as needed	232	1 wk	C-FASTER Adm
234	Customer sets up Asset Overrides, as needed	232,233	2 wks	C-FASTER Adm
235	Customer sets up Department overrides, as needed	232,233,234	1 wk	C-FASTER Adm
236	Notify Implementation Consultant that configuration is complete	232,233,234,235	5 mins	C-FASTER Adm
237	Implementation Consultant reviews Customer completed configurations with Customer	236	1 hr	ImpCon
238	**Upload Configured Database from Customer Hosted Environment**		**0.19 days**	
239	Backup configured *FASTER* Web database and upload copy to the *FASTER* Fileshare. Inform Implementation Coordinator when upload is finished	210	1 hr	C-BPO IT
240	***FASTER* Team Tasks**		**0.06 days**	
242	***FASTER* Soft Go-Live Testing**		**17.66 days**	
421	**Customer Soft Go-Live Testing**		**8.83 days**	
422	**Soft Go-Live Deployment to Customer Hosted Environment**		**0.37 days**	
423	Notify Customer to download all files from Soft Go-Live Folder on *FASTER* Fileshare Site	420	5 mins	ImpPM
424	Customer confirms environment meets the minimum *FASTER* Web System requirements (*FASTER* Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	423	5 mins	C-BPO IT

425	Download *FASTER* Web Soft Go-Live Database to desktop of Database Server in *FASTER* Web Environment	424	1 hr	C-BPO IT
426	Download *FASTER* Web COTS Installer to desktop of Application Server in *FASTER* Web Environment	425	5 mins	C-BPO IT
427	Upgrade *FASTER* Web COTS in Environment to version required for Soft Go-Live (if needed)	426	30 mins	C-BPO IT
428	Restore *FASTER* Web Soft Go-Live Database to *FASTER* Web Environment	425,427	10 mins	C-BPO IT
429	Execute "199. AfterRestore_SQL2008_2012_R2.sql" script from the install package against the *FASTER* Web database	428	1 min	C-BPO IT
430	Execute "200. faster.CustomerDetails_INSERT.sql" from the install package against the *FASTER* Web database	429	1 min	C-BPO IT
431	Confirm SSRS Report User credentials in *FASTER* Web	430	2 mins	C-BPO IT
432	Confirm Active Directory User credentials in *FASTER* Web (if applicable)	431	2 mins	C-BPO IT, C-*FASTER* Adm
433	Install all Go-Live Integrations (if applicable)	431,432	20 mins	C-BPO IT
434	Install all Customizations (if applicable)	431,432,433	20 mins	C-BPO IT
435	Install Neodynamics Barcode Generator (if applicable)	431,432,433,434	5 mins	C-BPO IT
436	Configure the number of returned values in search results (if customer desires)	431,432,433,434,435	5 mins	C-BPO IT
437	Execute *FASTER* Web Install Validation Test Cases	431,432,433,434,435,436	5 mins	C-BPO IT
438	Inform Implementation Coordinator of successful Soft Go-Live deployment to *FASTER* Web Environment	437	2 mins	C-BPO IT
439	**Customer Testing**		**8.46 days**	
440	Email Customer their *FASTER* Web Links and to begin their review and testing	438	5 mins	ImpPM
441	Customer designates a single point of contact for all issues	440	5 mins	C-PM
442	Customer reports issues daily via email to Implementation Consultant and Coordinator	441	15 mins	C-*FASTER* Adm
443	Customer confirms access and connectivity to *FASTER* Web. The *FASTER* Web Install Validation test cases are available for download from the *FASTER* Fileshare Site	442	30 mins	C-BPO Fleet, C-*FASTER* Adm, C-BPO IT
444	Customer reviews and tests the Soft Go-Live. The *FASTER* Data Validation test cases are available for download from the *FASTER* Fileshare Site	443	2 days	C-BPO Fleet, C-*FASTER* Adm
445	Confirm with Customer that testing is progressing	440FS+2 days	15 mins	ImpPM
446	**Customer tests COTS Fuel Import Add-on(s)**		**1.34 days**	
447	***FASTER* Prep**		**0.16 days**	
450	Customer uploads new fuel transaction export files to *FASTER* Fileshare Site	444	15 mins	C-*FASTER* Adm, C-Fuel Clrk

451	Schedule remote COTS Fuel Import Overview with Customer	450,449	15 mins	ImpCon, C-FASTER Adm, C-Fuel Clrk
452	Set up fuel related permissions, organizations, and settings	451FS+1 day	15 mins	ImpCon, C-FASTER Adm, C-Fuel Clrk
453	Process manual fuel transactions	452	15 mins	ImpCon, C-FASTER Adm, C-Fuel Clrk
454	Process fuel import transactions	453	15 mins	ImpCon, C-FASTER Adm, C-Fuel Clrk
455	Process fuel transaction errors, rejected fuel transactions, clean up data, and reprocess	454	15 mins	ImpCon, C-FASTER Adm, C-Fuel Clrk
456	Customer tests Generic Integration(s), if applicable	455	1 wk	C-BPO IT
457	Customer tests custom integration(s), if applicable	455	1 wk	C-FASTER Adm
458	Customer opens, prints, and reviews all custom reports and confirm layouts meet requirements (if applicable)	455	1 wk	C-FASTER Adm
459	**Issue Resolution, If Needed**		**7.43 days**	
534	**Training and Go-Live Planning**		**5.47 days**	
535	***FASTER* Go-Live Advanced Planning Tasks**		**0.49 days**	
547	Implementation Coordinator Will Schedule Go-Live Week and Go-Live Planning Meetings	538	15 mins	C-FASTER Adm, ImpCon, ImpPM, C-BPO Fleet
548	Go-Live Week Meeting-1: Task review conference call	541	1 hr	C-BPO Fleet, C-BPO IT, C-FASTER Adm, ImpPM, C-Data Expert, C-PM, ImpTL

549	Confirm training agenda with Fleet Manager	548	15 mins	C-BPO Fleet, ImpCon
550	Provide completed Attendee List for System Training to Implementation Consultant	542,549	1 hr	C-BPO Fleet
551	Go-Live Week Meeting-2: Prep tasks confirmation conference call	548FS+5 days	30 mins	C-FASTER Adm, ImpCon, ImpPM, C-PM, C-BPO IT, C-Data Expert, C-BPO Fleet, ImpTL
552	Confirm Customer has fulfilled all Go-Live week requirements	551	5 mins	C-BPO Fleet, C-FASTER Adm, ImpPM, ImpCon, ImpTL
553	**Limited Data Update**		**8.97 days**	
554	**Conversion Limited Data Update**		**4.73 days**	
555	**Excel Conversion Utility, if Customer Selected**		**4.73 days**	
556	**FASTER Team Tasks**		**0.02 days**	
558	Customer completes limited data update in the Data Mapping Sheets (Assets, Parts, Vendors, Persons)	557	2 days	C-FASTER Adm
559	Following the User Manual, Customer executes the Excel Conversion Utility to import the data from Data Mapping Sheets to the MS SQL Staging Database and validates the data	558	1 hr	C-BPO IT
560	Customer resolves errors in the Data Mapping Sheets	559	4 hrs	C-FASTER Adm
561	Customer re-executes the Excel Conversion Utility until there are no remaining errors	560	1 hr	C-BPO IT
562	Customer backs up error-free MS SQL Staging Database and uploads copy of the database to FASTER Fileshare Site by close of business Thursday prior to Go-Live week and informs Implementation Coordinator when finished	561	4 hrs	C-BPO IT
563	**MS SQL Data Validation Utility, if Customer Selected**		**4.73 days**	
564	**Level 1 Data**		**1.75 days**	
565	Customer completes limited data update of Level 1 fleet data in MS SQL Staging Database (Assets, Persons, Vendors, Parts)	536	1 day	C-BPO IT
566	Following the User Manual and the Data Dictionary, Customer executes the MS SQL Data Validation Utility to check for Level 1 data errors in the MS SQL Staging Database	565	1 hr	C-BPO IT

567	Customer resolves Level 1 data errors in the MS SQL staging Database	566	4 hrs	C-FASTER Adm
568	Customer continues to re-execute the MS SQL Data Validation Utility until error-free	567	1 hr	C-BPO IT
569	**Level 2 Data, If Purchased**		**2.75 days**	
570	After the Level 1 data is error-free begin validating the Level 2 data	564	0 days	C-BPO IT
571	Customer completes limited data update of Level 2 fleet data in MS SQL Staging Database (Work Orders, Direct Charges, Fuel Transactions)	565SS	1 day	C-BPO IT
572	Following the User Manual and the Data Dictionary, Customer executes the MS SQL Data Validation Utility to check for Level 2 data errors in the MS SQL Staging Database	570,571	2 hrs	C-BPO IT
573	Customer resolves Level 2 data errors in the MS SQL staging Database	572	4 hrs	C-FASTER Adm
574	Customer re-executes the MS SQL Data Validation Utility until data is error-free	573	2 hrs	C-BPO IT
575	Customer backs up error-free MS SQL Staging Database and uploads copy of the database to *FASTER* Fileshare Site by close of business Thursday prior to Go-Live week and informs Implementation Coordinator when finished	564,569	4 hrs	C-BPO IT
576	***FASTER* Limited Data Update Tasks**		**4.24 days**	
716	**Training and Go-Live**		**3.59 days**	
717	**System Training**		**2.94 days**	
718	**Monday 8:00 - 1:00 Customer Go-Live Prep Tasks**		**0.28 days**	
719	Customer ensures computers meet *FASTER* Web Client Requirements; e.g. Browsers, Plug-ins, etc.. (*FASTER* Web System Requirements available on the Implementations Microsite: http://customer.fasterasset.com/implementation/specs-and-install-non-hosted)	562,575	1 hr	C-BPO IT, C-FASTER Adm
720	Verify connectivity to *FASTER* Web for students and trainer computers in training room	719	30 mins	C-FASTER Adm, C-BPO IT
721	Verify trainer computer projector is working in training room	720	15 mins	C-FASTER Adm, C-BPO IT
722	If using shared database server, Customer IT should monitor resource utilization during training to ensure the DB server has enough resources	721	30 mins	C-BPO IT
723	12:00p - 1:00p Implementation Consultant arrives on site	722	0 hrs	ImpCon, C-FASTER Adm
724	Provide Implementation Consultant with the training sign-in sheet	723	10 mins	ImpCon, C-BPO Fleet
725	**Monday - System Training (1:00pm - 5:00pm)**		**0.5 days**	

726	Asset Module (*FASTER* System Admin and Asset Managers) 1:00pm - 5:00pm	719SS	4 hrs	ImpCon, C-*FASTER* Adm
727	**Tuesday - System Training (8:00am - 4:30pm)**		**0.94 days**	
728	Maintenance Module (*FASTER* System Admin, Maintenance Supervisor, Service Writers and/or Technicians) 8:00am - 11:30am	719SS+1 day	3.5 hrs	ImpCon, C-*FASTER* Adm
729	Inventory Module (*FASTER* System Admin, Inventory Staff and Inventory Managers) 12:30pm - 4:30pm	728	4 hrs	ImpCon, C-*FASTER* Adm
730	**Wednesday - System Training (8:00am - 4:30pm)**		**0.94 days**	
731	Technicians Workstation 1 (*FASTER* System Admin and Technicians) 8:00am - 10:30am	719SS+2 days	2.5 hrs	ImpCon, C-*FASTER* Adm
732	Fuel Module (*FASTER* System Admin and Fuel Clerk) 10:30am - 11:30am	731	1 hr	ImpCon, C-*FASTER* Adm
733	Accounting and Vendors Modules (*FASTER* System Admin, Accounting Staff and Parts Manager) 12:30pm - 2:00pm	732	1.5 hrs	ImpCon, C-*FASTER* Adm
734	Technicians Workstation 2 (*FASTER* System Admin and Technicians) 2:00pm - 4:30pm	733	2.5 hrs	ImpCon, C-*FASTER* Adm
735	**Final Tasks and Go-Live**		**1.19 days**	
736	Go-Live Overview with Fleet Manager and Fleet System Admin - after Wednesday training	734	15 mins	ImpCon, C-*FASTER* Adm
737	**Go-Live Deployment to Customer Hosted Environment**		**0.81 days**	
738	Notify Customer IT of all files that must be downloaded for Go-Live and to begin download Wednesday afternoon	712	5 mins	ImpPM
739	Download *FASTER* Web Go-Live Database to desktop of Database Server in *FASTER* Web Environment overnight Wednesday to ensure Database is on *FASTER* Web Environment Thursday morning	738	1 hr	C-BPO IT
740	Download *FASTER* Web COTS Installer to desktop of Application Server in *FASTER* Web Environment	739	5 mins	C-BPO IT
741	Upgrade *FASTER* Web COTS in Environment to version required for Go-Live (if needed) first thing Thursday morning	740	30 mins	C-BPO IT
742	Restore *FASTER* Web Go-Live Database to *FASTER* Web Environment first thing Thursday morning	739,741	10 mins	C-BPO IT
743	Execute "199. AfterRestore_SQL2008_2012_R2.sql" script from the install package against the *FASTER* Web database	742	1 min	C-BPO IT

744	Execute "200. faster.CustomerDetails_INSERT.sql" from the install package against the *FASTER* Web database	743	1 min	C-BPO IT
745	Confirm SSRS Report User credentials in *FASTER* Web	744	2 mins	C-BPO IT
746	Confirm Active Directory User credentials in *FASTER* Web (if applicable)	745	2 mins	C-BPO IT, C-*FASTER* Adm
747	Install all Go-Live Integrations (if applicable)	745,746	20 mins	C-BPO IT
748	Install all Customizations (if applicable)	745,746,747	20 mins	C-BPO IT
749	Install Neodynamics Barcode Generator (if applicable)	745,746,747,748	5 mins	C-BPO IT
750	Configure the number of returned values in search results (if customer desires)	745,746,747,748,749	5 mins	C-BPO IT
751	Execute *FASTER* Web Install Validation Test Cases	745,746,747,748,749,750	5 mins	C-BPO IT
752	Inform Implementation Coordinator of successful Go-Live deployment	751	2 mins	C-BPO IT
753	Customer IT to monitor server resources utilization over next 30 days to ensure the *FASTER* Web environment has enough resources	752	0 hrs	C-BPO IT
754	Notify Customer and Implementation Consultant of successful Go-Live Deployment	752	5 mins	ImpPM
755	Customer to restrict access to legacy FMIS to ensure users do not errantly enter data into legacy FMIS	754	5 mins	C-BPO IT
756	**Tasks following Go-Live Deployment**		**0.59 days**	
757	Address Remaining Questions with *FASTER* Administrator	719SS+3 days	30 mins	ImpCon, C-*FASTER* Adm
758	Perform System Setup Overview with *FASTER* Administrator	757	30 mins	ImpCon, C-*FASTER* Adm
759	Perform Dashboard Overview with *FASTER* Administrator	758	30 mins	ImpCon, C-*FASTER* Adm
760	Customer Portal Training with *FASTER* Administrator	758,759	15 mins	ImpCon, C-*FASTER* Adm
761	Customer configures Fuel Inventory, if used	760	1 hr	C-*FASTER* Adm, C-Fuel Clrk, ImpCon
762	Customer Processes Fuel	761	1 hr	C-*FASTER* Adm, C-Fuel Clrk, ImpCon
763	Customer begins to add budget line items to purchase orders and/or credit cards	762	30 mins	C-*FASTER* Adm, ImpCon
764	Go-Live on *FASTER* Web	763	0 mins	

765	Customer begins manually inputting data into *FASTER* Web	764	30 mins	C-*FASTER* Adm
766	Perform final day 1PM Eastern Time Go-Live Wrap-up Conference Call	757SS	30 mins	ImpCon, ImpPM, C-BPO Fleet, C-*FASTER* Adm, ImpTL
767	**Post Go-Live Tasks**		**21.94 days**	
768	**Customer Post Go-Live Tasks**		**21.93 days**	
769	Customer continues manually inputting data into *FASTER* Web	765	1 wk	C-*FASTER* Adm
770	Customer continues adding budget line items to purchase orders and/or credit cards	763	1 day	C-*FASTER* Adm
771	Customer completes Dashboard setup	759	1 day	C-*FASTER* Adm
772	Customer continues reporting any issues encountered to Implementation Coordinator and/or *FASTER* Web Support (1-888-353-5789)	766	1 day	C-*FASTER* Adm[5%]
773	If needed, the Customer sets the global Fuel setting: Insert Invalid Reading to NO approximately 30 days Post Go-Live	762FS+30 days	10 mins	C-*FASTER* Adm, C-Fuel Clrk
774	***FASTER* Post Go-Live Tasks**		**21.94 days**	

4.3.12.2. Personnel Summary Table

Vendors shall provide a Personnel Summary Table listing each proposed project team member. The Personnel Summary Table should be presented in tabular form similar to the example provided below including the proposed role(s), consultant name, total years of relevant implementation experience withthe VPS, years of experience in the proposed role, list of public sector clients in the proposed role, and relevant certifications.

***FASTER* Response:** When your implementation project starts, a *FASTER* Project Manager and Implementation Consultant will be assigned. There will be many other *FASTER* team members who will work on your implementation as well, including database developers and testers. The *FASTER* Integrations Staff, Product Manager and Development Team Leader will also be involved for the integration and custom interface development and testing phases of the project.

In order to ensure efficient and quality-oriented staffing for the customer's implementation project, and in fairness to other customers currently in implementation, *FASTER* is not able to pre-assign staff to projects several months in advance. But we can assure you that there will be resources ready to engage as soon as an award is made. Therefore, within two-weeks of award notification or purchase confirmation, both a *FASTER* Project Manager and an Implementation Consultant will be assigned from the above list of implementation personnel.

FASTER

EXHIBIT 8: *FASTER* PROJECT PERSONNEL SUMMARY TABLE

Proposed Role(s)	Consultant Name	Experience Summary
Project Manager	Consultant Name	Sample 7-years of experience managing implementation of fleet and equipment management systems for public sector clients. 5 years as project manager on 2 fleet management system projects for state DOTs, State Client Name(s), PMP certification
Director of Operations: Oversight of and leadership to the implementation and support teams.	Kevin Conner	Kevin has over 5 years of oversight and direction at *FASTER*. He has been involved at various capacities in over 60 customers going live on the *FASTER* Web system.
Vice President Business Development, Sr. product Engineer: Facilitates with the customer requirements for any customer integration work.	Mike Brawley	
Vice President & Development Manager	Jonathan Holloran	
Vice President & ETL & Escalations Manager: Provides oversight of and leadership to the data team.	Wendy Collier	
Implementation Consultant: Works with key decision makers to configure the *FASTER* solution to meet the business process needs of the customers. Also provides system training and will be on site during the Customer Go-Live to assure a smooth transition to *FASTER* Web.	Tyrone Poist	Tyrone has over 4 years' experience implementing customers to *FASTER* Web. He has successfully implemented customers such as the District of Columbia Public Works Department, the Los Angeles Unified School District and the City of Baltimore, Maryland.

		Tyrone has completed more than 20 implementations of *FASTER* Web.
Senior System Architect: Develop coding patterns and maintain and develop system software	Alan Gamboa	Alan has been involved with *FASTER* Web implementations since 2010.
Integrations & Report Developer: Develops the Customers integrations/customizations to the agreed upon specifications between *FASTER* and the Customer.	Corie Williams	
Database Developers: Responsible for the data conversion tasks and database level integration work.	Steven Opetaia-Williamson	In his role, Steven has been involved with every *FASTER* Web implementation for the past 10 years. Customers included in Steven's involvement include the City of Fort Worth Texas, the City of San Antonio Texas, and San Bernardino County California.
IT Application Install Support: Provides support for the installation of the product.	Wilfred Finuliar	In his role, Wilfred has been involved in over 100 *FASTER* Web implementation over the past 6 years.

4.3.12.3. Resumes

The Vendor shall provide resumes for each role to be filled by Vendor personnel. Proposed consultantsshould be available to staff the project. For purposes of planning project staffing, the Vendor should assume a start date of November 1, 2021.

***FASTER* Response:**

Jonathan Holloran
Vice President & Development Manager
Implementation Role: Development Team Leader

SKILLS	**Product Management	Project Planning	Process Review	Requirements Gathering	Specifications Writing	Software Development	Application Testing	Microsoft Products**

EXPERIENCE

Development Team Lead .
FASTER Asset Solutions (Virginia Beach, VA), April 2010 – present

- ✓ Gathered and analyzed information on industry needs to help steer company strategy and the development road map.
- ✓ Provided direction to specification writers and developers to make sure products were elegantly designed while delivering promised functionality.
- ✓ Worked with customers and internal experts to gather the scope and requirements of new product features.
- ✓ Provided design and technical feedback on software specifications for core product, integrations, and customizations.

Solution Manager
FASTER Asset Solutions (Virginia Beach, VA), 2008 – 2010

- ✓ Used the most appropriate development methodology for the project: large releases tended to use a blended methodology, while customizations.
- ✓ Planned tasks and resources for product upgrades, new add-on development, integrations, and customizations using ManagePro and MS Project 2010.
- ✓ Planned and managed numerous customization projects with no allowable slippage to meet up with new customer implementations deadlines.

Project Coordinator/Developer
FASTER Asset Solutions (Virginia Beach, VA), 2006 – 2008

- ✓ Designed, developed, and deployed multiple custom C# WinForm and web service based applications and integrations using VS 2005.
- ✓ Created a custom dashboard application using C#, SQL, and ChartFX.
- ✓ Used a DreamTeam to document and improve company's software implementation project plan.
- ✓ Provided software implementation support and customer go live training.

Quality Assurance Coordinator
FASTER Asset Solutions (Virginia Beach, VA), 2004 – 2006

- ✓ Instituted process and standards for defect reporting which reduced overall time for defects to be addressed by making them easier to reproduce and analyze.
- ✓ Created and lead execution of the company's first real test plan resulting in fewest service packs for product after release up to that point.

Quality Assurance Analyst
FASTER Asset Solutions (Virginia Beach, VA), 2003 – 2004

- ✓ Planned functional testing of specific areas of the *FASTER* Win product.
- ✓ Executed ad hoc testing on *FASTER* Win product.

EDUCATION

B.S. Computer Science: Old Dominion University (Norfolk, VA)

B.S. Exercise Science/Minor: Chemistry: Old Dominion University (Norfolk, VA)

Michael P Brawley
Vice President & Senior Product Engineer

SKILLS	**Product Management	Process Management	Policy Implementation	Inventory Management	Microsoft SQL 2000, 2005, 2008, 2012	Web Development	SQL Reporting Services	Fleet Expertise**
EXPERIENCE	*FASTER* **Asset Solutions (Virginia Beach, VA), June 1998 – present**

Vice President & Senior Product Engineer
- ✔ Gathers and writes requirements for *FASTER* Web product development, coordinating with developers to ensure quality development.
- ✔ Provides review, design and implementation of product process workflows constructed to follow fleet industry best practices.
- ✔ Conducts on-site, key-user and end-user training and work-flow consultation.
- ✔ Provides live product demonstrations of the *FASTER* Web product.

Technical Specifications & Custom Reports Writer
- ✔ Developed custom reports for customers utilizing a deep knowledge of Microsoft SQL Scripting, SQL Reporting Services and database management practices.
- ✔ Wrote specifications and technical requirements for various modules of the *FASTER* Web product.

Support Lead
- ✔ Set clear objectives, evaluated team progress and instilled a high-performance culture of service excellence and ownership for resolving customer issues.
- ✔ Designed and implemented processes and procedures for customer upgrades that resulted in a streamlined and efficient experience that increased customer satisfaction.
- ✔ Managed the day to day activities of the support team and ensured quality control of software installations, implementations and troubleshooting experiences with customers.
- ✔ Implemented a new case management system that allowed for improved support case management.

Technical Fleet Advisor
- ✔ Provided outstanding support and solutions to customers needing assistance with *FASTER* products.
- ✔ Improved system performance by identifying problems and recommended changes.

Jiffy Lube (Virginia Beach, VA), 1982 – 1998

Fleet/District Manager
- ✔ Supervised 16 service shops in the Virginia Beach area, setting objectives for General Managers to achieve goals in key KPIs such as Net Sales and Guest Satisfaction.
- ✔ Maintained business controls across all business aspects including integrity, ethics, safety, store appearance and overall operations.
- ✔ Reported on KPIs for each shops as and the districts as a whole to management.
- ✔ Hired, trained and retained talent at the General Manager level within the district.

EDUCATION	**CNE, A.A.S., Electrical Engineering Technologies,** Tidewater Community College (Virginia Beach, VA)

Kevin Conner
Director of Operations
Implementation Role: Implementation Oversight

SKILLS

Helpdesk Management | Server 2012 & 2012 R2 | Network Administration | Active Directory | Policy & Process Implementation | Process Management | Support Ticketing Systems and Metrics

EXPERIENCE

Support Supervisor
FASTER Asset Solutions (Virginia Beach, VA), August 2017 – present

- ✓ Management of support staff and ticketing queues
- ✓ Planning and scheduling of yearly complimentary customer site visits
- ✓ Initializing customer upgrade requests and monitoring overall upgrade process
- ✓ Management of Project Implementation Coordinators

Director of Operations
TURNkey IT (Chicago, IL), November 2011 – July 2017

- ✓ Interviewed, hired, fired, supervised and trained technical team of up to eight technicians at all tier levels.
- ✓ Daily management of ticketing system in Microsoft Dynamics CRM to ensure technicians complete workload and stay motivated.
- ✓ Reviewed completed support tickets for technical notes and technician efficiency on a daily basis.
- ✓ Evaluated weekly, monthly and quarterly workload via Dynamics CRM and established metrics to determine number of technicians required for day-to-day operations (support tickets), as well as new project work.
- ✓ Developed a technician scoring system and implemented it into a quarterly incentive bonusing program.
- ✓ Managed technician ticketing escalation program for critical system outages and virus infections.
- ✓ Performed and oversaw multiple new system integration projects, some involving domains that spanned numerous sites.
- ✓ Completed and oversaw a copious number of on-premise email and data migrations to O365.
- ✓ Authored and implemented technical procedures and checklists for technicians.
- ✓ Developed imaging system for quicker deployment and installation of PCs and servers. Imaging system configuration was then in turn duplicated on numerous client systems to implement network imaging of PCs by client personnel.
- ✓ Provided technical support and network administration to TURNkey's 60+ clients.
- ✓ Handled case escalations that were above our technicians technical ability.

IT Administrator and Systems Services Specialist
Warehouse Direct, Inc. (Des Plaines, IL), December 2009 – November

- ✓ Performed duties as an IT Administrator and Desktop Support Specialist.

- ✓ Enhanced and managed technical support for a 200+ user Microsoft domain.
- ✓ Directed various Windows Server platforms from 2000 to 2008, as well as Exchange 2007.
- ✓ Maintained and Administered Barracuda spam and firewall systems.
- ✓ Managed Vwware/VCenter and Citirx Xennapp servers.
- ✓ Supervised and installed the Print Fleet System (managed print services monitoring software).
- ✓ Managed and administered HP P4000 SAN environment.

EDUCATION

Comp TIA A+ Certification

Comp TIA Network+ Certification

Comp TIA Security+ Certification

Network Administration Certifcation: Harper College

Microsoft MTA Certification

James D Cox
Project Manager
Implementation Role: Project Manager

SKILLS

Project Coordination | Database Management (Oracle, Access, MSSQL, MYSQL) | Windows OS and Servers | Microsoft Applications (Office, Visio, Access, SharePoint, Project) | Computer Programing (SQL, PHP, ASP, .Net, Javascript) | Leading Audits to ISO Standards (9001:2008, 19011:2011) | Six Sigma Methodology | Reliability Centered Maintenance | Quality Engineering | Mechanics (Diesel & Petro Power Systems, Hydraulics, Electrical Systems)

EXPERIENCE

Project Coordinator
FASTER Asset Solutions (Virginia Beach, VA), May 2014 – present

- ✓ Responsible for the planning, organizing, and coordiation of project tasks and resources to bring about the successful completion of project goals and objectives of software implementations.
- ✓ Develop and manage project plan, tasks, timelines, milestones and deadlines
- ✓ Coordinating work with functional area leaders and monitoring and reporting on project status and issues
- ✓ Coordinating and responding to customer issues related to software implementations

Quality Assurance Analyst
Northrop Grumman Technical Services, 2010 – 2014

- ✓ Mine and analyze Program, Asset and Financial data to pinpoint and highlight trends in Audits, Nonconformities, Preventive and Corrective Actions, Accidents and Incidents, System and Equipment Performance and Sustainability, Accounting and Program Performance in order to drive Quality performance and improvement.
- ✓ Build and manage periodic reports for Program Management, Maintenance, Engineering and Quality Departments.
- ✓ Provide assistance in data, quality assurance, and engineering tasks and projects as needed.
- ✓ Construct, Maintain, and Analyze a Quality Cost System to be used for pinpointing and highlighting trends, shortcomings and questionable information as it pertains to Preventive, Appraisal, and Failure costs by utilizing financial records.
- ✓ Lead or Participate in Internal, External, Product/Process Audits and Safety Inspections.

Quality Assurance Specialist
IssueTrak, Inc., 2009 – 2010

- ✓ Run tests on Product updates, features, changes, and alterations and validate against requirements.
- ✓ Setup and maintain virtual environments for test servers using MS Server, SQL Server, MS Exchange and Outlook, and IIS.
- ✓ Document setup procedures, test cases, and submit into tracking application.

FASTER

- ✓ Aiding, assisting, and collaborating with developers.
- ✓ Design and develop testing applications, scenarios, integrated applications, customer change requests, patches, and updates for the product.

Heavy Duty Diesel Mechanic
Atlantic Coastal Contractors, Inc., 2004 – 2009

- ✓ Troubleshoot and repair heavy duty machines and vehicles by using state of the art technology and tools.
- ✓ Perform cost efficient and effect maintenance on Diesel/Petroleum Power Trains, Hydraulic systems, Track systems, electrical systems, etc.
- ✓ Function as lead or assist with parts ordering, scheduling repairs, and price out external repairs, manage budgets, preparing reports and organizing priorities, and entering reports into database.

EDUCATION

B.S. Computer Information Systems / Simulation and Game Programming: ECPI College of Technology (Virginia Beach, VA)

Six Sigma Green Belt: Villanova University (Villanova , PA)

Reliability Centered Maintenance Training: Strategic Technologies, Inc.

ISO 9001: 2008 | ISO 19011:2011 Lead Auditor Training: CALISO Consulting, INC.

Joe Healey III
Project Manager

SKILLS	**Project Management	*FASTER* Web Domain Knowledge	Strong Oral & Written Communications	Effective Team Coordination	MS Project**

EXPERIENCE	**Project Manager**
	FASTER Asset Solutions (Virginia Beach, VA), November 2017 – present
	Quality Assurance Analyst
	FASTER Asset Solutions (Virginia Beach, VA), October 2013 – November 2017
	Part-time Youth Mentor
	Graffiti Church (New York, NY), September 2015 – September 2016
	Inner City Missionary
	S.A.Y. Yes! Pico Union-Center for Youth Development (Los Angeles, CA), August 2011 – August 2013
	Youth Minister
	Greenbrier Church (Chesapeake, VA), August 2009 – December 2010
	Assistant Varsity Football Coach
	Atlantic Shores Christian High School (Chesapeake, VA), 2008 – 2010, 2013
	Assistant Varsity Football Coach
	Greenbrier Christian Academy (Chesapeake, VA), 2007

EDUCATION	*Liberty University, Lynchburg, VA*
	Bachelor of Science in Religion, *May 2009*
	Associate of Arts in Psychology: Christian Counseling, *May 2009*

Matt Carper
Implementation Consultant
Technical Support Consultant
Implementation Role: SME and Consultant

SKILLS

Subject Matter Expert on *FASTER* Win and *FASTER* Web | Application Testing | Microsoft Products | Data Migration Expert | SQL Scripting | *FASTER* Fleet Best Practices Advisor |

EXPERIENCE

Implementation Consultant
FASTER Asset Solutions (Virginia Beach, VA), 2018 – present

- ✓ Gathered and analyzed information on customer needs to help steer implementation strategy and data migration
- ✓ Provided communication between customer, project manager, and development team to ensure customer needs were met.
- ✓ Worked with customers to answer questions about the project, data migration, and business needs
- ✓ Provided expert training on all areas of *FASTER* Web for new customers.

Technical Support Consultant
FASTER Asset Solutions (Virginia Beach, VA), 2008 – present

- ✓ Used technical knowledge of *FASTER* Web and *FASTER* Win to assist customers with business challenges
- ✓ Worked with a team of six members to provide support to over 350 customers across the United States and Canada.
- ✓ Traveled to customer locations for face-to-face site visits providing training and technical expertise on hand

Jeremy Angus
Implementation Consultant
Technical Support Consultant
Implementation Role: SME and Consultant

SKILLS	**Leadership/Team Building	Process Management	Operations Management	Inventory Management**

EXPERIENCE	**Technical & Implementation Consultant**
	FASTER Asset Solutions (Virginia Beach, VA), 2021 – present

- ✓ Provide both online and onsite, end-user training and workflow consultation.
- ✓ Developed and implemented a process for successful software upgrades and installation.
- ✓ Manage caseloads that consist of software installation, implementation and troubleshooting via Salesforce contact management software.
- ✓ Provide technical guidance and fleet best practice consultation to customers during the implementations of *FASTER* when the customer is migrating from *FASTER* Web or converting from a competitors FMIS system.
- ✓ Provide guidance and consultation to implementing customers on the cleanup and preparation of the data in their current FMIS system.
- ✓ Perform *FASTER* Web System Overview meetings with customers to provide a deep look into the capabilities of the *FASTER* Web System and to provide guidance and insight to customer on how they may best leverage the capabilities of *FASTER* Web for their fleet environment.

Fleet Supervisor
Douglas County Fleet Government 2014 – 2021

- ✓ Train and develop new employees due to strong organizational and prioritization skills. Producing fully integral employees that would be able to complete their assignments and duties with little supervision
- ✓ Organize vehicle maintenance reports to schedule weekly repairs of all fleet vehicles and equipment improving processes and efficiency of service to reduce downtime and improve PM compliance.
- ✓ Maintain audit and stock of parts and operational supplies needed to perform maintenance and repairs on various types of equipment
- ✓ Coordinate outside labor and repairs of fleet equipment and shop tools to maintain operational capabilities and promote safe use of shop equipment and tools to reduce risk.
- ✓ Operation and in-depth knowledge of fleet/fuel management software RTA, *FASTER*, OPW, PHOENIX, VEEDER-ROOT, PETROVEND
- ✓ Analyze vehicle/equipment repair and maintenance costs to maintain highest level of service in efforts to reduce costs of maintaining and operating equipment.
- ✓ Provide the highest level of Customer Service thru professionalism, promptness, politeness, and personalization to each customer.

- ✓ Experience in every aspect of shop operations and services through duties and willingness to accept and tackle difficult assignments and special projects.
- ✓ Administratively manages data entry and maintenance of *FASTER* fleet management software.

Automotive Technician
AutoNation Chrysler Jeep 2012 – 2014

- ✓ Received highest level of technical training maintaining a working knowledge of current industry best practices in automotive repairs to meet and exceeded in performance goals, standards, and professionalism
- ✓ Inspecting vehicle engine and mechanical/electrical components using computerized diagnostic test equipment and systems to identify mechanical problems with accuracy
- ✓ Ability to handle and perform various levels of repairs and services on engine and mechanical/electrical components
- ✓ Maintained high level of service while working within strict deadlines meeting expectations of the customer and senior management
- ✓ Schedule future maintenance sessions and advise customers on good vehicle use
- ✓ Proven experience as auto mechanic has excellent knowledge of mechanical, electrical, and electronic components of vehicles

Aviation Ground Support Mechanic
United States Marine Corps 2007 – 2012

- ✓ Planned and managed equipment maintenance utilizing fleet management tools; established timelines for repairs, and forecasted and supervised overall completion of projects
- ✓ Highest ranked Marine Corps and Navy maintenance squadron for 3yrs setting the record for best overall maintenance and safety standards.
- ✓ Work Center Supervisor within the division. Analyze problems, productivity, and update senior leadership on status of programs and operations within the division
- ✓ Evaluate maintenance programs and staff to provide program training to assist in the performance of each program and provide periodic assessments to determine if the program is working or needs adjustments
- ✓ Mentored and supervised eight Marines directly to gain perspective on their understanding of equipment, maintenance issues, maintenance requirements and future individual goals
- ✓ Facilitate a weekly/daily team meetings that focuses on schedules and training programs that increase productivity and synergy between departments to meet company goals
- ✓ Expert oversight and accountability for the care of equipment valued at over $80M. Deliver detailed reports on the status of equipment that need evaluation and maintenance to prevent loss. Maintained an operational rate of 95%
- ✓ Focused on team development; achieving unprecedented results that enable positive change and improved productivity within the division
- ✓ Navy Achievement Medal (Meritorious service and achievement of sustained performance of a superlative nature)

	✓ Meritorious Mast (Performed above and beyond usual requirements of duty and displayed exceptional judgement and initiative)
	✓ Letter of Commendation (For professional achievement and superior performance of duties conducted during counter-piracy operations CTF151)
	✓ Meritorious Promotion (2)
	✓ (Private to Private First Class)
	✓ (Private First Class to Lance Corporal)
	✓ Good Conduct Medal (Honorable and Faithful Service)

EDUCATION & CERTIFICATIONS

✓ University Of Northern Colorado-Construction Management

✓ Supervisory Skills and Development (CLTAP)

✓ Marine Corps NCO Leadership Course

✓ Lean Six Sigma Innovation Yellow Belt

✓ Naval Aviation Enterprise Air Speed Program

✓ Douglas County Innovation League (DCIL7)

✓ Chrysler Academy\ Chrysler Service Technician

✓ Mobile Air Conditioning MAC Certified

✓ Fleet Diesel Emissions Certified

✓ Air Brake Certified

✓ CDL Class B

✓ Colorado UST Fuel Site Class A/B Operator

Tyler McCuen
Implementation Coordinator
Implementation Role: Implementation Coordinator

SKILLS	**Project Management Customer Service	Process Improvement	Troubleshooting	UI/UX Design |Data Analysis**

EXPERIENCE

Implementation Coordinator
FASTER Asset Solutions (Virginia Beach, VA), 2019 – present

- ✓ Coordinate and facilitate several customer implementations to newer system.
- ✓ Subject matter expert on all things related to assigned projects.
- ✓ Communicating effectively between internal and external customers

QA Analyst
FASTER Asset Solutions (Virginia Beach, VA), June 2019 – September 2019

- ✓ Executed test cases to verify and report any data validation issues
- ✓ Configure and test off the shelf imports for fuel transactional data

Communication Center Representative
Canvas Credit Union

- ✓ Assisted members over the phone with banking transactions
- ✓ Subject matter expert for customers and reviewed balance sheets for department
- ✓ Open and closed banking product accounts, such as CD's, HSA and HELOC.

Alan Gamboa
Senior Systems Architect
Implementation Role: Code Review Custom Integrations

Skills	**Assembly/COBOL	.NET	OOP Languages| SLQ	Oracle	IIS	CSLA	Windows OS**

Experience	**Senior Systems Architect**
	FASTER Asset Solutions (Virginia Beach, VA), April 1990 – present

- ✓ Leadership Role in the Design and Maintenance of *FASTER* Web
- ✓ Over 22 years of experience in creating, designing, supporting, and programming Fleet Software
- ✓ *FASTER* Web Support Team Go-To Member
- ✓ One of the Original Programmers for *FASTER* Web
- ✓ *FASTER* Web Tester
- ✓ Design and Maintain *FASTER* Windows
- ✓ *FASTER* Win Support Team Trainer
- ✓ *FASTER* Win Support Team Go-To contact for escalated support cases
- ✓ Designed and developed the *FASTER* Win Technician Workstation Applet
- ✓ Presenter multiple times at the Annual *FASTER* User Conference
- ✓ Design and Maintain BOS *FASTER*
- ✓ Over 22 years' experience in creating, designing, supporting, and programming Fleet Software

Education	**B.S. Computer Science:** Old Dominion University (Norfolk, VA)

Corie Williams
Software Analyst
Implementation Role: Integrations Database Developer

Skills	**Database Development:** Microsoft SQL 2000, 2005 and 2008 | Oracle 9i, 10g and 11g
	Report Development: Crystal Reports XI and 2008 | Microsoft SSRS 2005 and 2008
	Project Coordination: *FASTER* Win and *FASTER* Web Product Software Features and Customizations

Experience	**Software Analyst**
	FASTER Asset Solutions (Virginia Beach, VA), December 2007 – present

- ✓ Strong command of the SQL scripting language and database management (both MSSQL and Oracle).
- ✓ Create MSSQL and Oracle database objects.
- ✓ Develop standard and custom reports using Crystal Reports.
- ✓ Develop standard and custom reports using Microsoft SSRS.
- ✓ Perform user acceptance testing.
- ✓ Requirements and specifications writing.
- ✓ Develop custom billing programs and exports.
- ✓ Manage caseloads that consist of customizations, upgrades and troubleshooting via SalesForce contact management software and iLinc web conferencing.

Customer Relations
Inn of Naples (Naples, FL), 2007 – 2007

- ✓ Provided friendly customer service.
- ✓ Checked guests in and out.
- ✓ Answered phones
- ✓ Booked reservations.
- ✓ Created attraction guide for guests.
- ✓ Created room signs using wood burning and painting techniques.

Education	**B.A. Business Administration:** University of South Florida (Tampa, FL)
	Certificate Introduction to C# Programming: Edison State College (FL)
	Certificate Intermediate C# Programming: Edison State College (FL)
	Certificate Introduction to Photoshop: Edison State College (FL)

Steven Opetaia-Williamson
Data Analyst
Implementation Role: Database Developer, Database Technical Lead

SKILLS	**Data Migration	Data Conversion	Database Scripting	Report Authoring	Project Coordinator	Customer Support**

EXPERIENCE

Data Analyst/Project Coordinator/Customer Support
FASTER Asset Solutions (Virginia Beach, VA), July 2007 – present

- ✓ Install, create and maintain instances in MS SQL Server 2000/2005/2008, Oracle 9i/10g
- ✓ Construct custom functions, stored procedures, views and common text expressions to extract and manipulate data for both MSSQL/Oracle
- ✓ Responsible for creating scripts to upgrade database structure between versions of *FASTER* Web while maintaining data integrity
- ✓ Use of SSIS to form and migrate data between legacy and current, more normalized databases
- ✓ Review scripts checked in by contracted programmers for accuracy and correctness
- ✓ Familiar with the setup of SSRS as well as modification and deployment of RDL files
- ✓ Lead support technician for the creation of new custom reports for existing clients
- ✓ Troubleshoot existing *FASTER* reports for logical, syntactical, and data related errors
- ✓ Upgrade previously customized reports to use OLEDB instead of ODBC connectivity.
- ✓ Provide on-demand training in Crystal Reports for customers creating their own custom reports
- ✓ Lead analyst for migration of data between Manage Pro and Microsoft Project
- ✓ Responsible for managing and responding to Escalation to Development cases from the Support Team
- ✓ Project Coordinator for the *FASTER* Dashboard, Migration Utility, Demo DB Tool and Telematics projects
- ✓ Primary technician for the beta testing of a project associated to a contract exceeding $500,000
- ✓ Provide on-site training for new and existing customers with sessions as large as 40 attendees, including high-level managers to technicians
- ✓ Troubleshoot software, computer hardware, network, and database issues by remote web sessions

EDUCATION **B.S. Business, Business Information Technology:** Virginia Tech (Blacksburg, VA)

Yujin Xiong
Senior Software Developer ·
Implementation Role: Data Conversions, Integrations Database Development

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SKILLS

Computer Languages: C# | ASP.NET | IIS6/7 | VB6/VB.Net | Java | J2EE | EJB | HTML | CSS | XML | JavaScript | C++

Platforms: .Net Framework 1.1, 2.0, 3.5 and 4.0, VS 2003 – 2012 | Java/J2ee platform: JDK1.1 to 1.6, JBoss, JBuilder, NetBean5.5/6.7

Web Related: SharePoint Server 2007/2010 | XML | XSLT | XAML | JavaScript | CSS | IIS | SOAP

Database: MS SQL Server 2000/2005/2008 | Oracle 9i/10G/11G | Access

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EXPERIENCE

Senior Software Developer
FASTER Asset Solutions (Virginia Beach, VA), February 2012 – present

- ✓ Database Synchronization for Oracle: independently develop a C# project to keep the compared databases identical.
- ✓ Database conversion from Oracle to MS-SQL: convert an Oracle database to MS-SQL database.
- ✓ Support *FASTER* Win and *FASTER* Web.

Senior Software Developer
Optima Health Insurance (VA), 2010 – 2012

- ✓ Develop and support Optima Health website (www.optimahealth.com) with thousands and thousands users and a few applications developed in .Net with SiteMinder SSO and SharePoint environments.
- ✓ Independently design and develop a SharePoint application to track customer requests and employee's work orders.
- ✓ Process huge volume data for members, providers, brokers and employers. The application interfaces with company's host managed care mainframe system on an informational and transactional basis.
- ✓ Upgrade web app from VB6 to .Net framework 4.0; actively worked in resolving production issues and provided deep technical support as the final solution.
- ✓ Main Projects:
- ✓ IT-Request management system: A SharePoint application to create, assign, update a request; track all information and use email as a reminder. It includes some different content types to handle different form requests.
- ✓ OptimaHealth.com: A web application to serve customers to view medical claim and explanation, view covered eligible members, change contact information, change primary care physician, request member ID card, view benefit information, view authorization, view personal health record, view group unpaid balance for brokers and more for employers, providers.
- ✓ AliquantHra Processor: a C# application to parse source data for populating company's standard database system and to generate a formatted report which will be sent over email for customer.

- ✓ AliquantHra Import: a SSIS package to parse source data, it is a different version of AliquantHra Processor.

- ✓ Walkabout: A web application to record daily walk steps for 10,000+ employees, which is converted from VB6 to .Net 4.0

- ✓ HEDIS Provider Export: a C# application to export all needed providers for insurance analysts' use.

- ✓ HIPC Care Extract: a C# application to extract health care information for insurance analysts' use.

Software Engineer III
Compass Technologies (VA), February 2007 – 2010

- ✓ Primary responsibilities include development of Response and Processing donors' request, business automation, timesheet and payroll procedures, call center information collection etc.

- ✓ Using CLR profiling, multithreading, implemented various performance improvements including reducing garbage collection and application processor time; Solving out of memory issue for the huge application; reducing the amount of large objects created on the heap and reworked code bottlenecks.

- ✓ Used object-oriented programming and agile methodologies, extreme programming, scrum in various development periods.

- ✓ Updated applications from lower to higher version of .Net framework.

- ✓ Designed, architected, and developed Payment processor which is used to charge customer's credit card.

- ✓ Main Projects:

- ✓ Response Processing: A big console project which is based on C#, stored procedures, xml, SQL server, Web Services, multithreading etc. techniques to process millions customers' accounts for a charity company to send out receipts, reminders, sales orders etc. with no exception allowed. A big improvement to reduce the process time from 6 hours to less than 2 hours

- ✓ PetraCrm: a client-side application which is based on C#, Asp.net, JavaScript, Web Services, IIS, CRM, SQL server 2005 etc. to collect and manage customer's information, setup events for all related accounts.

- ✓ Process Automation: a C# application to schedule a list of processes in the XML file which can initialize, repeat, and set timer for each single process in a flexible way.

- ✓ Credit Card Secure Store: a C# Web Service application to secure credit card information in Database and provide the correct information for Credit Card processing company.

- ✓ Sundial: a V# WinForm application which is based on .net framework 3.0 to fill out timesheet weekly and process payroll bi-weekly for 5000+ employees.

.NET/Java Application Developer
Reynolds and Reynolds (VA), February 2000 – 2007

- ✓ Analyzed the existing web application search engine and re-designed and developed the new search engine to make the performance better to handle more than 8000 vehicle dealers' websites.

- ✓ Successfully designed and developed the new application to process huge amount of data from third parties, includes txt, zip, xml files with different formats.

- ✓ Converted all Java applications to .Net applications since the company was a partner of Microsoft.

- ✓ The whole database migration from Virginia to Taxes.
- ✓ Converted Access to Oracle and Oracle to SQL database.
- ✓ Converted binary picture data from database to file system and then all pictures can be loaded by URL.
- ✓ Main Projects:
- ✓ Search Engine: using C#/Asp.Net/Ado.Net/JavaScript to develop a web search engine running at server and querying from SQL database for Reynolds that possesses 8000+ vehicle dealers for large number of clients with very high volume access.
- ✓ Work Order Handler: using C#/ASP.NET to develop a tool that handles all daily work orders' status which includes time report, new work order creation, employees info management, knowledge base, interoperability platform for colleagues to solve problems in one work order.
- ✓ DCMS: (dealer configuration and management system) is a C#/ASP.NET application that is responsible for managing customer configuration.
- ✓ DCU: (dealer configuration utility) is a Servlet/Struts/Xml tool to provide an interface for daily customer configuration -- fields' insertion and deletion, customer addition and cancellation, database source selection, stored procedures edition and data enhancement.
- ✓ VinDecoder: decodes the VIN (Vehicle Identification Number) against the very small data stored in the Oracle database, and then return the entire standard features for this vehicle. It is very useful for dealers they cannot provide and collect the standard features for each single new or used vehicle.
- ✓ FtpDataDaemon: using Java/JMS/EJB to design and develop a parser that processes different format and type files FTPed by all vehicle dealers and converts it to standard object for updating Oracle and SQL databases.
- ✓ Pictureloader: a Java application to parse thousands and millions pictures every day for customers.
- ✓ External feeds: provides managed information for third parties (yahoo, ADP etc.) automatically.
- ✓ Chrome Convert: is a database application that converts Access to Oracle.
- ✓ Realtime Parser: is a Java/SOAP/Xml application to be responsible for converting the data in XML format into the standard object of the company over the HTTPS protocol.
- ✓ Matching Plugins: modules that are responsible for evaluating the vehicles in a dealer's inventory and assigning each vehicle the identifier that it most matches in a Third Party Source database to allow the detailed information to be displayed.

EDUCATION   **M.S. Computer Science:** Southeastern University

Wilfred Finuliar

IT & Support Technician
Implementation Role: IT Application Installation Support

SKILLS	**Network Administration	Technical Support	Help Desk Support	SQL & SQL Servers	Virtual Environments	Software Installation	Proficient MS Office	Basic PC Diagnostics**

EXPERIENCE

IT Support & Technician
FASTER Asset Solutions (Virginia Beach, VA), July 2015 – present

- ✓ VMware domain administrator.
- ✓ Test, restore, run SQL scripts, and back up databases within MS SQL server 2005, 2008, 2008r2, 2012, Oracle 10g, and 11g environments.
- ✓ Configure internal staff laptops.
- ✓ Software testing in relation to data validation and functionality.
- ✓ Upgrade *FASTER* WEB fleet management software within the client's environment.
- ✓ Open cases for Technical Support in Salesforce.
- ✓ Configure 2003, 2008, 2008r2, and 2012 server to match client environment within a virtual environment.

Tier 1 Technical Support Trainee
Celerant Technology, 2013 – 2015

- ✓ Answer phone calls, provide technical advice, and trouble shoot client technical problems ex: (printing, software, and hardware issues etc.)
- ✓ Issues resolved remotely using programs such as Team viewer, Ultra VNC, or Remote Desktop Connection.
- ✓ Document incidents through a ticket system ex: (Lotus Notes)
- ✓ Document solutions to incidents for company reference ex: (Wiki Entries, Knowledge Base)
- ✓ Database management for client data using Microsoft SQL Server 2005, 2008 and beyond
- ✓ Troubleshoot data mining and data warehouse report discrepancies
- ✓ Q&A software bugs and provide updated versions of software with fixes for clients
- ✓ . Provide emergency support for clients using a pager system
- ✓ Provide 'Go-Live' support for new clients
- ✓ Provide web support when client's website goes down

Desktop Support Technician
Omnitech Solutions NYC (Per Diem), 2013 – 2015

- ✓ Disconnect and reconnect desktops/thin client PCs
- ✓ Install monitors onto brackets
- ✓ Set up network connections for computers

- ✓ Provide desktop support to clients in need
- ✓ Help IT managers with projects for Citibank, Wells Fargo, and other types of institutions

College Assistant
Borough of Manhattan Community College, 2012 – 2013

- ✓ Answer phone calls to help professors with computers, fix and show how to use projectors, or any task asked by supervisor
- ✓ Help students with printer issues, program issues (ex: MS office), using the class registration system, student email, etc.
- ✓ . Fix laser printers with their network issues, paper jams and changing toner
- ✓ Fix keyboard and mouse malfunctions. Update lab or classroom computers with latest software such as MS office, Windows, JCreator etc.
- ✓ Test computers that don't have Internet connections using command "ipconfig" in the command prompt and checking Ethernet connection

EDUCATION

A.A.S. Computer Information Systems: Borough of Manhattan Community College (New York, NY)

A+ Certification: CompTIA

Tyrone Poist
Technical Support Consultant/Implementation Consultant
Implementation Role: Implementation Consultant

SKILLS	**Crystal Reports	SQL 2005, 2008	Oracle 9i, 10g	Citrix and Terminal Services	Software Installations	Training	Routers and Switches	Hardware Printers**

EXPERIENCE

Technical Support Consultant/Implementation Consultant
FASTER Asset Solutions (Virginia Beach, VA), September 2005 – present

- ✓ Provide customer technical support.
- ✓ Create Crystal Reports.
- ✓ Perform project management.
- ✓ Provide customer training.
- ✓ Present/conduct training sessions at the annual *FASTER* user conference.

Dispatcher/Desktop Support
Trawick Associates (Chesapeake, VA), 2004 – 2005

- ✓ Software/Hardware Maintenance.

EDUCATION

Associates Degree Information Technology: ECPI (Virginia Beach, VA)

CCNA: Cisco Certified Network Associate

MCP: Microsoft Certified Professional

CFOI: Certified Fiber Optic Installer

4.3.12.4. Staffing Changes

No change may be made in the staffing of the Fleet and Equipment Management System project without the prior approval of the WVDOT. Throughout the term of the Contract resulting from this RFP, the Vendor shall:

- Provide qualified personnel to perform all Services required in this RFP;

- Promptly remove and replace personnel at the request of the WVDOT; and

- Provide written notice and seek WVDT approval of any plan to add, remove and replace personnel.

FASTER Response: The professional staff at *FASTER* make up the Company that is the largest provider of Fleet Management Information Systems to Municipal Government in North America. Our customer-focused culture provides a business model that has created long tenure and the largest wealth of fleet system knowledge in the industry, with over 460 successful customer implementations. *FASTER* will work with the State with respect to personnel issues (if any) to reach a mutually acceptable resolution.

Mike Brawley, Vice President Business Development, Senior Product Engineer

Due to Mike's in-depth knowledge of the *FASTER* system, he facilitates with the customer requirements for any customer integration work.

Jonathan Holloran, Vice President & Development Manager

Jonathan's role is to supervise the development and delivery of all custom integrations.

Kevin Conner, Director of Operations

Kevin provides oversight of and leadership to the implementation and support teams.

Wendy Collier, Vice President & ETL & Escalations Manager

Wendy provides oversight of and leadership to the data team.

Tyrone Poist, Kelly Brown, and Matt Carper: Implementation Consultants

Tyrone, Kelly and/or Matt works with key decision makers to configure the *FASTER* solution to meet the business process needs of the customers. Also, they provide system training and will be on site during the customer Go-Live to assure a smooth transition to *FASTER* Web.

Alan Gamboa, Senior System Architect

Alan develops coding patterns and maintains and develops system software.

Corie Williams, Integrations & Report Developer

Corie develops the customer integrations/customizations to the agreed upon specifications between *FASTER* and the customer.

Steven Opetaia-Williamson, Helen Han and Yujin Xiong: Database Developers

Responsible for the data conversion tasks and database level integration work.

Wilfred Finuliar and Lance Howard, IT Application Install Support

Provides support for the installation of the product.

James Cox, Tyler McCuen and Joe Healey III: Project Managers

The Project Manager is responsible for the overall project and is the primary contact for the customer during the implementation. The Project Manager will be intimately involved in each phase of the project from the Kickoff Meeting to customer Go-Live. The Project Manager is involved in the project timeline development and planning.

4.3.13. TAB 7- VENDOR'S PROPOSED PLAN FOR PROVIDING SERVICES

In order to facilitate the Evaluation Committee's comparison of proposals, the Vendor's response to thissection of the RFP shall conform to the following format without exception.

4.3.13.1. Timeline and Implementation Phasing Approach

The Vendor shall describe its proposed implementation timing and phasing approach and include a phasing schedule and timeline which outlines their project plan and detailed staffing. It should be based on the Vendor's experience with the solution being proposed and provide the WVDOT with the best balance of cost and risk for the implementation of the VPS. The Vendor should also provide a thorough explanation of its rationale to support its proposed phasing. Related cost information should be presented in the Cost Proposal and shall not be included in the Technical Proposal.

Any required clarifications regarding the phasing or timelines should be addressed during the Discussion and Best and Final Offer process.

The description provided should include the following information for each module:

- Implementation timeframes;
- Milestones and implementation phasing (if any);
- Deliverables with planned approval date and mapped in the work plan; and
- Any software upgrades that should occur during the project.

FASTER Response: In regard to describing the implementation timing and phasing approach, phasing schedule, and the project schedule, *FASTER* has provided above our detailed sample implementation plan that includes task necessary for the COTS Implementation.

The detailed project plan we provided has no cushion. Therefore, it shows total time for tasking, but it is not a comprehensive time to completion. Given that the customer staff that will be involved also have other operational duties, we recommend that cushion be added to reflect the common reality that customer staff will have other day-to-day duties and other projects. *FASTER's* project methodology supports the customer moving at the pace that is practical for its business.

As a result, we have had customers take less than 6-months to complete an implementation because they were highly motivated. But it is not uncommon for customers to take 12-months to implement due to their prioritization decisions.

The two critical path tasks that will impact the timeline are data conversion and custom integrations.

Data Conversion services involve the customer doing data cleanup and preparing the data for conversion by extracting it from the current legacy system. *FASTER* will then perform the data transformation and loading into the *FASTER* Web database. During this data phase the customer's ability to complete its tasks are generally controlled by the amount of resources dedicated to the project. *FASTER* does not have the ability to manage WVDOT resources.

In regards to customization/integration, again, the customer is able to influence the timeline by applying the appropriate resources. This would involve the tasks for providing completed requirements for the integration. Simple flat file exports tend to be the most efficient and have the least impact on the timeline. Multi-directional Import/Exports using APIs that require middleware have a greater impact on the timeline.

One of the distinguishing factors about *FASTER* Web is that it is a Commercial-Off-The-Shelf (COTS) System. This means that the system implementation is very disciplined and uniform. This translates into a higher quality implementation with lower cost and risk. When your implementation project starts, a *FASTER* Project Manager and Implementation Consultant will be assigned. There will be many other *FASTER* team members who will work on your implementation as well, including database developers and testers. For your integrations beyond the standard fuel import, *FASTER*'s Integrations Staff, Product Manager and Development Team Leader will also be involved.

High Level Implementation Plan Phases & Timeline:

WBS	Task Name	Duration
0	Sample *FASTER* Web Implementation Plan Draft - New Customer Conversion	141 days
1	Project Kick-Off	2.65 days
2	Environment Set Up and Install	5.69 days
3	(COTS) Commercial Off-the-Shelf System Overview	2.55 days
4	Data Preparation	54.38 days
5	(COTS) Commercial Off-the-Shelf Fuel Imports	4.04 days
6	Customization Requirements (Duration Will Depend on Complexity)	10.16 days
7	*FASTER* Customization Development (Duration Will Depend on Complexity)	0.51 days?
8	*FASTER* Soft Go-Live Preparation	5.52 days
9	Configuration	29.47 days
10	*FASTER* Soft Go-Live Testing	17.66 days
11	Customer Soft Go-Live Testing	8.83 days
12	Limited Data Update	8.97 days
13	Training and Go-Live	3.59 days
14	Post Go-Live Tasks	21.94 days

Milestones/Deliverables:

- Purchase Confirmation (signed contract/PO)
- Software Delivery (*FASTER* Web)
- System Overview Meetings
- Data Conversion to the new *FASTER* Web database
- Soft Go-Live database delivered
- End-User Training Completed

- Go-Live on *FASTER* Web

Software Upgrades: The customer will Go-Live on the latest version release of *FASTER* Web.

4.3.13.2. System Development Methodology Overview

It is the Vendor's responsibility to propose a system development methodology (SDM) that is defined, documented, repeatable, and emphasizes project management best practices.

The project scope and cost should include training the WVDOT project team staff on the Vendor's SDM. The proposal should identify certifications the Vendor has received, such as Software Engineering Institute's (SEI) "Capability Maturity Model" (CMM) assessments, the International Organization for Standardization (ISO) 900x certifications, the "Institute of Electrical and Electronics Engineers" (IEEE) Software Engineering Standards, and any other pertinent certifications.

FASTER **Response:** *FASTER* has a security and quality focused development approach. Overall, the application is designed to be safe to use on the internet. The application uses role-based security to ensure users have the least privileges necessary to perform their duties. Before a new feature is added to the application, it first goes through a requirement gathering phase. During the requirements phase, the feature is evaluated to determine impact on any application standards, including security. Separating the application layer and database layer allows for protection of the *FASTER* Web database, even when the application is internet facing. Prior to every build, a code analysis tool is used to find and address any issues with the source code per industry standards. Every deliverable is scanned before becoming customer available to ensure no files are corrupted or viruses are detected.

Our development and process for software updates is managed in TFS (Team Foundation Server). Our testing policy and process for each build or release is extensive. Testing processes include multiple regression and UAT (User Acceptance Testing) cycles, as well as release candidate production testing at select 'alpha' sites prior to general release to our user community.

FASTER is a Commercial-Off-The-Shelf (COTS) asset management application. The COTS software undergoes its own development cycle separately and distinctly from the implementation process. This means that no Requirements Gathering, Requirements and Design Approval, Gap Analysis, Testing and Development work is done on *FASTER* COTS software as part of the implementation project.

However, custom integration development and testing will be done in conjunction with the Go-Live Work noted in *FASTER*'s Statement of Work (SOW).

Since *FASTER* Web is an off-the-shelf product and since customizations created by *FASTER* are upgraded and maintained by *FASTER*, the State will not need to develop or compile the application and, therefore, will not need training on *FASTER*'s SDM.

With respect to system architecture and programming language: *FASTER* Web is a Microsoft IIS web application that uses the ASP.NET web development platform along with AJAX to provide a richer and more responsive user experience. To promote re-usability and maintainability of the objected-oriented business layer, *FASTER* Web is built upon the CSLA.NET development framework. *FASTER* Web runs on a highly normalized MS SQL database and uses SQL Server Reporting Services (SSRS) as the Report Engine. Integrations are built using SQL Server Integration (SSIS) services and Web Service APIs based on Microsoft's Web API2 technology. It includes an optional add-on semantic layer that leverages the new Tabular model in SQL Server Analysis Services (SSAS).

FASTER

Related to installation deployment options: If you choose to host *FASTER* Web in *FASTER's* cloud environment, the *FASTER* Web application will be installed by *FASTER*. If you choose to host *FASTER* Web in your own datacenter, you will use the installation wizard to install the components of the system. Depending on your size, the add-ons you have purchased, and your performance needs, you can separate the application (IIS), database (MS SQL), reporting (SSRS), integration (SSIS), and business intelligence (SSAS) tiers to fit your needs.

4.3.13.3. Project Management Methodology and Approach

The Vendor shall describe its approach to managing the project. As part of its project management approach, the Vendor should describe the project management tools, standards, controls, and procedures that are going to be utilized to create a proven, reliable process. This section should also include a brief description of the Vendor's approach for managing the project on a daily basis. The intent of this information is to provide assurance to the WVDOT of the Vendor's demonstrated ability to manage large, complex software projects such as the Fleet and Equipment Management System project in a manner that ensures quality, project success, long-term viability, and lowest cost of ownership.

FASTER Response: *FASTER* has a proven implementation project methodology that provides excellence in quality control. For example, we provide a thorough Soft Go-Live that will enable you to see, use, and test every single deliverable, including converted data and any integrations. Thus, you can ensure prior to going live that all the of your needs are met.

FASTER's implementation project is phased to make the project easier to manage for the customer. *FASTER's* Project Manager will review the project methodology and plan in the kickoff meeting. *FASTER's* Project Manager also will provide a detailed plan for each phase. As each phase of the project approaches, *FASTER's* Project Manager will arrange meetings so to ensure there is collaboration and understanding. The *FASTER* Project Manager will coordinate the many *FASTER* resources that will serve on your implementation project.

FASTER uses Microsoft Project Enterprise in conjunction with SharePoint Enterprise to track all phases of the COTS implementation project. Implementations have high visibility at *FASTER*, with key members of *FASTER's* Management Team personally involved.

4.3.13.4. Detailed Description of Services/Deliverables to be Provided

The Vendor should describe in detail how each of the services listed in Section 4.2.2. shall be provided in accordance with the Vendor's methodology.

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 terms "must," "will," "shall," "minimum," "maximum," or "is/are required" identify a mandatory item or factor. However, use of the terms "must," "will," "shall," "minimum," "maximum," or "is/are required" in the requirements matrices in Attachment A indicates that such items are expected, but failure to comply with the provisions in the requirements matrices utilizing the above-mentioned terms will not result in automatic disqualification of the proposal. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the WVDOT. The mandatory project requirements are listed below.

4.2.2.1. Single Vendor to Execute the Contract

WVDOT is seeking proposals from Vendors who have the technical/functional experience and a proven track record in configuration, design, testing, implementation and integration of its proposed commercial off-the-shelf Fleet and Equipment Management solution. The Vendor shall demonstrate an understanding of the fleet and equipment management business areas and should demonstrate experience in implementing its proposed Fleet and Equipment Management solution for organizations similar to WVDOT in size and scope (for example state transportation agencies (preferred), large public works agencies, state fleet agencies, and other organizations with significant fleet management operations including transit, rail, airport, seaport, facilities construction, water or power utilities, mining, etc.).

The WVDOT is seeking a single Vendor that shall be responsible for providing both a complete software solution and all requested services required for a successful implementation, including production support. The Vendor may team with multiple firms in its proposal, but there shall be a single primary Vendor that will execute the systems integration contract expected to result from this RFP and will coordinate, integrate, and be accountable for all products and services proposed. This excludes a joint venture arrangement between vendors or joint response to this RFP as such arrangements will not be allowed. This restriction does not prohibit multiple vendors from proposing the same subcontractor(s) or software as a part of their proposals using a primary vendor as described previously.

One award to a single prime Vendor is anticipated under this solicitation. Based on this one award, however, WVDOT anticipates potentially executing multiple agreements including but not limited to:

- Systems integration contract with the prime contractor for implementation and postproduction support services; and

- Software licensing and maintenance agreements with one or more software solution provider(s) proposed by the selected prime Vendor. The cost of the software license and applicable software maintenance for the duration of the implementation project effort may be invoiced through the selected prime Vendor. However, because the Fleet and Equipment Management software providers will be long term business partners of WVDOT, it is

important for WVDOT to initiate the contract relationship with the software providers at the start of the project.

FASTER Response: *FASTER* Asset Solutions will serve as the primary contractor designating FASTER as the "Vendor." *FASTER* does not utilize subcontractors for any of our implementation process. All of the services listed in *FASTER's* Statement of Work (SOW), Pricing & Payment Terms will be provided by a *FASTER* staff member. With over 460 successful implementations of our software, *FASTER* has developed an efficient and quality implementation process that has been proven over the last 35-plus years.

FASTER Asset Solutions is the sole manufacturer and provider of the *FASTER* Web FMIS (Fleet Management Information System), and all other products proposed in our response. All *FASTER* products are covered under a single maintenance agreement. (Please refer to the *FASTER* General Agreement, Schedule B: *FASTER* Software Upgrades & Support Agreement defines remedies that are subject to the exceptions provided in the Agreement.)

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

4.2.2.2. Project Location and On-site Work

On-site work during the implementation project will be performed as required at WVDOT Headquarters in Charleston, WV; the WVDOH Equipment Division Headquarters in Buchannan, WV; the State Rail Authority offices in Moorefield, WV; and as required at WVDOH District offices and other WVDOT locations across the State of West Virginia. It is expected that the Vendor will work on-site for those project activities requiring extensive user interaction such as requirements confirmation, training the core project team on the VPS, user acceptance testing, train-the-trainer, etc. However, the ability to perform on-site work will be subject to the prevailing COVID-19 or similar health related emergency protocols and Federal, State, and local regulations in place at the time of the Contract start. WVDOT will work with the selected Vendor to make any adjustments to the project approach which may be required based on the health protocols in place at the time of Contract Award.

At this time, the Transportation Management Project Team which will be overseeing this project is located at 1900 Kanawha Blvd. East, Building 5, 4th Floor, Charleston, WV 25305.

FASTER Response: Extensive Go Live training will be performed onsite at the WVDOT location(s) identified above and described in the *FASTER* Statement of Work (SOW). All other work associated with the products and services identified in the *FASTER* Statement of Work (SOW) will be done at or through *FASTER's* Virginia headquarters.

Requirements confirmation is done remotely as are other services. Go-Live training will be the only service performed onsite at the WVDOT location(s), unless other specific requests for onsite services are agreed to as a part of negotiations. *FASTER* is a Commercial-Off-The-Shelf (COTS) asset management application. The COTS software undergoes its own development cycle separately and distinctly from the implementation process. This means that no Requirements Gathering, Requirements and Design approval, Gap Analysis, Testing and development work is done on *FASTER* COTS Software.

Unlike custom systems, the implementation of *FASTER* Web does not need the added cost and delays caused by a PM needing to travel to the customer site. If the state is open to learning more about what *FASTER* believes is a higher quality approach that does not require a *FASTER* PM to be onsite, we are happy to discuss.

As is noted in the statement of work *FASTER* provided, *FASTER* staff does not come onsite the three times noted above. Current technology provides for offsite engagement by *FASTER* staff. While we understand that traditional custom systems focus on onsite services, *FASTER* has not found any benefit in sending staff onsite like traditional project approaches. We find that sending staff onsite does not increase quality, but it does increase cost and add delay to the project. In addition, it helps our staff and yours remain vigilant during the current pandemic.

Further, *FASTER* has found that by having a family-friendly work environment (with less travel) promotes the retention of superior talent. The reality is that adding unneeded travel tends to promote less experienced staff with our competitors who tend to force their staff to travel onsite.

4.2.2.3. Fleet and Equipment Management Functional Requirements

The VPS shall support short-term and long-term maintenance planning, including scheduling work orders, projecting resource requirements (labor, material, etc.), and highlighting labor, parts, or capacity shortages or excesses. In addition, the system shall be fully integrated with the Consumable Inventory module in wvOASIS. The key capabilities required of the VPS are described in further detail below.

4.2.2.3.1. Asset Inventory/Asset Registry

Asset Inventory/Asset Registry capabilities shall support entry, tracking, and management of all types of fleet and equipment units in a single enterprise inventory including, but not limited to passenger vehicles; light duty trucks; maintenance and construction equipment; specialty tools and equipment; West Virginia State Rail Authority rolling stock and work equipment and other fleet classes/types as WVDOT may acquire. Asset Inventory/ Asset Registry functionality shall include:

- **Asset Inventory:** Uniquely identify and define each WVDOT fleet or equipment asset in a Fleet and Equipment asset inventory and store asset attribute and reference information for each asset.

- **Leasing and Financing:** Store lease/rental information for any fleet units which are leased by WVDOT, integrate with the State of West Virginia wvOASIS Advantage Financials accounts payable function to automatically generate payment request for monthly or other recurring payments for leased or financed vehicles, and store financing information.

- **Licenses and Permits:** Store and track annual registration/license/pennit/emission renewals for vehicles and other motorized equipment separate from preventive maintenance services including registration/license/permit type, date of expiration and renewal and associated fees.

- **Service Call and Incident Tracking:** Capture and track information on incidents involving WVDOT fleet and equipment assets. Incidents can include accidents or other vandalism, tire blowouts, any non-accident related item that could lead to a work order or log a work request.

- **AVL Integration:** Provide the capability to integrate with CAD AVL equipment and system(s) to allow for viewing vehicle activity history including operator, activity, location and date and time of activity.

- **Fuel Management:** Maintain inventory of fuel cards and track various other fuel management attributes including fuel type (account for gas, diesel, CNG, electric, multiple fuel types and capacities), equipment information such as operator, vehicle, etc., tank capacity, and fuel card expiration dates. Support integration with Fuel Master to track fuel usage by each fleet and equipment asset.

- **Work Management Integration:** Integrate with the work management functions and the wvOASIS Advantage Financials application to obtain vehicle and equipment usage information entered by WVDOT staff on work orders and update the vehicle inventory information with the mileage or hours utilized as appropriate.

- **Tire Management:** Maintain reference information specific to tires for each tire, including equipment tire is installed, brand, model, type, dimensions, lifecycle tread usage cumulative across installed equipment, etc.

- **Availability, Usage and Downtime:** Automatically update and track the real-time status and availability for service for all assets.

- **Motor Pool:** Set-up and manage one or more motor pools. The system should provide reservation functionality and/or provide the ability to integrate with a reservation system and a telematics solution as well as integration with the wvOASIS ERP to track and manage usage and cost information for reservations to state staff external to the owning department staff.

- **Maintenance History:** Maintain operating and maintenance history detail for all assets.

- **Performance Analysis:** Support defining and tracking asset performance and performing analysis relating to all information available in the system.

- **Acquisition, Replacement and Surplus:** Track detailed information on the acquisition and replacement of both purchased and constructed assets.

- **Fleet and Asset Planning:** Define parameters for long term fleet planning projections such as specific series and models of vehicles, number of vehicles in each series, planned maintenance jobs for vehicles and assets including standard labor hours and maintenance frequency, etc.

- **Costing and Billing:** Support allocation of vehicle operating cost to projects, grants and overhead accounts.

FASTER Response: The Asset Module of *FASTER* Web includes the ability to create asset records, asset record viewing & searching, asset reassignment tracking, asset templates, asset life cycle management, meter management, preventative maintenance scheduling and tracking, warranty tracking, and acquisition planning. (Refer to Attachment A – Fleet Management Requirements Matrix)

Asset Management Module

- Track all data related to your assets including
    - Asset Identification information (all basic asset identifying fields and data).
    - Standard specifications of the Asset (including Multiple Engines, Unlimited Fuel Types, transmission and tire information).
    - Custom specifications where you can track any custom data specific to your site related to your assets.

- Easy access to at-a-glance snapshot information for a given asset, including things such as most recent PM, meter reading, work order and lifecycle costing.
- Unlimited Usage Codes allow you to further define the way or ways a given asset is used within your organization.
- Vehicle Lifecycle Tracking
  - Acquisition
  - Replacement
  - Point-Scale Replacement Comparison
  - Disposal
    - Management of disposal from out of service, decommissioned and auction/sale proceeds being credited to the appropriate account depending on your internal policy.
- Asset Billing
  - Control down to the asset level how billing occurs in a wide variety of user defined ways such as:
    - Base charges, insurance charges, replacement charges, individual billing items such as parts labor, sublet, fuel, with or without markup.
- Preventive Maintenance and Scheduled Action
  - Per asset tracking of preventive maintenance schedules.
  - Per asset tracking of other scheduled actions related to an asset such as:
    - Registration renewals
    - General Inspections
    - Emissions inspections
    - Any other routinely scheduled or predictive maintenance action that occurs at a given interval you specify required for the asset.
- Warranty Tracking
  - Equipment warranty tracking from initial claim through reimbursement being received.
- History of All Parts Issued to the Asset
- Parent/Child asset tracking for asset components.
  - Full family tree shows entire association tree.
- History view outlining all maintenance, repair and fuel dollars related to asset as well as cost per meter or fuel consumption data.
- Asset Contacts with Roles
  - Track anyone and everyone related to a piece of equipment with the ability to specify custom roles related to assets and start and end dates for their connection to the asset.
  - Configure individual email and/or text notifications.
- Asset Templates
  - Asset templates allow for quicker entry of multiple new asset records into the system.
- Reassign Assets
  - Assets can be reassigned between Departments, to another organization, and/or to another asset number while retaining all historical information.
  - Validation of Work Order and Fuel transactions upon department reassignment.
- Attachment Capability (multiple types such as images, documents, etc.).
- Ability to track notes related to assets with subject lines for easy searching.
- Track capital replacement costs.

4.2.2.3.2. Work Management

The Work Management function shall provide a work planning and management solution that will support the identification of potential issues through a work request process and the planning, scheduling, management and tracking of various maintenance management activities performed by WVDOT on the range of fleet and equipment asset classes. Work management capabilities shall include:

- **Problem Reporting:** Provide an Intranet based capability for an employee to report issues related to fleet and equipment assets.

- **Reporting and Managing Problems, Work Requests:** Automatically generate work requests (problem reports/defects) if usage, meter readings, and other condition measurements deviate from pre-defined tolerances for an asset or if a pre-defined event occurs; manually generate work requests from manual sources such as defects found during preventive maintenance, operator vehicle condition reports. Work Orders are created from Work Requests if the request is approved.

- **Planned/Preventive Maintenance Program Management:** Define and maintain a Planned / Preventive Maintenance program for each fleet and equipment asset and/or sub-assets asset types, asset model, class or series using a library of standard preventive maintenance job templates for jobs included in the preventive maintenance program with defined intervals for performing each job. If the preventive maintenance is required by external directive, provide indication on the preventive maintenance work order of the originating source (local, state, federal agency). Provide comprehensive and detailed history of asset usage, maintenance, performance and cost to support effective asset management throughout the entire asset life cycle.

- **Major Overhauls, Asset Rehab and Campaigns:** Provide the capability to define and track major maintenance programs (e.g., overhauls) consisting of a series of maintenance jobs to be completed for a single asset, or specific asset groupings, models or series, or location performed on user defined scheduling criteria. As with regular maintenance, WVDOT requires complete and detailed tracking of the actual work performed, costs, and resources consumed for each action performed on each asset.

- **Maintenance Standard Job Definition:** Define standard maintenance job templates to predefine a specific scope of work for specific asset classes or asset types, including the specification of a job code, labor hours, skills, materials, and equipment needed to perform a job.

- **Maintenance Resource Definition:** Define specific maintenance locations, shops, and facilities and a list of maintenance work to be performed at each facility; indicate the specific assets maintained at each facility and the equipment at the location as well as the labor resources available by labor classification.

- **Work Order Planning:** Define maintenance work and resource requirements, schedule and assign work and resources, monitor work in process, capture information on work activity, and record work results, including time and costs. Manage maintenance resources including WVDOT and contractor personnel, facilities, materials, and tools. Provide the ability to plan, monitor, and forecast annual work quantities and required resources (labor, equipment, material, and budget) for fleet and equipment assets at a program level.

- **Work Order Description:** Identify the fleet and equipment asset to which the work applies. Provide the ability to attach/access/retrieve standard asset documentation from the

work order, including drawings, maintenance manuals, etc. Identify the reason for the work order, define the work to be done and the labor resources required, etc.

- **Work Order Creation:** Provide the capability to create work orders using several methods - on demand, from templates, from defects found during a preventive maintenance activity, as the result of an incident, from a warranty failure, recall or service bulletin, etc.

- **Work Activity Recording:** Provide the capability for multiple individuals to work on multiple assets on a single work order and link specific work jobs or steps to a specific asset. Provide a method of allocating labor and material cost accurately to specific assets, with the cost then interfaced back to wvOASIS. Provide the capability to designate a work order as a service/road call, or link a work order to a service/road call/incident event and to record travel time, service information (route, run, operator), road conditions, etc. Provide detailed description, classification, and reporting of asset failures by asset type, component, and system. Allow the ability to match repair codes to the reported failure. Support various maintenance failure analysis methods for developing asset/part modifications/replacements, adjustments to planned maintenance programs, and other actions to support continuous improvement of asset reliability and performance.

- **Work Activity Timekeeping:** Provide the capability to integrate with wvOASIS Advantage Financials and Human Resource Management (HRM) to capture and track the actual time and associated labor cost attributed to a work order.

- **Work Order Tracking and Monitoring:** Provide real-time monitoring of work order status and provide information required to manage and adjust work as required, including the estimated time remaining on the work order (planned or estimated time less elapsed time). Other information may include but is not limited to percent complete based on the projected time to complete remaining tasks, current task or step being performed and the employee(s) currently assigned, number of tasks completed and percentage, hours accumulated against each task, projected completion date/time, percent ahead or behind schedule based on actual labor versus standard for the job tasks or steps completed, accumulated cost detail, and current work order status.

- **Work Order Closeout:** Automatically calculate total work order costs and update asset maintenance history upon closing a work order.

- **Component Rebuild Management:** Provide support to track components through the entire repair and rebuild cycle and maintain component operating and maintenance history. Provide the capability to manage and track the status, movement, and history of serialized components. Provide the capability to define major components, sub-components, assemblies and sub-assemblies that will be individually tracked by serial number, or another unique ID.

- **Handheld/Mobile/Tablet Devices:** Provide support for work orders from handheld/mobile devices (create and perform).

- **Management of Contractors:** Manage inspection, maintenance, and work contracted out to a vendor or contractor; capture work details and cost. Monitor actual vendor or contractor performance versus service-level targets. Track performed warranty work for reimbursement. Manage repair and return of rebuilt assets, which requires the tracking of serialized components sent for repair (either the return of the same item or a replacement).

- **Workforce Management:** Integrate with the wvOASIS Advantage HRM module to obtain employee information including status, vacations, training and certification information.

Store basic information on workforce records, including job title, home location, job function, supervisor/shift, name, address, union affiliation, certifications, skills, all assigned assets including phones, cars, and uniforms, etc. Track training requirements.

- **Costing and Billing:** Integrate with wvOASIS Advantage Financials to obtain the required actual cost data. Accumulate comprehensive maintenance costs by asset, type of work, and other breakdowns for the purpose of providing input to capital and operating budgets, maintenance cost analysis, repair or replace decisions, internal versus external maintenance decisions, etc.

FASTER **Response:** *FASTER* Web's Maintenance Module pertains to work order management, shop floor management, indirect labor management, task list management, recalls and pending repairs as well as customer service repair requests. (Refer to Attachment A – Fleet Management Requirements Matrix)

Maintenance & Labor Management Module

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

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

- Ability to create and manage task lists and task list templates.

Self Service / Service Requests

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

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

4.2.2.3.3. Warranty Management

The VPS shall identify asset, component, and parts warranties. The system should define warranty terms and conditions, and vendor or contractor responsibility for warranty service. The VPS should highlight work under warranty, identify and file warranty claims, and track warranty service and reimbursements. Warranty functionality shall include:

- **Work Management:** Automatically generate and track warranty claims from the work order system based on user-defined business rules including what are warrantable repairs versus maintenance items and repairs not covered.

- **Claims:** Generate and track warranty claims from the work order system including claim number and date, vehicle/asset/component, original cost (if applicable), RMA, repair cost, claim amount, text descriptions or notes, claim status (user defined categories), claim disposition and date, actual recovery amount or value received by WVDOT, type of disposition (e.g., reimbursement, replacement part, credit toward future purchases, etc.), comments, etc.

- **Payments/Reimbursements:** Track warranty work performed by external contractors and vendors and automatically create claims for reimbursement if appropriate. Provide the ability to credit an asset or inventory based on reimbursement or other credit received in response to a warranty claim, to receive a replacement part or component into inventory at no cost, to track a credit against future purchases from the vendor, or to record vendor repairs under warranty for asset history.

FASTER Response: Whether the work order is originated from a scheduled appointment, manufacturer's recalls/warranty campaigns, or a walk up, the work order repair process is driven and monitored using the Repair Reason and the Work Order Statuses in the system. Warranty work orders differentiate from other work orders by the warranty designated repair reasons on the Work Order and the Status Code (Refer to Attachment A – Fleet Management Requirements Matrix).

- *FASTER* Web tracks unlimited asset warranties and is tied directly to the Maintenance Module providing notification to both service writers and technicians. Asset warranties codes are associated to the different Repair Type codes in system configuration.
- When an asset covered by a warranty is sent for maintenance or repair, the system displays a message that the asset is under warranty and provides a link to the warranty schedule.
- In addition, if a repair task is added to a work order for a component that is under warranty the system will display a warning that the repair job/task should be coded as a warranty repair.

- The Search Warranty Claims and Potential Warranty Repairs feature in the Warranty Claims section of the Asset module allows you to claim reimbursements and locate potential missed warranty opportunities.
- When an asset covered by a warranty is sent for maintenance or repair, you can recover the cost of the repair by adding a warranty claim.
- A repair added to an asset Work Order is eligible for warranty claim, when:
    - The asset is covered with at least one warranty type.
    - The component in the Repair-Group-Component-Action association is assigned with the same warranty type that is assigned to the asset. For more information, see the Repair-Group-Component-Action section in the Setup Module.
    - The same Repair-Group-Component-Action association is added as a repair in the work order.
    - The repair reason is categorized under the warranty repair reasons. For more information, see the Repair Reason section in the Setup Module.
    - The repair is completed and is in a closed status.
- The Potential Repairs tab lets you search the repairs that are eligible for a warranty claim. You can further recover the cost incurred on the repair by creating a new warranty claim for the repair or adding the repair to an existing warranty claim.
- A repair added to a work order of an asset is eligible for warranty claim, when:
    - The asset is covered with at least one warranty type.
    - The component in the Repair-Group-Component-Action association is assigned with the same warranty type that is assigned to the asset. For more information, see the Repair-Group-Component-Action section in the Setup Module.
    - The same Repair-Group-Component-Action association is added as a repair in the work order.
    - The repair reason is categorized under the warranty repair reasons. For more information, see the Repair Reason section in the Setup Module.
    - The repair is completed and is in a closed status.

4.2.2.3.4. Planning and Budgeting

The VPS shall provide support for capital planning based on asset condition, criticality, performance, or other criteria and plan for and identify funding needs and sources. Planning and budgeting functionality should include:

- **Performance Standards:** Create and maintain performance guidelines based on user-defined business rules for all work management activities.

- **Operating Budget Development:** Generate annual budgetary plans utilizing existing asset data and standard work order templates to project labor and material needs.

- **Operating and Maintenance History, Performance Analysis, and Costs:** Maintain operating and maintenance history detail for all assets including problems posted, fuel/power and fluids consumption and operating costs, maintenance/rebuild work order detail, warranty claims, etc. Record and track the source and category of funds used for acquisition, operations and maintenance of a particular asset.

- **Long Term Maintenance Resource and Fleet/Asset Planning:** Forecast asset disposal/retirement based on user-defined criteria, such as mileage and/or other metrics, for user-defined time periods.

- **Capital Programming:** Provide support for long term forecasting of capital needs.

FASTER Response: *FASTER* Web's Asset Module contains Vehicle Life-Cycle Management functionality including replacement forecasting. *FASTER* is designed to assist in making informed vehicle replacement decisions. It automatically calculates asset replacement costs based on age, usage, and maintenance dollars spent. These calculations adjust the replacement date, cost, and recommended recovery amount based on real-time utilization and maintenance/repair cost (Refer to Attachment A – Fleet Management Requirements Matrix).

There are three factors that are evaluated in determining total points assigned to any piece of equipment: Life to Date Meter reading, In service age in months, and Life to Date maintenance costs. You can also adjust the decision based on a condition factor.

Maintenance Costs Life-to-Date

Maintenance Costs LTD is weighted double, on a scale of 0-10, and hits its highest level (10) when the Maintenance Costs LTD equals the original purchase price. The points are determined by the percentage of the current LTD maintenance divided by the original purchase price.

Life-to-Date mileage or hours

LTD miles or hours are rated on a scale of 0-5. The points are determined by the percentage of the current LTD meter divided by the expected meter life.

Useful Life in Months

Life in months is rated on a scale of 0-5. The points are determined by the percentage of the current life in months divided by the expected life in months.

NOTE: Though a combination of all three factors can total 20 points, the optimum standard for replacement consideration is 15 points. You can adjust points based on the condition factor on the acquisition and disposal tab.

How replacement dollars are tracked and distributed among assets

The Fund and Major Grouping fields on an asset record identify the replacement funding source. During the Plan for Acquisition process, once the purchase is approved the Purchase Order is entered into the Acquisition Plan. All Purchase Orders are linked to their appropriate account showing the Purchase Order amount as encumbered against the account.

FASTER Web calculates the replacement funds collected for each asset by summing the value in the Monthly Replacement field for each month of the expected life of the asset. This amount is calculated using several customer-editable fields, Acquisition Cost, In Service Date, Useful Life Expectancy and an Inflation Rate, and then calculates the monthly amount to be billed to the fleet user. An advantage of this process is that individual assets can have their own specific replacement criteria.

The replacement funds needed will then be billed through the standard billing report process by simply turning on that particular billing switch. Therefore, you can bill replacement for some assets within a specific class code and not others if you choose.

The standard report available for replacement is W109 – Asset Replacement.

Additional reporting capabilities include the following fields:

- Date: date that the equipment was put in service
- Cost: amount of money paid to acquire the equipment
- Maint $ LTD: the maintenance dollars spent to date
- Inflation Rate: estimated inflation rate for the equipment

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- Salvage Rate: the expected percentage of the cost that the user will get at the time the unit is sold or salvaged. This dollar amount is subtracted from the total cost of replacement.
- Fund: budgetary funding code for replacement of equipment
- Major Grouping: administrative level group funding code
- Expected Life in Meters: shows the expected life from all valid meters attached to the equipment
- Expected Life in Months: the expected time, in months, that the equipment should last before replacement is necessary
- Recovery Collected: Life to Date amount of recovery collected through the billing process or separate update program
- Condition Factor: subjective visual inspection

4.2.2.3.5. System Integrations/Interfaces

Several interfaces will have to be designed and developed to support WVDOT's Fleet and Equipment management functionality. These interfaces include but are not limited to:

- An interface with wvOASIS Advantage Financials Procurement module to initiate purchase requisitions in wvOASIS based on asset planning performed in the Fleet Management system;

- An interface with wvOASIS Advantage Financials Procurement and Fixed Assets module upon receipt and initiation of commissioning of the new fleet or equipment asset. The fleet and equipment asset record will be initially created in wvOASIS as the system of record for State of West Virginia assets and then interfaced to the Fleet Management System to create the fleet record in the VPS and allow WVDOT to enter additional information about the fleet/equipment asset beyond that maintained in wvOASIS;

- An interface with the West Virginia Board of Risk and Insurance Management (BRIM) to provide vehicle information for risk management and insurance;

- An interface with wvOASIS Advantage Financials and Human Resource Management to support set- up of repair orders as task orders in Advantage to allow employees to charge time to repair orders in Advantage Human Resource Management (HRM);

- An interface with wvOASIS Advantage Financials to receive actual hours and labor costs for each repair order/task order back when payroll is processed;

- An interface with wvOASIS Advantage Financials to obtain vehicle and equipment usage information entered by WVDOT staff as part of time reporting in Advantage Human Resource Management (HRM);

- A two-way interface with the Inventory module within wvOASIS Advantage Financials to support tracking of inventory activity related to Fleet and Equipment operations (charge outs to a repair order, returns to inventory when a repair order closed out, etc.);

- Two-way interface with Fuel Master application for fuel usage; and

- Two-way interface with DOA Fleet Management Office for leased passenger equipment.

Exhibit 2 below depicts the envisioned integration between the new Fleet and Equipment Management system and the rest of the wvOASIS ERP environment.

EXHIBIT 2: PROPOSED TO-BE INTEGRATION ARCHITECTURE FOR NEW WVDOT FLEET MANAGEMENT SYSTEM

Interfaces- Anticipated (WVDOH Version)

FASTER Response: *FASTER* has robust, enterprise-level integration capability that will support longevity and choice. Research will reveal that *FASTER* has more robust enterprise-integration capability for two important reasons:

First, a critical component of any robust integration is reliable and future-leaning architecture: *FASTER*'s APIs, which are based on Microsoft's API2 technology, are second to none in terms of power, flexibility, and ease-of-use. *FASTER* Web provides the unique capability for the customer to create IT or third-party vendor user permissions that grant access to *FASTER* Web's APIs and easy-to-read API documentation.

Other vendors tend to not address the all-important middleware needed for the FMIS and other systems' APIs to communicate. *FASTER* Web has middleware that can be configured to enable the customer to consume or pass data from and to other systems with ease.

Not only does *FASTER*'s middleware provide the capability for the customer to integrate API to API, it also allows older systems the customer may have that do not have API capabilities to still integrate with *FASTER*'s APIs. This is due to the flexible middleware technology platform *FASTER* has pioneered that enables *FASTER* Web to easily consume or create data through traditional methodologies, such as flat files.

The second critical component of any robust integration is this: Will the FMIS the customer chooses be able to support integrations with innovative products the customer selects in the future. Research will reveal a tendency for some competitors to limit integration capabilities to sales/marketing "arrangements" with a limited number of third-parties. In contrast, *FASTER* has created generic integration capabilities using APIs and middleware that give the customer far greater choice in future third-party products.

In the Statement of Work, *FASTER* merged integrations that appeared to overlap between the RFP requirements in this document and Attachment A.

4.2.2.3.6. Modeling and Analytics

The VPS shall:

- Capture asset-related costs throughout the entire life cycle of the fleet and equipment asset from commissioning through disposal;

- Allocate costs to individual assets and aggregate costs for various asset groupings, including models, types, classes and subclasses; and

- Provide for the use of alternatives identification procedures, level-of-service criteria, maintenance cost minimization, and multi-period optimization within the modeling and analytics functions.

FASTER Response: *FASTER* Web can capture and account for all direct and indirect operating costs, including replacement costs. Further, WVDOT can choose to incorporate these costs into a chargeback billing if the fleet bills for the services it provides its customers.

All direct costs are work order costs including labor, parts, sublet, etc.; replacement costs which are generated from *FASTER* Web's 15-Point replacement program; and any fixed costs such as insurance premiums that fleet wants to recover through a chargeback billing.

Indirect costs, such as non-billable labor and overhead costs (electric, rent, insurance, etc.), can be recovered through various features included in *FASTER* Web. These costs can be recovered using a parts markup for inventory items for administrative costs, or Inventory Other Charges to recover costs that vendors may include, such as environmental disposal fees and freight. Fuel markups can be used to recover administrative costs. A fully burdened labor rate, a labor rate calculated by the customer and included in the technician's labor rate, to recover shop overhead, and also by adding an automatic shop charge to work orders, can be used to recover shop overhead costs as well.

The *FASTER* Web Semantic Layer Add-On provides a business user-friendly data model layer, making it easier for a site to perform additional in-depth analytics beyond what *FASTER* offers in the COTS product.

4.2.2.3.7. Management and Reporting

The VPS shall provide a range of standard pre-defined reports that are available using role-based access, support integration with leading third-party reporting tools and incorporate an ad-hoc query capability within the proposed software solution.

FASTER Response: *FASTER* Web's Reports Module includes 100 standard reports built using MS Reporting Services (SSRS). Our standard reports include management, operational, and performance measurements based on the fleet industry best practices. Each report includes multiple parameters for date range selection as well as dynamic grouping and sorting. Ad hoc reporting is available in the Reports Module via MS Report Builder as well as our dynamic search capabilities throughout the *FASTER* Web system. Access to the Reports Module is permission controlled based on a user's role.

With respect to Ad Hoc reporting, *FASTER* Web has a broad array of ad hoc reporting options for business users.

Ad Hoc/Advanced Search: First, each system module has a robust Advanced Search feature with an array of parameters that permits business users to quickly create ad hoc reports. The resulting report can have its parameters further modified and you can also filter and sort as well as move columns and headers or even omit columns and headers.

The report generated from each Advanced Search can be exported to Word, Excel, PDF, and CSV. Secondly, *FASTER* Web has over 100-standard reports that each have a broad array of parameters business users can choose from. The resulting report can be exported to Word, Excel, PowerPoint, PDF, MHTML, TIFF, CSV, XML and Data Feed.

Standard SSRS Reports: In addition, *FASTER* Web is deeply integrated with Microsoft's Report Builder report writing software that can also produce the broadest array of ad hoc reports. MS Report Builder can be launched from within the *FASTER* Web Reports Module. Further, once you have modified or created the report you desire, it can be published from within *FASTER* Web to be accessible to any user based on permission. This is a key benefit to business users in that you do NOT have to take IT staff's time to publish reports.

Since *FASTER* Web uses MS SQL, any third-party reporting tool that can connect to MS SQL can be used to report on the *FASTER* Web database.

With *FASTER* Web's data dictionary and semantic layer, business users who use MS Report Builder will have a very robust report building tool.

20-Dashboards: *FASTER* Web has two ways for business users to quickly produce graphic ad hoc reports. The first is that *FASTER* Web has 20-standard dashboards that are configurable. They are real-time and permit the user to click on data sets to drill deep into the system to explore what's behind the data. The second is explained below.

Graphical BI: The second graphical ad hoc reporting capability results from the integration between *FASTER* Web and Microsoft's Power BI. It can empower business users to create ad hoc dashboards and some types of reports. Power BI is considered the sister product to Excel in that its focus is empowering business users to create graphical representations of data like dashboards.

MS Report Builder currently comes standard at no added cost with MS SQL. And Power BI currently is a free download from Microsoft.

4.2.2.3.8. Technical Specifications

WVDOT is open to proposals for deploying the new VPS using either an on-premise implementation in a State Data Center or in a Software as a Service (SaaS)/Cloud model in a Vendor hosted environment. The VPS architecture and infrastructure shall be consistent providing a unified approach and user experience throughout the solution proposed.

Application Architecture

The VPS application architecture shall provide a consistent set of general system features and functions which occur across all business functions within the VPS application, These general system features and functions include a consistent user interface, workflow design and development capabilities, self-service functionality, capability to integrate with document management solutions, capabilities to integrate with the WVDOT GIS environment, capability to integrate with computer aided dispatch and automated vehicle locating (AVL) technology, mobile technology capability, security, archiving, audit trails and online help functionality.

***FASTER* Response:** *FASTER* has addressed the details of most of the requirements above in the Application Architecture section of Attachment A.

Related to integrating with a document management solution: None of *FASTER*'s customers have required an integration with a document management solution. All have found that the robust attachments feature available in-product meets their document and image storage needs. An

optional integration with a Document Storage solution has been added to the SOW in case the State finds it needs capability beyond the in-product attachments feature.

Related to integrating with WVDOT GIS environment and AVL Technology: *FASTER* has added integrations to the SOW that support moving data from your GIS and AVL systems to *FASTER* Web. These include the Asset Meter Readings Import, Asset Alerts Import, and the Asset Location Import.

Technical Architecture

The VPS technical architecture shall provide tools to allow for enterprise application integration and data integration with other State of West Virginia systems including extract, transform and load (ETL) tools and/or the capability to use third party tools for this purpose, The VPS shall also provide various system management tools or integrate with appropriate third party tools necessary to manage the operation of the VPS solution, The VPS shall provide for highly reliability and provide system performance and support for business continuity consistent with the performance standards in Attachment 1. The system design of the core VPS software and any customizations shall be implemented so as to provide for long-term supportability.

FASTER Response: *FASTER* has addressed the details of the requirements above in the Technical Architecture section of Attachment A.

4.2.2.4. Federal Highway Administration Certification

Under federal law, state transportation departments are expected to successfully complete a comprehensive testing of the capabilities of a new financial management system which generates billings for reimbursement to the Federal Highway Administration (FHWA) prior to implementation. This ensures that the new system will allow the state transportation department to satisfy the primary elements of the Federal-Aid Highway Program (FAHP). This includes testing of transaction flows from and integration points with downstream systems which may integrate with the financial management system. The Fleet and Equipment Management System may be considered downstream touch point systems. As such, the Vendor will be expected to assist WVDOT as required in planning for and executing any required testing with FHWA representatives.

FHWA is concerned with a state's ability to plan/track federal-aid projects from conception to completion, and the sufficiency of accounting controls to properly manage federal funds overall and those obligated on specific projects. The ability to bill FHWA along with the validity of cost data for which FHWA is being billed will be a primary focus. Even though the current wvOASIS billing system has already passed the FHWA certification, FHWA reserves the right to review and audit the source of asset information for which they participate in the reimbursement of costs. To this extent, the Vendor must be able to assist WVDOT in demonstrating how the Fleet and Equipment Management System provides any project related cost information to wvOASIS.

When necessary, a system demonstration and related site visit by FHWA review team members will generally take three (3) full business days; but may take up to five (5) full business days.

Adequate time will be scheduled for proper planning, coordination among team members, review of system documentation, testing, and analysis. Prior to implementing a new VPS, WVDOT must demonstrate the system capabilities by completing a test script through live use of the system (in a test environment) that covers the workflow for any transactions initiated in the VPS which are charged to a project.

The Vendor is expected to be responsible for ensuring that its proposed VPS supports the required functionality and for preparing the data and test environment for the FHWA system demonstration.

In its proposal response, the Vendor should list projects in which it supported a successful FHWA demonstration or has obtained any other federal certifications. WVDOT staff must perform the demonstration scripts to the satisfaction of the FHWA reviewers. FHWA reserves the right to update or modify the system demonstration requirements at any time.

FASTER Response: *FASTER* commits to support WVDOT requirements to the extent that the system will function as it does at Go-Live and the support of test environments depends on the State's choice of deployment options (on-premises or SaaS).

Support beyond normal *FASTER* support referenced in the General Agreement (Attached as Appendix A) would be negotiable on a case-by-case basis.

4.2.2.5. Services to be Provided Mandatory Requirements

The WVDOT requires that the Vendor provide a complete and comprehensive set of services that are expected to ensure project success.

Following is a high-level list of the implementation services that are expected; however, additional services may be required to ensure implementation success in accordance with the Vendor's proposed methodology:

- Project management supported by a detailed project work plan;

- Requirements confirmation and development;

- Development of a Concept of Operations (ConOps) for managing the fleet and equipment management business processes using the VPS and the interaction of these processes and the VPS with other systems. This ConOps will confirm and show data movement between the VPS and other State of West Virginia applications and databases;

- Technical architecture and infrastructure design;

- System analysis and business process design;

- Software configuration management and tracking;

- Customizations (including forms, custom reports, automated interfaces, software enhancements and modifications, and custom workflows);

- Security configuration;

- Data conversion;

- Testing;

- Training;

- Documentation;

- Knowledge transfer;

- Communications and change management;

- Deployment *I* Cutover plan and checklist(s);

- Deployment (roll-out) support;

- Infrastructure and implementation support; and

- Production software and infrastructure maintenance and support, including one major software upgrade.

The remainder of this Section of the RFP provides a detailed description of the services to be included in the proposal. These services are expected to be addressed in the Statement of Work between the WVDOT and the Vendor. The Vendor is expected to submit a proposed Statement of Work in the Technical Proposal in TAB 10 - Sample Statement of work. The detailed proposal submission requirements for implementation services are defined in the following subsections.

FASTER Response: Pertaining to items above, *FASTER* is comfortable that the system and implementation plan outlined above will satisfy all the requirements mentioned except for those relating to Development of a Concept of Operations (ConOps), change management, and infrastructure (if the State decides to host on-premise).

As it pertains to ConOps: As a software provider, *FASTER* does not manage or dictate how a customer uses the system, however, *FASTER* does employ fleet professionals that can advise during both implementation and after Go-Live in sharing of best practices.

As it pertains to change management: *FASTER* does not manage customer resources but is happy to provide information and clarify potential training needs upon request, as well as provide estimates for additional training costs and/or share available tools for self-training.

As it pertains to infrastructure: *FASTER* is a software company, and unless the SaaS option is chosen, cannot accept responsibility for State infrastructure maintenance or support.

4.2.2.6. Project Management

The Vendor's proposed project management methodology is expected to be consistent with the West Virginia Office of Technology (WVOT) Project Management Methodology. This methodology closely follows the ***Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK).*** Additional information on the WVOT Project Management Methodology may be found on WVOT's web site at http://www.wvo t.gov/.

The Vendor shall describe its project management methodology and approach to managing the project consistent with the above methodology.

FASTER Response: *FASTER* has a proven implementation project methodology that provides excellence in quality control. For example, we provide a thorough Soft Go-Live that will enable you to see, use, and test every single deliverable, including converted data and any integrations. Thus, you can ensure prior to going live that all of your needs are met.

FASTER's implementation project is phased to make the project easier to manage for the customer. *FASTER's* Project Manager will review the project methodology and plan in the kickoff meeting. *FASTER's* Project Manager also will provide a detailed plan for each phase. As each phase of the project approaches, *FASTER's* Project Manager will arrange meetings so to ensure there is collaboration and understanding. The *FASTER* Project Manager will coordinate the many *FASTER* resources that will serve on your implementation project.

FASTER uses Microsoft Project Enterprise in conjunction with SharePoint Enterprise to track all phases of the COTS implementation project. Implementations have high visibility at *FASTER*, with key members of *FASTER*'s Management Team personally involved.

4.2.2.6.1. Project Manager

As part of this project, the Vendor shall appoint a Project Manager who will act as a single point of contact between WVDOT and the successful Vendor. Project management shall be a key responsibility of the Vendor, and a continuous function. The Project Manager shall be an employee of the prime Vendor and authorized to represent the Vendor in all matters related to the project. The Vendor's Project Manager assigned to the WVDOT project shall have the authority to make commitments and decisions that are binding on the Vendor and any subcontractors.

The Vendor's Project Manager is expected to have demonstrated prior experience as a project manager on at least two (2) projects of comparable size and scope and experience as a project manager, deputy project manager, or functional/technical team leader on at least one public sector implementation of the Vendor's proposed Fleet and Equipment Management software suite for an organization of comparable size to WVDOT (total annual expenditures of $1 billion and 5,000 employees). Additionally, the Vendor' s Project Manager is expected to have general functional and process knowledge of the VPS in relation to fleet and equipment management processes.

The Vendor's Project Manager is expected to be accountable for all services and deliverables provided under the Contract resulting from this RFP. The Vendor' s Project Manager shall work to ensure the on- time delivery and successful deployment of a functioning system that meets the WVDOT 's requirements and the successful ongoing operation of the Fleet and Equipment Management System components. The Project Manager will be expected to dedicate a significant portion of their work time to this project during the system design, construction, testing and initial deployment phases of the project. This individual is expected to work onsite most of the time and shall function as the WVDOT's primary point of contact with the Vendor. The Vendor's Project Manager will also be expected to be onsite during any FHWA meetings concerning WVDOT's certification. When not on the project site, the Project Manager shall be accessible by telephone /cell phone with a four (4) hour maximum response time. The Vendor's Project Manager is expected to respond to day-to-day problems, manage issues, provide status reports, participate in weekly status meetings, and manage personnel resources.

If the proposed Project Manager is to change during this contract, prior approval of the new Project Manager will be required by WVDOT. The WVDOT reserves the right to approve, disapprove, and request removal of the Vendor's Project Manager throughout the term of the Contract resulting from this RFP.

FASTER Response: The Project Manager is responsible for the overall project and is the primary contact for the customer during the implementation. The Project Manager is responsible for managing the internal resources and tasking on the *FASTER* side, the WVDOT Project Manager would be responsible for WVDOT internal resources and tasking. The Project Manager is intimately involved in each phase of the project from the Kickoff Meeting to customer Go-Live. The Project Managers do not travel onsite, all of our project managers have vast experience in working remotely with customers of the state's size and larger. While traditionally a Project Manager may perform some of these roles in the software industry, *FASTER* is unique in that we provide an additional resource in a Fleet Implementation Consultant, who is a subject matter expert on *FASTER* Web and would be on-site the week of Go-Live. The Project Managers currently manage multiple clients and projects implementing *FASTER* Web. The Project Manager has authority to speak on behalf of *FASTER*, but not to make commitments and binding decisions.

4.2.2.6.2. Project Work Plan

The successful Vendor must prepare and submit to WVDOT for approval within 20 days of NTP a **Project Management Plan (PMP),** which shall describe the Vendor's project team organization and reporting relationships, key project staff and team member contact information, the Vendor's project delivery approach, project risks and the plan for managing those risks, as well as the Vendor's procedures for implementing, managing and controlling the overall project. The PMP shall be a collaborative and comprehensive plan for all of the work associated with the project including all work needed by State staff even if the work is solely the responsibility of WVDOT or other state agencies.

The Project Management Plan should be based on the Project Management Institute's Project Management Body of Knowledge (PMBOKTM). It shall address at a minimum:

- Solution descriptions;

- Solution objectives;

- Criteria for success;

- Assumptions and constraints;

- An overall organizational chart of the key project staff contributing to the management and delivery of the solution. This shall include the person responsible for leading the various subcomponents of the project;

- Resource plan for Vendor and WVDOT including delineation of expected staff loading and specific roles and responsibilities for each individual assigned to the project;

- Schedule management;

- Scope/change management;

- Cost/budget management;

- Document management;

- Project communications management; and

- Risk and issue management.

The Project Management Plan shall include as an attachment the initial Project Work Plan. The Project Work Plan shall be developed in Microsoft Project 2019®. The Project Work Plan shall include tasks to be performed by both the WVDOT and Vendor personnel. The following standards apply to the work plan:

- Project management activities shall be documented in the work plan;

- The work plan shall outline a plan for the entire project;

- The work plan shall include tasks, schedules, dependencies, critical paths, and responsible parties (both Vendor and WVDOT staff) assigned to each task;

- The work plan shall also outline where offshore resource assistance will be necessary (note that any use of offshore resources shall require specific WVDOT pre-approval and shall

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require development and implementation of an appropriate data protection plan approved by the WVOT security administrator);

- The work plan shall include all deliverables that support the Proposed Methodology and Approach;

- Estimated work effort, duration, start and end dates shall be shown for each task;

- Appropriate milestones shall be identified in the work plan to gauge the project's progress toward meeting desired target completion dates; and

- Any assumptions made in developing the work plan shall be included in this section.

The Vendor shall also provide a Staffing Plan that addresses each of the Vendor's project staff and the necessary WVDOT project staffing. The Staffing Plan shall show the plan of usage (days per month) on a monthly basis for each resource over the period of the project. The Staffing Plan shall be provided in Microsoft Excel® format.

During implementation, the Vendor's Project Manager will be responsible for monitoring and updating the project plan continuously and revising and developing further detail as appropriate. It is expected that the Vendor will provide highly qualified project management staff to manage the work planning effort and to maintain the Project Work Plan in Microsoft Project 2019®. The Vendor's Project Manager is expected to provide weekly status reports relative to the Project Plan to the WVDOT project leadership for the duration of the project.

FASTER Response: We have provided our high-level and detailed project plans above. The high-level and detailed project plans have been used to successfully implement over 100 FASTER Web systems to municipal and federal fleets across the United States. Due to the complex nature of the project plan and ties to internal resources and systems, we are not able to share the actual project plan itself in a manner that will not destroy its formatting and calculations. However, we can provide excel and pdf versions.

Please note that the FASTER implementation provides for the customer to manage its tasks and resources according to the methodologies it chooses, including those noted above. This is because the implementation of FASTER Web is segmented so that the customer can work independently as it chooses. Unlike custom-built systems, there is no finger pointing or risk of confusion for who is responsible for tasking and deliverables.

Since FASTER Web is commercial-off-the-shelf, FASTER uses a tried-and-true implementation methodology for its staff and tasking that has led to excellence in all implementations. For more than 10-years FASTER has not had an implementation that went over-budget or which there was ever a delay caused by FASTER.

Therefore, while the WVDOT can choose to use the project methodology it desires to manage its tasks, FASTER would not take the risk of introducing a new or custom project methodology, be it PMBOK or otherwise, with respect to the way FASTER staff manage its tasks. This means that FASTER does not provide an onsite project manager for WVDOT. WVDOT will be responsible for managing its own staff.

As the standard project plan that is included in this response shows, WVDOT's resource staffing is both detailed and straightforward. Customers have found that the phased approach FASTER takes has supported the customer managing its resources very effectively with minimal project management advocacy. But as noted above, FASTER's approach respects and provides the

FASTER Web

opportunity for the customer to manage its project tasks according to the project methodology of its choosing.

Please see the included *FASTER* standard, detailed project plan above in section 4.3.12.1. that also includes is a high-level summary of the project plan.

But if WVDOT chooses, it can opt to utilize the project methodology noted above. Please also note that the first three pages of *FASTER's* General Agreement provides the contractual language related to what *FASTER* will provide related to quality control.

4.2.2.6.3. Status Reporting

The Vendor shall describe its approach for project status reporting on milestones. The WVDOT requires bi-weekly status reports to be provided to reflect the major activities for the reporting period. As part of the Vendor's approach to status reporting, the WVDOT expects regular participation in bi-weekly status meetings with the WVDOT project team. WVDOT project management intends to use the status report to monitor project activity and detect potential problems or delays. The bi-weekly status report is expected to serve as the agenda for the status meetings.

Topics to be covered in the bi-weekly status report and reviewed at the bi-weekly status meetings include, but are not limited to:

- A listing of significant departures from the Project Work Plan with explanations of causes, effects on other areas, and strategies to achieve realignment;
- Changes to project objectives, scope, schedule, or budget;
- A listing of tasks completed since the last report;
- Tasks that were delayed and reasons for the delay, with expected revised completion date;
- Planned activities for the next scheduled period;
- Summary of major concerns, risks or issues encountered, proposed resolutions, and actual resolutions; and
- Any other topics that require attention from the WVDOT Project Manager.

FASTER Response: *FASTER's* Project Manager will review the project methodology and plan in the kickoff meeting. *FASTER's* Project Manager also will provide a detailed plan for each phase. As each phase of the project approaches, *FASTER's* Project Manager will arrange meetings so to ensure there is collaboration and understanding. The *FASTER* Project Manager will coordinate the many *FASTER* Resources that will serve on your implementation project. That team will include: an Implementation Consultant who will be like a guide to your fleet staff in advising them; Database Developers who will work on the conversion; and Development Managers and staff who will engage in any custom integrations work. Project Managers send weekly project emails with task status updates.

4.2.2.6.4. Issue Resolution

The Vendor shall describe its approach to issue identification, tracking, and resolution. This discussion shall include the use of any tools or techniques that are integrated into configuration management, software change control, and the overall project management methodology. Topics to be addressed in this section of the Project Management Plan include:

- Issue identification;
- Issue tracking;
- Issue review and prioritization;
- Issue analysis;
- Issue resolution; and
- Issue escalation.

After award, the WVDOT and the Vendor shall agree on a protocol for collaboratively identifying, recording, tracking, and resolving implementation issues. This protocol is expected to address the topics above, responsible parties, and specific steps to be taken on issues or disputes arising during the implementation process.

FASTER Response: During the project implementation and as defined tasks in the project plan, there are regularly scheduled conference calls for implementation status updates and active issue resolutions.

The following list are examples of potential problems or issues that may arise during a typical implementation:

Issue: Any deadline that is not met can cause the entire project to be delayed.

Resolution: Communication is critical, not only between *FASTER* and the main contact at site, but communication between the main site contact and the customer's staff.

- Regular Active Issues conference calls are conducted that address all open and pending issues.
- Open access to *FASTER* Project Manager.
- A project plan that is agreed upon by all parties that states responsibilities and milestones.

Issue: Hardware pre-requisites not met will cause delay of installation.

Resolution: Regular Active Issues conference calls are conducted that address all open and pending issues.

- A project plan that is agreed upon by all parties that states responsibilities and milestones.
- Project will be put on hold until issue has been resolved.

Issue: Staff availability during required training sessions.

Resolution: Regular Active Issues conference calls are conducted that address all open and pending issues.

- A project plan that is agreed upon by all parties with specific remote and onsite dates are set during the project phase so that any scheduling conflicts are known as far in advance as possible.
- Our training methodology allows for multiple opportunities for staff to receive education on *FASTER*.
- Additional training can be added to the project with mutual agreement on terms and conditions.

4.2.2.6.5. Project Controls, Standards, and Procedures

The Vendor shall describe its project controls, standards, and procedures for all project tasks. These items are expected to be reviewed and approved by the WVDOT's project leadership. This requirement includes, but is not limited to:

- Managing project documentation- Vendor shall describe templates used (configuration, design specifications, test scenarios, change request, etc.); proposed cloud or shared project space, organization of project directories; naming conventions; and version control procedures;

- Meeting procedures-Vendor shall describe techniques to ensure that meetings are efficient, productive, and results are adequately documented;

- Development standards-Vendor shall describe standards and procedures for design specifications, review processes, unit testing, and other controls to ensure the quality and consistency of custom design and development;

- Software change control procedures-Vendor shall describe the procedures and/or automated tools that should be employed to ensure the integrity of programs and configuration settings developed to support the solution;

- Scope management-The Vendor shall describe its scope control processes to ensure that work is not performed on out-of-scope features, functions, or tasks until the WVDOT grants authorization in writing;

- Communications Management-The Vendor shall describe its project communication plan including the types, frequency, objective, sensitivity classification, and target audience for each communication;

- Development Standards Management-The Vendor shall describe its processes to verify and validate that all code, interfaces, forms, reports, workflow, and other deliverables are developed and implemented according to the agreed-upon standards; and

- Deliverable Management - The Vendor shall describe its processes to verify the content and expectations for each deliverable in a timely manner well in advance of material work being completed on the deliverable, how the deliverable will be developed and reviewed collaboratively and once determined to be complete, the procedures to submit and track the deliverable through acceptance.

FASTER Response: One of the distinguishing factors about *FASTER* Web is that it is a Commercial-Off-The-Shelf (COTS) System. This means that the system implementation is very disciplined and uniform. This translates into a higher quality implementation with lower cost and risk.

Because *FASTER* Web is COTS software, it undergoes its own development cycle separately and distinctly from the implementation process. This means that no Requirements Gathering, Requirements and Design Approval, Gap Analysis, Testing and Development work is done on *FASTER* Web COTS software.

However, custom development and testing will be done in conjunction with the Go-Live work noted in *FASTER*'s Statement of Work (SOW).

4.2.2.6.6. Risk Management Plan and Procedures

The Vendor shall describe its approach to identifying, assessing, and communicating potential risks to the project, as well as identifying and managing actions to avoid, transfer, mitigate, and/or manage those risks. In addition, the Vendor shall include the provision of the appropriate methods, tools, and techniques for active and ongoing identification and assessment of project risks; development of risk avoidance, transfer, mitigation, or management strategies; and monitoring and reporting of risk status throughout the life of the project.

FASTER Response: One of the distinguishing factors about FASTER Web is that it is Commercial-Off-The-Shelf (COTS) System. This means that the system implementation is very disciplined and uniform. This translates into a higher quality implementation with lower cost and risk. When your implementation project starts, a FASTER Project Manager and Implementation Consultant will be assigned. There will be many other FASTER team members who will work on your implementation as well, including database developers and testers. If you have any integrations beyond a standard fuel import, FASTER's Integrations Staff, Product Manager and Development Team Leader will also be involved.

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

As such, Go-Live does not occur until the customer confirms it is satisfied with all deliverables during Soft Go-Live testing. And once the customer confirms it is satisfied, FASTER does a second extraction, transfer and load (ETL) in order to ensure transaction data that the customer entered in its legacy system is extracted, transferred and loaded in the FASTER Web Database for Go-Live. We are happy to provide further detail so the customer is satisfied that the implementation process and quality controls are satisfactory.

4.2.2.6.7. Communication and Cooperation

The Vendor is expected to communicate and cooperate with all parties involved in the project, as well as all stakeholders of the larger WVDOT Transportation Management System effort and the statewide wvOASIS ERP initiative. Vendor staff are expected to have excellent communication skills and conduct themselves professionally and courteously in all instances.

The Vendor is expected to maintain communication to ensure project success. Project plans developed by the Vendor must be reviewed and approved by the WVDOT prior to implementation. Communications between parties shall be performed through, but not limited to:

- Ad-hoc and regularly scheduled and ad hoc on-site or Web meetings;
- Conference calls;
- Email;
- Bi-weekly written status reports provided to the WVDOT by the Vendor; and
- Project Plans.

FASTER Response: Please refer to our response to 4.2.2.6.3. Status Reporting. The same process and protocol will apply to any type of communication and/or reporting *FASTER* does with the state's staff.

4.2.2.7. Work Products/Compliance with Standards

All work products, including documentation, are expected to conform to any standards provided by the WVDOT to the Vendor prior to execution of the contract resulting from this RFP. The documentation must be kept current by the Vendor and made available to the WVDOT in electronic format. All electronic media produced during the Contract, resulting from this RFP, is expected to be compatible with Microsoft Office 2016® software and equivalent Google Workspace Tools® except for the MS Project Schedule which shall be compatible with Microsoft Project 2019® software. Please note that the state is in the process of transitioning to the Google Workspace. The WVDOT reserves the right to change its office software suite and Vendor is expected to conform to the new standard within thirty (30) calendar days after receipt of written notice by the WVDOT. Additionally, the WVDOT reserves the right to change its policies, procedures, and standards, as well as make changes according to Federal or other regulations. The Vendor is expected to conform to any new directives and regulations within thirty (30) calendar days after receipt of written notice by the WVDOT. If complying with the new policies, procedures, or standards within the 30-day timeframe appears to be overly burdensome, then the Vendor may provide written notification to the WVDOT with a proposed alternative compliance date for review and discussion.

All work products, including but not limited to electronic media and/or hard copy documentation produced as a result of the Contract, become the property of WVDOT and shall not be published or reproduced without the written permission of WVDOT.

The Vendor represents and warrants that the performance of work and services performed under this RFP conform to the highest professional industry standards. In addition, all deliverables produced as a result of the tasks performed under this RFP are to follow the technical standards and procedures of the WVDOT and WVOT.

Deliverables:

- Documentation of Project Controls, Standards, and Procedures;
- Project Work Plan;
- Issue and Risk Log; and
- Project Management Documentation required by WVDOT.

FASTER Response: Documentation for custom integrations created by *FASTER* for the WVDOT will be delivered at Soft Go-Live. *FASTER* retains title to and all intellectual property rights to all programs, documentation, information, or data furnished by *FASTER* in machine-readable form, and training materials.

Please see response above in section 4.2.2.6.2. Project Work Plan.

4.2.2.8. Technical Architecture and Infrastructure Design

- The Vendor shall support the following technical activities and scope for this project:

- Technical assistance if an on-premise model is proposed to assess the sizing and procurement of infrastructure hardware and systems software including an assessment of the WVDOT's current IT resources;

- Technical architecture and infrastructure design;

- Standard technical infrastructure configuration and change management methodology activities, procedures, tools, and templates and how Vendor manages these activities and leverages the tools and templates;

- Initial software installation to support design, configuration, and testing;

- Access for portals, mobile devices, and external users (such as public facing or internally facing portals and websites, contractors, third party users, etc.); and

- Structure and maintenance of planned database instances/environments. Minimally, the WVDOT believes that the following environments are expected to support the project implementation lifecycle:

  - Baseline (vanilla),

  - Sandbox,

  - Development,

  - System Test,

  - Training,

  - Acceptance Test,

  - Quality Assurance/Production Patch, and

  - Production;

- Standard methodology for developing a business continuity plan, continuity capabilities and high- availability infrastructure, as well as a detailed explanation of the related approach, activities, procedures, tools, and templates and how the Vendor manages these activities and leverages the tools and templates;

- Disaster recovery guidance and execution (if necessary) for the duration of the project in accordance with the WVDOT's disaster recovery plan;

- Performance tuning of databases, application servers, web servers, and other software and devices deployed as part of the proposed solution. This includes batch and online software tuning, as well as data conversion software tuning;

- Software upgrade methodology, as well as a detailed explanation of the related approach, activities, procedures, tools, and templates, and how the Vendor manages these activities and leverages the tools and templates;

- Based upon the business requirements, technical requirements, business continuity requirements, and volume metrics provided in this RFP, the Vendor shall provide a recommended hardware sizing and architecture aligned with the deployment approach (scaling the environment to optimize use and budget costs) that considers:

- o Initial hardware, if necessary, for configuration, design, and development,

- o Hardware for testing in a production equivalent environment,

- o Complete hardware sizing and architecture to address environment for release updates, training, development, testing, and production with the test and production environments being equivalent or practically equivalent for testing purposes,

- o Security administration, and

- o How the proposed technical architecture design fits within the State's existing network security architecture, composed of unique logical areas separating development/test environments from production environments.

Deliverables:

- Technical Environment Design with staged timing and scalability consideration;

- Technical Environment Installation and Set-up;

- Installed Application Software;

- Installed Pre-Populated "User Sandbox"; and

- Installed Software Instances as Described.

FASTER Response: The implementation of *FASTER* Web requires minimum IT staff time. For example, there is only one environment required for the implementation and that is promoted to become the production environment. This environment is initially the environment where your organization will do testing and experience all training. And upon delivery of the final Go-Live database, this environment will be promoted to a production environment. This helps assure quality control and makes the Go-Live less complex. In addition, *FASTER* stands up its own test environment on our servers. We perform internal testing on your data and any custom deliverables. And after Go-Live your license agreement permits you to stand up a temporary test environment to test any future upgrades or custom products you would have *FASTER* build.

FASTER Web is a true web-based solution with an easy-to-use wizard-driven installer. Therefore, *FASTER* Web can be deployed for production, development or test (sandbox) in environments that are identical or similar to production. The price quote *FASTER* provides the cost for a single production environment. There is an additional cost if the customer desires additional environments, such as development, test, sandbox, etc.

Please refer to Appendix B *FASTER* Web System, Environment, & Configuration Requirements.

4.2.2.9. Systems Analysis and Business Process Design

The Vendor shall describe its approach to analyzing the WVDOT's business requirements and demonstration of the VPS capabilities to satisfactorily meet the functional and technical requirements. The Vendor shall utilize a Conference Room Pilot, or prototype format, integrated with the system analysis and business process design. The Vendor shall conduct a fonnal fit/gap analysis documenting the disposition of each functional requirement and the resolution of identified gaps (e.g., customization, workaround, eliminate requirement).

The Vendor is expected to assist the WVDOT in identifying appropriate business process improvement opportunities inherent in the use of software best practices, documenting the desired

changes, and planning and implementing the business process changes. The Vendor shall describe how the business process improvement efforts integrates with its approach to project communications and cultural change management, since many of the change management issues involve changes to the WVDOT's business processes.

Deliverables:

- Fit/Gap Analysis Documentation;

- Business Process Improvement Documentation;

- System Business Process Design Documentation; and

- Development Specification Documentation.

FASTER Response: The *FASTER* implementation Team includes an Implementation Consultant (Fleet Consultant). This Implementation Consultant will be with you from beginning to end of the implementation and available for consultation.

While the *FASTER* Implementation Consultant can provide anecdotal advice on readiness and organizational change advice, an hourly charge of $130 per hour would be required to put together a measurement of readiness for organization change. *FASTER* is the largest provider of FMIS in North America to Municipal Government and has not been asked to provide this for more than 10 years.

We believe this is the case because of the ease-of-use involved in implementing *FASTER* Web. The excessive cost of this type of consulting is usually associated with a custom-built ERP or financial systems where there is significant risk and unknowns. Since *FASTER* Web is COTS there are not the unknowns that exist with custom-built systems.

4.2.2.10. Software Configuration

The Vendor shall configure its VPS to meet the requirements provided in this RFP including Attachment

A. The Vendor must work closely with WVDOT project management, team members, subject matter experts and technical personnel in meeting process, workflow, functional, technical, and security requirements via software configuration to the fullest extent possible. The Vendor must demonstrate the configured software during the project so that WVDOT personnel may review and approve it.

The Vendor shall describe in its proposal its approach and methodology to be used to configure the VPS in accordance with the new business process design. This section is expected to also describe:

- Tools and procedures available to aid in the software configuration process;

- Documentation provided to support the software configuration to create a configuration baseline and then track and manage all configuration changes from this baseline;

- Process for validating configuration against the WVDOT's documented requirements; and

- Process used to ensure effective knowledge transfer to WVDOT staff.

Deliverables:

- Configured Application Software; and
- Updated Documentation to Support Configuration.

FASTER Response: As part of our tried-and-true implementation process the *FASTER* Implementation Consultant provides two 4-hour sessions to go through and train the customer on the configuration of the customers *FASTER* Web system. Once the sessions have been completed it is up to the customer to move forward with its configuration of the system, which includes things such as adding users, setting up user rights, etc. Beyond the two 4-hour sessions, the Implementation Consultant remains available for any questions or assistance the customer may need in its configuration.

4.2.2.11. Custom Development and Custom Objects

The WVDOT is committed to minimizing customization of the VPS. It is anticipated, however, that certain development work products may be necessary in order to properly meet the WVDOT's functional requirements.

The Vendor shall describe its approach to addressing the various types of customizations which may be developed and implemented during the implementation of the VPS as follows:

- Enhancements and modifications;
- Automated Interfaces;
- Custom fonts;
- Custom reports; and
- Custom workflow configuration.

Though it is the WVDOT's desire to utilize a fixed price arrangement for the project, including all customization activities, consideration will be given to eliminating specific customizations from project scope if such elimination is validated after completion of the software design phase. If any customizations are eliminated as part of the process, then the cost associated with each eliminated customization will be applied to a contingency fund to be used as the WVDOT determines.

FASTER Response: *FASTER* has provided responses to each item identified in 4.2.2.11 Custom Development and Custom Objects in the sections below.

4.2.2.12. Enhancements and Modifications

The Vendor is expected to describe its approach to making enhancements or modifications to the baseline software solution in a manner that facilitates an easy, low-cost, and low-risk migration to new releases of the baseline product. The Vendor shall describe its approach to coding and documenting modifications in such a way as to ensure that they can be easily reapplied when the WVDOT upgrades to new releases of the VPS. The Vendor shall also include its business-justification process for prioritizing and approving each of the identified potential enhancements.

While the WVDOT intends to minimize modifications made to the software to the extent possible, it is expected that some modifications may be required. Once proposed modifications are identified through the fit/gap analysis process, the Vendor must work with the appropriate WVDOT business

analyst(s) to prepare a high-level design document with cost estimates for review and approval by WVDOT project leadership. Upon approval, the Vendor must produce the detailed technical design and develop the modification. The Vendor will be responsible for the functional and technical designs, coding, unit testing, integration testing, and knowledge transfer associated with all modifications in accordance with agreed upon standards. All modifications must be documented in such a way as to ensure that they can be easily migrated when the WVDOT upgrades to new releases of the proposed software.

Vendors are requested to provide a description of the potential customizations they believe will be necessary to address the needs of the WVDOT based on their prior experience with state departments of transportation and other state government agencies. Any assumptions associated with potential customizations shall be provided as well.

In completing the responses to each of the WVDOT's Fleet and Equipment Management System requirements, Vendors are expected to indicate each requirement where a customization is required, identify the complexity of the customization (High, Medium, or Low) and to provide supporting comments as to why a customization is needed to meet that requirement. Vendors are then expected to list the customizations and the estimated cost for each customization in the Enhancements and Modifications Schedule of the Vendor's Cost Proposal. Vendors are requested to provide candid feedback regarding the potential work effort and associated costs of Enhancements and Modifications.

FASTER Response:

Related to enhancements: If the customer chooses to host on-premise, product updates are packaged and distributed in a seamless installer. The deployment and testing of these upgrades are at the customer's discretion. *FASTER* encourages customers to plan and deploy upgrades within their own proven processes.

If the customer chooses to host within *FASTER*'s third-party cloud datacenter, as new releases occur, your hosted environment will be upgraded off-hours to ensure there is no disruption to your work.

Related to modifications: *FASTER* Web is a Commercial-Off-The-Shelf system and all features added to the *FASTER* Web core product are created for the customer base at large. *FASTER* is always happy to take suggestions from customers and incorporate them as new features or add-ons. However, we do not modify or customize the core product for any one customer and cannot engage in having customers approve features and design for the core product.

Related to potential customizations: The customizations that are expected to be needed are based on the requirements the State has provided in this RFP. We have listed them with estimates in the *FASTER* Statement of Work (SOW).

4.2.2.13. Automated Interfaces

The responsibilities of the Vendor and the WVDOT for developing automated interfaces are outlined below.

Vendor Responsibilities

Work effort to be provided by the Vendor is expected to include, but not be limited to:

- Managing all activities related to interfacing data with the new VPS including the coordination of agency interface development efforts;

- Developing a detailed data interface plan document;

- Developing programming specifications;

- Coding of interface programs that transform and load data to or export data from the new VPS in accordance with program specifications;

- Performing unit testing of the interface programs developed by the Vendor;

- Providing a method to validate and resolve interface issues and data records on an individual or group basis;

- Developing reports and other means for WVDOT personnel to audit the interfaces; and

- System, integration and acceptance testing of interfaces.

FASTER Response: *FASTER's* customization approach begins with the customer submitting its detailed requirements for each integration. Once those are submitted, *FASTER's* team will evaluate and ask questions to clarify the scope. Once the scope is clarified, *FASTER* will confirm the estimated cost is appropriate. If it is not, *FASTER* will communicate to the customer any needed changes, up or down, and get approval from the customer. Once approved, *FASTER* will create a detailed Requirements Document (RD). This process usually requires additional back and forth between *FASTER* and the customer. Once the RD is signed off by the customer, *FASTER* will plan the development. The development process includes unit testing and creation of test cases that *FASTER* is happy to share with the customer. During Soft Go-Live testing, any reported issues that are a failure to meet the requirements in the RD will be fixed by *FASTER* at no additional cost. Any scope changes may require an additional charge.

The Vendor must provide a comprehensive Interface Plan that defines all the fundamental concepts and activities related to interfacing between the VPS and other WVDOT or State of West Virginia systems. The document is expected to at least address the following:

- The assumptions made when developing the Interface Plan;

- The analysis methodology used to develop Interface Plan;

- Opportunities for consolidation or integration; for example, recommendations for additional modules and/or configurations, retiring interfaces that supply data which can be retrieved from the VPS by other means e.g., data downloads;

- Revised interfacing requirements based on the mutually agreed upon implementation strategy;

- A detailed interface architecture specifying methods of communication, tools, formats, protocols, adapters, and control reports to ensure the operational integrity of the interfaces (e.g., control totals, record counts, etc.);

- Identification of risks with mitigation strategies;

- A knowledge transfer plan that identifies the deliverables for which knowledge transfer is expected to take place and the skill sets required by participating WVDOT employees;

- An error correction methodology for rejected interface data that ensures that data is not "lost" for example an on-line suspense file;

- Definition of the formats and protocols that should be observed between ETL (Extract, Transform, Load process - Database functions combined in one tool to pull data from one database and place it into another) components for example Comma Separated Value (.csv) or Extensible Markup Language (XML);

- Audit controls that are expected to be built into the interface processing to ensure completeness and accuracy of transferred data;

- Standards for transactions to/from other WVDOT or State systems and for all temporary interfaces to/from existing systems required as a result of the proposed deployment approach; and

- Communication and coordination methodology to be used with WDOT staff, other state agencies and external entities.

FASTER Response: *FASTER's* Requirement Document and the process to create it, as well as the customization documentation we provide with each custom item, addresses many of the items described above including: any development assumptions, analysis methodology, opportunities for consolidation or integration, revised interfacing requirements based on the mutually agreed upon implementation strategy, a detailed interface architecture, risks and mitigation where appropriate, definition of the formats and protocols, and audit controls.

However, *FASTER* Web is a COTS product and *FASTER* does not provide services such as a knowledge transfer plan, standards for transactions to/from other WVDOT or State systems that do not pertain to *FASTER* Web, and communication and coordination methodology to be used with WDOT staff, other state agencies, and external staff. Those tasks are the responsibility of WVDOT.

The Vendor is responsible for providing all required and temporary interfaces either as a fully documented out-of-the-box component of the VPS or by providing the following services associated with development of the required interfaces:

- Interface design including unit test cases;

- Interface development including software modifications;

- Testing; and

- Development of any procedures to support interfacing system operations that are not delivered as part of the baseline product.

FASTER Response: *FASTER* can provide all required interfaces as a fully documented out-of-the-box component of the VPS or by providing the described services. At this time, we do not see a need for temporary interfaces.

The Vendor is responsible for providing an acceptable solution to all identified interfaces, including those identified as tentative, either as a fully documented out-of-the-box component of the VPS or by providing additional development required to support the proposed solution. The Vendor must provide a business needs assessment of each potential interface that identifies at least one acceptable solution and if software development is expected, provide:

- Designs including unit test cases,

- Development including software modifications,

- Testing, and
- Development of any procedures to support system operations that are not delivered as part of the baseline product.

FASTER Response: *FASTER* does not provide a business needs assessment service. It is the customer's responsibility to identify its business needs and communicate them to *FASTER*.

WVDOT Responsibilities

The WVDOT is expected to be responsible for subject matter knowledge of existing interfaces and associated data or for coordinating with and making available staff with other state agencies as required. WVDOT subject matter experts are expected to be available to consult with the Vendor during the development of the interface plan and to assist with the determination and adoption of acceptable alternatives to interfaces wherever feasible.

The WVDOT expects to code and unit test interface programs that extract data from the legacy applications using the formats and protocols defined by the Vendor for use in the transformation and load processes. Additionally, the WVDOT expects to code and unit test interface programs that load data into the legacy applications using the formats and protocols defined by the Vendor provided that they adhere to the technical standards and procedures of the WVDOT and WVOT. Additionally, the WVDOT expects to be responsible for verifying the accuracy of the interfaces through participation in all levels of testing.

The following matrix summarizes the interface responsibilities of the Vendor and the WVDOT.

EXHIBIT 3: INTERFACE RESPONSIBILITY MATRIX

Interface Roles and Responsibilities	Vendor	WVDOT
Managing Interface Activities	Primary	Support
Interface Planning	Primary	Support
Interface Design	Primary	Support
Installation, Maintenance and Operation of Tools	Primary	Support
Interface Program Specifications	Primary	Support
Interface Development/UnitTest (Transformation and Load Processes)	Primary	Support
Interface Development/Unit Test (Extract Processes)	Support	Primary
Audit/Control Reports	Primary	Support
Interface Procedures	Primary	Support
Conduct Integration/SystemTesting	Primary	Support
Execute User Acceptance Testing	Primary	Support
Verify User Acceptance Testing	Support	Primary
Provide Subject Matter Expertise	Support	Primary
Execute Production Cut-over	Primary	Support
Verify Production Cut-over	Support	Primary

FASTER Response:

Below is the process that *FASTER* follows when developing customizations (integrations & reports) for customers.

Initiating Requirements Gathering

For any integrations that will be included in your Go-Live, the process starts with you submitting your requirements to *FASTER* via an online form. This form provides instructions that help guide you in defining your requirements. Once submitted, *FASTER* will review the requirements and may contact you to follow up and ask questions about the requirements. *FASTER* will create a requirements document for you to sign off to ensure the integration will meet your needs. Once signed off, the integration is handed off to our development team.

Design / Requirements Validation

Integrations are achieved based on your requirements and the capabilities of the other system. As noted above, for custom integrations, you will submit your requirements to *FASTER* and *FASTER* will create a requirement document for you to sign off on. This ensures there is clarity between you and *FASTER* before development begins. This is also the time where you will coordinate with the other vendors to make sure they can deliver the required data to meet your requirements in your desired format.

Development and Testing

Once requirements are signed off, *FASTER*'s developers will build your customizations to meet the requirements identified above and it will be tested by *FASTER*'s QA Team during the Soft Go-Live phase. The State will have an opportunity to perform its own Soft Go-Live testing prior to the Go-Live phase.

4.2.2.14. Custom Forms

The Vendor is expected to develop custom forms, approved by the WVDOT required to meet all requirements which cannot be supported by the VPS.

FASTER **Response:** All proposed customizations are identified in the *FASTER* SOW. At this time, none include a custom forms component. If a custom forms solution is needed, *FASTER* will need WVDOT to provide the requirements for the custom form and then *FASTER* will be able to provide a quote to create that form.

4.2.2.15. Custom Reports

In addition to baseline reports which are provided with the VPS, the Vendor must develop the following custom reports:

- All reports required to meet WVDOT and federal reporting requirements;

- All reports specifically identified in the requirements matrices and classified as Priority "1" or Priority "2" if the report cannot be addressed by the VPS's standard reports; and

- All reports specifically identified in the requirements matrices and classified as Priority "3" if the report requirement cannot be met by a standard report, subject to the approval of the WVDOT.

FASTER **Response:** Any reports defined in the requirements matrix that are not currently available as a standard report have been proposed as a custom report in the *FASTER* SOW.

4.2.2.16. Custom Workflow Configuration

The Vendor shall describe its approach to analyzing, establishing, documenting, and assisting in the deployment of the workflow, electronic notification, and electronic approval processes that are built into the system, as well as those developed during the project. The approach is expected to include a recommended schedule and/or priority for deploying these features at the WVDOT, based on the Vendor's experiences with implementations of similar size and scope.

The Vendor is expected to also recommend specific workflow and notifications that should be considered for deployment by module based on previous implementations of comparable size and functionality, and a recommended schedule for deployment of this additional functionality.

For workflow customization, the Vendor shall assume that delivered VPS workflow tools will be used to develop, configure, customize, and manage the defined workflows. The Vendor shall assume that workflow processes defined in this section are custom workflows and are not part of the standard workflow processes delivered as part of the VPS. Standard workflows that are part of the delivered product must be configured as part of software configuration services. Further, the Vendor shall assume that the custom workflow processes are defined by the following levels of complexity:

EXHIBIT 4: WORKFLOW COMPLEXITY LEVELS

Complexity	Complexity Descriptions
Simple	A two-step process that includes evaluating data against up to two variables from step one, then the initiation of step two based upon the results of the query.
Average	A process with up to five steps that includes evaluating of data against up to five variables from step one, the initiation of step two based upon the results of the query with a simple approval process, including the development of a simple data entry screen and an approval scree n.
Complex	A process with greater than five steps that includes evaluating data against variables entered in step one, the initiation of step two based upon variable rules, the initiation of step three based upon the results of a multi-table query with a multi-step approval, rejection, and re - approval process , including the development of related data entry screen and approval screens.

The Vendor is expected to modify, or custom develop all workflows specifically identified as a Priority "1" or Priority "2" requirement in the requirements matrices if the requirement cannot be met by the standard workflows provided with the VPS. The Vendor is expected to also modify, or custom develop all workflows identified as a Priority "3" requirement in the requirement matrices if the requirement cannot be met by the workflows provided with the VPS, subject to the approval of the WVDOT.

In addition, for costing purposes, the Vendor should plan on designing, developing, and testing additional workflows of the following complexities:

EXHIBIT 5: ADDITIONAL WORKFLOWS WITH COMPLEXITIES

Complexity Level	Number of Workflow Processes
Simple	2
Average	5
Complex	3

FASTER Response: Pertaining to Exhibit 4 & Exhibit 5, *FASTER* Web has best-practices process built into the application itself, helping users make sure they are capturing all the data they need.

At this time, since no customer has needed configurable workflows in the product such as the ones the State is describing above, *FASTER* has not invested in creating a workflow module.

Deliverables:

- Completed Programs for Enhancements and Modifications;

- Completed Custom Reports;

- Completed Automated Interfaces;

- Completed Forms; and

- Completed Custom Workflows.

FASTER **Response:** As noted in the responses above, *FASTER* can deliver the majority of the items identified in the Deliverables section but does not provide services or functionality for Modifications and Custom Workflows.

4.2.2.17. Data Conversion

Through the implementation of the new VPS, the State expects to retire the Equipment system within REMIS. Data conversion into the operational application components of the VPS is expected to at least include data that is required to support ongoing business processes.

In addition some historical data is expected to be converted into the operational systems or data warehouse where a solid business case is identified through detailed conversion planning. Any additional historical data for inquiry, reporting or analysis may need to be either converted to the data warehouse, or remain available "read only" from legacy applications until such time that the data is either converted or no longer required.

The Vendor is expected to describe its approach to performing all required data conversion activities associated with the project. The WVDOT and Vendor responsibilities for data conversion are outlined below.

Vendor Responsibilities

The Vendor will be responsible for developing a comprehensive Data Conversion Plan that defines all the fundamental concepts and activities related to converting data from retired legacy applications to the new VPS. The Data Conversion Plan is expected to encompass all phases of the conversion effort from initial designs and strategies through the development and testing of automated conversion programs and support for the commencement of live operations. The general scope of work to be provided by the Vendor is expected to include, but not be limited to:

- Managing all activities related to converting legacy data to the new VPS;

- Developing a detail Data Conversion Plan document which describes the following:

    o All data to be loaded or entered in the new system,

    o Data sources,

    o Expected data volumes,

- o Conversions where automated programming can be used to significantly reduce data conversion labor,

- o Roles and responsibilities and timing requirements for the conversion effort, and

- o Extraction transformation and load methods to be used;

- Installing, maintaining, and operating for the duration of the implementation project, tools to support the design, development, and testing of conversions;

- It is the WVDOT's expectation that the Vendor leverage the same ETL architecture/middleware tools that will be used by the interface architecture;

- Developing programming specifications in accordance with the detailed data conversion plan that includes coding and unit and integration testing for the conversion programs;

- Coding of conversion programs that transform and load data to the new VPS in accordance with program specifications;

- Building any crosswalk file structures required to assist the WVDOT in developing test scenarios and conducting acceptance testing;

- Performing unit and integration testing of the conversion programs developed by the Vendor;

- Developing reports and other means for WVDOT personnel to validate converted data;

- Running the conversion programs and assisting the WVDOT with the verification of the converted data in the production environment;

- Managing execution of multiple "dress rehearsals" of the end-to-end conversion process into a copy of the production environment in test mode prior to final conversion. This includes execution of both extract programs of legacy system data developed by the WVDOT and all other processes developed by the Vendor;

- Adapting and re-running conversion programs as necessary to properly convert and load the data, and for maintaining a conversion log to track the accuracy of all conversion efforts; and

- Executing the final production data conversion process at the time of cut-over to the new system(s).

Automated data to be converted and loaded in the new VPS production database(s) includes (but is not limited to) items specifically listed in the functional requirements and other data required to operate the new system(s) in production.

Development of the Data Conversion Plan and management of the tasks contained within the Data Conversion Plan shall conform to best practices adopted by the project and incorporate the following conversion specifics including:

- Assumptions made when developing the Data Conversion Plan;

- Confirmation of which applications are expected to be retired or retained based on the adopted implementation plan;

- Confirmation of detailed data mapping required to support ongoing business transactions;

- Identification of detailed historical data required to be converted and the business case to support their conversion;

- Identification of conversion risks with mitigation strategies;

- For redundant data, such as vendor codes maintained in multiple applications, the approach for how the data should be merged or converted into a single set of data;

- Pre-conversion activities such as archiving, purging, and cleansing oflegacy data;

- The architectural components of the data conversion including estimated sizing in terms of processing power and amount of data storage required;

- An error correction methodology for rejected conversion data, for example an on-line suspense file, that will ensure that data is not "lost";

- Definition of the data formats and protocols that are expected to be observed between ETL components for example Comma Separated Value (.csv) or Extensible Markup Language (XML);

- Determination of which data is expected to be converted using a manual, automated, or semi- automated method;

- Audit controls that will be built in to permit the accurate completion of data conversion processing and reconciliation within a three (3) day period; and

- Communication and coordination methodology to be used with agencies and other external parties.

- The Vendor is expected to develop queries and reports required by WVDOT to validate the WVDOT data in the VPS. Prior to final conversion into the production environment, at least two (2) complete and successful test conversions must be performed by the Vendor with active WVDOT participation. These mock conversion exercises shall at a minimum consist of the Vendor loading data extract files provided by WVDOT and Vendor providing reports/query results so that WVDOT can validate the accuracy and completeness of the conversion. Upon completion of the process, the Vendor must provide a letter certifying that the programs utilized for conversion have been properly tested and are fit for the task of performing the conversion into the VPS.

WVDOT Responsibilities

- The WVDOT expects to be responsible for subject matter knowledge of existing applications and associated data or for coordinating and ensuring access to subject matter knowledge from other State agency staff. If correction of any of the WVDOT-provided data is expected, those tasks are the responsibility of the WVDOT, although direction and support from the Vendor shall be provided if required.

- The WVDOT expects to perform all data cleansing and manual conversion processes, with the expertise and guidance of the Vendor. Manual conversions are defined as "manual" when the Vendor and the WVDOT agree that the volume is too low to justify the cost of developing an automated conversion program. The WVDOT expects to take responsibility for loading data that is not converted or loaded automatically and for certifying the production database as being accurate.

- The WVDOT is expected to be responsible for developing test scenarios and conducting the acceptance testing of conversion programs with the assistance of the Vendor.

- The WVDOT expects to code and unit test conversion programs that extract data from the legacy applications and output the data using the formats and protocols defined by the Vendor for use in the transformation and load processes.

- The WVDOT will be responsible for verifying the accuracy of the converted/loaded data through participation in all levels of testing. In support of conversion "dress rehearsals", WVDOT staff will be responsible for manual entry and correction, data reconciliation and acceptance, technical support, issue resolution and executive level go/no go decision making should be available to role play their tasks in real time. The WVDOT "ERP for DOT" Steering Committee will define the timing, requirements, and acceptance criteria for the test conversions.

The following matrix summarizes the conversion responsibilities of the Vendor and the WVDOT.

EXHIBIT 6: DATA CONVERSION RESPONSIBILITY MATRIX

Data Conversion Roles and Responsibilities	Vendor	WVDOT
Managing Conversion Activities	Primary	Support
Data Conversion Planning	Primary	Support
Conversion Design	Primary	Support
Installation, Maintenance and Operation of Tools	Primary	Support
Conversion Program Specifications	Primary	Support
Conversion Development/Unit Test (Transformation and Load Processes)	Primary	Support
Conversion Development/Unit Test (Extract Processes)	Support	Primary
Crosswalks	Primary	Support
Reconciliation Reports	Primary	Support
Conduct Integration/System Testing	Primary	Support
Execute Dress Rehearsals/ User Acceptance Testing	Primary	Support
Verify Dress Rehearsals/ User Acceptance Testing	Support	Primary
Provide Subject Matter Expertise	Support	Primary
Data Cleanup	Support	Primary
Perform Manual Data Conversions	Support	Primary
Execute Production Cut-over	Primary	Support
Verify Production Cut-over	Support	Primary

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Deliverables:

- Data Conversion Plan;
- Data Conversion Log; and
- Converted Data in Production Database.

FASTER Response: *FASTER*'s Data Conversion Services are a flat fee (pricing provided in the *FASTER* Statement of Work (SOW), Pricing & Payment Terms) that includes *FASTER* providing a robust Data Conversion Utility and SQL Staging Database (normalized) that simplifies the extraction and loading of data. It also includes *FASTER* doing the data loading and data testing.

In addition, *FASTER*'s price includes unlimited advising from one of *FASTER*'s Implementation Consultants related to any data cleanup WVDOT may opt to do in its old system prior to the conversion.

Our time-proven data conversion process includes several testing phases, both by our own internal QA staff and by the customer during the implementation Soft Go-Live phase. Any data anomalies found are addressed at that time so that once Go-Live arrives you can be assured that there will be no unexpected data loss.

Extraction to SQL Staging Database: *FASTER* will provide an MSSQL staging database into which the customer's team will map and populate the data you extract from the former database. After the customer completes mapping and populating the data in the staging database, *FASTER* will execute the conversion level the customer chooses, which is noted below to transform the data and create a *FASTER* Web structured database. *FASTER* will then perform data validation testing.

OR

Extraction to Excel Data Mapping Sheets: If you do not have staff familiar with MSSQL, *FASTER* can provide a pre-designed data mapping product using Excel spreadsheets. This Excel-based data mapping product can be used by your less experienced staff to populate all your data. It requires basic knowledge of Excel and solid knowledge of your fleet data. After this work product is complete, *FASTER* will execute the conversion level you choose noted below to create your *FASTER* Web database and perform data validation testing.

Level 1 Data Conversion and Testing: Equipment Birth Certificates, Parts Birth Certificates, Vendor Birth Certificates, Employees/Users Records. This product utilizes a utility and series of packages to convert your data to a *FASTER* Web database. As part of conversion, *FASTER* will perform two types of testing: 1. Functional stability testing to ensure that there are no data conflicts with the *FASTER* Web table structure; 2. Data Validation testing to test that data was converted properly.

Level 2 Data Conversion & Testing: Includes Fuel Transaction Details and Work Order Transaction Details. As part of the conversion, *FASTER* will perform two types of testing: 1. Functional stability testing to ensure that there are no data conflicts with the *FASTER* Web table structure; 2. Data Validation testing to test that data was converted properly. A Level 2 Data Conversion and Testing is significantly more complex due to the level of detail and amount of data that is involved. Therefore, the cost provided is in addition to the Level 1 Data Conversion and Testing.

4.2.2.18. Security Configuration

The proposed VPS must provide application controls to prevent unauthorized use of the system, maintain system process controls, and log all transactions. In addition, the system must provide security to limit availability to application functionality, software screens, data records, data elements, and date element values where appropriate.

The Vendor is expected to describe its approach to analyzing, establishing , and documenting security functions into the WVOT's security network.

The Vendor should fully describe its approach to security for the proposed solution, including, but not limited to, the use of firewall hardware and software, intrusion detection/ prevention systems, other protective measures, and other measures that provide in-depth defense for the VPS. The Vendor is expected to fully describe its risk management approach to application development and deployment in terms of threat and vulnerability identification, analysis and prioritization, and mitigation techniques.

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

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

User-level permissions are set for the different Modules, Organizations, Maintenance Shops, and Storerooms. These permissions determine the area(s) of the application that the user can access including the different screens and workflows, such as PM management, Meters, Work Order Parts vs. Labor, and Inventory Ordering vs. Receiving.

FASTER Web has additional security options by allowing integration with Active Directory in two ways. In both instances, user passwords are not stored in the *FASTER* Web database:

1. **Direct Active Directory** password check: user enters login information into *FASTER* Web and the user credentials are authenticated directly against Active Directory.

2. **Active Directory Federated Service** (AD FS): If your organization hosts on-premise, AD FS users will be directed to your AD FS site to enter their credentials. If the credentials are valid, AD FS instance will then pass confirmation of the users authentication to *FASTER* Web.

If a WVDOT opts to have *FASTER* Web hosted by *FASTER's* Cloud-Based Hosted option: The Hosted VMs themselves are backed up with a hypervisor-based backup solution. It uses VMware snapshots to take daily point-in-time copies of the entire VM, including all virtual disks, and stores it on dedicated backup storage. After 14 days, backups are automatically pruned. We are also replicating these backups to Azure's west coast data center, which happens daily, immediately after the backup ingestion completes. The offsite copies are likewise retained for 14 days automatically. For System Updates, *FASTER* utilizes an update management system for maintaining and scheduling system updates on the third week of every month.

If WVDOT chooses the on-premises hosting solution, you should have a backup and disaster recovery plan, procedures, and processes that meet your organization's needs and reflects the options that are available to you. It is the responsibility of your organization and/or your IT department to ensure that you have a proper backup and/or disaster recovery plan, processes, and procedures in place. In terms of the frequency of backups, needs can vary from organization to organization, thus fleet should work with IT to determine the maximum tolerable data loss that its process can tolerate before it is critically impacted, in order to help determine the frequency of backups to be taken.

4.2.2.19. Testing

The Vendor shall provide as part of its Technical Proposal an overview of its testing methodology and testing master plan to implement its proposed solution. At a minimum, the testing approach proposed must include the provisions outlined in this section. The Vendor shall develop a master test plan and complete tests to demonstrate that all functions and capabilities of the solution as defined by the system requirements to be delivered by its VPS perform as expected according to the system requirements and in compliance with industry standards.

During execution of the project, WVDOT shall review and approve formal test plans and schedules proposed by the Vendor and will witness and determine the acceptability of the test results. The Vendor shall provide all test support personnel, test sites, and environments in accordance with the master test plan and aligned with the responsibilities detailed in the Testing requirements of this RFP. In addition, the Vendor shall conduct all tests in accordance with the project schedule and the approved test plans and procedures. Approval of any aspect of testing shall not relieve the Vendor of their responsibility to meet all requirements of this RFP.

During the development of the solution, the Vendor shall conduct a comprehensive program of internal testing and walk-throughs to ensure that the solution meets the functional specifications set forth in this RFP and that defects are detected and removed upon identification prior to demonstrating the system to WVDOT. Progress on these tests shall be reported during project status meetings.

The Vendor is expected to describe its approach and commitment to all phases of testing required for a system of this magnitude, including, but not limited to:

- Unit testing;
- System testing;
- Integration testing;
- Performance (load/stress) testing; and
- User acceptance testing.

The Vendor shall also list and describe any tools used to facilitate the testing process, including those tools used for performance testing. The Vendor must provide any required training on the proposed testing tools to all ·WVDOT staff that are expected to use the proposed testing tools .

All system components must be subjected to system testing performed by a test team composed of Vendor and WVDOT staff. The Vendor must conduct unit, integration, and system testing. The Vendor must assist the WVDOT with acceptance testing. The system test team is expected to function as system users during system testing and must evaluate all test outcomes. The system

test team should direct system testing and operate the system in accordance with the system testing plans. The system test team must provide all error resolution and other technical support as required.

FASTER Response: As a result of the nature of a COTS system, the implementation of the COTS software components will not require the customer or *FASTER* to do Test Plan Approvals.

The COTS software undergoes its own development cycle separately and distinctly from the implementation process. This means that no Requirements Gathering, Requirements and Design Approval, Gap Analysis, Testing and Development work is done on *FASTER* Web COTS Software.

However, custom development and testing will be done in conjunction with the Go-Live work noted in *FASTER*'s Statement of Work (SOW).

The benefit of the COTS system and implementation is the customer will experience a higher quality, lower cost and timelier implementation because the different phases have already been completed due to the nature of a COTS system.

4.2.2.19.1. System Test Plans

The Vendor must prepare system test plans that verify that:

- The new configured, modified, and unmodified software work in concert and as expected;
- The system has been properly configured for use for the WVDOT;
- Reports and correspondence work in accordance with WVDOT requirements;
- All scripts or job streams run properly;
- All security roles, functions and controls operate as intended; and
- All interfaces function properly.

This test plan must be comprehensive in scope and is expected to be drafted in cooperation with project management, IT staff assigned to the project, and subject matter experts.

FASTER Response: The test plan is integrated into the overall implementation during the Soft Go-Live phase of the project. The Soft Go-Live is an opportunity for the customer to review all work product. One hundred percent of every item in the Statement of Work (SOW) is provided at the Soft Go-Live. This includes the data conversion, any integrations, reports, etc.

Our time proven implementation and data conversion process includes several testing phases, both by our own internal QA staff and by the customer during the implementation Soft Go-Live phase. Any data anomalies found are addressed at that time so that once Go-Live arrives you can be assured that there will be no unexpected data loss.

The Soft Go-Live testing is broken into the following two phases:

1. *FASTER* Soft Go-Live Testing

FASTER Quality Assurance Testing consists of the following:

- Data Verification Testing. *FASTER*'s QA Team compares your converted data from your completed MS SQL Staging Database against your *FASTER* Web Soft Go-Live database.

FASTER Web

- COTS Fuel Import Add-on Testing (if any): *FASTER*'s QA Team performs imports of fuel transaction data from actual data provided by your fuel system or card vendor. And that data is tested or validated to have been imported properly.
- Integration Testing: *FASTER*'s QA Team tests integrations with actual data and your converted database.
- Functional stability testing of *FASTER* Web with your migrated or converted Soft Go-Live data: Once the customer's data is transformed and loaded into the database, *FASTER*'s QA Team tests the functionality of *FASTER* Web against your migration or converted data to ensure complete functionality and stability of *FASTER* Web.

    2. Customer Soft Go-Live Testing

Once the *FASTER* Team completes the work noted above, *FASTER* delivers the Soft Go-Live database and any accompanying scripts to provide all data, integrations and custom items (if any). This permits the customer to perform whatever testing it desires. *FASTER* is happy to provide copies of test cases it uses in the above testing. These test cases are in Excel format. They not only provide a roadmap for testing you may want to perform, but they also create a learning opportunity for your staff. Customers typically do not redo the complete testing *FASTER* performs, but can certainly choose to do so.

Only after the customer has the opportunity to validate interactively to its satisfaction that full compliance is met in the Soft Go-Live environment is a Go-Live scheduled.

4.2.2.19.2. Application System Testing

The Vendor will be responsible for conducting system tests in accordance with the approved VPS test plans. All system test results must be documented, exceptions analyzed, and any software defects corrected. The Vendor must lead selected WVDOT Project team members through the system test process so that WVDOT representatives may review the test process and outcomes and learn about system operations and functionality. This test shall be thorough enough to ensure that few software or configuration "bugs" are uncovered in the User Acceptance Test which will follow.

FASTER Response: *FASTER*'s implementation provides for the customer to be 100% assured that all scope is met prior to Go-Live. A related benefit of a Soft Go-Live is that User Training for the Go-Live is done using the Soft Go-Live database so that the customer's users get the benefit of experiencing their data.

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

4.2.2.19.3. User Acceptance Test Planning

The Vendor must prepare a User Acceptance Test Plan, which will be subject to WVDOT approval. The plan must include:

- Structuring of the test cycles;
- Designing test scripts and developing a thorough baseline set of test scripts;
- Supporting WVDOT staff to develop test scripts for unique use cases;
- Explaining user actions, transactions, and processing outcomes; and

- Organizing the test tracking, outcome tracking, and exception follow-up procedures.

The User Acceptance Test Plan is expected to be built around the WVDOT's most important fleet and equipment management business processes but must include comprehensive testing of the software to ensure that it conforms to marketed or promised functionality.

FASTER Response: The test plan is integrated into the overall implementation during the Soft Go-Live phase of the project. The Soft Go-Live is an opportunity for the customer to review all work product. One hundred percent of every item in the Statement of Work (SOW) is provided at the Soft Go-Live. This includes the data conversion, any integrations, reports, etc.

Since *FASTER* Web is a true COTS product, there is not the risk and potential confusion of attempting to use a form to validate success. One of the distinguishing factors about *FASTER* Web is that it is Commercial-Off-The-Shelf (COTS)System. This means that the system implementation is very disciplined and uniform. This translates into a higher quality implementation with lower cost and risk.

4.2.2.19.4. User Acceptance Testing Assistance

The WVDOT expects to assume responsibility for conducting user acceptance testing of the entire application. The Vendor must provide assistance during such testing. This assistance must include:

- Submitting off-line jobs;
- Performing backups;
- Restoring databases as required;
- Analyzing and explaining outcomes;
- Making timely corrections to identified software issues/deficiencies; and
- Answering questions as they arise.

Successful completion of this test will be required before the software can be approved for production use.

FASTER Response: Our time proven implementation and data conversion process includes several testing phases, both by our own internal QA staff and by the customer during the implementation Soft Go-Live phase. Any data anomalies found are addressed at that time so that once Go-Live arrives, you can be assured that there will be no unexpected data loss.

The Soft Go-Live testing is broken into the following two phases:

FASTER Soft Go-Live Testing

FASTER Quality Assurance Testing consists of the following:

- Data Verification Testing. *FASTER*'s QA Team compares your converted data from your completed MS SQL Staging Database against your *FASTER* Web Soft Go-Live database.
- COTS Fuel Import Add-on Testing (if any): *FASTER*'s QA Team performs imports of fuel transaction data from actual data provided by your fuel system or card vendor. And that data is tested or validated to have been imported properly.
- Integration Testing: *FASTER*'s QA Team tests integrations with actual data and your converted database.

FASTER Web

- Functional stability testing of *FASTER* Web with your migrated or converted Soft Go-Live data: Once the customer's data is transformed and loaded into the database, *FASTER*'s QA Team tests the functionality of *FASTER* Web against your migration or converted data to ensure complete functionality and stability of *FASTER* Web.

Customer Soft Go-Live Testing

Once the *FASTER* QA Team completes the work noted above, *FASTER* delivers the Soft Go-Live database and any accompanying scripts to provide all data, integrations, and custom items (if any). This permits the customer to perform whatever testing it desires. *FASTER* is happy to provide copies of test cases it uses in the above testing. These test cases are in Excel format. They not only provide a roadmap for testing you may want to perform, but they also create a learning opportunity for your staff. Customers typically do not redo the complete testing *FASTER* performs, but certainly can choose to do so.

4.2.2.19.5. Performance Testing and System Tuning

The Vendor must conduct performance testing and system tuning for the fully configured and tested software prior to commencing live operations and at a preliminary point in the project sufficiently in advance of the implementation date to allow reasonable tuning. These tasks must be coordinated and performed with WVDOT and/or WVOT system programmers, database administrators, security analysts, and application development staff. The WVDOT recognizes that performance testing and tuning activities may be necessary at several stages in the process. For example, tuning could take place after the software installation, prior to production migrations and during initial production operations.

If modifications are made to the application software to meet the WVDOT' s unique requirements, the Vendor must review and make adjustments to ensure acceptable performance.

Deliverables:

- Master Test Plan;
- System Test Plans;
- Application System Testing execution/completion;
- User Acceptance Test Plan;
- User Acceptance Test execution/completion;
- Perfonnance Test Plan;
- Performance Testing Assistance; and
- Performance Testing.

FASTER **Response:** For on-premises, the attached Systems Requirements document (Appendix B) includes minimum specifications. *FASTER* can make recommendations based on our experience, but ultimately it is essential that your IT staff allocate an environment that has enough headroom (the potential to add resources such as RAM, processers and hard drive space if needed).

This can be achieved by allocating a large enough set of physical servers or by placing *FASTER* Web on a virtual environment that has ample headroom (*FASTER* does all of its testing using VMWare).

In either case, it is critical that your physical servers or virtual machines have enough head room so that IT staff can increase resources if needed.

If you have more than 30-simultaneous users: during the Soft Go-Live phase your IT staff will want to engage in an hour or more of monitoring the environment to determine if enough resources are allocated. And if you have more than 30 simultaneous users, we also strongly recommend that you allocate time during Soft Go-Live to have a similar number of users on the system while your IT staff monitors it to determine if there are enough resources. (Note: it is typical that during a Soft Go-Live that Fleet Operations cannot allocate enough users to emulate the use that will occur after Go-Live. So if you see any maxing out of resources during a Soft Go-Live, this typically means that more resources are needed.)

Be aware that if your environment has too few resources or bandwidth issues, this will usually be detected during user training the week of Go-Live. To avoid an urgent need to increase resources to support training, we recommend that you have ample resources to start with. In addition, upon Go-Live your IT staff will want to monitor the environment a second time during a time that Fleet Operations designates as a high-volume use period to ensure enough resources are allocated.

4.2.2.20. Training

The Vendor shall describe a strategy for project team training and end user training that appropriately integrates with the Vendor's methodology and timeline. Although the WVDOT intends to deliver most of the end user training sessions, the Vendor must provide training to the WVDOT project team, develop the end user training materials, conduct the train- the-trainer sessions, and provide support to WVDOT as they deliver the end user training session. This section is expected to address all types of required training, including but not limited to the following:

- Project team training to be provided to the WVDOT's core project team upon project initiation and for conference room pilots (or similar activities) to ensure the WVDOT project team has a baseline understanding of the Vendor's proposed software solution in order to be able to actively participate in project activities ;

- Technical, security, and operations training to support development, implementation, and production;

- End user training to support end user training, implementation, and ongoing needs;

- Deeper knowledge transfer to a core group of functional, administrative, programming, security, and other technical and operations personnel to support independent operations capability before the Vendor departs; and

- Training Guides, User Guides, and Quick Reference Guides.

FASTER Response: Training is integral to a successful implementation and for the customer's continued business. Throughout the implementation process, the customer benefits from our staff expertise in a combination of onsite and remote training services.

There will be three (3) major milestones related to training:

1. System Overview Meetings, these sessions will be via live remote.
2. System Setup & Configuration Training, this training will be via live remote.
3. Go-Live System Training, this hands-on training will be onsite.

End user and system administration training on all facets of *FASTER* Web is provided by *FASTER*. Due to the use of a Soft Go-Live process, end-user training will include the users experiencing the customer's data, which makes the training much more relevant.

Sample COTS Training Overview

1. System Overview Meetings

Your Business Process Owners (BPOs) will want to understand key aspects of the system so they can make decisions about:

- Data preparation and cleanup
- Integrations requirements (if any)

Therefore, *FASTER* provides a series of live, remote, internet sessions in which one of our Implementation Consultants will provide an overview of *FASTER* Web. This will aid your BPOs in making decisions about data preparation and integration requirements. Note: Your BPOs will likely also want to sit in on the system training that will take place later in the implementation as well.

Who Should Attend

Your staff that should attend the sessions include:

- Key fleet operations personnel
- Anyone involved in data preparation or cleanup
- Any BPOs who need to influence integration requirements
- Typically, IT staff including backend infrastructure managers and those who are involved with reviewing security, system administration, and data preparation
- Finance or Accounting BPOs will want to attend the accounting session

Please note: This is NOT training. But we do provide an overview of the system modules in order to facilitate understanding and decision making. System training will occur later in the implementation process.

2. System Setup and Configuration Training

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

3. System Training/Go-Live

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

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

We recommend that your Fleet Manager and *FASTER* System Administrator attend all training modules. The agenda below has an important order that will aid in the learning process. If your

Statement of Work (SOW) specifies additional training sessions, the modules below can be added to meet your needs.

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

4.2.2.20.1. Training Plan

The Vendor must provide a detailed training plan for the analysis, design, implementation, and evaluation of a comprehensive training program for the VPS. The Training Plan, which is to be updated on a regular basis and delineate training goals and objectives, must serve all levels of the project, including the project team, system users, trainers, and technical staff.

The Training Plan must be based on a comprehensive training needs assessment conducted by the Vendor and must also describe the types of training to be employed to meet identified needs. Computer based training (CBT) may be utilized where appropriate for specific training classes with prior approval from the WVDOT, provided that all CBT is expected to be audio-video. Exceptions to the required audio-video CBT format may be approved by the WVDOT on a case-by-case basis.

FASTER Response: Please see the Detailed Implementation Plan provided in this response and the above description for COTS implementation training plan.

4.2.2.20.2. Training Curriculum

The Vendor is expected to identify, develop, and document the training curriculum that will be used to educate and train WVDOT staff in the development, configuration, implementation, maintenance, support, and use of the VPS.

FASTER Response: Please see the Detailed Implementation Plan provided in this response and the above description for COTS implementation training plan. In addition to the COTS training materials, *FASTER* is able to provide recordings of the State's specific training sessions.

4.2.2.20.3. End User Training

A train-the-trainer classroom approach is expected to be pursued by the Vendor to assist the WVDOT in training employees who will be using the VPS. As part of this effort, the Vendor must provide:

- Classroom materials to support the classroom training effort that have been customized to address specific software configuration and customizations made as part of the VPS project;

- Training for WVDOT trainer candidates that includes:

  - Best practices on training for the proposed software,

  - Practice training sessions,

  - The business processes and system functionality on which they are expected to provide training, and

  - How to customize the training materials and set-up specific reference data in the training environment;

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- A stable, tested training environment pre-loaded with representative converted reference and historical data that can become a starting point for creating training materials (including screen prints showing user actions and processing outcomes). Note: For training purposes, the WVDOT expects to take responsibility for entering representative reference data that is impractical or impossible to convert automatically;

- Support to WVDOT trainers prior to and during training; and

- Back up, restore, and troubleshooting assistance in the training environment as materials are prepared and customized and as end user training proceeds.

FASTER Response: Training is integral to a successful implementation and for the customer's continued business. Throughout the implementation process, the customer benefits from our staff expertise in a combination of onsite and remote training services. These multiple training services can be used as train the trainer opportunities as well as the recording from the sessions. As needed, additional training can be organized for an additional fee.

There will be three (3) major milestones related to training:

1. System Overview Meetings, these sessions will be via live remote.
2. System Setup & Configuration Training, this training will be via live remote.
3. Go-Live System Training, this hands-on training will be onsite.

End user and system administration training on all facets of *FASTER* Web is provided by *FASTER*. Due to the use of a Soft Go-Live process, end user training will include the users experiencing the customer's data, which makes the training much more relevant.

4.2.2.20.4. Technical and Operations Personnel Training

The Vendor must supply classroom and substantial hands-on training to ensure that WVDOT personnel have the necessary skills to operate and maintain the system once in production. For solutions implemented in an on-premise model, it is assumed that WVDOT or WVOT personnel will perform all operations and system administrative functions with assistance as needed by the Vendor when live operations commence. Such training must include systems operations, including system startup, backup and recovery, job scheduling, troubleshooting, and any other tasks necessary to operate the system; training on any components of the operating environment that are new to the WVDOT; as well as training on the use of the Vendor's development tools, system management, and application administration tools.

FASTER Response: *FASTER* will provide System Training/Go-Live training which is hands-on. The maximum class size is 20 attendees and includes a single training location, which would be provided by WVDOT. Each of the training sessions are role-based. It is easy to determine the number of staff for have for each role. Typically, the largest training sessions are the Technician Workstation and Maintenance Module. Additional training sessions and trainers can be added at an additional cost any time up to 4-weeks prior to your Go-Live.

The detailed training outline provided in the *FASTER* Statement of Work (SOW) document provides for three trainers the week of Go-Live. One trainer can provide one session of each of the hands-on, user training sessions with the exception of the Technician Workstation. (Two Technician Workstation sessions can be accommodated by a single trainer.)

Each of the training sessions are role-based. So, it should be easy to determine the number of staff for have for each role. Typically, the largest training sessions are the Technician Workstation and Maintenance Module.

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Systems operations, including system startup, backup and recovery, job scheduling, troubleshooting, any other tasks necessary to operate the system, and components of the operating environment that pertains to *FASTER* Web can be provided for an additional fee in an on-premise model. However, in a SaaS environment, this training would not be necessary. Training on the use of *FASTER*'s development tools, system management, and application administration tools is not a part of the COTS training sessions and is not offered nor needed.

4.2.2.20.5. Software Education Sessions

The Vendor must provide education sessions that describe:

- The software configuration;

- Organization of software libraries;

- System operation procedures for use during the Project;

- System administration responsibilities, log on/log off procedures, workflow, and security; and

- Other topics necessary to educate WVDOT personnel on "system housekeeping" during the project. All training is expected to be provided at training facilities provided by the WVDOT.

Deliverables:

- Project Team Training;

- Comprehensive Training Plan;

- Training Curriculum;

- End User Training;

- Technical and Operation Personnel Training;

- Training Materials; and

- Software Education Sessions.

FASTER Response: Please refer to the training details in the responses above. Go-Live training is performed onsite, all other training is provided live-remote or via online materials.

4.2.2.20.6. Documentation

The Vendor is expected to describe its proposed approach for developing and maintaining technical and end user documentation, systems and operational documentation, system configuration documentation, and procedural documentation, including manuals, quick reference guides, tutorials, online help, short video clips and other techniques as appropriate. The Vendor shall also describe the approach used to keep technical and user documentation current throughout the project, and throughout the life of the system.

The Vendor must develop and provide to the WVDOT all system documentation at the time the system is presented for final acceptance. The Vendor must provide complete, well- written, and accurate technical, system, and user documentation. The Vendor also must provide complete source code for any custom- developed work products. All documentation must be available in both

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paper and electronic form (in a format acceptable to the WVDOT). The documentation must be updated throughout the course of the Project. The documentation must include, at least, the items described in the following documentation sub-sections.

FASTER Response: Documentation is built into the *FASTER* Web system for ease-of-use purposes and is updated regularly. Therefore, there is no external documentation needed. For example, *FASTER* Web includes context-sensitive help. And the UI is built with an ease-of-use that provides a stepped process approach. All source code remains the property of *FASTER*.

Given the ease-of-use and in-product, context-sensitive help, combined with the logical process flows, no customer has expressed a need for training manuals. In fact, we believe external documentation would create an artificial dependence that would distract the user from accessing the context sensitive help.

4.2.2.20.6.1. Security Administrators Guide

The Vendor must prepare a comprehensive security guide that combines general reference information with WVDOT-specific procedures to assist security administrators in performing their duties.

FASTER Response: The preparation of WVDOT specific procedures would be the responsibility of WVDOT.

4.2.2.20.6.2. Workflow Administration Guide

The management and administration of workflow software is expected to be a required duty for selected WVDOT personnel. The Vendor must produce a Workflow Administration Guide that describes the duties of workflow administrators.

The Guide must include:

- Coverage of policies and procedures for workflow setup;
- User setup;
- Work group setup;
- Workflow rules setup;
- Provisions for establishing alternates for absent users; and
- Archiving and reporting.

FASTER Response: Since *FASTER* does not provide workflow software, this documentation is not applicable.

4.2.2.20.6.3. Online Help

The Vendor shall describe the online help functions delivered with the proposed software, and the process available, if any, to customize the online help to support the software as configured and customized (if necessary) to meet the WVDOT's business needs.

Deliverables:

- Security Administrators Guide (and updates);

- User Documentation (and updates);

- Workflow Administration Guide (and updates);

- Online Help;

- Data Element Dictionary; and

- Entity-Relationship Diagrams.

FASTER Response: *FASTER* Web's in-product help is content sensitive, searchable, and a standard part of the product or COTS. Being COTS, there is no need to customize the content. An in-product data dictionary is provided and updated with every release. If WVDOT requires an ERD, *FASTER* recommends using MS SQL Server Management Studio to generate an ERD based on your production database.

4.2.2.20.7. Knowledge Transfer

The Vendor is expected to describe its knowledge transfer strategy to be utilized throughout the project to ensure that WVDOT employees are prepared to operate and maintain the system at go-live. The response shall describe the specific procedures that the Vendor expects to undertake to mentor WVDOT staff and ensure adequate WVDOT experience and knowledge of the system by the time of transition.

The Vendor is expected to also describe its approach to transferring operation of the VPS to the WVDOT (for implementations under an on-premise model). The description shall include all elements necessary to transfer a fully functioning system, including software, hardware, data, and processes.

It is important to the WVDOT that, as a part of the Knowledge Transfer Plan, an effective mentoring program is developed for key WVDOT staff. The WVDOT is interested in innovative ideas from Vendors concerning how the mentoring vision can be practically fulfilled.

FASTER Response: Please refer to the Training and Go-Live sections above.

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

Lastly, the customer can interact with the Technical Support staff by telephone, email, or through remote data link. *FASTER* provides a toll-free number for customer support calls. In addition, 95% of calls are answered by the third ring. Most support inquiries are resolved in one call while the customer is on the phone. Customers will have access to *FASTER's* Technical Software Support Personnel ("Software Support") during normal business hours. Normal business hours are defined as 7:30 am to 6:00 pm EST/EDT, Monday through Friday (excluding U.S. public holidays). *FASTER* also provides emergency phone support twenty (24) hours a day, seven (7) days a week outside of normal business hours by having support staff members on-call for Emergency *FASTER* Support. Emergency *FASTER* Support is available when: A. The system is frozen; B. The system has crashed and will not recover; or C. Customer cannot process work in the system.

4.2.2.20.7.1. Knowledge Transfer Planning

The Knowledge Transfer Plan is a key deliverable for the WVDOT. It is the intention of the WVDOT to require formal sign-off from key Vendor and WVDOT staff members that appropriate knowledge transfer has occurred. The Vendor must work closely with the WVDOT Project Manager and team members to document the knowledge transfer activities that are expected to occur, how they will occur, and the individuals responsible for each activity. As part of the plans produced, the Vendor must document the design, configuration, development, testing and other tasks and assignments that WVDOT personnel are expected to perform to facilitate knowledge transfer.

The planning is expected to explicitly include those activities necessary to prepare WVDOT project team members for their project and post- implementation roles.

Deliverables:

- Knowledge Transfer Plan; and

- Formal Knowledge Transfer Signoffs.

FASTER **Response:** The knowledge transfer plan is inherent in the training included in the COTS implementation plan. *FASTER* is dedicated to providing thorough training during Go-Live and encourages WVDOT to ask any questions and ensure its comfort with the system at that time. Additionally, the State can access *FASTER* support, in-product help, and online tools are available as part of the Annual Support & Upgrades. While it is rarely required, if additional WVDOT-specific training is required beyond what is in the *FASTER* SOW, *FASTER* can provide a quote.

4.2.2.21. Deployment (Roll-out) Support

The WVDOT requires an extensive and carefully structured approach to the implementation of the VPS. This includes the organization and execution of cut-over activities necessary to transition operations to the new system(s). The Vendor must provide on-site support throughout the entire implementation period.

More specifically, the WVDOT requires at least the services described below.

4.2.2.21.1. Production Cut-over (Go-Live) Planning

The Vendor must produce a detailed Deployment Cut-over Plan to reflect all project activities that impact deployment of the new system(s) into the production environment.

The Deployment Cut-over Plan shall document all steps required to make a successful cut-over to the production environment, including specific cut-over tasks, planned and actual dates for tasks completed, task responsibilities, task dependencies, estimated work effort required to complete each task, task status, results of task completion, and sign-off for each task completed.

The Vendor must also develop a Contingency Plan for mitigating and resolving those risks that have been identified as impacting deployment. The Contingency Plan must address the strategies for business and system continuity planning as a result of implementation issues. For each risk identified, the Contingency Plan must include one or more alternate solutions that are acceptable to all project stakeholders. The Vendor is responsible for executing the contingency plan as issues arise during deployment, upon approval of the WVDOT.

The Deployment Cut-over Plan must demonstrate to the WVDOT how the Vendor will implement the VPS. The plan must detail the approach for coordinating the following:

- Data conversion activities;

- Technical preparation and system changeover activities;

- Development of a cut-over activities checklist;

- Staffing requirements, by role and responsibilities, for both Vendor and WVDOT staff for all deployment/cut-over activities;

- Development of a list of activities required to transition open work activities over to the new VPS;

- Deployment schedule; and

- The process for developing a contingency plan for identifying, communicating, resolving risks, and maintaining the current production capability if the deployment is delayed.

Deliverables:

- Contingency Plan; and

- Deployment Cut-over Plan.

***FASTER* Response:** Please refer to the COTS sample detailed implementation plan provided above. Before Go-Live occurs, two Go-Live prep meetings are scheduled to review logistics and training schedules in addition to any other needs.

4.2.2.21.1.1. Production Cut-over (Go-Live) Checklist

The Vendor must maintain a Cut-over Checklist that tracks each activity required to ascertain that the VPS is ready for deployment. This checklist must be reviewed with the WVDOT personnel with increasing frequency as the Go-Live date approaches to confinn:

- All testing has been successfully completed;

- All staff have completed staff and management training;

- All data has been converted, cleaned, and accepted by the user;

- All interfaces are functioning as required;

- All site preparation requirements have been met;

- User Support is established; and

- All user and system supports are in place.

***FASTER* Response:** Please refer to the COTS sample detailed implementation plan provided above. Before Go-Live occurs, two Go-Live prep meetings are scheduled to review logistics and training schedules in addition to any other needs.

4.2.2.21.1.2. Establish Procedures for User Support

User support personnel are expected to respond to questions regarding the use of the application. Efficient and effective procedures for providing user support must be established before the beginning of implementation and must be supported by the Vendor through the end of the production support period.

The Vendor must provide software and training for incident tracking.

FASTER Response: The customer can interact with the Technical Support staff by telephone, email, or through remote data link. *FASTER* provides a toll-free number for customer support calls. Most support inquiries are resolved in one call while the customer is on the phone. Please refer to the *FASTER* General Agreement, Schedule B: *FASTER* Software Upgrades & Support Agreement for established support procedures.

4.2.2.21.1.3. Production Transfer

Once the system has been approved, in writing, as ready for production, the Vendor must work with the WVDOT to perform a production turnover procedure. Among other things, this procedure requires that the Vendor turn over all system components in a systematic fashion into the production environment. The Vendor must ensure that the source code, compiled modules (where required), job streams, other components of the production environment, and all documentation are ready and organized for the production turnover. The WVDOT expects to then ensure all compiled extension programs have corresponding source code and ensure that all programs are present. The WVDOT expects to also ensure that all components and modules of the production environment can be operated on-line or run to completion as appropriate, and that all modules, job streams (or scripts) are properly documented according to the agreed upon standards.

Deliverables:

- Commencement of Stable Production System.

FASTER Response: The Soft Go-Live is an opportunity for the customer to review all work product. One hundred percent of every item in the *FASTER* Statement of Work (SOW) is provided at the Soft Go-Live. This includes the data conversion, any integrations, reports, etc.

Only after the customer has the opportunity to validate interactively to its satisfaction that full compliance is met in the Soft Go-Live environment is a Go-Live scheduled. In other words, *FASTER*'s implementation provides for the customer to be 100% assured that all scope is met prior to Go-Live.

As such, Go-Live, Cut-Over, Production Transfer, does not occur until the customer confirms it is satisfied with all deliverables during Soft Go-Live testing.

The implementation of *FASTER* Web requires minimum IT staff time. For example, there is only one environment required for the implementation and that is promoted to become the production environment. This environment is initially the environment where your organization will do testing and experience all training. And upon delivery of the final Go-Live database, this environment will be promoted to a production environment. This helps assure quality control and makes the Go-Live less complex. In addition, *FASTER* stands up its own test environment on our servers. We perform internal testing on your data and any custom deliverables. And after Go-Live your license agreement permits you to stand up a temporary test environment to test any future upgrades or custom products you would have *FASTER* build.

4.2.2.22. Production Maintenance and Support

On-site technical support and maintenance is required for the implemented VPS. The on-site presence is essential to maintain a stable production environment, and to provide for a smooth turnover of system responsibility to the WVDOT.

The Vendor must provide full onsite post-implementation maintenance and support for 6 months after Go-Live. The Vendor must then jointly manage and perform post-implementation support with

the WVDOT for a period of an additional 6 months. This post-implementation maintenance and support will consist of technical, functional, and operational support, and must be provided by skilled personnel who have become familiar with the project over the course of the implementation effort.

The Vendor will have primary responsibility for the production support of the VPS application during the deployment of the new system(s) as described above.

During this period, the Vendor must also be responsible for mentoring assigned WVDOT staff involved in production support to prepare them to assume this responsibility in accordance with a transition plan to be provided by the Vendor. At the designated point in time when the VPS application production support becomes a joint responsibility between the WVDOT and the Vendor, the parties will jointly manage the production support with the Vendor continuing to mentor and assist the WVDOT staff in accordance with the transition plan approved by the WVDOT.

FASTER **Response:** The customer will have direct access to the project team for a period of 30 days post-implementation. There are two key meetings at the end of every implementation. The first is the Go-Live Day wrap up call in which any remaining issues or items in need of attention are discussed and documented. The second is a 30-day post Go-Live Support Team Hand-Off call. For 30-days post Go-Live the Implementation Consultant remains as the primary point of contact for the customer. This ensures that any post Go-Live items are addressed and completed and that the project can be properly handed off to the support team and support team manager. *FASTER* does yearly site visits (annual dedicated sessions) that can be onsite or live-remote as part of your annual support. Due to the nature of the COTS system, *FASTER* does not provide long term onsite staff. No *FASTER* customer has found that the added expense of this type of support has been necessary.

4.3.13.5. System Support Services

The Vendor should address the following technical elements within this subsection:

- Standard methodology for developing a business continuity plan, continuity capabilities and high- availability infrastructure, as well as a detailed explanation of the related approach, activities, procedures, tools, and templates and how the Vendor manages these activities and leverages the tools and templates;

- Disaster recovery guidance and execution (if necessary) for the duration of the project in accordance with the WVDOT's disaster recovery plan;

- Performance tuning of databases, application servers, web servers, and other software and devices deployed as part of the proposed solution. This includes batch and online software tuning, as well as data conversion software tuning; and

- Software upgrade methodology, as well as a detailed explanation of the related approach. activities, procedures, tools, and templates, and how the Vendor manages these activities and leverages the tools and templates.

FASTER **Response:** If WVDOT chooses the *FASTER* Web SaaS option, these technical elements are addressed in *FASTER's* General Agreement Schedule D- Hosting & Hosting Service Level Agreement (SLA).

Should WVDOT choose the on-premises option, WVDOT IT resources would be responsible to provide business continuity, service availability, disaster recovery, performance tuning, and software upgrades per internal policy and procedures.

4.3.13.6. Lessons Learned

The Vendor should provide a discussion of the significant lessons learned from experience at previous projects of similar size and scope, and how the Vendor plans to apply those lessons to the Fleet and Equipment Management System project.

FASTER Response: During the project implementation and as defined tasks in the project plan, there are regularly scheduled conference calls for implementation status updates and active issue resolutions.

Based on our years of experience and 460 successful implementations, we can prove the following list as some examples of any potential problems or issues which may arise during a typical implementation:

Issue: Any deadline that is not met can cause the entire project to be delayed.

Resolution: Communication is critical, not only between *FASTER* and the main contact at site but communication between the main site contact and the customer's staff.

- Regular Active Issues conference calls are conducted that address all open and pending issues.
- Open access to *FASTER* Project Manager.
- A project plan that is agreed upon by all parties that states responsibilities and milestones.

Issue: Hardware pre-requisites not met will cause delay of installation.

Resolution: Regular Active Issues conference calls are conducted that address all open and pending issues.

- A project plan that is agreed upon by all parties that states responsibilities and milestones.
- Project will be put on hold until issue has been resolved.

Issue: Staff availability during required training sessions.

Resolution: Regular Active Issues conference calls are conducted that address all open and pending issues.

- A project plan that is agreed upon by all parties with specific remote and on-site dates are set during the project phase so that any scheduling conflicts are known as far in advance as possible.
- Our training methodology allows for multiple opportunities for staff to receive education on *FASTER*.
- Additional training can be added to the project with mutual agreement on terms and conditions.

4.3.13. TAB 8 - RESPONSES TO STATE'S GOALS AND OBJECTIVES

The Vendor shall complete the responses to each of the State's goals and the objectives identified in Section 4.2.1. Vendors shall describe how they will comply with each. The completed response should be inserted in the Technical Proposal in TAB 8.

4.2.1. Goals and Objectives

The project goals and objectives are listed below.

4.2.1.1. Vendor's proposal should provide an architectural design based on the capacity and storage requirements listing in this RFP. The proposal should include a description of the methodology that will be utilized to size, plan, and execute the implementation of a turnkey solution.

FASTER Response:

FASTER Web is a Microsoft IIS web application that uses the ASP.NET web development platform along with AJAX to provide a richer and more responsive user experience. To promote re-usability

and maintainability of the objected-oriented business layer, *FASTER* Web is built upon the CSLA.NET development framework. *FASTER* Web runs on a highly normalized MS SQL database and uses SQL Server Reporting Services (SSRS) as the Report Engine. Integrations are built using SQL Server Integration (SSIS) services and Web Service APIs based on Microsoft's Web API2 technology. It includes an optional add-on semantic layer that leverages the new Tabular model in SQL Server Analysis Services (SSAS).

4.2.1.2. Vendor's proposal should outline all software and hardware components required to meet the mandatory requirements. The proposal should identify any features/functionality that exceed the mandatory requirements. The proposal must contain technical documentation on each component in the proposed solution. This documentation will allow for a comprehensive evaluation.

FASTER **Response:** Please refer to the System Requirements document attached as Appendix B.

4.2.1.3. Vendor should describe the process for deploying the components outlined in the proposal and should address a recommended approach for the migration of existing data and services.

FASTER **Response:** *FASTER* has a history, process, and tools to migrate historical data as outlined above in section 4.2.2.17. Data Conversion. The deployment process is outlined in section 4.3.13.3. Project Management Methodology and Approach.

4.2.1.4. Vendor should describe the VPS technical support and maintenance needs along with their staff capability to support them and include a detailed plan for hardware/software support and knowledge transfer, installation, ongoing support, and training.

FASTER **Response:** Please refer to section 4.3.13.5. System Support Services as well as Schedule B: Upgrade & Support Services in the *FASTER* General Agreement.

4.2.1.5. The proposed solution should be compatible with the State of West Virginia software standards and security policies. The solution should be compatible with Google Workspace products (the State is currently transitioning from Microsoft Office to Google Workspace) and the State of West Virginia's acceptable use policy. These policies are located at:

https://technology.wv.gov/security/Pages/policies-issued-by-the-cto.aspx.

FASTER **Response:** We are happy to provide the State access to the software for its own evaluation. If you would like to do that, we can send a link, username and password and keep the project paused until you make a determination on the system's compatibility with your software standards and security policies, compatibility with Google Workspace, and the State's acceptable use policy. At this time, no customer has needed to use *FASTER* Web with Google Workspace and therefore we have not tested *FASTER* Web with Google Workspace. Being a browser-based application, we do not expect issues with the use of *FASTER* Web, other than the exports. The system does support exporting to Work, Excel, and CSV from most search results. Reports can be exported to Word, Excel, PDE, CSV, and XML.

One of the reasons we are considered the best provider of FMIS software with the highest levels of service is that we keep the contract and administration consistent with a commercial-off-the-shelf product so our resources can focus on the critical operational needs of the customer. We never over-promise.

We would love to work with the State and feel we have the best product for you. We hope the above offer to permit the State to further evaluate the software will address your need.

4.2.1.6. Vendor's proposed solution should support WVDOT in achieving operational excellence in terms of the Fleet Equipment Scheduled Maintenance process as follows:

- Facilitate the configuration of Preventive Maintenance criteria, which will trigger preventive maintenance activities and notify owners about preventive maintenance due activities for equipment and vehicles.

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

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

- Facilitate in-house repair orders and work reporting in the system.

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

- Create Work Order or Direct Department Charge documents to capture repair & maintenance activities that relate to billing a cost center of an asset.
- Quickly view in-depth related asset data, maintenance symptoms, meter readings, and snapshot summary of work order costs.
- Track and manage non-billable labor hours.
- Ability to batch add indirect labor records by shop or shift.
- Quickly add repairs to record maintenance based on standard categories, items and reasons.
    - Standard coding included, but can also be customized by your organization.
- Create pending repairs.
- Issue stocked and non-stocked inventory to work orders.
    - Ability to return issued inventory items to either the storeroom or the vendor.
- Track outsourced sublet work and costs.
- Ability to charge labor hours using Flat Rate labor charges.
- Track any other costs for a given maintenance record.
- Provide the ability to print work orders including notes.
- Attachment Capability (multiple types such as images, documents, etc.)
- Ability to track notes related to maintenance record with subject lines for easy searching.

- Downtime hours are automatically calculated using the work order status and the availability information for the asset and provided.

  - Keep all preventive maintenance repair history updated.

FASTER Response: *FASTER* Web maintains the complete history of all repairs, including preventive maintenance repairs, recorded in the system. The Technician Workstation Module supports real-time tracking of repair work, both direct and indirect. Any edits made to a repair are immediately updated in the system.

  - Record and track commercial preventive maintenance repairs performed by a third party through either entry of the work performed into the system or importing of information provided by the third party who performed the work.

FASTER Response: *FASTER* has proposed a custom integration to support importing commercial repair data from third parties.

  - Facilitate the management of specific, hierarchal preventive maintenance scheduling.

FASTER Response: *FASTER* Web supports management of specific, hierarchal PM scheduling.

4.2.1.7. Vendor's proposed solution should support WVDOT in achieving operational excellence in terms of the Equipment Repair business process as follows:

  - Facilitate in-house repair orders and work reporting in the system.

FASTER Response: As noted above, *FASTER* Web provides comprehensive maintenance planning and tracking based on best practice workflow processes. In addition, customer service tools enable you to provide higher levels of service.

  - Support importing of commercial repair data for work performed by a third party.

FASTER Response: *FASTER* has proposed a custom integration to support importing commercial repair data from third parties.

  - Keep all repair history up to date.

FASTER Response: *FASTER* Web maintains the complete history of all repairs recorded in the system. The Technician Workstation Module supports real-time tracking of repair work, both direct and indirect. Any edits made to a repair are immediately updated in the system.

4.2.1.8. Vendor's proposed solution should support WVDOT in achieving operational excellence in terms of the Fueling process as follows:

  - Accurately track the fuel usage and cost history of all State-owned equipment and vehicles by vehicle.

FASTER Response: *FASTER* Web's Asset Module supports tracking and maintaining the history of fuel usage for all State-owned equipment and vehicles by vehicle. The system supports fuel validation ensuring a user is notified if a fuel transaction has the wrong type of fuel for an asset or the quantity of fuel exceeds a per-asset configurable value.

- Track all types of fueling transactions including automated bulk fueling transactions (currently tracked using the Fuel Master system), commercial fuel cards, and manual fueling transactions.

FASTER Response: *FASTER* Web has a robust add-on called a Standard Fuel Import (SFI) that is used by over 70% of *FASTER*'s customers to import a wide array of fuel transaction data.

FASTER has already used this SFI to import fuel transaction data from almost every fuel system vendor in the market, including Fuel Master. It can be automated to regularly import fuel data based on a schedule you set in *FASTER's* Integration Module.

This import provides important data validation that helps protect your operation from invalid meter readings that some fuel systems pass due to issues such as "fat-fingering" meter data at the pump.

This import enables the customer to utilize the power of the *FASTER* Web Fuel Module to manage important fuel related data such as billing and even fuel inventory levels.

- Provide for the billing of fuel issues to other State Agencies.

FASTER Response: *FASTER* Web's Asset Module supports billing with control down to the asset level how billing occurs in a wide variety of user defined ways including fuel (with or without markup).

4.2.1.9. Vendor's proposed solution should support WVDOT in managing the full asset lifecycle and in prioritizing assets for replacement as follows:

- Support managing of fleet and equipment cost allocation and in conjunction with wvOASIS support billing for equipment usage.

FASTER Response: *FASTER* Web's Asset Module supports billing with control down to the asset level how billing occurs in a wide variety of user defined ways such as base charges, insurance charges, replacement charges, individual billing items such as parts labor, sublet, and fuel (with or without markup).

- Plan for retirement/replacement of equipment and the acquisition of equipment.

FASTER Response: *FASTER* Web's Asset Module contains Vehicle Life-Cycle Management functionality including replacement forecasting. *FASTER* Web is designed to assist in making informed vehicle replacement decisions. It automatically calculates asset replacement costs based on age, usage, and maintenance dollars spent. These calculations adjust the replacement date, cost, and recommended recovery amount based on real-time utilization and maintenance/repair cost.

- Manage asset ownership assignments and transfers during the lifecycle of the assets.

FASTER Response: *FASTER* Web's Asset Module allows the user to assign an asset to a an Organization and Department. All Organization and Department transfers are tracked in the system for the life of the asset.

- Manage disposal/retirement of equipment in conjunction with the wvOASIS fixed assets module.

FASTER Response: As part of *FASTER* Web's Life-Cycle tab and Asset Replacement feature, a robust disposal process is included. The process of retiring assets includes tracking the out-of-service date, cost of decommissioning repairs, and capturing the proceeds from the sale or disposal of each asset.

4.3.15. TAB 9 - CAPABILITIES OF PROPOSED VPS SOLUTION

The Vendor shall in narrative format describe the capabilities of its proposed VPS to meet the requirements outlined in Section 4.2.2.3 for a Fleet and Equipment Management System. Vendors are encouraged to include screen shots and other visuals as appropriate to highlight system capabilities and enhance the readability of this section.

The Vendor shall also include within TAB 9 a description of the technical architecture of its proposed solution and the basis for the Vendor's recommendation of this technical architecture. Depending on the technical architecture being recommended, the Vendor shall include the additional information below:

- **On-Premise Model** - Technical specifications for the development, testing, training, production and disaster recovery/reporting landscapes required to implement the VPS, with sufficient detail to allow WVDOT and WVOT to estimate the cost of implementation and operation of the environment.

- Vendor should be prepared to support initial software configuration, development and testing in a Vendor hosted environment to allow sufficient time for the required environment to be established by WVDOT and WVOT. All project activities beginning not later than user acceptance testing shall occur in the State managed on-premise environment.

- **Saas or Cloud Model** - Detailed discussion of the technical environment in which the VPS will operate including information on the data centers which will host the development/testing/training, production, and disaster recovery environments. The production and disaster recovery environments shall be hosted in data centers which are geographically distant from each other.

FASTER Response: *FASTER* Web is the same web-based application with the same set of robust features and add-ons regardless of whether the State purchases a perpetual license and hosts on-premise or with *FASTER's* third-party hosting provider, or chooses the SaaS subscription option.

Please refer to the *FASTER* Statement of Work (SOW), Pricing & Payment Terms.

On-Premise Hosted:

- Is installed locally, on your own server's behind your own firewall.
- Annual maintenance cost for *FASTER* Web support.
- Data security is in your local IT departments hands.
- Local IT department must deploy hardware.
- Local access to the database through SQL.

SaaS Hosted:

- Is hosted on the vendor's servers and accessed through a Web browser.
- Annual subscription costs include FASTER Web and annual cost for the hardware and environment of the hosting provider.
- No additional hardware investment for servers to host FASTER Web.
- Data security is in the hands of the hosting vendor.
- No hardware deployment for local IT.
- No local direct access to database outside of the software.

Cloud-Based Hosted:

- Is hosted on the vendor's servers and accessed through a Web browser.
- Annual maintenance cost for support of FASTER Web and annual cost for the hardware and environment of the hosting provider.
- No additional hardware investment for servers to host FASTER Web.
- Data security is in the hands of the hosting vendor.
- No hardware deployment for local IT.
- No local direct access to database outside of the software.

4.3.16. TAB 10 - DRAFT STATEMENT OF WORK

The Vendor should submit a Sample Statement of Work in TAB 10. This Sample Statement of Work will provide a starting point for drafting the final Statement of Work that will be included in the Contract with the Awarded Vendor as part of contract execution. The Sample Statement of Work should include a description of the roles and responsibilities for each of the services requested in this RFP in accordance with the Vendor's proposed project plan and methodology, and descriptions of all deliverables to be provided.

FASTER Statement of Work (SOW)

Qty	Description
SaaS: Software, Upgrades & Support, and Hosting	
(Paid Annually)	
FMIS COTS Software Subscription	
1	First Year SaaS Fee for FASTER Web COTS (Commercial Off the Shelf) Core System to manage 3,600 Active Standard (original value of greater than $5,000) Assets. SaaS payment renews annually.
1	First Year SaaS Fee for FASTER Web COTS (Commercial Off the Shelf) Core System to manage 1 Active Non-Standard (original value of less than $5,000) Assets. SaaS payment renews annually.
COTS MotorPool	
1	204 – Web-Based MotorPool Asset Sharing, Rental & Reservations System: MotorPool Asset Sharing, Rental and Reservation System/Add-on is a comprehensive system for managing motor pools, asset sharing, rental and reservations, which is available both as an add-on to FASTER Web and as a standalone system. With unlimited user access (named accounts), this web-based rental and reservation application is designed for both attended and unattended motor pools. It provides simple and sensible workflow processes that are user friendly for both the customer and end user. Its flexible rate structures, configuration, and consolidated billing provides the ability to seamlessly manage multiple pool locations. (Please Note: MotorPool is a software application only and does not include key box hardware or telematics hardware and infrastructure.) Implementation Overview • While reservations data can often be entered manually at go-live, some customers desire that data that resides in your current MotorPool product be converted to this new FASTER Web-based MotorPool product. This can be done on a custom basis and will be an added cost.

	• Can be deployed as an add-on to FASTER Web or as a standalone system. --- In the event this MotorPool product is purchased with FASTER Web, it will be implemented at least 10 business days after the FASTER Web go-live. • Host in the cloud or inside your firewall on your servers. • Because FASTER Web's MotorPool is a comprehensive system, there is a formal COTS implementation process which includes project management and live remote training. --- The COTS implementation includes two sessions comprised of a system overview meeting for key users and stakeholders and live remote go-live training for users. • For a standalone deployment COTS Implementations: --- There are two additional live remote user trainings for the Asset and Accounting modules. --- Data conversion services for asset master records and users is also available at a reasonable cost.

Add-ons Subscription(s)

1	207nc – Dashboard The Dashboard add-on provides easy access to an at-a-glance overview of key performance indicators and data for your organization. The FASTER Dashboard is designed to give fleets a way to monitor performance, communicate, and make quick decisions about their operations. It comes with 20 Key Performance Indicators (KPIs) charts within the Dashboard Add-on, which includes the 8 module landing charts available within FASTER Web which can also be accessed via the Dashboard for one convenient high level overview.
1	208: Barcoding Add-on: The FASTER Barcoding Add-on provides the ability to scan and print labels (hardware is not included). This module allows for ease of data entry as well as inventory control. It also is beneficial when an in-house numbering system is in use, scanning either the in-house label or the OEM label. •Simplifies inventory and intake processes for inventory items and storerooms. •Quickly scan incoming inventory with 2D or Symbology – Code 128 barcodes. •Reduces data errors that occur with any manual data entry process. •Print barcode labels for items, including labels for a range of items simultaneously.

1	**210 – Semantic Layer:** The FASTER Web Semantic Layer provides reporting and analytic tools to chart progress, identify challenges, and make decisions. It makes it easier for organizations to customize reports, graphs, and dashboards. Data in FASTER Web can be accessed by using a naming convention easy to understand by business users. You can use a number of products to mine data out of the Semantic Layer including SQL Report Builder, Power BI or any standard query tool. The Semantic Layer provides a schema with views, stored procedures, functions, and related database objects. It is built on the Tabular Model from Microsoft SQL Server Analysis Services (SSAS). It pulls data from existing tables, views, stored procedures, and functions managed in the FASTER Web database deployed at each client fleet agency. (Note: Microsoft's MS SQL SSAS Tabular Model is only available with MS SQL 2012 and above. In MS SQL 2012 and MS SQL 2014, the Tabular model is only available with the Business Intelligence or Enterprise editions of MS SQL. In MS SQL 2016, the Tabular model is available in Standard and Enterprise editions but the Standard edition has limitation on the amount of Memory that can be used.) The following areas within FASTER Web are available for use in the Semantic Layer: • Assets • Parts • Maintenance • Fuel • Accounting • Vendors • Setup • Motor Pool Semantic Layer is deployed as an add-on to the customer's database and does not provide a user interface (UI). To maximize the Semantic Layer's output potential, customers will need to run tools such as Microsoft SQL Server Reporting Services (SSRS) or Power BI in conjunction with FASTER Web. Microsoft includes SSRS with SQL Server versions released after 2012. Microsoft offers some individual and trial versions of Power BI free-of-charge. (Please consult Microsoft download and pricing websites directly for details.) Accessing the Semantic Layer with Power BI renders data unavailable at some points during processing. In testing, however, data was available for about 70-80% of the processing time. Power BI does not provide an error while refreshing during processing; however, it displays a 'refresh' icon during this process until data is accessible. During performance testing, processing times for Asset Acquisition and Fuel Transaction tables averaged 45 and 60 seconds, respectively.

1	**211 – VIN Decoder:** The FASTER Web VIN Decoder is an add-on that allows a user to scan or manually enter a VIN and have the VIN decoded by the National Highway and Transportation Safety Administration (NHTSA). The VIN Decoder integrates seamlessly into the Create Asset and Select Asset processes, helping users get to the next action quickly. VIN Decoder provides fleet personnel the following capabilities: • Input VIN using barcode scanner or manual entry. • Decode VIN via NHTSA and prepopulate values in the Create Asset process. • Automatic creation of Table Look Up values, such as Make, if the value provided by NHTSA is not in FASTER Web. Additional Details: • An Asset's VIN can be input by a barcode scanner reading or via manual entry. • Scanning a barcode will launch the VIN Decoder search automatically from anywhere in the system with the exception of Inventory fields and specific Fuel Vendor Mapping tools. • When a VIN is decoded, the following fields will be imported and pre-populated within the "Create New Asset" functionality: > Vehicle Make > Vehicle Model > Year > Drivetrain > Engine • The user can override the values populated by the VIN Decoder when creating an Asset. • Decoded NHTSA values not already in the system will automatically be added to the appropriate field list in Setup when saving the asset. • When saving an Asset, the system checks to see if the value being added was previously obsoleted. If it was, the system warns the user to activate the value in Setup, or select a different value. • The VIN Decoder is designed to recognize a VIN and try to decode it. But there are some areas of FASTER Web where scanning a barcode will never try to decode a VIN: > Inventory Module: FASTER Web Inventory will not automatically execute the VIN Decoder when scanning a barcode. > Pop-up windows: Scanning a VIN while focus is on a pop-up window will read the barcode only and will not launch the VIN Decoder add-on. > Fuel Vendor Mapping: Scanning a VIN barcode to configure Vendor Fuel Mapping will not launch the VIN Decoder add-on. > Maintenance > Search Issued Item: Search Issued Item will not invoke automatic VIN-based descriptors.

1	**300 – Single Vendor Fuel Import:** The Fuel Import (FI) is a COTS add-on. It is a robust yet inexpensive way to import data from a Fuel System Vendor (FSV). It requires significant configuration and testing by FASTER. Below are important items the customer will need to provide for FASTER to configure, test and deploy: 1. FSV Fuel File Layout Definition – This is the layout for the export file you plan on receiving regularly from your FSV. It defines your fuel export file's columns, positions and/or delimiters (if used). 2. Fuel System Export Files - Live production export files from the fuel system, including the complete disbursement transaction data. A minimum of 100 transactions will be needed for proper testing. The export files generated from your fuel system must be flat files, not reports, and not generated in Microsoft Excel. It is important you ensure your FSV does not change this export file as any changes may require additional configuration and testing. 3. Completed FI-Customer Configuration Form -This is a detailed form that assists you in providing all the information required for the FI to be configured and tested properly. (This FI does not import Site & Dispenser information. You can add the importing of Site & Dispenser data to the FI for an additional cost.)
1	**331: Asset Birth Certificate Export** This will enable FASTER Web to export Asset Birth Certificate data so other vendors can import that Asset Birth Certificate data to update their system with asset's birth certificate data from FASTER Web. The export provides initial and ongoing data for new and updated assets related to: asset identification, acquire/dispose, engines, fuel types, and meters. This helps to eliminate redundant manual data entry into other systems (such as your Fuel or Telematics Systems) when you acquire or update assets. (Using this solution would require that your vendor can provide a way to consume the asset records. For example, this solution sends asset data from FASTER Web to another vendor's APIs if that vendor has SOAP based web services or RESTful based APIs or if your vendor can consume a flat file that conforms to the many formats this solution can provide.)
1	**320b - Purchase Orders Web Service API** API for retrieving and creating purchase orders in FASTER Web. • Returns a collection of Purchase Orders that match the given Vendor Names, Vendor Codes and Purchase Order Numbers. • Creates one or more Purchase Orders. • Creates one or more Budget Line Items for a Purchase Order.

1	**326: Asset Meter Readings Import** The solution is designed to import cumulative asset meter readings into your FASTER Web system. Any meter type supported by FASTER Web can be configured to import Miles, Hours, PTO, Engine Idle Hours, etc. (Please note not all vendors provide these meter types. Therefore, we recommend you confirm contractually that the vendor will provide you the meter data you need. For example, some telematic vendors do not provide cumulative engine idle time.) These meters can be viewed for historical purposes in the Asset Module under the Meters, Warranties tab. The most recent valid meter reading will update the Meter's Actual reading throughout the system. (Using this solution would require that your vendor can provide the meter data you desire in one of the many formats that this import can consume. For example, this solution can fetch meter data from another vendor's APIs if that vendor has SOAP based web services or RESTful based APIs or if your vendor can provide a flat file that conforms to the many formats this solution can consume.)
1	**328: Asset Alerts Import** The solution is designed to import alerts into your FASTER Web system. Alerts can include diagnostic trouble codes (DTC), fault codes or issues found as a result from an inspection. Within FASTER Web you can easily sort and filter to identify alerts that warrant a critical maintenance need, providing shop floor managers the ability to receive, view and take immediate action. These alerts can be viewed for diagnostic or historical purposes in the Assets module under the Asset Alert tab and also in the Maintenance Module under the action Service Request & Alerts. They also can be viewed in the Technician's Workstations when a technician is logged onto a specific repair, in the My Repairs Page they can see the fault code history. In addition, once alerts are imported into FASTER Web, your staff can manually associate a fault code to a repair type and then manually create a pending repair for it. This is done in the Maintenance module under the Service Requests & Alerts action. Once an alert is associated to a pending repair, anywhere you can view the repair, you will also be able to view the details of that alert. Important Note: We recommend you choose a telematics vendor who can provide trouble codes with an accurate, meaningful description. The vendor should only export codes that are important enough to warrant a critical maintenance need. For example, you do not want to import the many hundreds of codes that would not warrant or justify a speedy repair action. However, FASTER provides an Optional: Alert Filtering and Mapping Add-on that will enable you to have alerts automatically create pending repairs or service items and/or automatically send text or email custom notifications. It can also be used to aid customers who use telematics vendors who cannot provide filtered alerts or effective descriptions. It permits you to assign custom descriptions to alerts. (Using this solution would require that your vendor can provide the alert data you desire in an XML flat file that meets the FASTER's XML Export File Specifications listed on the solution statement. Please note that if your vendor has the ability to provide this data via APIs, see FASTER Web's API options.)

1	**329: Asset Location Import** The solution is designed to import GPS data into your FASTER Web system eliminating the need for manually entering location data for any given asset. Latitude and longitude data points are imported and pinned onto FASTER Web's map so that users can easily track individual asset's fixed location as well as the ignition status for assets to reveal where an asset is parked. (Please note this is not intended for bread-crumb trails or geo-fencing. It is intended to know where the asset is parked.) (Using this solution would require that your vendor can provide the location data you desire in one of the many formats that this import can consume. For example, this solution can fetch location data from another vendor's APIs if that vendor has SOAP based web services or RESTful based APIs or if your vendor can provide a flat file that conforms to the many formats this solution can consume.)
Upgrades & Support	
1	**801 – Upgrades & Support:** Annual support includes phone support, as well as upgrades for your FASTER Web software. Support services apply to FASTER Web COTS System, Add-ons and Customizations.
Hosting	
1	This will include one FASTER Web instance with a single Database. That environment will host the FASTER Web test environment that will be used during the entire implementation. This same environment will be promoted to be the production environment at the time of Go-Live. Backups: Hourly database backups will be conducted to ensure consistent and recoverable backups of the database to restore from in the event of an emergency. Database Backups will be limited to 14 days of recoverability. Backups will also be sent daily to a secure, offsite location. Terms & Conditions: SaaS, Upgrades & Support, and Hosting term shall commence upon the Project Kickoff Meeting for the FASTER Web Software. There will be a 3% annual increase for SaaS, Upgrades & Support, and Hosting beginning with the sixth anniversary of the Project Kickoff Meeting and at each 1-year anniversary thereafter. For additional Terms & Conditions, please see the Hosting & Hosting Service Level Agreement (SLA) section of the Agreement.

One-Time Implementation & Services		
Qty	**Description**	
Data Services		
1	**400a - Level 1 Data Conversion and Testing:** Equipment Birth Certificates, Parts Birth Certificates, Vendor Birth Certificates, Employees/Users Records. This product utilizes a utility and series of packages to convert your data to a FASTER Web database. As part of conversion, FASTER will perform two types of testing: 1. Functional stability testing to ensure that there are no data conflicts with the FASTER Web table structure; 2. Data Validation testing to test that data was converted properly.	
1	**400b - Level 2 Data Conversion & Testing:** Includes Fuel Transaction Details, Work Order Transaction Details. As part of the conversion, FASTER will perform two types of testing: 1. Functional stability testing to ensure that there are no data conflicts with the FASTER Web table structure; 2. Data Validation testing to test that data was converted properly. A Level 2 Data Conversion and Testing is significantly more complex due to the level of detail and amount of data that is involved. Therefore, the cost provided is in addition to the Level 1 Data Conversion and Testing.	
1	**401a – Extraction to SQL Staging Database:** FASTER will provide an MSSQL staging database into which the Customer's team will map and populate the data you extract from the former database. (After the Customer completes mapping and populating the data in the staging database, FASTER will execute the conversion level the Customer choses which is noted below to transform the data and create a FASTER Web structured database. FASTER will then perform data validation testing.)	
1	**403a – Data Extraction Assistance:** If you need assistance extracting, mapping or populating the data, FASTER can work with the Customer's Team to extract, map and populate the data from the current database to the MSSQL staging database. Should you opt for this assistance, FASTER will charge a rate of $150/hour.	
1	**405 – Data Cleanup:** If the data in the current system is in need of correction prior to the extraction, the customer will be responsible for data correction that takes place in the legacy system. (However, as part of the implementation process, FASTER Fleet Consultants will provide advice and guidance related to data correction.) For customers who maintain reliable data, there should be no need for data correction. However, if past practices or flawed conversions permitted incorrect data to be entered in the current system, it is advisable that the customer correct this prior to the extraction process beginning.	

Training	
1	**511a – System Overview Meetings (SOM):** System overview meetings take place via live, remote web-based sessions. They consist of two, 4-hour meetings that will occur on the same day or two consecutive days where the customer will ensure key users are able to participate.
1	**511b - Configuration Training** This takes place via live, remote, web-based sessions. It consists of two 4-hour sessions that can occur on the same day or two consecutive days. (If you bill by account-code, there will be a third session that will also take 4-hours.)
1	**512 – System Training/Go-Live:** This training includes the below training agenda. Because training is hands-on, the maximum class size is 20 attendees and includes a single training location. Additional training sessions and trainers can be added at an additional cost any time up to 4-weeks prior to your go-live.
1	**512a – Go-Live Week System Training - Asset Module (4 Hrs):** Should include FASTER System Admin and Asset Managers.
1	**512b – Go-Live Week System Training - Maintenance Module (4 Hrs):** Should include FASTER System Admin, Maintenance Supervisor, Service Writers and/or Technician who will create work orders.
1	**512c – Go-Live Week System Training - Inventory Module (4 Hrs):** Should include FASTER System Admin, Parts Staff and Parts Managers.
1	**512d – Go-Live Week System Training - Fuel Module (1 Hr):** Should include FASTER System Admin and Fuel Clerk.
1	**512e – Go-Live Week System Training - Vendors & Accounting Modules (1.5 Hrs):** Should include FASTER System Admin, Accounting Staff and Parts Managers.
4	**512f – Go-Live Week System Training - Technician Workstation (2.5 Hrs):** Should include FASTER System Admin and Technicians.

2	**512g – Go-Live Week System Training – Additional Trainers (TBD):** The above training costs provide for one trainer the week of go live. One trainer can provide one session of each of the above hands-on, user training sessions with the exception of the Technician Workstation. (Two Technician Workstation sessions can be accommodated by a single trainer.) If you determine your training needs require additional training sessions due to shift work or other needs, an additional FASTER trainer can participate during the week of go live for an added cost. Therefore, it will be important for you to determine the total number of training sessions and trainers you will need in order to then calculate your total training cost. Each of the above training sessions are role-based. So it should be easy to determine how many staff you have for each role. Typically the largest training sessions are the Technician Workstation and Maintenance Module. Please remember that you may want your Technicians to attend more than the Technician Workstation training module. To calculate your additional training costs: -- The cost (including room, board and travel) of the 1st trainer is included in the above costs. -- Travel, room and board will be a flat cost for each additional trainer. -- To calculate session costs, multiply the number of additional training sessions you need of each of the above session options by the cost of the training module as listed above (module session cost times how many instances of that module session you require). -- The above flat fee for travel, room and board of each additional trainer as well as the fees for the above training assume that training sessions will be held consecutively so as to minimize the number of days a trainer would need to be at your location. It also assumes there is no weekend stayover. If training will begin one week and extend into the next week, an additional cost per trainer would apply for travel, room and board flat fee per trainer times the number of business weeks spanned).
1	**604 – Consultive Fee for Process Review and Gap Analysis:** Training and Consultative Services: Consultive Fee for Process Review and Gap Analysis
1	**605i – Onsite Travel Expenses**
1	**606a – Onsite Training (Hourly)**
1	**620 – One-Time Hosting Setup**

MotorPool Configuration, Training & Implementation

1	**511mp – MotorPool System Overview & Configuration Sessions:** System overview and configuration session, activities take place via live remote web-based session for a 3-hour period. Customer will then proceed to set up and configure the software.
1	**512mp – MotorPool System Training/Go Live:** 3-hour remote MotorPool Operations User Training (includes dispatchers, reservationist and admin). If additional classes are required, additional costs may apply. Onsite training can be provided for an added cost.

Go-Live Work

12	**330 – Report Customization:** 4.2.2.15 – Custom Reports: All reports required to meet WVDOT and federal reporting requirements; Report Customization for customer site based on scope provided.
1	**330 – Report Customization:** FLT-281 - Fleet Management - Reporting: Provide a fleet/equipment usage report showing vehicles driven a certain number of miles as defined by the user with no preventive maintenance. FLT-282 - Fleet Management - Reporting: Provide a fleet/equipment usage report showing equipment utilized more than a certain number of hours as defined by the user with no preventive maintenance. Report Customization estimate based on scope provided.
1	**330 – Report Customization:** FLT-292 - Fleet Management - Reporting: Prepare a component usage report showing components operated over a certain number of hours as defined by the user with no preventive maintenance. Report Customization estimate based on scope provided.
1	**330 – Report Customization:** FLT-299 - Fleet Management - Reporting: Provide equipment down type report by summary or detail for user defined time periods for location; class; type; preventive maintenance code; and down time reason. Report Customization estimate based on scope provided.

1	330 – Report Customization: FLT-302 - Fleet Management - Reporting: Generate warranty usage report including savings associated with warranty work. Report Customization estimate based on scope provided.
1	333e – Custom Integration: Export: FLT-003 - Fleet Management - Acquisition Replacement and Surplus: Integrate with wvOASIS asset management and purchasing function to support sale of surplus property. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified. (This Custom Integration Export can be automated for an additional cost.)
1	333e – Custom Integration: Export: FLT-013 - Fleet Management - Acquisition Replacement and Surplus: Generate a transaction based on completion of sale and integrate with wvOASIS General Ledger to support posting of receipt for user agency share of revenue from surplus property sale. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified. (This Custom Integration Export can be automated for an additional cost.)

	1	**333e – Custom Integration: Export:** **4.2.2.3.5 – System Integrations/Interfaces:** An interface with the West Virginia Board of Risk and Insurance Management (BRIM) to provide vehicle information for risk management and insurance **FLT-004 - Fleet Management - Acquisition Replacement and Surplus:** Integrate with BRIM to remove fleet/equipment unit from the State inventory for insurance purposes if sold to an external entity. **FLT-005 - Fleet Management - Acquisition Replacement and Surplus:** Integrate with BRIM to transfer surplus property from one State agency to another State agency if fleet/equipment unit is sold to another State agency. **FLT-168 - Fleet Management - Inventory:** Integrate automatically with the West Virginia Board of Risk and Insurance Management (BRIM) to add new fleet/equipment record to BRIM SQL Server database or to update the BRIM database with changes recorded in wvOASIS. **FLT-179 - Fleet Management - Inventory:** Integrate with BRIM to automatically provide notification of accident and available information on the accident including attachment and transfer to BRIM of electronic files (pictures, police reports, estimates, etc.). **FLT-335 - Fleet Management – Work Orders:** Integrate with BRIM to automatically report the estimated repair costs associated with accidents. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified. (This Custom Integration Export can be automated for an additional cost.)
	1	**333e – Custom Integration: Export:** **4.2.2.3.5 – System Integrations/Interfaces:** An interface with wvOASIS Advantage Financials Procurement module to initiate purchase requisitions in wvOASIS based on asset planning performed in the Fleet Management system **FLT-031 - Fleet Management - Acquisition Replacement and Surplus:** Integrate with wvOASIS purchasing function to automatically generate a requisition for an approved fleet/equipment unit pre-populating with available information from the fleet/equipment request form. This is an estimate for a one-way export. The actual cost of the export can be determined once specifications are identified.
	1	**333e – Custom Integration: Export:** **FLT-051 - Fleet Management - Cost and Billing:** Integrate with wvOASIS cost allocation function to allocate indirect costs associated with fleet management to fleet/equipment units based on various parameters. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified. (This Custom Integration Export can be automated for an additional cost.)

1	**333e – Custom Integration: Export:** FLT-067 - Fleet Management - Cost and Billing: Integrate with wvOASIS accounts receivable function to support billing for accident/driver abuse repairs. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified. (This Custom Integration Export can be automated for an additional cost.)
1	**333e – Custom Integration: Export:** FLT-090 - Fleet Management - Fueling: Integrate with wvOASIS accounts receivable and general ledger functions to generate intergovernmental billings for fuel purchases by one state agency from another state agency. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified. (This Custom Integration Export can be automated for an additional cost.)
1	**333e – Custom Integration: Export:** FLT-091 - Fleet Management - Fueling: Integrate with wvOASIS accounts receivable and billing functions to bill external customers for fuel purchases. External customers include local political subdivisions such as county sheriffs, etc. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified. (This Custom Integration Export can be automated for an additional cost.)
1	**333e – Custom Integration: Export:** FLT-099 - Fleet Management - General: Integrate with the wvOASIS Financial System to provide information on vehicles, maintenance equipment and other fleet units utilized in performing maintenance work activities. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified. (This Custom Integration Export can be automated for an additional cost.)
1	**333e – Custom Integration: Export:** FLT-176 - Fleet Management - Inventory: Integrate with Accounts Payable function to automatically generate payment request for renewal of required licenses and permits. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified.

1	**333e – Custom Integration: Export:** **4.2.2.3.5 – System Integrations/Interfaces:** Two-way interface with DOA Fleet Management Office for leased passenger equipment **FLT-174 - Fleet Management - Inventory:** Integrate with Accounts Payable function to automatically generate payment request for monthly or other recurring payments for leased vehicles; this could be a payment to an external entity or an intergovernmental transfer to another State agency. **FLT-175 - Fleet Management - Inventory:** Integrate with Accounts Payable function to automatically generate payment request for monthly or other recurring payments for financed vehicles. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified.
1	**333e – Custom Integration: Export:** **FLT-362 - Fleet Management – Work Orders:** Update parts inventory in wvOASIS inventory function based on parts used on a work order. **FLT-363 - Fleet Management – Work Orders:** Update parts inventory in wvOASIS inventory function based on any parts credited in a work order (returned to inventory). This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified.
1	**333e – Custom Integration: Export:** **FLT-368 - Fleet Management – Work Orders:** Integrate with wvOASIS accounts payable function to support payment for completed work orders via procurement card or warrant for external repairs and intergovernmental billing for repairs performed by one State agency for another agency. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified.
1	**333e – Custom Integration: Export:** **FLT-369 - Fleet Management – Work Orders:** Integrate with wvOASIS general ledger function to support intergovernmental billing for repairs performed by one State agency for another agency. This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified.

1	**333e – Custom Integration: Export:** **4.2.2.3.5 – System Integrations/Interfaces:** An interface with wvOASIS Advantage Financials and Human Resource Management to support set up of repair orders as task orders in Advantage to allow employees to charge time to repair orders in Advantage Human Resource Management (HRM). This is an estimate for a one-way export. The actual cost of export can be determined once specifications are identified.
1	**333i – Custom Integration: Import:** **FLT-108 - Fleet Management - General:** Interface with wvOASIS cost accounting and allocation, inventory, personnel administration and time and labor to obtain the required actual cost data. This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.
1	**333i – Custom Integration: Import:** **4.2.2.3.5 – System Integrations/Interfaces:** An interface with wvOASIS Advantage Financials to obtain vehicle and equipment usage information entered by WVDOT staff as part of time reporting in Advantage Human Resource Management (HRM) **FLT-111 - Fleet Management - General:** Integrate with the wvOASIS time and labor function to capture vehicle usage reported by an employee on their time sheet and update the fleet inventory information with mileage to date as appropriate. This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.
1	**333i – Custom Integration: Import:** **4.2.2.3.5 – System Integrations/Interfaces:** An interface with wvOASIS Advantage Financials Procurement and Fixed Assets module upon receipt and initiation of commissioning of the new fleet or equipment asset. The fleet and equipment asset record will be initially created in wvOASIS as the system of record for State of West Virginia assets and then interfaced to the Fleet Management System to create the fleet record in the VPS and allow WVDOT to enter additional information about the fleet/equipment asset beyond that maintained in wvOASIS; **FLT-170 - Fleet Management - Inventory:** Integrate with wvOASIS purchasing function to automatically create initial fleet/equipment unit record upon receipt of vehicle populating initially with appropriate information available within wvOASIS purchasing function; authorized user must be able to then add additional information within the fleet/equipment unit record. This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.

1	**333i – Custom Integration: Import:** FLT-194 - Fleet Management - Inventory: Integrate with the R.L. Polk and Company Vehicle Identification Number Analysis software to populate the fleet unit attributes to the extent possible. This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.
1	**333i – Custom Integration: Import:** 4.2.2.3.5 – System Integrations/Interfaces: An interface with wvOASIS Advantage Financials to receive actual hours and labor costs for each repair order/task order back when payroll is processed; This is an estimate for a one-way import. The actual cost of the import can be determined once specifications are identified.
1	**333ie – Custom Integration: Import/Export:** 4.2.2.3.5 – System Integrations/Interfaces: Two-way interface with Fuel Master application for fuel usage FLT-080 - Fleet Management - Fueling: Integrate with wvOASIS accounts payable, purchasing and inventory functions to manage internal fuel distribution function. FLT-088 – Fleet Management - Fueling: Integrate with wvOASIS inventory function and/or third-party fuel management system. This is an estimate for a two-way integration. The actual cost of the integration can be determined once specifications are identified.

1	**333ie – Custom Integration: Import/Export:** **4.2.2.3.5 – System Integrations/Interfaces:** A two-way interface with the Inventory module within wvOASIS Advantage Financials to support tracking of inventory activity related to Fleet and Equipment operations (charge outs to a repair order, returns to inventory when a repair order closed out, etc.) **FLT-107 - Fleet Management - General:** Integrate fleet and equipment management functions with other relevant wvOASIS functions, including but not limited to asset management, accounts payable, accounts receivable, general ledger, grants, inventory, project accounting, purchasing and time and labor. **FLT-219 - Fleet Management – Parts Inventory:** Integrate with the wvOASIS inventory function to maintain an inventory of an unlimited number of consumable inventory (parts, materials, other inventory). **FLT-229 - Fleet Management – Parts Inventory:** Integrate with wvOASIS to support frequent updates for quantity (On-hand, on-order, etc.), cost, location (warehouse/bin/stockpile) and related information to support the Fleet system having current updated inventory information in near real-time. **FLT-230 - Fleet Management – Parts Inventory:** Integrate with wvOASIS to update consumable inventory (parts, materials and other inventory) consumed on work orders/repair orders. This is an estimate for a two-way integration. The actual cost of the integration can be determined once specifications are identified.
1	**333ie – Custom Integration: Import/Export:** **FLT-346 - Fleet Management – Work Orders:** Provide the capability to integrate with management systems of multiple outsourced maintenance providers to electronically transfer work order information. NOTE: This is the cost for one maintenance provider. FASTER will look for overlap in requirements and design between different maintenance providers in an attempt to reduce the cost of building an integration for each additional provider but FASTER will not know the extent of overlap until we are able to evaluate the integration capabilities of each provider. This is an estimate for a two-way integration for one maintenance provider. The actual cost of the integration can be determined once specifications are identified.

4.3.17. TAB 11- REQUIREMENTS MATRIX RESPONSES (ATTACHMENT A)

The Vendor shall include within TAB 11 a printed copy of its completed Fleet and Equipment Management System Requirements Matrix which is included as Attachment A to the RFP. It shall also submit a soft copy of the completed Requirements Matrix in Microsoft Excel format as part of its online submission or on a flash (USB) drive with its original technical proposal if not submitting via wvOASIS.

4.3.17.1. Requirements Matrix Guidance

The Fleet and Equipment Management System Requirements Matrix defines the functionality and capabilities expected in the new system. The requirements matrix is a Microsoft Excel workbook organized into five (5) tabs (worksheets) by business function, as well as cross-functional capabilitiessuch as management reporting, application architecture and technical architecture.

Each requirement has been prioritized based on its business criticality to WVDOT as follows:

1. Essential; (it is essential that the new Fleet and Equipment Management System provide thiscapability; in most cases this functionality is available in the current system);

2. Critical (the lack of this capability would represent a significant gap);

3. Important (the capability is highly desired and would likely be implemented by WVDOT if availableoff-the-shelf or off-the-shelf with configuration in the Vendor's solution); and

4. Desirable (the capability is desired and would be evaluated for implementation if available off-the-shelf or off-the-shelf with limited configuration in the Vendor's solution).

The Proposer shall respond to each requirement in the Fleet and Equipment Management SystemRequirements Matrix using the response key below.

EXHIBIT 9: VALID REQUIREMENTS FOR REQUIREMENTS MATRIX

Response	Definition
Customization	Requirement can be met but it will require development of a custom extension or bolt-on that would be a WVDOT- specific custom extension to the proposed software solution. This custom extension will not be part of the base code and will not be maintained as part of the product going forward.
	In this scenario, the Vendor shall enter an indication of the complexity of the customization within the Customization column of the response spreadsheet as follows:
	Small: Small customization(s) requiring up to a total of 80 hours for specification, development, and unit testing;
	Medium: Medium customization(s) requiring a total of 80 to 160 hours for specification, development, and unit testing; and
	Large: Large customization(s) requiring greater than 160 hours for specification, development, and unit testing.
	The Vendor shall then itemize the associated cost of each customization cross referenced by requirement number in the appropriate tab of the Cost Proposal spreadsheet.
Does Not Meet	The Vendor's proposed solution does not support this requirement.
Modification to Base Code	Requirement can be met through alteration or modification to the base code of the proposed VPS or through development of new code which will be added to the base software solution and supported in the future as part of the base software. The software licensor will support the migration of this functionality to future releases of the software as part of its supported upgrade path. In this scenario, the Vendor must indicate the complexity of the customization and a schedule for development and testing of the customization and incorporating it into the off-the-shelf product.
Off-the-Shelf	Requirement met with out-of-the-box delivered functionality with no additional configuration required by the Vendor's implementation team.

FASTER Web

Response	Definition
Off-the-Shelf with Configuration	Requirement met with out-of-the-box delivered functionality; may require configuration of system parameters by the Vendor's systems implementationteam during implementation but no scripting, programming or customization effort is required.
Third-Party	Third-party software is required to fully meet the requirement. In this scenario, the requirement is met through the implementation of the out-of-the box functionality of the third-party software included within theVendor's proposed software solution, but no customization is required. Please note, for purposes of this proposal, a software module owned by the licensor ofthe core VPS solution is considered to be a third- party software solution if it is separate from or not tightly integrated with the proposed core VPS.
Third-Party-CM	Third-party software solution (the third-party software shall have been proposed by the Vendor), along with some level of additional customization that is required to fully meet the requirement. This customization would be aWVDOT-specific custom extension to the third-party software. This custom extension will not be part of the base code of the third-party software and will not be maintained as part of the product going forward. In this scenario, the Vendor shall enter an indication of the complexity of the customization within the Customization column of the response spreadsheet as follows: Small: Small customization requiring up to 80 hours for specification, development, and unit testing; Medium: Medium customization requiring 80 to 160 hours for specification, development, and unit testing; and Large: Large customization requiring greater than 160hours for specification, development, and unit testing. The Vendor shall then itemize the associated cost of each customization cross referenced by requirement number in the appropriate tab of the Cost Proposal spreadsheet.

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Fleet Management

Re q. #	Prio rity	Category	Sub-Catego ry	Business (Functional) Requirement	Vendor Response	Customi zation Estimat e, if Applica ble	Capa bility Plann ed for Futur e Relea se	Core Mod ule(s)	Third Party Solutio n(s)	Comments/Not es
FL T-00 1	1	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Allow for identification of replacement criteria by class and type.	Off the Shelf					
FL T-00 2	1	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Allow for transfer of fleet/equipmen t unit into surplus inventory.	Off the Shelf					
FL T-00 3	1	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Integrate with wvOASIS asset management and purchasing function to support sale of surplus property.	Customization	Small				
FL T-00 4	1	Fleet Managem ent	Acquisi tion Replac ement	Integrate with BRIM to remove fleet/equipmen	Customization	Small				

			and Surplus	t unit from the State inventory for insurance purposes if sold to an external entity.							
FL T- 00 5	1	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Integrate with BRIM to transfer surplus property from one State agency to another State agency if fleet/equipmen t unit is sold to another State agency.	Customization	Small					
FL T- 00 6	1	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Provide ability for an authorized user to submit a fleet/equipmen t vehicle acquisition or replacement request.	Off the Shelf						
FL T- 00 7	1	Fleet Managem ent	Acquisi tion Replac ement and Surplus	When a piece or equipment is in "S" (sale), need prevention of charges against that piece of equipment, unless	Off the Shelf						With our "Repair Reasons", we can default if a repair reason will default to billable or non-billable. We can also use status to not allow a work order to be

				prompted to correct the status.						opened under. If it is in a S status for sale it can also restrict a work order from being opened.
FL T-00 8	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Provide the ability to automate equipment replacement scheduling based on time period, mileage and hours utilized and historical repair costs.	Off the Shelf					
FL T-00 9	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Identify and report on fleet/equipmen t units meeting replacement criteria.	Off the Shelf					
FL T-01 0	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Provide the ability to view current depreciated value to determine surplus timing as it relates to life-to-date maintenance expenditures.	Off the Shelf					on the Master tab of teh asset record, we display current Book Value and Maintenance LTD value is displayed for ease of reference. We provide the Book Value cost, which is the residual

									rate set to your choice of depreciation values of either 1) straight-line or 2) Remaining Balance. Also we provide Maintenance Life to Date value next to it. Further, on Life Cycle, Billing tab we dislay Life Cysle Billing details including the APWA 15 point asset replacement details.
FL T-01 1	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Support multiple surplus property inventories for fleet/equipmen t units.	Off the Shelf				
FL T-01 2	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Record sale of surplus property.	Off the Shelf				
FL T-01 3	2	Fleet Managem ent	Acquisi tion Replac ement	Generate a transaction based on completion of	Customization	Medium			

			and Surplus	sale and integrate with wvOASIS General Ledger to support posting of receipt for user agency share of revenue from surplus property sale.						
FL T-01 4	1	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Provide a workflow process for addition of assets to inventory, transferring of assets from one unit to another, and placement of assets into the field. When assets are relocated, they need to manage and track the organization unit assigned and the new location of the asset.	Off the Shelf					
FL T-	1	Fleet Managem ent	Acquisi tion Replac	Provide a workflow process for	Off the Shelf					

01 5			ement and Surplus	retirement and disposal of assets.						
FL T- 01 6 .	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus .	Transfer repair history from one state agency to another if vehicle is transferred/sol d to another State agency.	Off the Shelf					
FL T- 01 7	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Allow former State agency owner or former State user agency access to history data on a vehicle after vehicle disposal (sell/salvage).	Off the Shelf					
FL T- 01 8	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Capture the following information for an acquisition/repl acement request: requestor.	Off the Shelf						The Acquisition Management tool in FASTER Web, the customer can use the Acquisition Status to track when a responsible party approves the replacement of which the system will automatically send an update to the same

										responsible party every time the status is updated thru the procurement process.
FLT-019	2	Fleet Management	Acquisition Replacement and Surplus	Capture the following information for an acquisition/repl acement request: date requested.	Off the Shelf					
FLT-020	2	Fleet Management	Acquisition Replacement and Surplus	Capture the following information for an acquisition/repl acement request: program area.	Off the Shelf					
FLT-021	2	Fleet Management	Acquisition Replacement and Surplus	Capture the following information for an acquisition/repl acement request: authorized approver.	Does Not Meet					
FLT-022	2	Fleet Management	Acquisition Replacement	Capture the following information for an acquisition/repl	Does Not Meet					

			and Surplus	acement request: date approved.						
FL T- 02 3	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Capture the following information for an acquisition/repl acement request: requested equipment type.	Does Not Meet					
FL T- 02 4	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Capture the following information for an acquisition/repl acement request: requested manufacturer/ make/model (if one) with a justification.	Does Not Meet					
FL T- 02 5	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Capture the following information for an acquisition/repl acement request: location where fleet/equipmen t unit will be assigned.	Does Not Meet					

FL T-02 6	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Capture the following information for an acquisition/repl acement request: anticipated cost allocation to active chart of accounts codes, grants or projects.	Does Not Meet					
FL T-02 7	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Capture the following information for an acquisition/repl acement request: date fleet/equipmen t required by.	Does Not Meet					
FL T-02 8	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Calculate estimated replacement cost based on purchase price, estimated salvage value, estimated sale price and depreciation.	Off the Shelf					
FL T-02 9	2	Fleet Managem ent	Acquisi tion Replac ement	Route approval of an acquisition/repl acement	Does Not Meet					

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			and Surplus	request based on class, type, unit, estimated cost and other user defined business rules.						
FL T- 03 0	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Provide approval routing for both internal agency approvals and any required external agency approvals.	Does Not Meet					
FL T- 03 1	2	Fleet Managem ent	Acquisi tion Replac ement and Surplus	Integrate with wvOASIS purchasing function to automatically generate a requisition for an approved fleet/equipmen t unit pre-populating with available information from the fleet/equipmen t request form.	Customization	Medium				
FL T- 03 2	1	Fleet Managem ent	Availab ility Usage and Downti me	Record downtime, showing user defined reason for downtime (down for	Off the Shelf					

				maintenance, down for parts, absence of a certified operator, etc.).						
FL T- 03 3	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide for tracking of downtime from the time the vehicle is delivered for repair until the time the operator is notified of completion of the repair/mainten ance.	Off the Shelf					
FL T- 03 4	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide means to stop and re-start downtime if a vehicle is worked on, then released, them brought back into the shop and worked on again on the same work order.	Off the Shelf					
FL T- 03 5	1	Fleet Managem ent	Availab ility Usage and	Calculate downtime by class, type, manufacturer,	Does Not Meet					Every work order will track and display status and downtime, if

			Downti me	make, model and individual fleet/equipmen t unit based on user-established parameters.						applicable, then there are two reports that the parameters can be utilized to further look into class, department, or individual units or groups. Of the two reports, one is detailed and one is summary. Manufacturer, Make, Model, are fields that are not tracked.
FL T-03 6	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user defined downtime reasons, including or excluding non-working hours, weekends, and holidays on work total and averages by class.	Off the Shelf					
FL T-03 7	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user defined downtime reasons,	Off the Shelf					

				including or excluding non-working hours, weekends, and holidays on work total and averages by type.						
FL T-03 8	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user defined downtime reasons, including or excluding non-working hours, weekends, and holidays on work total and averages by manufacturer.	Does Not Meet					
FL T-03 9	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user defined downtime reasons, including or excluding non-working hours, weekends, and holidays on work total and averages by model type.	Does Not Meet					

FL T- 04 0	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user defined downtime reasons, including or excluding non-working hours, weekends, and holidays on work total and averages by unit.	Off the Shelf					
FL T- 04 1	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user defined downtime reasons, including or excluding non-working hours, weekends, and holidays on work total and averages by internal or external maintenance.	Does Not Meet					
FL T- 04 2	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user-defined downtime reasons,	Does Not Meet					

				including or excluding non-working hours, weekends, and holidays on work total and averages as well as fleet class, fleet type, manufacturer, model type, business unit, maintenance shop and major components						
FL T-04 3	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user defined downtime reasons, including or excluding non-working hours, weekends, and holidays on work total and averages by work order type.	Does Not Meet					
FL T-04 4	1	Fleet Managem ent	Availab ility Usage and	Provide downtime analysis by user defined downtime	Off the Shelf					

			Downti me	reasons, including or excluding non-working hours, weekends, and holidays on work total and averages by work order unit.						
FL T-04 5	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide downtime analysis by user defined downtime reasons, including or excluding non-working hours, weekends, and holidays on work total and averages by major component.	Does Not Meet					
FL T-04 6	1	Fleet Managem ent	Availab ility Usage and Downti me	Provide agency specific downtime analysis including total and averages by class, type, agency unit, maintenance shop, manufacturer,	Does Not Meet					

				make or model using user defined downtime reasons. Downtime may include or exclude non-working hours, weekends, and holidays.						
FL T-04 7	1	Fleet Managem ent	Availab ility Usage and Downti me	Allow comparison of downtime and availability for different manufacturers, makes and models within a fleet type for life-to-date or another user-defined date ranges	Does Not Meet					
FL T-04 8	1	Fleet Managem ent	Availab ility Usage and Downti me	Notifications and/or flags to alert when a piece of equipment has been in a status for an extended period of time, ie. Idle or Down.	Off the Shelf					The Open Work Order by Status chart on the Maintenance landing page allows a user to quickly see work orders that have been open for less than 24 hours, 24-48 hours, or

										greater than 48 hours.
FL T-04 9	1	Fleet Managem ent	Availab ility Usage and Downti me	When reporting utilization, downtime, etc., need the ability to reverse and correct entries.	Off the Shelf					
FL T-05 0	2	Fleet Managem ent	Availab ility Usage and Downti me	Provide an optional downtime calendar to be set up by user-defined parameters for each fleet class, fleet type and/or individual fleet/equipmen t unit. Downtime parameter codes should include hours of service for day, week, month, weekends, and holidays by fleet/equipmen t unit.	Off the Shelf					
FL T-05 1	1	Fleet Managem ent	Cost and Billing	Integrate with wvOASIS cost allocation function to	Customization	Small				

				allocate indirect costs associated with fleet management to fleet/equipment units based on various parameters.						
FLT-052	1	Fleet Management	Cost and Billing	Allocate indirect costs associated with fleet management to fleet/equipment units based on number of fleet/equipment units in allocation pool.	Does Not Meet					Indirect costs can be allocated automatically base d on user defined percentages of the work order total or a fixed amount defined by the user.
FLT-053	1	Fleet Management	Cost and Billing	Allocate indirect costs associated with fleet management to fleet/equipment units based on total hours fleet/equipment unit is utilized.	Does Not Meet					
FLT-054	1	Fleet Management	Cost and Billing	Allocate indirect costs associated with fleet management to fleet/equipment	Does Not Meet					

				t units based on total mileage fleet/equipment units is driven.						
FL T-05 5	1	Fleet Managem ent	Cost and Billing	Allocate indirect costs associated with fleet management to fleet/equipment units based on other user defined variables.	Off the Shelf					
FL T-05 6	1	Fleet Managem ent	Cost and Billing	Support allocation of vehicle operating cost to projects, grants and overhead accounts.	Off the Shelf with Configuration					FASTER Web's powerful accounting module allows a user to define multiple levels of an account code and pull them from configurable areas in the application. So an asset can be assigned to a project, grant, and/or overhead account through configuration.
FL T-05 7	1	Fleet Managem ent	Cost and Billing	Allow the method of billing to be defined at the individual	Off the Shelf					

				fleet/equipmen t unit level.	.					
FL T- 05 8	1	Fleet Managem ent	Cost and Billing	Support billing based on a number of parameters including flat rate; usage rate; actual cost of labor, parts, fuel and/or insurance; and any variance of fixed and actual cost.	Off the Shelf					
FL T- 05 9	1	Fleet Managem ent	Cost and Billing	Support billing for a fixed monthly cost such as equipment replacement cost.	Off the Shelf					
FL T- 06 0	2	Fleet Managem ent	Cost and Billing	Assign fleet/equipmen t units to various cost allocation pools.	Off the Shelf					
FL T- 06 1	2	Fleet Managem ent	Cost and Billing	Provide for the billing period to be user definable at the individual fleet/equipmen t unit level.	Does Not Meet					FASTER Web's billing period is user definable but not down to the individual fleet/equipment unit level.

FL T-06 2	2	Fleet Managem ent	Cost and Billing	Allow parts to be billed at cost or at an agency specific mark-up percent.	Off the Shelf					
FL T-06 3	2	Fleet Managem ent	Cost and Billing	Allow the method of parts billing to be defined at the individual fleet/equipmen t unit level.	Off the Shelf					
FL T-06 4	2	Fleet Managem ent	Cost and Billing	Provide ability to generate a detailed statement for each billing period showing the agency or agency unit cost by fleet/equipmen t unit; report must be able to be requested by various user defined criteria such as agency unit, fleet type, maintenance shop, fleet/equipmen t unit owner, etc.	Off the Shelf					

FL T-065	2	Fleet Management	Cost and Billing	Track and report revenue by unit and maintenance shop.	Does Not Meet					
FL T-066	2	Fleet Management	Cost and Billing	Provide a separate statement billing for accident and driver abuse repairs.	Off the Shelf					
FL T-067	2	Fleet Management	Cost and Billing	Integrate with wvOASIS accounts receivable function to support billing for accident/driver abuse repairs.	Customization	Medium				
FL T-068	1	Fleet Management	Equipment Rental Rate	Need to track rental rate for equipment.	Off the Shelf					
FL T-069	2	Fleet Management	Equipment Rental Rate	Need to be able to run reports to calculate the equipment rental rates each year or the system needs to able to take the recorded data and	Does Not Meet					

				automatically calculate the equipment rental rates. The costs that go into calculating the equipment rental rates are the direct charge expense, prorate expenses, direct depreciation (reportable classes), prorate depreciation (non-reportable classes), total hours reported.						
FLT-070	1	Fleet Management	Fueling	Manage fuel inventory, sale and distribution.	Off the Shelf					
FLT-071	1	Fleet Management	Fueling	Track fueling stations.	Off the Shelf					
FLT-072	1	Fleet Management	Fueling	Track tank inventory.	Off the Shelf					

FL T-07 3	1	Fleet Managem ent	Fueling	Track pump inventory.	Off the Shelf					
FL T-07 4	1	Fleet Managem ent	Fueling	Track fuel delivered to or used from a tank.	Off the Shelf					
FL T-07 5	1	Fleet Managem ent	Fueling	Track fuel delivered to or used from individual pumps.	Off the Shelf					
FL T-07 6	1	Fleet Managem ent	Fueling	Track in-house, agency and vendor fuel purchases.	Off the Shelf					
FL T-07 7	1	Fleet Managem ent	Fueling	Track fuel usage by vehicle.	Off the Shelf					
FL T-07 8	1	Fleet Managem ent	Fueling	Calculate cost of fuel usage for current month, year-to-date, life-to-date and last year, unit, maintenance shop, fleet class, fleet type, manufacturer, model, fleet/equipmen t unit.	Off the Shelf					

FL T-07 9	1	Fleet Managem ent	Fueling	Establish and maintain an audit trail for all fuel disbursements and adjustments.	Off the Shelf					
FL T-08 0	2	Fleet Managem ent	Fueling	Integrate with wvOASIS accounts payable, purchasing and inventory functions to manage internal fuel distribution function.	Customization	Large				
FL T-08 1	2	Fleet Managem ent	Fueling	Track fuel used from external purchases.	Off the Shelf					
FL T-08 2	2	Fleet Managem ent	Fueling	Track location (i.e. vendor, city, address, etc.) where fuel was purchased.	Off the Shelf with Configuration					The Vendor and Fuel Site fields in combination can be used to identify the vendor, city , address where fuel was purchased but most FASTER Web customers choose to use their fuel system to track

											that level of detail.
FL T-08 3	2	Fleet Managem ent	Fueling	Update the odometer reading and date fuel purchased on fleet/equipmen t master record.	Off the Shelf						
FL T-08 4	2	Fleet Managem ent	Fueling	Maintain fueling history for each fleet/equipmen t unit with date, fuel tank and pump (if internal) or external provider and location and fuel usage.	Off the Shelf						
FL T-08 5	2	Fleet Managem ent	Fueling	Provide capability to integrate with a third party automated fueling system to obtain fuel usage.	Off the Shelf						
FL T-08 6	2	Fleet Managem ent	Fueling	Capture fuel ticket transactions for WVDOT gas pumps not part of an	Off the Shelf						

				automated fuel management system.						
FLT-087	2	Fleet Management	Fueling	Integrate with and upload transactions from a fleet card system.	Off the Shelf					
FLT-088	2	Fleet Management	Fueling	Integrate with wvOASIS inventory function and/or third-party fuel management system.	Customization	Large				
FLT-089	2	Fleet Management	Fueling	Provide for multiple agency specific mark-ups on fuel costs by agency subunit, fleet/equipment type, internal or external customer and other parameters.	Off the Shelf					
FLT-090	2	Fleet Management	Fueling	Integrate with wvOASIS accounts receivable and general ledger functions to generate intergovernmental billings for	Customization	Small				

				fuel purchases by one state agency from another state agency.							
FL T-09 1	2	Fleet Managem ent	Fueling	Integrate with wvOASIS accounts receivable and billing functions to bill external customers for fuel purchases. External customers include local political subdivisions such as county sheriffs, etc.	Customization		Small				
FL T-09 2	2	Fleet Managem ent	Fueling	Alert the fleet/equipmen t unit operator and fleet class/fleet type owner by email of various transactions outside user-defined ranges (fuel type, fuel mileage, etc.).	Does Not Meet						Using the Process Error feature in the Fuel tab of FASTER Web, the user has the ability to review and correct/edit fuel exceptions prior to posting in FASTER system.
FL T-09 3	2	Fleet Managem ent	Fueling	Provide report of fuel usage outside established	Does Not Meet							Fuel usage transactions outside the established

				business rules by fleet/equipmen t type.						business rules is provided inlineProcess Errors and Rejected Transactions tabs in the Fuel module of FASTER Web.
FL T- 09 4	2	Fleet Managem ent	Fueling	Calculate fuel economy (e.g. MPG) for current month, year-to-date, life-to-date and last year by agency, agency unit, maintenance shop, fleet class, fleet type, manufacturer, model and individual fleet/equipmen t unit.	Off the Shelf					
FL T- 09 5	3	Fleet Managem ent	Fueling	Calculate required state fuel taxes.	Does Not Meet					
FL T- 09 6	3	Fleet Managem ent	Fueling	Calculate federal fuel taxes.	Does Not Meet					

FL T-09 7	3	Fleet Managem ent	Fueling	Calculate updates to vehicle cost per mile based on fueling entries.	Off the Shelf					
FL T-09 8	3	Fleet Managem ent	Fueling	Provide ability for an authorized user with proper documentation and approvals based on business rules to adjust fuel purchases charged to one fleet unit which was really for other equipment (fuel for a chain saw bought with the fleet card assigned to the employees vehicle, etc.); provide exception report for all adjustments made.	Off the Shelf					
FL T-09 9	1	Fleet Managem ent	Genera l	Integrate with the wvOASIS Financial System to	Customization	Small				

				provide information on vehicles, maintenance equipment and other fleet units utilized in performing maintenance work activities.						
FL T-10 0	1	Fleet Managem ent	Genera l	Support vehicle and equipment usage rates.	Off the Shelf					
FL T-10 1	1	Fleet Managem ent	Genera l	Support specific repair codes/activities .	Off the Shelf					
FL T-10 2	1	Fleet Managem ent	Genera l	Support specific labor rates.	Off the Shelf					
FL T-10 3	1	Fleet Managem ent	Genera l	Support preventable maintenance schedules by fleet/equipmen t type and fleet/equipmen t unit.	Off the Shelf					
FL T-10 4	1	Fleet Managem ent	Genera l	Support owners of various types of fleet/equipmen t units.	Off the Shelf					

FLT-105	1	Fleet Management	General	Support workflows for work order, surplus property and other approvals.	Does Not Meet					
FLT-106	1	Fleet Management	General	Support management of one or multiple vehicle/equipment pools.	Off the Shelf					
FLT-107	1	Fleet Management	General	Integrate fleet and equipment management functions with other relevant wvOASIS functions, including but not limited to asset management, accounts payable, accounts receivable, general ledger, grants, inventory, project accounting, purchasing and time and labor.	Customization	Large				

FL T-10 8	1	Fleet Managem ent	Genera l	Interface with wvOASIS cost accounting and allocation, inventory, personnel administration and time and labor to obtain the required actual cost data.	Customization	Large				
FL T-10 9	1	Fleet Managem ent	Genera l	Track transfers. The transfers need to be two-way.	Off the Shelf					
FL T-11 0	1	Fleet Managem ent	Genera l	Restrict search capabilities by agency or agency unit based on the user's defined roles/responsib ilities.	Off the Shelf					Users can only search on Organizations they have permission on.
FL T-11 1	1	Fleet Managem ent	Genera l	Integrate with the wvOASIS time and labor function to capture vehicle usage reported by an employee on their time sheet and update the fleet inventory information	Customization	Medium				

				with mileage to date as appropriate.						
FL T-11 2	2	Fleet Managem ent	Genera l	Utilize available fleet/equipmen t information to compare needed versus actual equipment, costing of work orders and daily work accomplishmen ts, and tracking condition and replacement needs.	Off the Shelf					
FL T-11 3	2	Fleet Managem ent	Genera l	Allow an authorized user to reserve equipment which is eligible to be pooled and reflect the reserved equipment in their crew schedules.	Does Not Meet					
FL T-11 4	2	Fleet Managem ent	Genera l	Calculate automatically equipment utilization and non-productive (commitment time)	Does Not Meet						FASTER Web provides beginning and ending meter readings and total usage for a specified time

				equipment hours by type of equipment, based on data input from crew leader's daily activity reports on equipment usage.						period by meter type for all meters assigned to the asset. This gives you the ability to report utilization by miles driven or engine hours. FASTER Web has several standard utilization reports including, but not limited to: • Asset Utilization • Asset Utilization Summary Report • Asset Meter Report
FLT-115	2	Fleet Management	General	Allow an authorized user to create minimum usage requirements for specified equipment that will be set as a threshold for comparing planned usage versus actual usage.	Does Not Meet					Equipment usage is tracked using standard reporting and online viewing of data. Usage parementers are an internal process to the customer outside of FASTER.
FLT-116	2	Fleet Management	General	Provide ability to restrict access to view units in fleet	Does Not Meet					Reports are not permission controlled.

				inventory by equipment class owner, equipment type owner and organization.						
FL T-117	2	Fleet Managem ent	Genera l	Provide capability to search the fleet/equipmen t inventory by multiple parameters including but not limited to VIN or other unique identifier, fleet/equipmen t type, manufacturer, make, model, miles driven, hours used, etc.	Off the Shelf					
FL T-118	2	Fleet Managem ent	Genera l	Restrict only to authorized user's information about fleet/equipmen t units defined as having special security.	Does Not Meet					
FL T-	2	Fleet Managem ent	Genera l	Allow for re-numbering of fleet/equipmen	Off the Shelf					

11 9				t units and retain repair, fuel, accident and preventive maintenance histories.						
FL T- 12 0	1	Fleet Managem ent	Invento ry	Store and track year manufactured.	Off the Shelf					
FL T- 12 1	1	Fleet Managem ent	Invento ry	Store and track number of doors.	Off the Shelf					
FL T- 12 2	1	Fleet Managem ent	Invento ry	Store and track optional attachments (minimum of 10).	Off the Shelf					
FL T- 12 3	1	Fleet Managem ent	Invento ry	Store and track license tag (minimum of 2).	Off the Shelf					
FL T- 12 4	1	Fleet Managem ent	Invento ry	Store and track fuel type (minimum of 3).	Off the Shelf					
FL T- 12 5	1	Fleet Managem ent	Invento ry	Store and track fuel capacity.	Off the Shelf					
FL T- 12 6	1	Fleet Managem ent	Invento ry	Store and track bucket/cubic yards.	Off the Shelf					

FLT-127	1	Fleet Management	Inventory	Store and track Gross Vehicle Weight Rating (GVWR).	Off the Shelf				
FLT-128	1	Fleet Management	Inventory	Store and track acquisition method (purchase, lease, donation, other).	Off the Shelf				
FLT-129	1	Fleet Management	Inventory	Store and track purchase date or lease effective date.	Off the Shelf				
FLT-130	1	Fleet Management	Inventory	Store and track unit received date.	Off the Shelf				
FLT-131	1	Fleet Management	Inventory	Support entry, tracking, and management of all types of fleet and equipment units in a single enterprise inventory.	Off the Shelf				
FLT-132	1	Fleet Management	Inventory	Track passenger vehicles.	Off the Shelf				
FLT-133	1	Fleet Management	Inventory	Track light duty trucks.	Off the Shelf				

FLT-134	1	Fleet Management	Inventory	Track passenger vans.	Off the Shelf					
FLT-135	1	Fleet Management	Inventory	Track construction equipment.	Off the Shelf					
FLT-136	1	Fleet Management	Inventory	Track maintenance equipment.	Off the Shelf					
FLT-137	1	Fleet Management	Inventory	Track trailers.	Off the Shelf					
FLT-138	1	Fleet Management	Inventory	Track agriculture equipment.	Off the Shelf					
FLT-139	1	Fleet Management	Inventory	Track other unique equipment classes/types defined by authorized users.	Off the Shelf					
FLT-140	1	Fleet Management	Inventory	Allow authorized users to define attributes that must be captured for each equipment class. For each	Does Not Meet					Users can define attributes for equiment class. Required fields are coded intio FASTER Web according to fleet best practices. Users can not

				equipment class, this includes required attributes and optional attributes.						define what field is required.
FLT-1411	1	Fleet Management	Inventory	Allow system administrator or other authorized users to designate a equipment class owner.	Off the Shelf					
FLT-1412	2	Fleet Management	Inventory	Store and track oil capacity.	Off the Shelf					
FLT-1413	2	Fleet Management	Inventory	Store and track tire size, front.	Off the Shelf					
FLT-1414	2	Fleet Management	Inventory	Store and track tire size, rear.	Off the Shelf					
FLT-1415	2	Fleet Management	Inventory	Store and track transmission type.	Off the Shelf					
FLT-1416	2	Fleet Management	Inventory	Store and track multiple engine types per fleet/equipment unit (gas,	Off the Shelf					

				hybrid, electric, diesel).						
FL T- 14 7	2	Fleet Managem ent	Invento ry	Store and track engine size.	Off the Shelf					
FL T- 14 8	2	Fleet Managem ent	Invento ry	Store and track AVL/GIS transponder assigned to unit.	Off the Shelf					
FL T- 14 9	2	Fleet Managem ent	Invento ry	Store and track toll transponder assigned to unit.	Off the Shelf					
FL T- 15 0	2	Fleet Managem ent	Invento ry	Store and track optional equipment (multiple fields based on the fleet class and fleet equipment/typ e).	Off the Shelf					
FL T- 15 1	2	Fleet Managem ent	Invento ry	Store and track other user defined fields by fleet class and fleet/equipmen t type (minimum of 20).	Off the Shelf					

FLT-152	2	Fleet Management	Inventory	Store and track warranty type by major unit component.	Off the Shelf					
FLT-153	2	Fleet Management	Inventory	Store and track warranty expiration date.	Off the Shelf					
FLT-154	2	Fleet Management	Inventory	Store and track warranty expiration in mileage.	Off the Shelf					
FLT-155	2	Fleet Management	Inventory	Store and track warranty expiration in time.	Off the Shelf					
FLT-156	2	Fleet Management	Inventory	Store and track other warranty terms definable by fleet class.	Off the Shelf					
FLT-157	2	Fleet Management	Inventory	Store and track annual license/permit renewals for vehicles and other motorized equipment separate from preventive maintenance services including license/permit type, date renewal is	Off the Shelf					

				required and associated fees.							
FL T- 15 8	2	Fleet Managem ent	Invento ry	Store and track a variety of attributes for each fleet/equipmen t unit (the specific attribute for each unit will vary by type).	Off the Shelf						
FL T- 15 9	2	Fleet Managem ent	Invento ry	Store and track purchase order number.	Off the Shelf						
FL T- 16 0	2	Fleet Managem ent	Invento ry	Store and track lease end date (if leased).	Off the Shelf						
FL T- 16 1	2	Fleet Managem ent	Invento ry	Store and track location typically responsible for maintaining fleet/equipmen t unit – this could be a maintenance shop, a designation for external maintenance, etc.	Off the Shelf						

FLT-162	2	Fleet Management	Inventory	Store and track employee fleet/equipment unit is assigned to (if assigned to a specific employee).	Off the Shelf					
FLT-163	2	Fleet Management	Inventory	Store and track assigned fleet/equipment pool (if not assigned to a specific employee).	Off the Shelf					
FLT-164	2	Fleet Management	Inventory	Allow authorized users to add, maintain and delete fleet/equipment classes where a fleet class is a group of related types of fleet and equipment units such as passenger vehicles, light duty trucks, aircraft, rail equipment, construction equipment etc.	Off the Shelf					

FLT-165	2	Fleet Management	Inventory	Allow authorized users (Equipment class owners) to add, maintain and delete fleet/equipment types where a fleet/equipment type is a subcategory of related units within a class (for example four door passenger vehicles within the passenger vehicle class, etc.).	Off the Shelf					
FLT-166	2	Fleet Management	Inventory	Provide the ability for an authorized user to create templates for each specific fleet/equipment type to facilitate entry and maintenance of equipment units into the system.	Off the Shelf					

FLT-167	2	Fleet Management	Inventory	Allow system administrator or other authorized users to define user roles and responsibilities for each equipment type (add, maintain, delete units from inventory, transfer, perform/record maintenance, etc.).	Off the Shelf					
FLT-168	2	Fleet Management	Inventory	Integrate automatically with the West Virginia Board of Risk and Insurance Management (BRIM) to add new fleet/equipment record to BRIM SQL Server database or to update the BRIM database with changes recorded in wvOASIS.	Customization	Medium				

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FL T- 16 9	2	Fleet Managem ent	Invento ry	Provide the ability to assign add on components to a fleet/equipmen t unit.	Off the Shelf					
FL T- 17 0	2	Fleet Managem ent	Invento ry	Integrate with wvOASIS purchasing function to automatically create initial fleet/equipmen t unit record upon receipt of vehicle populating initially with appropriate information available within wvOASIS purchasing function; authorized user must be able to then add additional information within the fleet/equipmen t unit record.	Customization	Medium				
FL T-	2	Fleet Managem ent	Invento ry	Provide a minimum five (5) group	Off the Shelf					

171				assignments per fleet/equipmen t unit (e.g., agency, unit, location, etc.).						
FL T- 17 2	2	Fleet Managem ent	Invento ry	Provide a minimum of three (3) user-defined meters per fleet or equipment unit.	Off the Shelf					
FL T- 17 3	2	Fleet Managem ent	Invento ry	Provide a minimum of 12 add-fluid types per fleet/equipmen t unit.	Off the Shelf with Configuration					Up to seven (7) Fuel Types can be added to the asset record on the Master tab and an additional unlimitte dnumber of fuel tyes can be added using the Custom Specification field on the Master tab of the asset record.
FL T- 17 4	2	Fleet Managem ent	Invento ry	Integrate with Accounts Payable function to automatically generate payment request for monthly or	Customization	Medium				

				other recurring payments for leased vehicles; this could be a payment to an external entity or an intergovernme ntal transfer to another State agency.						
FL T- 17 5	2	Fleet Managem ent	Invento ry	Integrate with Accounts Payable function to automatically generate payment request for monthly or other recurring payments for financed vehicles.	Customization	Medium				
FL T- 17 6	2	Fleet Managem ent	Invento ry	Integrate with Accounts Payable function to automatically generate payment request for renewal of required licenses and permits.	Customization	Medium				

FL T-17 7	2	Fleet Managem ent	Invento ry	Maintain a history of any accidents associated with a fleet/equipmen t unit.	Off the Shelf				
FL T-17 8	2	Fleet Managem ent	Invento ry	Allow a fleet class owner for an agency to create a template for entering accidents for a specific fleet class and/or fleet/equipmen t type.	Off the Shelf with Configuration				This is accomlishe dusing the Task List feature in FASTER Web.
FL T-17 9	2	Fleet Managem ent	Invento ry	Integrate with BRIM to automatically provide notification of accident and available information on the accident including attachment and transfer to BRIM of electronic files (pictures, police reports, estimates, etc.).	Customization	Large			

FLT-180	2	Fleet Management	Inventory	Need ability to receive in rebuilt engines into inventory and have ability to credit a "misc" equipment identification number (ED#). Engine rebuilds have their own work orders and charges to those usually go to a "dummy" ED#.	Off the Shelf					
FLT-181	3	Fleet Management	Inventory	Store and track seating.	Off the Shelf					
FLT-182	3	Fleet Management	Inventory	Store and track color 1.	Off the Shelf					
FLT-183	3	Fleet Management	Inventory	Store and track color 2.	Off the Shelf					
FLT-184	3	Fleet Management	Inventory	Store and track width.	Off the Shelf					
FLT-	3	Fleet Management	Inventory	Store and track height.	Off the Shelf					

18 5										
FL T- 18 6	3	Fleet Managem ent	Invento ry	Store and track length.	Off the Shelf					
FL T- 18 7	3	Fleet Managem ent	Invento ry	Store and track wheelbase.	Off the Shelf					
FL T- 18 8	3	Fleet Managem ent	Invento ry	Store and track number of axles.	Off the Shelf					
FL T- 18 9	3	Fleet Managem ent	Invento ry	Store and track front or rear wheel drive axles.	Off the Shelf					
FL T- 19 0	3	Fleet Managem ent	Invento ry	Store and track number of tires, front.	Off the Shelf					
FL T- 19 1	3	Fleet Managem ent	Invento ry	Store and track number of tires, rear.	Off the Shelf					
FL T- 19 2	3	Fleet Managem ent	Invento ry	Store and track engine cylinders.	Off the Shelf					
FL T- 19 3	3	Fleet Managem ent	Invento ry	Store and track color 3.	Off the Shelf					

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FLT-194	3	Fleet Management	Inventory	Integrate with the R.L. Polk and Company Vehicle Identification Number Analysis software to populate the fleet unit attributes to the extent possible.	Customization	Medium				
FLT-195	1	Fleet Management	Labor	Track both direct and indirect labor for each fleet/equipment unit.	Off the Shelf					
FLT-196	1	Fleet Management	Labor	Capture all labor transactions real-time as the mechanic logs on and off repairs.	Off the Shelf					
FLT-197	2	Fleet Management	Labor	Prepare efficiency reports which measure how a mechanic's performance compares with one or more user-defined standards.	Off the Shelf					

				Reports must be able to be generated for the entire agency, a set of maintenance shops, a maintenance shop or for one or more mechanics for a user defined set of repair types and date range.					
FL T- 19 8	3	Fleet Managem ent	Labor	Provide the capability to view on-line work in progress, as well as all work completed that day by mechanic and location.	Off the Shelf				
FL T- 19 9	3	Fleet Managem ent	Labor	Produce labor averages by repair type and individual mechanic for a maintenance shop, set of maintenance shops.	Off the Shelf				

FLT-200	1	Fleet Management	Motorpool	Allow fleet units/equipment to be defined as a pool vehicle which can be reserved for use.	Off the Shelf					
FLT-201	1	Fleet Management	Motorpool	Capture and track all costs associated with each rental.	Off the Shelf					
FLT-202	1	Fleet Management	Motorpool	Allow additional costs to be added to each rental.	Off the Shelf					
FLT-203	1	Fleet Management	Motorpool	Provide the ability to define how the rental costs will be calculated to meet individual agency or motor pool specific needs, i.e., rental rate and CPM for excessive miles or rental rate of CPM for total miles, whichever is greater.	Off the Shelf					
FLT-204	2	Fleet Management	Motorpool	Provide capability to manage	Off the Shelf					

				WVDOT motor pools.							
FL T-20 5	2	Fleet Managem ent	Motorp ool	Allow definition and set-up of an unlimited number of motor pools.	Off the Shelf						
FL T-20 6	2	Fleet Managem ent	Motorp ool	Define for each motor pool the employee units or groups of employee units which are eligible to reserve the fleet/equipmen t units in each motor pool.	Off the Shelf						
FL T-20 7	2	Fleet Managem ent	Motorp ool	Assign each pooled fleet /equipment unit to a specific motor pool.	Off the Shelf						
FL T-20 8	2	Fleet Managem ent	Motorp ool	Allow authorized users to view equipment availability by class, type, time in and time out and by rental location.	Off the Shelf						
FL T-	2	Fleet Managem ent	Motorp ool	Allow vehicles to be reserved for future	Off the Shelf						

20 9				periods based on user defined rules with proper security authorization.							
FL T- 21 0	2	Fleet Managem ent	Motorp ool	Capture reservation information including unit; an active/valid chart of account codes, grant or project to charge rental to; person requesting reservation; destination; employee operator name and driver license number; dispatched information; fleet unit number; rental charges; and pick-up site location.	Does Not Meet						While FASTER Web tracks most of the data identified here, it specifically does not require PII. There is a "Driver Number" field for the Employee/Driver number that let's the State know the Driver is valid but is not intended for a Drivers License.
FL T- 21 1	2	Fleet Managem ent	Motorp ool	Allow override of vehicle reservations with proper security authorization.	Off the Shelf						

FLT-2122	2	Fleet Management	Motorpool	Generate reservation with a PIN# for key control purposes.	Off the Shelf with Configuration					
FLT-2123	2	Fleet Management	Motorpool	Support scheduling of an assigned pool vehicle/equipment unit for preventive maintenance.	Off the Shelf					
FLT-2124	2	Fleet Management	Motorpool	Support billing for all rental charges, maintenance and operations costs on a single invoice.	Off the Shelf					
FLT-2125	3	Fleet Management	Motorpool	Support user defined rental rate structure by fleet class and fleet type for hourly, daily, weekly, monthly and annual rentals.	Off the Shelf					
FLT-2126	3	Fleet Management	Motorpool	Provide a rental rate structure which allows free miles or unlimited mites for each type of rental.	Off the Shelf					

FLT-217	1	Fleet Management	Parts Inventory	Maintain year to date and life to date history.	Off the Shelf					
FLT-218	1	Fleet Management	Parts Inventory	Provide on-line search capabilities of all parts by part type, agency part number, manufacturer's part number, alternate part number, and a user-defined alpha/numeric reference field. The search screen must also display minimum and maximum stocking levels and quantity on hand.	Off the Shelf					Advanced Search capabilities enables the user to search by: Part Type, Agency Part Number, Manaufactures's Part Nember, Aleternative Part Number, Storeroom, Part Item Descrition, Stock Type, Part Item Category, Part Item Type, Default Vendor, Part Item Notes, Part Item Usage, Part Item Status and Bin Location.
FLT-219	2	Fleet Management	Parts Inventory	Integrate with the wvOASIS inventory function to maintain an inventory of an unlimited number of consumable inventory (parts,	Customization	Medium				

				materials, other inventory).					
FL T- 22 0	2	Fleet Managem ent	Parts Invento ry	Support set-up of multiple stock rooms or warehouse locations.	Off the Shelf				
FL T- 22 1	2	Fleet Managem ent	Parts Invento ry	Provide the capability to integrate with bar code scanners to receive, transfer, adjust and charge out parts inventory.	Off the Shelf with Configuration				Bar Code Module is a COTS Add-On.
FL T- 22 2	2	Fleet Managem ent	Parts Invento ry	Track information on the annual part usage, the type of usage, and the piece of equipment that the part is normally issued to.	Off the Shelf				
FL T- 22 3	2	Fleet Managem ent	Parts Invento ry	Track the issuance of all stocked and non-stocked parts to a specific fleet unit or piece of equipment.	Off the Shelf				

FL T-22 4	2	Fleet Managem ent	Parts Invento ry	Allow for issuance of parts without having to charge it to a work order; instead parts must be charged to an active chart of account code, grant or project. Provide an audit trail and exception report of these situations.	Off the Shelf						
FL T-22 5	2	Fleet Managem ent	Parts Invento ry	Maintain inventory history including transfers and adjustments.	Off the Shelf						
FL T-22 6	2	Fleet Managem ent	Parts Invento ry	Track and record part transfers between shops or locations. Implement appropriate controls to ensure that transfers of parts are acknowledged by the sender	Off the Shelf						

				and receiver and an exception report is provided for transfers not acknowledged and for any variance in quantities.						
FL T-22 7	2	Fleet Managem ent	Parts Invento ry	Provide a full range of audit tracking capabilities including any adjustment to unit cost, count, return to inventory, return to vendor, transfers, from one storeroom to another, by operator, and date/time.	Off the Shelf					
FL T-22 8	2	Fleet Managem ent	Parts Invento ry	Provide for an agency specific mark-up percent by part type and/or part number.	Off the Shelf					Part Markup can be defined by Storeroom (Agency) and by Part Number
FL T-22 9	1	Fleet Managem ent	Parts Invento ry	Integrate with wvOASIS to support frequent	Customization	Medium				

				updates for quantity (On-hand, on-order, etc.), cost, location (warehouse/bin /stockpile) and related information to support the Fleet system having current updated inventory information in near real-time.						
FL T-23 0	1	Fleet Managem ent	Parts Invento ry	Integrate with wvOASIS to update consumable inventory (parts, materials and other inventory) consumed on work orders/repair orders.	Customization	Medium				
FL T-23 1	1	Fleet Managem ent	Parts Invento ry	Utilize inventory information to compare materials needed for scheduling	Off the Shelf					

				materials on-hand, cost work orders and daily work accomplishments, and reorder materials when stock levels reach reorder points.						
FL T-23 2	1	Fleet Managem ent	Parts Invento ry	Track information on annual inventory usage, the type of usage, and the work activities the material or other item is normally issued for.	Off the Shelf					
FL T-23 3	1	Fleet Managem ent	Parts Invento ry	Track the issuance of all stocked and non-stocked inventory items to a specific asset or set of assets.	Off the Shelf					
FL T-23 4	1	Fleet Managem ent	Parts Invento ry	Store and display manufacturer part, material or item number.	Off the Shelf					

FLT-235	1	Fleet Management	Parts Inventory	Store and display item description.	Off the Shelf					
FLT-236	1	Fleet Management	Parts Inventory	Store locations and volumes of inventory items.	Off the Shelf					
FLT-237	2	Fleet Management	Parts Inventory	Display/report purchases and receipts by vendor for all parts, one or more types of parts or a specific part for the fiscal year or other user-defined time period.	Off the Shelf					
FLT-238	2	Fleet Management	Parts Inventory	Provide ability to change a part number and have that change be reflected for all historical data.	Off the Shelf					
FLT-239	2	Fleet Management	Parts Inventory	Allow merging of up to 20-part numbers into one-part number while retaining historical data.	Off the Shelf					

FL T-240	2	Fleet Management	Parts Inventory	Track activity on non-stocked parts to include frequency of issue and fiscal year-to-date information.	Off the Shelf					
FL T-241	2	Fleet Management	Parts Inventory	Price parts issued to work orders at a moving average.	Off the Shelf					
FL T-24 .2	2	Fleet Management	Parts Inventory	Generate a surplus parts reports which can track lack of activity for user-defined periods of time.	Off the Shelf					
FL T-243	2	Fleet Management	Parts Inventory	Provide support for ABC classification of parts.	Off the Shelf with Configuration					ABC parts classification is not required in FASTER Web. FASTER's parts usage classification process uses the part's activity and history of movement and is displayed and utilized on-line in the Issue Search and Stock Auto Reorder screens.

FL T-24 4	2	Fleet Managem ent	Parts Invento ry	Support capability to track performance on a parts contract (actual cost per part vs. the contracted cost per part).	Does Not Meet					
FL T-24 5	1	Fleet Managem ent	Prevent ative Mainte nance	Track and identify fleet/equipmen t units and major components due for preventative maintenance (PM).	Off the Shelf					
FL T-24 6	1	Fleet Managem ent	Prevent ative Mainte nance	Generate a listing of fleet and equipment units and components that are due for maintenance based on user defined parameters.	Off the Shelf					
FL T-24 7	1	Fleet Managem ent	Prevent ative Mainte nance	Need forms and a weekly report for these.	Off the Shelf					
FL T-	1	Fleet Managem ent	Prevent ative	Enter the labor/mechanic hours used to	Off the Shelf					

24 8			Mainte nance	perform PM activities.						
FL T- 24 9	2	Fleet Managem ent	Prevent ative Mainte nance	Notify electronically designated organization contacts, including the fleet/equipmen t unit operator and operator's supervisor, when the fleet unit or major components is under a factory recall.	Off the Shelf					
FL T- 25 0	2	Fleet Managem ent	Prevent ative Mainte nance	Display trend analysis (agency, employee, fleet/equipmen t type) in regard to timeliness in response to scheduled PM's.	Off the Shelf					
FL T- 25 1	2	Fleet Managem ent	Prevent ative Mainte nance	Schedule automatically preventative maintenance procedures for fleet and equipment	Off the Shelf					

				units and components.						
FLT-252	2	Fleet Management	Preventative Maintenance	Need process for PM setups by Class and Inventory, and notifications for them. Notifications include when the PM is due and when it is complete.	Off the Shelf					
FLT-253	2	Fleet Management	Preventative Maintenance	Need process for In-house PM accomplishment.	Off the Shelf					
FLT-254	2	Fleet Management	Preventative Maintenance	Need tracking process for Commercial PM accomplishments using third-party vendor or P-Card.	Off the Shelf					
FLT-255	2	Fleet Management	Preventative Maintenance	Need hierarchical scheduling of preventive maintenance activities.	Off the Shelf					
FLT-256	2	Fleet Management	Preventative Maintenance	Create a PM repair order from a PM-due record.	Off the Shelf					

FLT-257	2	Fleet Management	Preventative Maintenance	Track inspections and emissions testing that is due and generate a report of test due within a user defined period of time.	Off the Shelf					
FLT-258	2	Fleet Management	Preventative Maintenance	Update automatically the next maintenance due date without any manual intervention based upon user-specified maintenance frequency.	Off the Shelf					
FLT-259	2	Fleet Management	Preventative Maintenance	Schedule and track maintenance on multiple vehicle components.	Off the Shelf					
FLT-260	2	Fleet Management	Preventative Maintenance	Enter the parts taken from in-house stock inventory.	Off the Shelf					
FLT-261	2	Fleet Management	Preventative Maintenance	Enter warranty information as needed.	Off the Shelf					

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FL T-26 2	2	Fleet Managem ent	Prevent ative Mainte nance	Provide individual maintenance scheduling for each equipment component so that differences due to age, usage and manufacturer are accounted for.	Off the Shelf					
FL T-26 3	2	Fleet Managem ent	Prevent ative Mainte nance	Provide the capability to schedule unlimited maintenance activities per fleet or equipment unit.	Off the Shelf					
FL T-26 4	2	Fleet Managem ent	Repairs	Maintain repair histories for both WVDOT and vendor repairs.	Off the Shelf					
FL T-26 5	2	Fleet Managem ent	Repairs	Track and report costs (work and parts) for scheduled, unscheduled, road calls and accident maintenance.	Off the Shelf					

FL T-26 6	2	Fleet Managem ent	Repairs	Provide ability to quickly reference complete equipment repair history without generating a report.	Off the Shelf					
FL T-26 7	2	Fleet Managem ent	Repairs	Provide ability to search and query repair history by a number of user-defined parameters including fleet class, fleet type, manufacturer, fleet unit number, maintenance shop, repair date range, etc.	Configuration-Field available on Reports only					The Work Order Dollar Summary report user parameters includes: Fleet Class, Fleet Department, Fleet Unit Number, Maintenance Shop, Date Range, Repair Reason, Repair Grou Reair Component and more.
FL T-26 8	2	Fleet Managem ent	Repairs	Allow for transfer of fleet/equipmen t unit between organizations, while retaining repair, fuel and preventive maintenance histories for a	Off the Shelf					

				user definable time period.						
FL T- 26 9	1	Fleet Managem ent	Reporti ng	Provide extensive standard management reports covering classes, types, fleet/equipmen t units, work orders, parts, operations cost, exception reports (utilization and CPA), and fleet/equipmen t replacement. These reports must be available with user defined options that will allow them to be V	Off the Shelf					
FL T- 27 0	1	Fleet Managem ent	Reporti ng	Provide a user-friendly ad-hoc reporting capability allowing for access to fleet/equipmen t unit inventory, work orders,	Off the Shelf					FASTER Web's ad-hoc searches only query the FASTER Web database.

				preventive maintenance, repair history, fuel and other information within the wvOASIS fleet function.					
FLT-271	1	Fleet Management	Reporting	Provide ability for authorized users to execute pre-defined reports at the enterprise level, agency, units within agency and other user defined criteria.	Off the Shelf				
FLT-272	1	Fleet Management	Reporting	Provide optional report selection criteria to restrict the data by agency, class, type, whether equipment unit is active or has been transferred/retired/sent to surplus, shop/location, repair code (or	Off the Shelf				

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				any combination of these factors).						
FL T-27 3	1	Fleet Managem ent	Reporti ng	Produce a listing/inventor y of fleet/equipmen t unit assignments by agency or unit or program area.	Off the Shelf					
FL T-27 4	1	Fleet Managem ent	Reporti ng	Produce a listing/inventor y of fleet/equipmen t unit assignments by fleet/equipmen t unit location by multiple agency specific organizational parameters (for example regions, districts, counties, maintenance shop, parks, forests, etc.).	Off the Shelf					
FL T-27 5	1	Fleet Managem ent	Reporti ng	Produce a listing/inventor y of fleet/equipmen t unit	Off the Shelf					

				assignments by fleet/equipment owner (individual or business unit for a pooled fleet/equipment unit).						
FL.T-276	1	Fleet Management	Reporting	Produce a listing/inventory of fleet/equipment unit assignments for fleet/equipment units which are on temporary loan including the owner of the fleet/equipment unit and the individual or business unit to whom the equipment is on loan to.	Off the Shelf					
FLT-277	1	Fleet Management	Reporting	Produce a listing/inventory of fleet/equipment unit assignments by assigned maintenance facilities.	Off the Shelf					

FL T- 27 8	1	Fleet Managem ent	Reporti ng	Prepare fleet/equipmen t unit report by various user defined parameters including- by class, by department, broken out by make, model, year, fuel type, GVW, engine type/size, transmission type, radio type or any other attribute of vehicle.	Off the Shelf					Advanced Search feature in the Asset record.
FL T- 27 9	1	Fleet Managem ent	Reporti ng	Report on fleet/equipmen t unit status by active, salvaged, retained, reserved, etc.	Off the Shelf					
FL T- 28 0	1	Fleet Managem ent	Reporti ng	Provide a list of fleet/equipmen t units by location where assigned or loaned.	Off the Shelf					
FL T- 28 1	1	Fleet Managem ent	Reporti ng	Provide a fleet/equipmen t usage report showing	Customization					Custom Report

				vehicles driven a certain number of miles as defined by the user with no preventive maintenance.						
FLT-282	1	Fleet Management	Reporting	Provide a fleet/equipment usage report showing equipment utilized more than a certain number of hours as defined by the user with no preventive maintenance.	Customization					Custom Report
FLT-283	1	Fleet Management	Reporting	Provide a report of fleet/equipment units with no activity/usage within a given time period.	Off the Shelf					
FLT-284	1	Fleet Management	Reporting	Prepare preventive maintenance reports for any combination of type and interval	Off the Shelf					

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				(monthly, quarterly, etc.).						
FLT-285	1	Fleet Management	Reporting	Report number of preventive maintenance operations performed in a given time period by fleet or equipment type.	Off the Shelf					
FLT-286	1	Fleet Management	Reporting	Provide life-to-date operational cost report per vehicle including by category including repair cost, operational cost, fuel cost, maintenance cost (labor and parts) and administrative cost.	Off the Shelf					
FLT-287	1	Fleet Management	Reporting	Provide cumulative fleet/equipment costs (current, year-to-date, life-to-date, last year cost figures).	Off the Shelf					

FLT-288	2	Fleet Management	Reporting	Produce a listing/inventory of fleet/equipment unit assignments which are externally maintained.	Off the Shelf					
FLT-289	2	Fleet Management	Reporting	Provide for a replacement unit report including fleet and equipment units by type over certain time (hours) and/or mileage limits, used for budget forecasting.	Off the Shelf					
FLT-290	2	Fleet Management	Reporting	Provide an automated fueling system report, showing equipment information, refueling setting, fuel type, other cost and mileage.	Off the Shelf					
FLT-291	2	Fleet Management	Reporting	Provide a fuel card report, matching card and assigned vehicle.	Off the Shelf					

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FLT-292	2	Fleet Management	Reporting	Prepare a component usage report showing components operated over a certain number of hours as defined by the user with no preventive maintenance.	Customization					Custom Report
FLT-293	2	Fleet Management	Reporting	Prepare labor reports for any combination of the following: employee or work units for any given time period; repair/activity reason such as preventive maintenance, road call, breakdown, etc.; subassembly such as brakes, transmission, cooling system, etc; and repair type.	Off the Shelf					
FLT-	2	Fleet Management	Reporting	Prepare a repair history report by	Off the Shelf					

29 4				component and by vendor supplying component.							
FL T- 29 5	2	Fleet Managem ent	Reporti ng	Prepare a report showing the number of scheduled and unscheduled work orders for a user defined time period.	Off the Shelf						
FL T- 29 6	2	Fleet Managem ent	Reporti ng	Prepare a report showing the number of work orders by reason, subassembly and/or repair type for a user defined time period.	Off the Shelf						
FL T- 29 7	2	Fleet Managem ent	Reporti ng	Prepare a report of open work orders by status, type and/or shop (pending, waiting parts, etc.).	Off the Shelf						
FL T- 29 8	2	Fleet Managem ent	Reporti ng	Prepare a report showing repeat work orders on the same unit for	Off the Shelf						

				the last 30, 60 or 90 days.							
FL T- 29 9	2	Fleet Managem ent	Reporti ng	Provide equipment down type report by summary or detail for user defined time periods for location; class; type; preventive maintenance code; and down time reason.	Customization						Custom Report
FL T- 30 0	2	Fleet Managem ent	Reporti ng	Provide a report of tire repair activity.	Off the Shelf						
FL T- 30 1	2	Fleet Managem ent	Reporti ng	Prepare oil and fluid report by summary or detail for user defined time periods by location; assigned maintenance facilities; fleet class/type; manufacturer, model and make; and preventative	Off the Shelf						

				maintenance code.							
FL T- 30 2	2	Fleet Managem ent	Reporti ng	Generate warranty usage report including savings associated with warranty work.	Customization						Custom Report
FL T- 30 3	2	Fleet Managem ent	Reporti ng	Prepare an accountability report that details all direct and indirect work by a mechanic and location for any user defined period.	Off the Shelf						
FL T- 30 4	1	Fleet Managem ent	Tires	Allow classification of tires by type (i.e., recap, airless, solid, etc.).	Off the Shelf						
FL T- 30 5	1	Fleet Managem ent	Tires	Track tire costs by type.	Off the Shelf						
FL T- 30 6	1	Fleet Managem ent	Tires	Track tire location by type including unit, position, scrap and staging.	Off the Shelf						
FL T-	2	Fleet Managem ent	Tires	Support comparison of	Off the Shelf						

30 7				tire makes and models.						
FL T- 30 8	3	Fleet Managem ent	Tires	Track tread wear by type.	Off the Shelf					
FL T- 30 9	3	Fleet Managem ent	Tires	Track tire performance by type.	Off the Shelf					
FL T- 31 0	2	Fleet Managem ent	Warran ty Manag ement	Support warranty tracking including warranty types, cycle (hours, days, years, miles) and length of cycle in time and/or miles.	Off the Shelf					
FL T- 31 1	1	Fleet Managem ent	Work Orders	Track equipment status changes (X,S,A,R,W,P). X=Down, S=Sale, A=Active, R=Repair, W=Warranty, and P=Pool.	Off the Shelf					
FL T- 31 2	1	Fleet Managem ent	Work Orders	Need to be printable/repor table.	Off the Shelf					

FL T-31 3	1	Fleet Managem ent	Work Orders	Need to have closure process	Off the Shelf						
FL T-31 4	1	Fleet Managem ent	Work Orders	Track regular and overtime labor.	Off the Shelf						
FL T-31 5	2	Fleet Managem ent	Work Orders	Need non-formatted fields for additional notes.	Off the Shelf						
FL T-31 6	2	Fleet Managem ent	Work Orders	Need drop down options	Off the Shelf						
FL T-31 7	2	Fleet Managem ent	Work Orders	Mechanics need to be listed for assignment.	Off the Shelf						
FL T-31 8	2	Fleet Managem ent	Work Orders	Allow Equipment Division to define, maintain and view repair codes including the repair code and a work description.	Off the Shelf						
FL T-31 9	2	Fleet Managem ent	Work Orders	Allow Equipment Division or other authorized	Off the Shelf						

				users to define rates for repair services by organization, employee, maintenance shop or skill within a maintenance shop.						
FL T-32 0	2	Fleet Managem ent	Work Orders	Track general shop as well as individual mechanic labor rates.	Off the Shelf					
FL T-32 1	2	Fleet Managem ent	Work Orders	Allow for assignment of individual overtime rates to each mechanic.	Off the Shelf					
FL T-32 2	2	Fleet Managem ent	Work Orders	Provide capability to establish workflows for work request and job estimate review and approval based on user defined business rules and threshold levels.	Off the Shelf					

FL T-32 3	2	Fleet Managem ent	Work Orders	Allow an operator of a fleet/equipmen t unit or authorized user to generate a work request for a required repair or service to a fleet/equipmen t unit.	Off the Shelf					
FL T-32 4	2	Fleet Managem ent	Work Orders	Capture on work request the nature of the problem/servic e/repair and the criticality.	Off the Shelf					
FL T-32 5 .	2	Fleet Managem ent	Work Orders	Allow work orders to be charged to an active grant, project or combination of chart of accounts codes.	Does Not Meet					
FL T-32 6.	2	Fleet Managem ent	Work Orders	Provide for a repairs-to-do lookup feature from repair order entry enabling user to add repair-to-do to	Off the Shelf					

				existing repair order.						
FL T- 32 7	2	Fleet Managem ent	Work Orders	Support driver notes to the mechanic of a minimum of 240 characters per work request.	Off the Shelf					
FL T- 32 8	2	Fleet Managem ent	Work Orders	Provide the ability to attach various file types to the work request/work order.	Off the Shelf					
FL T- 32 9	2	Fleet Managem ent	Work Orders	Route work order request for a service or repair to the operator's supervisor or other authorized user for approval based on business rules.	Off the Shelf					
FL T- 33 0	2	Fleet Managem ent	Work Orders	Route work order automatically to the appropriate maintenance shop for review, estimating and	Off the Shelf					

				assignment based on maintenance shop designated in the fleet inventory or other user defined business rules.						
FL T-33 1	2	Fleet Managem ent	Work Orders	Allow for re-assignment of work order between maintenance shops or to an external repair vendor.	Off the Shelf					
FL T-33 2	2	Fleet Managem ent	Work Orders	Capture estimated cost (labor, parts, other costs) for a work order.	Off the Shelf					
FL T-33 3	2	Fleet Managem ent	Work Orders	Support multiple repair types on a work order (such as the inclusion of a warranty repair on a PM work order), while still allowing detailed analysis by repair type.	Off the Shelf					

FL T-33 4	2	Fleet Managem ent	Work Orders	Provide a mechanism to red flag repairs caused by the negligence of others (i.e. traffic accidents, vandalism, etc.) The party determined at fault must be able to then be billed for these repairs.	Off the Shelf					
FL T-33 5	2	Fleet Managem ent	Work Orders	Integrate with BRIM to automatically report the estimated repair costs associated with accidents.	Customization	Small				
FL T-33 6	2	Fleet Managem ent	Work Orders	Allow for automated routing of work order back to operator (requestor) and/or operator's supervisor for approval of the estimate and generation of the work order.	Does Not Meet					

FL T-33 7	2	Fleet Managem ent	Work Orders	Allow the maintenance shop supervisor to view each mechanic's current work queue in a maintenance shop including assigned jobs, estimated completion times for each job and estimated availability time.	Off the Shelf					
FL T-33 8	2	Fleet Managem ent	Work Orders	Allow a maintenance shop supervisor to identify options for assignment of a work order based on skill set and level of mechanic.	Off the Shelf					
FL T-33 9	2	Fleet Managem ent	Work Orders	Allow a maintenance shop supervisor to assign and automatically route via a work flow a work order to a mechanic	Off the Shelf					

				within the maintenance shop.						
FL T-34 0	2	Fleet Managem ent	Work Orders	Allow the maintenance shop supervisor to adjust the priority of a work order moving a work order up in the mechanics work queue.	Off the Shelf					
FL T-34 1	2	Fleet Managem ent	Work Orders	Support multiple mechanics on a single repair order.	Off the Shelf					
FL T-34 2	2	Fleet Managem ent	Work Orders	Create or automatically generate work orders based on user defined business rules (preventive maintenance schedules, warranty check, inspections, etc.).	Off the Shelf					Defered repairs automatically poulate the Repar tab once the Work Order is generated.
FL T-34 3	2	Fleet Managem ent	Work Orders	Notify via email the assigned operator or designated owner of the fleet/equipmen	Does Not Meet				FASTER Web does not automa tically	

				t unit of automatically generated work orders.					create work orders at this time.
FL T-34 4	2	Fleet Managem ent	Work Orders	Generate work orders for external repairs.	Off the Shelf				
FL T-34 5	2	Fleet Managem ent	Work Orders	Allow for e-mail or fax of repair tickets directly to vendors.	Does Not Meet				
FL T-34 6	2	Fleet Managem ent	Work Orders	Provide the capability to integrate with management systems of multiple outsourced maintenance providers to electronically transfer work order information.	Customization	Large			
FL T-34 7	2	Fleet Managem ent	Work Orders	Route assigned work orders automatically via workflow to the mechanics work queue.	Off the Shelf				
FL T-34 8	2	Fleet Managem ent	Work Orders	Allow mechanic to log start time on a job by selecting it	Off the Shelf				

				from their work queue through online entry or scanning a printed bar code on a printed work order form.						
FL T-34 9	2	Fleet Managem ent	Work Orders	Identify and display all warranties and preventive maintenance as part of a work order.	Off the Shelf					
FL T-35 0	2	Fleet Managem ent	Work Orders	Generate part list and maintenance procedures with the work orders.	Off the Shelf					
FL T-35 1	2	Fleet Managem ent	Work Orders	Auto create the parts requisition with the work order.	Does Not Meet					
FL T-35 2	2	Fleet Managem ent	Work Orders	Allow a mechanic to perform data entry of parts utilized, parts returned to inventory and other information through scanning of bar	Off the Shelf					

				codes on the parts, etc.						
FL T-35 3	2	Fleet Management	Work Orders	Allow mechanic to indicate work order completion.	Off the Shelf					
FL T-35 4	2	Fleet Management	Work Orders	Allow authorized user to review and approve work order as completed.	Off the Shelf					
FL T-35 5	2	Fleet Management	Work Orders	Prevent further changes to a work order after approval. Further changes will require an additional transaction against the work order so that the audit trail of changes is maintained.	Off the Shelf					
FL T-35 6	2	Fleet Management	Work Orders	Allow a work order to be credited to allow for both current and past errors.	Off the Shelf					
FL T-35 7	2	Fleet Management	Work Orders	Provide work order search capability by a number of	Off the Shelf					

				parameters including equipment identification number (ED#), maintenance shop, status (open, closed, cancelled), date range, work order type, fleet/equipment type, make, model, etc.						
FLT-358	2	Fleet Management	Work Orders	Restrict work order search capability and access to work orders by a user's roles/responsibilities.	Off the Shelf					
FLT-359	2	Fleet Management	Work Orders	Allow for partially complete repair orders that remain open through month and year end without starting new repair order.	Off the Shelf					
FLT-360	2	Fleet Management	Work Orders	Allow authorized users to credit repairs on an	Off the Shelf					

		.			existing repair order without deleting when data entry mistakes are made.					
FL T-36 1	2	Fleet Managem ent	Work Orders	Update employee time information in the wvOASIS time and labor function based on the actual time reported by the employee on the work order. Total time for an employee for each day should be pre-populated on the time sheet based on the total time charged to work orders that day.	Customization	Large				
FL T-36 2	2	Fleet Managem ent	Work Orders	Update parts inventory in wvOASIS inventory function based on parts used on a work order.	Customization	Medium				

FLT-363	2	Fleet Management	Work Orders	Update parts inventory in wvOASIS inventory function based on any parts credited in a work order (returned to inventory).	Customization	Medium			
FLT-364	2	Fleet Management	Work Orders	Track maintenance against the warranty associated with each piece of equipment and/or components.	Off the Shelf				
FLT-365	2	Fleet Management	Work Orders	Capture cost avoidance information associated with maintenance against the warranty work performed on each vehicle and each piece of equipment and/or components.	Does Not Meet				
FLT-366	2	Fleet Management	Work Orders	Print warranty tracking and labels at time of repair.	Does Not Meet				

FLT-367	2	Fleet Management	Work Orders	Update equipment costs with recovered warranty dollars.	Off the Shelf				
FLT-368	2	Fleet Management	Work Orders	Integrate with wvOASIS accounts payable function to support payment for completed work orders via procurement card or warrant for external repairs and intergovernmental billing for repairs performed by one State agency for another agency.	Customization	Medium			
FLT-369	2	Fleet Management	Work Orders	Integrate with wvOASIS general ledger function to support intergovernmental billing for repairs performed by	Customization	Medium			

			one State agency for another agency.						

Fleet Data Fields

Req. #	Priority	Category	Sub-Category	Data Field Requirement	Vendor Response	Customization Estimate, if Applicable	Core Module(s)	Comments/Notes
FDF-001	1	Fleet Management	General	Store and display fleet/equipment class name, code, and description.	Off the Shelf			
FDF-002	1	Fleet Management	General	Store and display skills/certifications required by operator.	Off the Shelf			
FDF-003	1	Fleet Management	General	Store and display rental rate, cost per hour (for activity costing purposes).	Off the Shelf			
FDF-004	1	Fleet Management	General	Store Utilization entry.	Off the Shelf			
FDF-005	1	Fleet Management	General	Store and display fleet/equipment class name, code, and description.	Off the Shelf			
FDF-006	1	Fleet Management	General	Store and display skills/certifications required by operator.	Off the Shelf			

FDF-007	1	Fleet Management	General	Store and display rental rate, cost per hour (for activity costing purposes).	Off the Shelf			
FDF-008	1	Fleet Management	General	Store Utilization entry.	Off the Shelf			
FDF-009	2	Fleet Management	General	Store warranties for equipment and parts.	Off the Shelf			
FDF-010	1	Fleet Management	Inventory	Store and display fleet/equipment type name and class code.	Off the Shelf			
FDF-011	1	Fleet Management	Inventory	Store and display fleet/equipment unit ID number.	Off the Shelf			
FDF-012	1	Fleet Management	Inventory	Store and display manufacturer.	Off the Shelf			
FDF-013	1	Fleet Management	Inventory	Store and display make.	Off the Shelf			
FDF-014	1	Fleet Management	Inventory	Store and display model.	Off the Shelf			
FDF-015	1	Fleet Management	Inventory	Store and display serial number (16 to 20 alpha-	Off the Shelf			

				numeric characters).				
FDF - 016	1	Fleet Manageme nt	Inventory	Store and display USDOT number.	Off the Shelf			
FDF - 017	1	Fleet Manageme nt	Inventory	Store and display 7 Digit ED number (WVDOT assigned equipment number) with possibility for expansion on the field.	Off the Shelf			
FDF - 018	1	Fleet Manageme nt	Inventory	Store at least 30 preventive maintenance schedules applicable to each fleet/equipmen t unit; preventive maintenance schedules must be supported for time, miles/hours, fuel consumed, or any combination of all three.	Off the Shelf			
FDF - 019	1	Fleet Manageme nt	Inventory	Store and display assigned organization.	Off the Shelf			

FDF-020	1	Fleet Management	Inventory	Store and display current location of equipment.	Off the Shelf			
FDF-021	1	Fleet Management	Inventory	Store and display prior history of equipment assignment.	Off the Shelf			
FDF-022	1	Fleet Management	Inventory	Store and display eligibility of the equipment to be pooled.	Off the Shelf with Configuration			
FDF-023	1	Fleet Management	Inventory	Store and display fleet/equipment type name and class code.	Off the Shelf			
FDF-024	1	Fleet Management	Inventory	Store and display fleet/equipment unit ID number.	Off the Shelf			
FDF-025	1	Fleet Management	Inventory	Store and display manufacturer.	Off the Shelf			
FDF-026	1	Fleet Management	Inventory	Store and display make.	Off the Shelf			
FDF-027	1	Fleet Management	Inventory	Store and display model.	Off the Shelf			
FDF-028	1	Fleet Management	Inventory	Store and display serial number (16 to	Off the Shelf			

				20 alpha-numeric characters).				
FDF - 029	1	Fleet Management	Inventory	Store and display USDOT number.	Off the Shelf			
FDF - 030	1	Fleet Management	Inventory	Store and display prior history of equipment assignment.	Off the Shelf			
FDF - 031	2	Fleet Management	Inventory	Store a minimum of 5 major component makes, models and serial #s per fleet/ equipment unit (e.g., chassis, engine).	Off the Shelf			
FDF - 032	2	Fleet Management	Inventory	Store at least 15 warranties applicable to each fleet/equipment unit or major subcomponent of the fleet/equipment unit; warranties must be supported for time, miles or any	Off the Shelf			

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				combination of the two.				
FDF - 033	2	Fleet Manageme nt	Inventory	Store unlimited notes for each fleet/equipmen t unit record.	Off the Shelf			
FDF - 034	2	Fleet Manageme nt	Inventory	Store lease/rental information for any equipment which is leased.	Off the Shelf			
FDF - 035	2	Fleet Manageme nt	Inventory	Store vendor identification number for lessor for external leases.	Off the Shelf			
FDF - 036	2	Fleet Manageme nt	Inventory	Store lease term.	Off the Shelf			
FDF - 037	2	Fleet Manageme nt	Inventory	Store lease start date.	Off the Shelf			
FDF - 038	2	Fleet Manageme nt	Inventory	Store lease end date.	Off the Shelf			
FDF - 039	2	Fleet Manageme nt	Inventory	Store lease payment terms (lease amount, period).	Off the Shelf			
FDF - 040	2	Fleet Manageme nt	Inventory	Store lease payment due date.	Does Not Meet			
FDF - 041	2	Fleet Manageme nt	Inventory	Store financing information for any fleet units	Does Not Meet			

				which are financed.				
FDF - 042	2	Fleet Management	Inventory	Store accidents involving a fleet unit.	Off the Shelf			
FDF - 043	2	Fleet Management	Inventory	Store date of accident.	Off the Shelf			
FDF - 044	2	Fleet Management	Inventory	Store employee operating fleet/equipment unit.	Off the Shelf			
FDF - 045	2	Fleet Management	Inventory	Store other employees in fleet unit or working with equipment.	Off the Shelf			
FDF - 046	2	Fleet Management	Inventory	Store accident description.	Off the Shelf			
FDF - 047	2	Fleet Management	Inventory	Store names/contact information of non-State employees involved in incident/accident.	Off the Shelf			
FDF - 048	2	Fleet Management	Inventory	Store work orders (multiple) associated with any repairs.	Off the Shelf			
FDF - 049	2	Fleet Management	Inventory	Store other optional fields based on fleet	Off the Shelf			

				class and/or fleet/equipment type.				
FDF - 050	2	Fleet Management	Inventory	Store and display separate fields for Home and Controlling Organizations.	Off the Shelf			
FDF - 051	2	Fleet Management	Inventory	Store and display warranty information and any recall history.	Off the Shelf			
FDF - 052	2	Fleet Management	Inventory	Store and display repair history.	Off the Shelf			
FDF - 053	2	Fleet Management	Inventory	Store and display history of equipment utilization.	Off the Shelf			
FDF - 054	2	Fleet Management	Inventory	Store and display current equipment status (Active, Pooled, Reserved, Under Repair, Scheduled for Maintenance, etc.) - X,S,A,R,W,P. X=Down, S=Sale, A=Active, R=Repair,	Off the Shelf			

				W=Warranty, and P=Pool				
FDF - 055	2	Fleet Management	Inventory	Store and display combined current equipment status of equipment units which are needed to be reserved as a unit; for example, a loader and hauler.	Off the Shelf			
FDF - 056	2	Fleet Management	Inventory	Store a minimum 3 fuel types per fleet/equipment unit.	Off the Shelf			
FDF - 057	2	Fleet Management	Inventory	Store work orders (multiple) associated with any repairs.	Off the Shelf			
FDF - 058	2	Fleet Management	Inventory	Store and display warranty information and any recall history.	Off the Shelf			
FDF - 059	3	Fleet Management	Inventory	Store vendor identification number for	Off the Shelf			

				bank or finance company.				
FDF - 060	3	Fleet Manageme nt	Inventory	Store loan date.	Does Not Meet			
FDF - 061	3	Fleet Manageme nt	Inventory	Store loan start and end date.	Does Not Meet			
FDF - 062	3	Fleet Manageme nt	Inventory	Store loan terms (rate, period, payment).	Does Not Meet			
FDF - 063	3	Fleet Manageme nt	Inventory	Store loan payment due date.	Does Not Meet			
FDF - 064	3	Fleet Manageme nt	Inventory	Store organization to whom loan payment is made (bank or other).	Does Not Meet			
FDF - 065	3	Fleet Manageme nt	Inventory	Store loan payment location.	Does Not Meet			
FDF - 066	3	Fleet Manageme nt	Inventory	Store loan payment address.	Does Not Meet			
FDF - 067	2	Fleet Manageme nt	Motorpool	Store for each motor pool: unique motor pool identifier.	Off the Shelf			
FDF - 068	2	Fleet Manageme nt	Motorpool	Store for each motor pool: unit.	Off the Shelf			

FDF-069	2	Fleet Management	Motorpool	Store for each motor pool: motor pool manager.	Does Not Meet			
FDF-070	2	Fleet Management	Motorpool	Store for each motor pool: pool location.	Off the Shelf			
FDF-071	2	Fleet Management	Motorpool	Store for each motor pool: unique motor pool identifier.	Off the Shelf			
FDF-072	2	Fleet Management	Motorpool	Store for each motor pool: unit.	Off the Shelf			
FDF-073	2	Fleet Management	Motorpool	Store for each motor pool: motor pool manager.	Does Not Meet			
FDF-074	2	Fleet Management	Motorpool	Store for each motor pool: pool location.	Off the Shelf			
FDF-075	1	Fleet Management	Parts Inventory	Store part type code.	Off the Shelf			
FDF-076	2	Fleet Management	Parts Inventory	Store part number.	Off the Shelf			
FDF-077	2	Fleet Management	Parts Inventory	Store manufacturer.	Off the Shelf			
FDF-078	2	Fleet Management	Parts Inventory	Store manufacturer part number.	Off the Shelf			
FDF-079	2	Fleet Management	Parts Inventory	Store serial number.	Off the Shelf			

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FDF-080	2	Fleet Management	Parts Inventory	Store alternate part number.	Off the Shelf			
FDF-081	2	Fleet Management	Parts Inventory	Store description.	Off the Shelf			
FDF-082	2	Fleet Management	Parts Inventory	Store part usage codes (multiple).	Off the Shelf			
FDF-083	2	Fleet Management	Parts Inventory	Store part reference fields (multiple).	Off the Shelf			
FDF-084	2	Fleet Management	Parts Inventory	Store cross reference fields (multiple).	Off the Shelf			
FDF-085	2	Fleet Management	Parts Inventory	Store part usage codes (multiple).	Off the Shelf			

Management Reporting

Req. #	Priority	Category	Sub-Category	Business (Functional) Requirement	Vendor Response	Customization Estimate, if Applicable	Capability Planned for Future Release	Core EAM Module(s)	Third Party Solution(s)	Comments/ Notes
RPT-001	1	Management Reporting	General	Provide a wide range of pre-defined reports that support day-to-day fleet management, work management and planning and budgeting business functions. Reports should be able to be scheduled and automatically generated and distributed (pushed to the user) by the operational system at a user defined time for publication.	Off the Shelf with Configuration					
RPT-002	2	Management Reporting	General	Provide capability to copy and modify existing reports as the basis for a new report.	Off the Shelf					
RPT-003	2	Management	General	Provide tools within the Vendor solution	Off the Shelf					

		Reportin g		to configure new reports.						
RPT-004	3	Manage ment Reportin g	General	Provide an ad-hoc query tool within the Vendor solution. The adhoc query toolset within the Vendor solution will not require knowledge and training on its own proprietary language for the majority of users (non power users).	Off the Shelf					
RPT-005	2	Manage ment Reportin g	General	Provide the ability to utilize JasperReports with the EAMS database	Off the Shelf					
RPT-006	3	Manage ment Reportin g	General	Provide the ability to integrate other third-party reporting tools (Crystal Reports, PowerBI, etc.) with the Vendor solution.	Does Not Meet					
RPT-007	2	Manage ment Reportin g	General	Provide an entity relationship diagram(s) to support development of end-user reports through the ad-hoc query tool within the Vendor solution or a third-party	Off the Shelf					

				reporting application.							
RPT-008	2	Management Reporting	General	Provide ability to view key performance indicators and other organizational performance data on a user-friendly intuitive dashboard.	Off the Shelf						
RPT-009	1	Management Reporting	General	Provide the capability to integrate with a future WVDOT business intelligence environment.	Customization						
RPT-010	1	Management Reporting	General	Provide a solution which is architected to support the ability to have 24-hour/7 day a week access (excluding defined maintenance windows) to the reporting functions.	Off the Shelf						
RPT-011	2	Management Reporting	General	Provide user access to predefined reports available withinthe Vendor solution without requiring the installation of any client software.	Off the Shelf						

RPT-012	2	Management Reporting	General	Provide user access to the functionality of the adhoc query tool for a minimum of 80% of the available functionality without requiring the installation of any client software (it is recognized that some capabilities utilized by power users may require the installation of additional software on the client desktop).	Off the Shelf					
RPT-013	2	Management Reporting	General	Provide user access to the forecasting capabilities within the Vendor solution for a minimum of 50% of the available forecasting capabilities without requiring the installation of any client software.	Does Not Meet					
RPT-014	2	Management Reporting	General	Provide user access to analysis, modeling and dashboarding tools within the Vendor solution for a minimum of 50% of	Does Not Meet					

				the available capabilities within these functions without requiring the installation of any client software.						
RPT-015	1	Manage ment Reportin g	General	Leverage the roles and security definitions that will be deployed for the main Fleet Management product within the reporting and business function to minimize duplication of security administration functions.	Does Not Meet					
RPT-016	2	Manage ment Reportin g	General	Support utilization of the same hardware and operating system specifications (architectural landscape) that are required for the operational platform for the reporting environment to the extent feasible.	Off the Shelf					

RPT-017	2	Management Reporting	General	Provide a reporting solution which is architected to allow sizing of data repositories to meet changing business needs allowing clients and servers to be added, upgraded or removed as computing capacity needs change, without reconfiguring the operational system or reporting environment.	Off the Shelf					
RPT-018	2	Management Reporting	Report Portal	Provide users with a personalized report portal that allows access to only those reports that the user is authorized to see consistent with role-based security definitions.	Does Not Meet					
RPT-019	3	Management Reporting	Report Portal	Display on the reports portal a list of reports that have been distributed to the user (i.e. the user has been granted authorization to view a report by the	Does Not Meet					

				designated report publisher/owner).							
RPT-020	3	Management Reporting	Report Portal	Display on the reports portal a list of saved personalized reports and ad-hoc queries that the user has authority to either create or modify in the user's personal reports list.	Does Not Meet						
RPT-021	3	Management Reporting	Report Portal	Allow users to search existing reports inventory and subscribe to reports after requesting and receiving permission from the report owner/publisher.	Does Not Meet						
RPT-022	3	Management Reporting	Report Portal	Provide the ability for designated report publishers to un-publish reports to individual users or groups of users, with the un-publication subject to approval based on WVDOT business rules.	Does Not Meet						
RPT-023	3	Management	Report Portal	Allow end-users to share saved personalized reports	Does Not Meet						

		Reporting		and ad-hoc queries for use by another user.							
RPT-024	3	Management Reporting	Report Portal	Allow end-users to delete shared reports from their personal reports list without deleting the shared report from another user's personal reports list.	Does Not Meet						
RPT-025	3	Management Reporting	Report Portal	Allow users to refresh (run) saved personal reports or ad-hoc queries from the portal with an option to run in the background and send a notification to the user upon completion.	Does Not Meet						
RPT-026	3	Management Reporting	Standard Report Features	Allow users to execute reports and modify report query parameters on-line and allow users to save modified report parameter sets as personal versions without impacting the base query.	Does Not Meet						
RPT-027	2	Management Reporting	Standard Report Features	Provide drill down capability from summary information to the	Does Not Meet						

				supporting detail transactions and drill up from the detail transaction to the summary information.						
RPT-028	2	Management Reporting	Standard Report Features	Provide, as part of drill down functionality, the ability to print the expanded sections of the drill down results with the content of the original query results.	Does Not Meet					
RPT-029	3	Management Reporting	Standard Report Features	Link the report generator directly to the data dictionary to provide point and click data item selection and drag-and-drop formatting by the user.	Does Not Meet					
RPT-030	3	Management Reporting	Standard Report Features	Allow users to define or modify the sort order of reports.	Does Not Meet					
RPT-031	3	Management Reporting	Standard Report Features	Allow users to search for data, transactions or documents using a range of data values.	Off the Shelf					

RPT-032	3	Manage ment Reportin g	Standard Report Features	Provide authorized users with the capability to perform a search within a report output/results set.	Does Not Meet					
RPT-033	3	Manage ment Reportin g	Standard Report Features	Provide authorized users with the capability to perform searches with full "if..then..else" logic within a report output/results set.	Does Not Meet					
RPT-034	4	Manage ment Reportin g	Standard Report Features	Provide authorized users with the capability to perform free-form text searching within a report output/results set. Search capability shall include the specification of words that are in a given range of words and shall include embedded, attached or linked documents.	Does Not Meet					
RPT-035	2	Manage ment Reportin g	Standard Report Features	Present data in both tabular and graphical formats.	Does Not Meet					

RPT-036	3	Management Reporting	Standard Report Features	Provide reporting and analytical capabilities with a similar user interface/user experience to the extent practical as other Fleet Management system functions (reporting toolset should not have a significantly different look and feel to the end-user from other parts of the Vendor system).	Off the Shelf					
RPT-037	3	Management Reporting	Standard Report Features	Provide ability to allow the results from any online search or query performed within the Vendor solution to be printed.	Off the Shelf					
RPT-038	2	Management Reporting	Standard Report Features	Provide standard print capabilities such as those typically available in Windows-based products such as print preview, print a range of pages, print a number of copies, etc.	Off the Shelf					

RPT-039	2	Management Reporting	Standard Report Features	Provide ability to schedule a report to run automatically if certain conditions (business rules) are met.	Does Not Meet					
RPT-040	2	Management Reporting	Standard Report Features	Support export of query and report results as an external database (for example in Microsoft Access or SQL Server readable formats).	Does Not Meet					
RPT-041	2	Management Reporting	Standard Report Features	Support export of query and report results in a variety of different industry standard formats including but not limited to .xls or .xlsx, .doc or .docx, PDF, .txt, XML, ASCII, comma delimited, tab delimited, etc.	Off the Shelf					
RPT-042	3	Management Reporting	Standard Report Features	Provide for report distribution based on events, process milestones, or predefined data thresholds or values, e.g., based on data values contained within the report (i.e., conditional	Does Not Meet					

				operators >, <, =, etc.)						
RPT-043	3	Manage ment Reportin g	Standard Report Features	Provide the capability to integrate third party report distribution software solutions.	Off the Shelf					
RPT-044	3	Manage ment Reportin g	Standard Report Features	Provide functionality to distribute reports by a variety of methods such as sending links to reports via email, web, fax, or PDA.	Does Not Meet					
RPT-045	3	Manage ment Reportin g	Standard Report Features	Support effective date selection and query including Boolean operations such as date ranges.	Off the Shelf					
RPT-046	3	Manage ment Reportin g	Standard Report Features	Provide functionality for the user to incorporate formulas, functions, and mathematical calculations into reports as well as typical grouping, mathematical and statistical functions on data in reports (such as sum, count, average, etc.)	Does Not Meet					

RPT-047	3	Management Reporting	Standard Report Features	Provide the ability to create and specify report templates.	Does Not Meet					
RPT-048	3	Management Reporting	Standard Report Features	Provide wizards to guide the users through report building steps.	Does Not Meet					
RPT-049	3	Management Reporting	Standard Report Features	Provide cursor selection and drag-and-drop features to assist users in formatting of files, elements, and operands (e.g., +,-, /, *) from data dictionary or other pre-established lists.	Does Not Meet					
RPT-050	3	Management Reporting	Standard Report Features	Provide graphical report layout tools and drag-and-drop features to assist users in formatting reports and inquires.	Does Not Meet					
RPT-051	3	Management Reporting	Standard Report Features	Provide support for graphical data visualization features including but not limited to stacked bar charts, min/mid/max line graphs, regression lines, dashboard gauges, etc.	Does Not Meet					

RPT-052	3	Management Reporting	Standard Report Features	Provide ability to link from reporting tool to Microsoft Office graphic, spreadsheet and presentation applications.	Does Not Meet					
RPT-053	3	Management Reporting	Ad-hoc Query	Allow users to build ad-hoc queries to report on any fields in the Vendor solution for which they are authorized using one or more of a combination of different criteria; provide online access to a data dictionary showing data element and table to assist query building.	Off the Shelf					
RPT-054	3	Management Reporting	Ad-hoc Query	Allow a user to save an ad-hoc query for later execution without impacting any base query that was used as a start point.	Does Not Meet					
RPT-055	3	Management Reporting	Ad-hoc Query	Display a user's saved ad-hoc queries by descriptive name on the user's report portal.	Does Not Meet					

RPT-056	3	Management Reporting	Ad-hoc Query	Allow a user to authorize one or more additional users to have access to a saved ad-hoc query through the report portal.	Does Not Meet					
RPT-057	3	Management Reporting	Ad-hoc Query	Display any ad-hoc queries that are authorized (shared) by one user for use by a second user on the second user's report portal.	Does Not Meet					
RPT-058	2	Management Reporting	Ad-hoc Query	Provide ability to track data by user-defined performance indicators.	Off the Shelf					
RPT-059	2	Management Reporting	Report Administration	Provide a solution architected so as to centrally manage the reporting tool set to ensure that any updates are distributed to users and that all users are accessing the same version of the reporting software.	Off the Shelf					
RPT-060	1	Management Reporting	Report Administration	Ensure solution is architected so system performance is not impacted when a large report	Off the Shelf					

				or inquiry is being run.						
RPT-061	3	Management Reporting	Report Administration	Provide the ability to schedule, view and modify the start time for batch printing including any dependencies on certain business conditions or events; provide option to restrict batch printing of large volume outputs by job or to certain authorized users to minimize on paper usage.	Does Not Meet					
RPT-062	1	Management Reporting	Report Administration	Enable users to run ad hoc reports and queries without degradation of system performance.	Off the Shelf					
RPT-063	2	Management Reporting	Report Administration	Allow the system administrator or other authorized user to define limits on the execution time for a report or query and/or the numbers being retrieved.	Does Not Meet					
RPT-064	2	Management	Report Administration	Cancel automatically a query or report job if it fails to meet	Does Not Meet					

		Reporting		system administrator defined criteria (e.g., time limits, infinite loops, excessive pages, etc.).						
RPT-065	2	Management Reporting	Report Administration	Provide the ability for authorized users or system administrator to terminate any query or report that significantly reduces system performance.	Off the Shelf					
RPT-066	3	Management Reporting	Report Administration	Allow system administrator or other authorized user to override parameters for an individual query or report.	Off the Shelf					
RPT-067	3	Management Reporting	Report Administration	Provide functionality to audit exports of report data and modifications to report definitions.	Does Not Meet					
RPT-068	2	Management Reporting	Report Administration	Provide the ability to configure reports such that information can be suppressed based on a user's role.	Does Not Meet					

RPT-069	2	Management Reporting	Report Administration	Provide reports on user production statistics by user ID, time of day, length of job, etc. to determine who is viewing a report, what reports are being used and resources consumed by department/user suitable for billing purposes.	Does Not Meet					
RPT-070	2	Management Reporting	Report Administration	Maintain an active metadata repository that contains definitions of all data elements and attributes within the Vendor'ssolution (maintain both product meta-data and user configured changes).	Does Not Meet					

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Application Architecture

Req. #	Priority	Category	Sub-Category	Business (Functional) Requirement	Vendor Response	Customization Estimate, if Applicable	Capability Planned for Future Release	Core Module(s)	Third Party Solution(s)	Comments/Notes
APP-001	1	Application Architecture	General	Provide a suite of fully-integrated application modules in which data captured in one module is readily available for use and updated as appropriate in other modules of the system.	Off the Shelf					
APP-002	1	Application Architecture	General	Provide ability to share all related business information across functional areas and organizations, subject to application security and user-defined business rules and security considerations.	Off the Shelf					
APP-003	1	Application Architecture	General	Provide an integrated data management structure that is utilized across the proposed software solution minimizing system processing or administration required on the data integration points.	Off the Shelf					

APP-004	1	Applic ation Archit ecture	General	Provide user-controlled definition and maintenance of system values and business rules in tables, system configuration files, coding, and business rules in data structures and interfaces without requiring programmer intervention to modify and providing the capability for an application administrator or other authorized users to manage and maintain system configurations, settings, and data tables.	Does Not Meet					
APP-005	2	Applic ation Archit ecture	General	Update all related modules and tables immediately with a single entry; that is, any change to a project attribute or project status information is made only once but takes effect throughout the system.	Off the Shelf					
APP-006	2	Applic ation Archit ecture	General	Provide means of altering tables and/or data structures to support user-defined fields and capability for system administrator or other authorized users to create new data items on-line and automatically update a global data dictionary with these new elements.	Does Not Meet					
APP-007	2	Applic ation Archit ecture	General	Provide application administrator or other authorized user with screen layout configuration capabilities including movement of fields on the screen and/or across tables, removal of fields, addition of user-defined fields, reorder or consolidation of tables, buttons to enable prints and selection of related reports, links to other	Does Not Meet					

				business objects (such as CAD drawings, user manuals, project records, contract records, etc.)						
APP-008	2	Application Architecture	General	Support consistency in terms of field labels such that a screen label defined in one place would be referred to in the same way everywhere and separated by line of business, role, etc.	Off the Shelf					
APP-009	2	Application Architecture	General	Within the system, utilize a design which provides the end user with a perspective of real-time update of data (even if some processes may be happening in the background to complete database updates); that is, users should not be required to toggle back and forth from a screen being used to perform a business process using a job queue to check the status of a batch/background task being able to proceed to the next screen in a series of screens required to perform a specific business function/task.	Off the Shelf					
APP-010	2	Application Architecture	General	Perform transactions in real-time in the sense that online access will display the most current element value (e.g., if a user changes the value of a data element on one screen, the newly changed data value will be shown when the user moves to another screen with that same data element).	Off the Shelf					

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APP-011	1	Applic ation Archit ecture	General	Edit all system input according to user-defined business rules so that the rules are appropriately and consistently applied and data is validated at the time the data is entered into the system (on-line or via a batch transaction).	Off the Shelf					
APP-012	2	Applic ation Archit ecture	General	Utilize effective-dated transactions and table updates (either dated for future action or dated to be retroactive) with the ability to specify data edits by type of transaction.	Does Not Meet					
APP-013	2	Applic ation Archit ecture	General	Support multiple concurrent application sessions for each user; each concurrent session must be able to support the same security profile or a different profile if the user has multiple profiles.	Off the Shelf					
APP-014	2	Applic ation Archit ecture	General	Provide capability for a user to have multiple screens or tabs open within a single user session.	Off the Shelf					
APP-015	2	Applic ation Archit ecture	General	Maintain security logs and audit trails distinctly for each concurrent user session.	Does Not Meet					
APP-016	2	Applic ation Archit ecture	General	Support encryption, masking, or hiding of any fields with restricted access to only authorized users by department/business unit and role and responsibility.	Off the Shelf					
APP-017	2	Applic ation Archit ecture	General	Provide capability to indicate at the field level user classes or individual users who are authorized to view masked or encrypted fields.	Does Not Meet					

APP-018	2	Applic ation Archit ecture	General	Allow display of masked, hidden, or encrypted fields by an authorized user.	Does Not Meet					
APP-019	1	Applic ation Archit ecture	General	Comply with the Rehabilitation Act of 1973 and Americans with Disabilities Act (ADA) Section 508 standards for accessibility of all system functions.	Does Not Meet					
APP-020	1	Applic ation Archit ecture	User Interfac e	Utilize a consistent user interface across the software (excluding proposed third party solutions) including user definable hot keys; screen naming functions; navigation patterns; consistent use of controls; and online help and menus (as defined by the user's security profile).	Off the Shelf					
APP-021	2	Applic ation Archit ecture	User Interfac e	Ensure messages appear in a consistent format across all system functions for both batch and on-line processing.	Off the Shelf					
APP-022	2	Applic ation Archit ecture	User Interfac e	Allow manual entry and also context specific drop-down lists of all valid values for each validated field where appropriate.	Off the Shelf					
APP-023	2	Applic ation Archit ecture	User Interfac e	Provide immediate transfer/paste of value[s] from a "pop up" list of values tables to the appropriate field when selected.	Off the Shelf					
APP-024	2	Applic ation Archit ecture	User Interfac e	Architect so as to have interfaces proceed directly and automatically to the next appropriate field when data is entered, for example "Tabbing" through fields in a defined sequence.	Off the Shelf					

APP-025	2	Applic ation Archit ecture	User Interfac e	Allow user to directly access other input screens and modules without need for backing out of menus or menu paths.	Off the Shelf					
APP-026	2	Applic ation Archit ecture	User Interfac e	Allow navigation between multiple, related input screens without losing any information input on the original (or header) screen.	Off the Shelf					
APP-027	2	Applic ation Archit ecture	User Interfac e	Allow user to move backward within a menu structure and screens without losing previously entered data.	Off the Shelf					
APP-028	2	Applic ation Archit ecture	User Interfac e	Allow a user to cancel transaction and/or exit any document or screen without saving changes.	Off the Shelf					
APP-029	1	Applic ation Archit ecture	User Interfac e	Support cut and paste for copying data between screens.	Off the Shelf					
APP-030	2	Applic ation Archit ecture	User Interfac e	Provide a display that indicates (e.g., highlighting) all required fields for entry on any screen.	Off the Shelf					
APP-031	2	Applic ation Archit ecture	User Interfac e	Provide a search and filter capability on user screens containing columns of data.	Off the Shelf					
APP-032	2	Applic ation Archit ecture	Function s and Features	Support use of keyboard data entry only (i.e., allow screen functions to be performed without use of a mouse).	Does Not Meet					
APP-033	1	Applic ation Archit ecture	Function s and Features	Support the generation of email messages by the system based on various system/business events	Off the Shelf					

				utilizing SMTP for outbound messages.							
APP-034	2	Application Architecture	Functions and Features	Allow any master record or validation table entry to be activated or inactivated.	Does Not Meet						
APP-035	1	Application Architecture	Functions and Features	Provide for wildcard, partial, and multi-term searches: Include ability to define must-have and optional criteria.	Off the Shelf						
APP-036	2	Application Architecture	Functions and Features	Provide capability to auto-populate the value of a field based on the value of a previously entered field using user-defined business rules and/or validations.	Does Not Meet						
APP-037	2	Application Architecture	Functions and Features	Allow overriding of system or user-defined defaults based on business rules with an audit trail within individual functions.	Does Not Meet						
APP-038	2	Application Architecture	Functions and Features	Allow for descriptions on all transactions.	Off the Shelf						
APP-039	2	Application Architecture	Functions and Features	Provide/support spell check capability.	Off the Shelf						
APP-040	2	Application Architecture	Functions and Features	Support text formatting in the system (i.e., the ability to support mixed case letters, word wrap, line wrap, and character count when there is a limit, etc.)	Off the Shelf						
APP-041	2	Application Architecture	Functions and Features	Provide query features that supports alternate field lookup (e.g., using item name to look up	Off the Shelf						

				item code or project name to look-up project number).						
APP-042	2	Application Architecture	Functions and Features	Provide table look-up fields that can be linked to or refer to other tables.	Does Not Meet					
APP-043	2	Application Architecture	Functions and Features	Utilize effective and expiration dates to version reference tables and data.	Does Not Meet					
APP-044	1	Application Architecture	Functions and Features	Provide capability to add, change, and inactivate reference tables in both batch and on-line mode.	Does Not Meet					
APP-045	2	Application Architecture	Functions and Features	Provide capability to recognize and capture rejected (bypassed) transactions for review, correction and reprocessing: Place batch loaded reference data into a suspended state if errors exist in non-key fields. This process should be non-blocking and the processing should continue.	Off the Shelf					
APP-046	2	Application Architecture	Functions and Features	Provide capability to perform cross-reference table validations.	Does Not Meet					
APP-047	1	Application Architecture	Functions and Features	Support use of "digital signatures" or "online approvals" to initiate or approve a business event within the system using user authentication within the system via validation of user credentials at the time the user signed on to the system; Support these digital signatures for	Does Not Meet					

				approvals and rejections of workflow tasks.						
APP-048	2	Applic ation Archit ecture	Function s and Features	Provide ability to integrate with third-party eSignature solutions to support electronic signature approval processes initiated within the software solution.	Does Not Meet					
APP-049	2	Applic ation Archit ecture	Function s and Features	Support mass changes to defined groups of transactions or data with appropriate audit trail.	Off the Shelf					
APP-050	2	Applic ation Archit ecture	Function s and Features	Provide capability to review and approve a batch load prior to execution.	Does Not Meet					
APP-051	2	Applic ation Archit ecture	Function s and Features	Provide capability to back out (rollback) previously executed batch loads.	Does Not Meet					
APP-052	2	Applic ation Archit ecture	Function s and Features	Provide capability to define/set-up batch checkpoints.	Does Not Meet					
APP-053	2	Applic ation Archit ecture	Function s and Features	Provide a sequential unique identifier for a batch process.	Does Not Meet					
APP-054	3	Applic ation Archit ecture	Function s and Features	Support ability to add printable and non-printable notes to any field or document.	Does Not Meet					
APP-055	2	Applic ation	Function s and Features	Support creation of user-defined form letters or business forms using system-defined naming standards	Off the Shelf					

		Archit ecture		configurable by the system administrator or authorized user.						
APP-056	2	Applic ation Archit ecture	Function s and Features	Provide capability to set-up standard document and letter templates at the department/business unit level for use throughout the system with names, titles, labels, pre-defined backgrounds, etc. using system-defined naming standards configurable by the system administrator or authorized user.	Does Not Meet					
APP-057	2	Applic ation Archit ecture	Function s and Features	Provide automatic date and time stamping of all documents generated by the system.	Off the Shelf					
APP-058	2	Applic ation Archit ecture	Function s and Features	Provide functionality to copy a document in order to create a new document of the same type.	Does Not Meet					
APP-059	2	Applic ation Archit ecture	Function s and Features	Generate special clauses on documents as defined by users or by standard clauses.	Does Not Meet					
APP-060	2	Applic ation Archit ecture	Function s and Features	Provide ability to view multiple different file formats for attachment in all modules/functions including, but not limited to, Microsoft Office products, PDF's, and image file formats.	Off the Shelf					
APP-061	2	Applic ation Archit ecture	Function s and Features	Support ability to use the "print screen" function on any screen.	Off the Shelf					

APP-062	1	Applic ation Archit ecture	Function s and Features	Provide ability for authorized end-users to import from a .xls, csv, or a text file meeting import formatting requirements.	Off the Shelf					
APP-063	1	Applic ation Archit ecture	Workflo ws	Provide tools to model and modify pre-existing workflows or create new workflows (the workflows shall be implementable globally or by specific business units).	Does Not Meet					
APP-064	1	Applic ation Archit ecture	Workflo ws	Support establishment of user-defined rules-based workflows for any system event or transaction.	Does Not Meet					
APP-065	2	Applic ation Archit ecture	Workflo ws	Provide bi-directional electronic routing of documents for approval or other tasks through workflow.	Does Not Meet					
APP-066	2	Applic ation Archit ecture	Workflo ws	Support routing of workflow to multiple destinations based on various user-defined criteria.	Does Not Meet					
APP-067	2	Applic ation Archit ecture	Workflo ws	Integrate with Active Directory to access organizational hierarchies and incumbent information for current employees in order to establish workflow routings.	Does Not Meet					
APP-068	2	Applic ation Archit ecture	Workflo ws	Support parallel approvals and single-threaded approvals in the same approval path.	Does Not Meet					
APP-069	2	Applic ation Archit ecture	Workflo ws	Reverse any approvals and return the workflow transaction to the originating user and any other users who had previously approved the transaction in the event that one or	Does Not Meet					

				more reviewers disapproves a transaction.					
APP-070	2	Application Architecture	Workflows	Allow workflow destination to be defined as specific users or a class of users or by using some other user-defined criteria.	Does Not Meet				
APP-071	1	Application Architecture	Workflows	Allow for copying/extending preconfigured workflows to meet specific business requirements.	Does Not Meet				
APP-072	1	Application Architecture	Workflows	Support definition of workflow events based on user-defined criteria including transaction code; department/business unit; user roles and responsibilities; user position in organization; data values and other user-defined values or parameters.	Does Not Meet				
APP-073	2	Application Architecture	Workflows	Allow user-defined standard approval timeframes.	Does Not Meet				
APP-074	2	Application Architecture	Workflows	Allow user-defined alternative approval paths.	Does Not Meet				
APP-075	1	Application Architecture	Workflows	Support multiple levels of approvals for transactions based on profile security and other user-defined criteria.	Does Not Meet				
APP-076	1	Application Architecture	Workflows	Allow a user to enter descriptive information in a note field or to upload and attach a file (Microsoft Office, Microsoft Office 365, PDF, JPEG, etc.) to content items within	Does Not Meet				

				the workflow and store these notes with user id and date/time stamp.						
APP-077	2	Application Architecture	Workflows	Allow workflows to be designated as either 'informational' or 'action (such as approval) required.	Does Not Meet					
APP-078	2	Application Architecture	Workflows	Ensure a transaction is not finalized until all required approval workflows are complete.	Does Not Meet					
APP-079	2	Application Architecture	Workflows	Allow a workflow to be designed to support either simultaneous actions or require consecutive actions, as defined by an authorized user.	Does Not Meet					
APP-080	1	Application Architecture	Workflows	Provide a dashboard which displays the status of workflows including workflows pending for a user-defined period of time.	Does Not Meet					
APP-081	1	Application Architecture	Workflows	Provide capability for personnel, or their supervisors to delegate their approval authority to another individual or work group, along with allowing the delegate to access their "inbox" should that be desired by the user. This function is primarily to allow for coverage when an employee is out on leave.	Does Not Meet					
APP-082	2	Application Architecture	Workflows	Provide email notification of workflow items.	Does Not Meet					
APP-083	2	Application Architecture	Workflows	Provide capability to allow an application system administrator to authorize a user to be able to opt in/opt out of email notifications.	Does Not Meet					

APP-084	2	Application Architecture	Workflows	Allow user with appropriate authorization to disable email notification (opt in/opt out capability).	Does Not Meet					
APP-085	2	Application Architecture	Workflows	Provide integrated workflow error handling.	Does Not Meet					
APP-086	2	Application Architecture	Workflows	Track workflow approvals and rejections.	Does Not Meet					
APP-087	1	Application Architecture	Workflows	Support various user-defined transaction statuses, including approved, rejected, pending, under consideration, etc.	Does Not Meet					
APP-088	1	Application Architecture	Workflows	Provide for the display of the status of items submitted to a workflow at any time.	Does Not Meet					
APP-089	1	Application Architecture	Workflows	Maintain document status based on routing and approvals and allow authorized users to determine where the document is in the routing process.	Does Not Meet					
APP-090	2	Application Architecture	Workflows	Notify users automatically via email when items in their "inbox" have gone unprocessed for a user-defined period of time.	Does Not Meet					
APP-091	2	Application Architecture	Workflows	Route transactions automatically to a workgroup after a specific time of inaction (based on user-defined criteria).	Does Not Meet					

APP-092	2	Application Architecture	Workflows	Allow steps in the workflow to be bypassed by allowing approvers higher in the approval chain to approve transactions. Should this transaction be in the "inbox" of an approver lower in the approval chain automatically remove transaction from lower approver's inbox.	Does Not Meet					
APP-093	2	Application Architecture	Workflows	Support the use of a "master approver" for each workflow who may approve a transaction at any time whether included in the normal workflow or not.	Does Not Meet					
APP-094	1	Application Architecture	Mobile Technology	System should be "mobile-friendly" for mobile platforms/environments including iOS and Android.	Off the Shelf					
APP-095	1	Application Architecture	Mobile Technology	Utilize responsive design to ensure that web pages display accurately on a range of screen sizes and aspect ratios including smart phones, desktops, tablets, etc.	Off the Shelf					
APP-096	1	Application Architecture	Security	Comply with WVDOT and any applicable State of West Virginia security policies.	Does Not Meet					
APP-097	1	Application Architecture	Security	Comply with encryption requirements in Internal Revenue Service Publication 1075.	Does Not Meet					
APP-098	1	Application Architecture	Security	Comply with Federal Information Processing Standard (FIPS) 140 or most current.	Does Not Meet					

APP-099	1	Application Architecture	Security	Comply with ISO/IEC 15408: Common Criteria for Information Technology Security Evaluation.	Does Not Meet					
APP-100	1	Application Architecture	Security	Support digital certificates.	Off the Shelf					
APP-101	1	Application Architecture	Security	Support public key infrastructure (PKI).	Off the Shelf					
APP-102	1	Application Architecture	Security	Support Transport Layer Security (TLS) > 1.2.	Off the Shelf					
APP-103	1	Application Architecture	Security	Provide an efficient, flexible way to control and administer access to all components of the solution using role-based security.	Off the Shelf					
APP-104	1	Application Architecture	Security	Provide role-based security and privileges and access rights by position and department/business unit.	Off the Shelf					
APP-105	1	Application Architecture	Security	Provide granular management and administrator control over transactions, forms access, field updates, row locking, interfacing events, data queries and other types of authorizations using role-based security.	Does Not Meet					
APP-106	1	Application Architecture	Security	Provide capability to establish "security profiles" or templates by user-defined job category or role, and to apply the templates to	Off the Shelf					

				individuals and to user groups to grant privileges.							
APP-107	1	Application Architecture	Security	Restrict display of system functions upon sign-in to the software to only the options, functions, menu selections, screens, and data fields to which the user or business unit has rights to.	Off the Shelf						
APP-108	1	Application Architecture	Security	Provide ability to ensure that if two or more distinct security roles are needed to perform a business function and all needed roles are held by the same user, the user must log on separately under each security role in order to perform the full business transaction. Further, if a user has approval privileges over a business process that they also enter data for, the user shall NOT be able to approve their own work or requests. User-generated work or requests must be approved by a different/independent approver (such as a supervisor).	Does Not Meet						
APP-109	1	Application Architecture	Security	Provide ability for the system within the security function of the application to allow an authorized user to configure available controls, actions, and access for interfaces based upon user role / privileges.	Off the Shelf						
APP-110	1	Application Architecture	Security	Integrate with Active Directory to define users to the system, including following user information: unique user identification; user first name; user	Does Not Meet						

				last name; department/business unit; user email address; and effective date of user access to the system.							
APP-111	1	Applic ation Archit ecture	Security	Allow the system administrator or other authorized users to define user access groups based on job responsibilities to ensure separation of duties; the system administrator must be able to define a group name, a description of the role and capabilities of the user group. Additional fields may be offered for further separation, finer grouping.	Off the Shelf						
APP-112	1	Applic ation Archit ecture	Security	Integrate with Active Directory to obtain user groups and assignments of users to those groups. Provide capability to grant user groups access to each system function and establish the type of access to be allowed (add, change, inquire, delete) along with an effective start and end date for this access.	Does Not Meet						
APP-113	1	Applic ation Archit ecture	Security	Allow system administrator, or other authorized user, to assign users to one or more user groups including an effective-date and optional end-date for inclusion in each user group.	Does Not Meet						
APP-114	1	Applic ation Archit ecture	Security	Allow system administrator or other authorized users to remove users from one or more user groups including recording of an effective date for end of inclusion in each user group.	Does Not Meet						

APP-115	2	Applic ation Archit ecture	Security	Log incidents of invalid password attempts which exceed a system-configurable maximum allowable number of attempts capturing user identification entered, type of violation (invalid user id, invalid password or invalid id and password) and date and time of the violation; place the incident log in the audit trail log.	Does Not Meet					
APP-116	2	Applic ation Archit ecture	Security	Log incidents of security violations within the system capturing user identification, IP address with X-Forward IP if load balancer is involved, system function for which unauthorized access was attempted and date and time of security violation.	Does Not Meet					
APP-117	2	Applic ation Archit ecture	Security	Allow the system administrator or authorized users to generate a formatted user-defined report of invalid password attempts or security violations within the system.	Does Not Meet					
APP-118	2	Applic ation Archit ecture	Security	Provide an online function for review of the logs of invalid password attempts or security violations by the system administrator or other authorized users.	Does Not Meet					
APP-119	1	Applic ation Archit ecture	Security	Ensure report and ad-hoc query results are subject to the system security model such that users cannot access data through reports and queries for which they are not	Does Not Meet					

				authorized in the operational system.						
APP-120	1	Applic ation Archit ecture	Security	Support access to the software solution by authorized third-party business partners through VPN or VDI technology, subject to WVDOT and state of West Virginia security procedures for external access.	Off the Shelf					
APP-121	1	Applic ation Archit ecture	Security	Provide capability for the system to allow users to choose from a list of security roles (user or group based) if the user has more than one role available to them.	Does Not Meet					
APP-122	2	Applic ation Archit ecture	Security	Provide capability for the system administrator or an authorized user to delegate proxy roles to other users with an expiration date, and provide capability to notify user of the new proxy; Start and end dates shall be within 30 calendar days of each other.	Does Not Meet					
APP-123	1	Applic ation Archit ecture	Security	Allow system administrator or other authorized user to define the allowable period for user inactivity while logged on; such time shall be consistent with WVDOT and State of West Virginia security policy.	Off the Shelf					
APP-124	1	Applic ation Archit ecture	Security	Disconnect or log out a user session when it exceeds the allowable period of inactivity as established by the system administrator and configured in the system.	Off the Shelf					
APP-125	2	Applic ation	Security	Warn user that they will be disconnected before automatically logging user out of the system.	Does Not Meet					

		Archit ecture								
APP-126	1	Applic ation Archit ecture	Security	Ensure security on report creation or distribution software so that a user cannot view/create a report containing data that they are not authorized to see within the system.	Does Not Meet					
APP-127	1	Applic ation Archit ecture	Audit Trail	Maintain an audit trail of all user actions that update and access the database including at a minimum user id, action performed, and time/date stamp; this includes any update via online, batch, web services or self-service functions.	Does Not Meet					
APP-128	1	Applic ation Archit ecture	Audit Trail	Provide a standardized audit trail format / row for each data structure (whether that's a table row or document depending on database type) in the system and track information including but not limited to: timestamp when the record was inserted, changed or deleted; user id or program id inserting, changing or deleting the record; copy of record before change/deletion; and copy of record after addition/change.	Off the Shelf					
APP-129	1	Applic ation Archit ecture	Audit Trail	Provide an audit trail for each interface program which shows: user or program initiating an interface, the date and time of interface execution and the interface completion status (Completed, Completed with Errors, Cancelled, Ended with Errors, etc.).	Off the Shelf					

APP-130	2	Application Architecture	Archiving	Provide reporting and analysis tools which guide a system data administrator in determining which data is appropriate and safe to archive.	Does Not Meet					
APP-131	2	Application Architecture	Archiving	Provide capability to store specific data elements for an indefinite period of time while other data may be able to be archived after user-defined periods based on record retention policies.	Does Not Meet					
APP-132	2	Application Architecture	Archiving	Provide authorized user with ability to mark (and unmark) records for deletion but not removed database until archived.	Does Not Meet					
APP-133	2	Application Architecture	Archiving	Provide capability to purge, archive, and restore inactive records based on user-defined criteria and tracking history.	Does Not Meet					
APP-134	2	Application Architecture	Archiving	Allow system administrator to define archiving criteria for different types of data.	Does Not Meet					
APP-135	2	Application Architecture	Archiving	Provide an automated archiving routine that archives data following the user-defined archiving rules; the process shall be able to be scheduled or manually initiated by an authorized user.	Does Not Meet					
APP-136	2	Application Architecture	Archiving	Provide for restoration of archived data by various parameters including the date range of the archiving process and other user-defined business rules.	Does Not Meet					

APP-137	2	Application Architecture	Archiving	Provide a flexible, automated archival routine to archive inactive reference data; this archival routine must validate that other table entries do not use the inactive data before archiving it and maintain overall system referential data integrity.	Does Not Meet				
APP-138	1	Application Architecture	Help	Provided a centrally stored and maintained system wide help function.	Off the Shelf				
APP-139	1	Application Architecture	Help	Provide context-sensitive, field-level on-line help features for all screen elements, screen errors, and error codes.	Off the Shelf				
APP-140	2	Application Architecture	Help	Utilize an on-line help feature which directs the user either to a help screen specific to the field they are on if help is available for that field or to a help screen which is specific to the screen they are on if no field level help is available.	Off the Shelf				
APP-141	1	Application Architecture	Help	Provide table-driven error message handling.	Does Not Meet				
APP-142	1	Application Architecture	Help	Allow authorized users to modify and maintain error message text.	Does Not Meet				
APP-143	2	Application Architecture	Help	Ensure an error message points the user to the field in error (e.g., by identifying the field name, field number or providing a link to tab to the field).	Off the Shelf				

APP-144	2	Application Architecture	Help	Provide capability to identify processing or navigation path for a screen.	Off the Shelf					
APP-145	2	Application Architecture	Help	Allow customization of help files provided with the system by the application system administrator or other authorized users to incorporate WVDOT-wide or business unit/department specific information.	Does Not Meet					
APP-146	2	Application Architecture	Help	Allow customization of help files by the system administrator or other authorized user by department/business unit or by roles and responsibilities within the proposed system: users must be able to modify the part of the help text that they are authorized to maintain without impacting other help text.	Does Not Meet					
APP-147	2	Application Architecture	Help	Ensure all customized help text and files carry forward automatically during system updates and upgrades.	Does Not Meet					
APP-148	1	Application Architecture	User Documentation	Provide user documentation that is comprehensive, clear and easy to use (e.g., user documentation must provide quick answers to questions regarding the navigation of application screens, execution of pre-defined reports, and use of the ad-hoc query capability); it must also contain clear and thorough descriptions of all screen and batch processing functions, screen data,	Off the Shelf					

				programs, system reports, and any processing parameters.						
APP-149	1	Application Architecture	User Documentation	Provide all system documentation and manuals electronically.	Off the Shelf					
APP-150	1	Application Architecture	User Documentation	Provide search functions for on-line documentation, across all documentation and within component pieces of the on-line documentation.	Off the Shelf					
APP-151	2	Application Architecture	User Documentation	Allow system administrator to authorize components of the system documentation to be available for download by authorized users.	Does Not Meet					
APP-152	2	Application Architecture	User Documentation	Provide capability to allow authorized users to download user documentation approved by the system administrator for distribution as one or multiple PDF files.	Does Not Meet					
APP-153	2	Application Architecture	User Documentation	Enable users to incorporate user-defined documentation into system documentation (e.g., user procedures, business rules, etc.), which is accessible in the same manner as documentation from the software provider.	Does Not Meet					

APP-154	2	Applic ation Archit ecture	User Docume ntation	Support version control for user-defined documentation.	Off the Shelf					
APP-155	1	Applic ation Archit ecture	Upgrade ability	Provide capability for all upgrade and patched processes for the system to automatically re-apply configurations and customizations made by WVDOT (Should these customizations/configurations have to manually be re-applied, the system shall identify these exceptions for manual re-application before applying any upgrade/patch software).	Does Not Meet					

Technical Architecture

Req. #	Priority	Category	Sub-Category	Business (Functional) Requirement	Vendor Response	Customization Estimate, if Applicable	Capability Planned for Future Release	Core Module(s)	Third Party Solution(s)	Comments/Notes
TEC-001	1	Technical Architecture	General	Provide a solution architecture with expandable configurations and customizations, along with the capability to scale more or less for concurrent users and data storage as needed.	Off the Shelf					
TEC-002	1	Technical Architecture	General	Utilize a vendor-independent design that is based on non-	Off the Shelf					

TEC-003	1	Technical Architecture	General	proprietary technology and does not required the solution to be operated on proprietary hardware or operating system platforms.						
TEC-003	1	Technical Architecture	General	Implement a system design architected to allow system availability on a continuous basis, (i.e., 24x7). Support high-availability including during patches and updates. Provide a robust data recovery architecture design that minimizes system downtime.	Off the Shelf					
TEC-004	1	Technical Architecture	General	Utilize a service-oriented	Off the Shelf					FASTER Web provides a SOA through it Web

				architecture (SOA) to facilitate seamless integration with heterogeneous internal and external systems.						APIs which cover many functions in the system but not all. After reviewing the RFP requirements, there will be a number of custom integrations needed to meet all of the State's integration requirements.
TEC-005	1	Technical Architecture	General	Provide the SOA capability which is platform and protocol independent and complies with Advancing Open Standards for the Information Society (OASIS) standards such as WS-Security, WS-Reliability, etc. and utilizing other open-	Does Not Meet					While FASTER Web meets many of the requirements identified, it cannot meet all of the Advancing Open Standard for the Information Society's requirements.

				standards (such as JSON, XML, OAuth and SAML).						
TEC-006	2	Technical Architecture	General	Support virtualization for all tiers.	Off the Shelf					
TEC-007	1	Technical Architecture	General	Provide a browser-based interface.	Off the Shelf					
TEC-008	1	Technical Architecture	General	Deliver content via the current and most recent previous supported browser versions that include but are not limited to Microsoft Edge, Google Chrome, Mozilla Firefox and Safari.	Off the Shelf					FASTER tests with Chrome and Edge. For iOS devices, FASTER recommends customers use Chrome for iOS.
TEC-009	1	Technical Architecture	General	Ensure that content can be delivered via a web browser without	Off the Shelf					

				requiring browser security settings to be lowered beyond typical industry standards in order for system functionality to perform properly.						
TEC-010	1	Technical Architecture	General	Deliver content via browser without Active X controls or plug-in support (such as Java Runtime Environment, Adobe Flash, etc.)	Off the Shelf					
TEC-011	1	Technical Architecture	General	Deliver content via web browser capability available on the iOS and Android.	Off the Shelf					
TEC-012	2	Technical Architecture	General	Ensure any additional	Off the Shelf					

FASTER

				required software required on a desktop can be deployed through industry standard Office Automation push technology.						
TEC-013	2	Technical Architecture	General	Support the following character sets: UTF-8 Unicode, UTF-16 Unicode, and ASCII.	Off the Shelf					
TEC-014	2	Technical Architecture	General	Utilize application stack at all points in terms of the operating system, network, database, desktop, and storage.	Off the Shelf					
TEC-015	2	Technical Architecture	General	Ensure Web and security server is 64 bit.	Off the Shelf					
TEC-016	2	Technical Architecture	Enterprise	Support connectivity	Does Not Meet					FASTER Web has not tested with

			Application Integration	services through TCP/IP IPPB v4 IPPB v6.							IPPB v6 but supporting that version is on the roadmap.
TEC-017	2	Technical Architecture	Enterprise Application Integration	Provide connectivity across and between WVDOT's network zones.	Off the Shelf						
TEC-018	2	Technical Architecture	Enterprise Application Integration	Provide communication services that guarantee message delivery and handles queuing and encryption for various types of communication (e.g., publish and subscribe, request/reply, etc.)	Does Not Meet						
TEC-019	2	Technical Architecture	Enterprise Application Integration	Provide configurable data-transformation services to handle data validation,	Does Not Meet						Any integration created by FASTER will meet the State's defined requirements but the data

			calculations, lookups, padding, scrambling, truncation, etc.							transformation services are not configurable.
TEC-020	2	Technical Architecture	Enterprise Application Integration	Provide ability to link software solution business process flows with business process flows in other state and WVDOT applications to support automating a business transaction which crosses application systems (for example, linking a workflow with an ERP workflow such as payments to outside entities).	Does Not Meet					
TEC-021	2	Technical Architecture	Data Integration	Provide capability for bulk data	Off the Shelf					During implementation, initial data load is

				uploads/imports from CSV or through API calls.			.		.	done in bulk and certain add-ons and customizaitons can meet the State's import needs.
TEC-022	2	Technical Architecture	Data Integration	Support multiple data-transfer methods such as XML, JSON, CSV and flat files (e.g. ASCII, variable and/or fixed length, comma-delimited, etc.)	Off the Shelf					
TEC-023	2	Technical Architecture	Data Integration	Provide capability of exposing business objects and processes as Web services through robust technical frameworks such as RESTful JSON microservices. Web services, APIs,	Off the Shelf					

				etc., must maintain the same referential integrity as batch and on-line user transactions. This should include Application Programming Interfaces [API] and API programming documentatio n containing proper use (such as related RESTful commands) and valid parameters and parameter values that may be utilized, along with expected return data structure and example(s) (XML, JSON, etc...). As a substitue to					

				the latter, in lieu of providing an API with documentatio n (or additionally), provide access directly to the database, tables, and columns with documentatio n of database table structure, table purpose, and associated ER diagrams.						
TEC-024	2	Technical Architecture	Data Integratio n	Support data encryption where appropriate based on user-defined business rules following Advanced Encryption Standards (AES) for data both in transit and at rest in	Does Not Meet					FASTER Web supports data encryption but cannot guarantee it will meet the State's user defined business rules.

				all file structures.						
TEC-025	2	Technical Architecture	Data Integration	Encrypt any data with personally identifiable information in transit and at rest in all file structures.	Off the Shelf					FASTER Web does not require or ask for PII.
TEC-026	2	Technical Architecture	Data Integration	Provide capability for data in the software solution to be extensible to authorized users from both an exposure and consumption standpoint.	Off the Shelf					FASTER Web utilizes MS SQL as the database. The State can choose to make that data available to other users as it deems fit.
TEC-027	2	Technical Architecture	Data Integration	Provide capability to execute interfaces with other systems on a pre-defined schedule or on the request of an authorized user.	Off the Shelf					Add-on and custom integrations include a scheduleing component and can be built to execute on demand.

TEC-028	2	Technical Architecture	Data Integration	Edit interfaced data by applying the same business rules that are defined for the equivalent transaction entered through the system.	Off the Shelf					
TEC-029	2	Technical Architecture	Data Integration	Generate an error report for any validation issues or other errors identified during execution of a data load or an interface program.	Off the Shelf					
TEC-030	2	Technical Architecture	Data Integration	Display validation errors on-line within a job history function or print in a report format at user option.	Off the Shelf					

TEC-031	2	Technical Architecture	Data Integration	Place records not passing validation into a suspense file or table within the software solution.	Off the Shelf					Transactional records that fail validation are placed into an error file for most add-on integrations. The Asset Location import does not place rejected data in a file or table due to the amount of data processed. Any custom integration can be created to produce an error file with rejected records as well.
TEC-032	2	Technical Architecture	Data Integration	Allow correction of suspended records within the software solution.	Off the Shelf					Being the most common integration FASTER Web customers implement, Fuel Import provides an in-product capability to correct errors. All other integrations require records to be corrected in the file and reprocessed.

TEC-033	2	Technical Architecture	Data Integration	Provide capability to validate data during both the initial load step and during processing steps.	Does Not Meet					
TEC-034	2	Technical Architecture	Data Integration	Allow the system administrator or other authorized users to browse the suspense file in the system.	Does Not Meet					
TEC-035	2	Technical Architecture	Data Integration	Provide facilities for verification and batch controls tools to ensure the complete file was received and that the file was not a duplicate.	Does Not Meet					
TEC-036	2	Technical Architecture	ETL Tools	Provide data integration and data management tools with a range of extract,	Does Not Meet					

				transform, and load (ETL) capabilities.						
TEC-037	2	Technical Architecture	ETL Tools	Support ability to integrate third-party ETL tools to perform ETL functions.	Off the Shelf					
TEC-038	2	Technical Architecture	ETL Tools	Utilize scripting or other object-oriented structured languages to define advanced transformation routines/procedures.	Off the Shelf					If the State builds it own integrations, it can choose to use any tool that best meets it needs to define advanced transformation routines and procedures as long at it can retrieve data from an MS SQL databas or connect to JSON Web APIs.
TEC-039	2	Technical Architecture	ETL Tools	Provide 'data exchange management' to schedule and monitor inbound and outbound files, notify appropriate contacts in	Does Not Meet					

				the event of problems, automatically detect duplicate files, and perform other data interchange management functions.						
TEC-040	2	Technical Architecture	ETL Tools	Validate and handle exceptions during transformation.	Off the Shelf					
TEC-041	2	Technical Architecture	ETL Tools	Verify and maintain referential integrity as part of any transformation process.	Off the Shelf					
TEC-042	2	Technical Architecture	ETL Tools	Provide the capability to override the default source mapping and use specific SQL statements.	Does Not Meet					
TEC-043	2	Technical Architecture	ETL Tools	Provide ability to map data from	Does Not Meet					

				multiple source systems and into multiple target source systems.						
TEC-044	2	Technical Architecture	ETL Tools	Provide ability to schedule and monitor the extraction, cleansing, transformatio n, and loading processes.	Does Not Meet					
TEC-045	2	Technical Architecture	ETL Tools	Provide ability to rebuild/reloa d transactions from a specific date/time forward.	Does Not Meet					
TEC-046	1	Technical Architecture	System Tools	Provide report design and generation tools within the system solution.	Off the Shelf					FASTER Web utilizes SSRS for reports and Microsoft Report Builder for creating reports. If a user has Microsoft Report Builder installed on their client machine, FASTER Web is able to launch Report

											Builder from the Reports Module.
TEC-047	1	Technical Architecture	System Tools	Provide end-user interface design tools within the system solution.	Does Not Meet						
TEC-048	2	Technical Architecture	System Tools	Provide tools for system monitoring within the system solution.	Does Not Meet						
TEC-049	2	Technical Architecture	System Tools	Provide configuration management tools within the system solution.	Off the Shelf						
TEC-050	2	Technical Architecture	System Tools	Provide source management tools within the system solution.	Does Not Meet						
TEC-051	2	Technical Architecture	System Tools	Provide ability to work with third-party configuration management and source management tools .	Does Not Meet						

TEC-052	2	Technical Architecture	System Tools	Provide tools for Application Program Interface (API) maintenance within the system solution.	Does Not Meet					
TEC-053	1	Technical Architecture	Database	Maintain referential integrity of data through either database referential integrity declarations or application code.	Off the Shelf					
TEC-054	1	Technical Architecture	Database	Support data replication, load balancing and synchronizati on across multiple physical or virtual servers as appropriate.	Off the Shelf					
TEC-055	1	Technical Architecture	Database	Leverage DBMS database features and	Off the Shelf					

				database and application design to reduce contention between updates by online users and those of concurrently running batch processes.							
TEC-056	1	Technical Architecture	Database	Ensure that on-line search queries will not be delayed by waiting for locks to be released.	Off the Shelf						
TEC-057	1	Technical Architecture	Database	Ensure in a two user scenario when both users retrieve data and attempt to update data one after another, to avoid loss of updates and/or to avoid overwriting of each other's	Off the Shelf						

				data the system must notify the second user as the data is being updated by the first user (provide selection of "first in wins", last, etc.).						
TEC-058	1	Technical Architecture	Database	Ensure that in a two transaction read/update cycle, the user will always update ONLY what was being read, avoiding the so-called 'update collision' or 'deadly embrace'.	Off the Shelf					
TEC-059	1	Technical Architecture	Database	Support automatic "clean up" of partial database updates after suspended network	Off the Shelf					

				sessions or after other failures.						
TEC-060	2	Technical Architecture	Database	Allow database structure changes to be made with a minimal impact to system availability.	Off the Shelf					
TEC-061	1	Technical Architecture	Database	Provide utilities which support automatic replication of table updates to multiple databases; provide replication of tables across application instances (test, training, dev, QA, prod, etc.).	Does Not Meet					
TEC-062	1	Technical Architecture	Database	Support record-locking at the row level.	Off the Shelf					
TEC-063	1	Technical Architecture	Database	Support configuration of data attributes by	Does Not Meet					

				the system administrator.						
TEC-064	1	Technical Architecture	Database	Provide structured query language (SQL) capabilities for database queries.	Off the Shelf					
TEC-065	2	Technical Architecture	Database	Include new data items automatically in migration paths during software upgrades.	Off the Shelf					
TEC-066	1	Technical Architecture	Reliability	Provide a solution which is architected to enable support for 99.99% availability of the production environment for online inquiry and updates seven days a week (other than for a defined	Off the Shelf					

				maintenance window and other scheduled outages approved by WVDOT).						
TEC-067	1	Technical Architecture	Performance	Provide a solution which is architected to support up to **300** concurrent users across all system functions; respondent must be able to provide WVDOT with documented evidence of the ability of its proposed system solution to support these user volumes at the required performance levels as part of the evaluation	Off the Shelf					

FASTER Web

				and selection process.						
TEC-068	1	Technical Architecture	Performa nce	Provide a solution which is architected to fully process a transaction within the application and database environments within one second of receipt of the transaction 75% of the time and all transactions within five seconds for **300** concurrent users.	Does Not Meet					For an environment that has proper resources (either customer hosted on-premise or FASTER Cloud Hosted), FASTER's system response time is under three seconds on average. In fact, most response time will be under one second. However, Business Intelligence items, such as robust reports and searches, can take longer due to processing robust datasets.
TEC-069	1	Technical Architecture	Performa nce	Provide a solution which is architected to support best practice load-balancing techniques.	Does Not Meet					
TEC-070	1	Technical Architecture	Performa nce	Ensure that batch	Off the Shelf					

				processing does not adversely impact on-line responsiveness or availability.							
TEC-071	1	Technical Architecture	Performance	Provide a solution architected to support implementation of application controlled parallel batch processing.	Off the Shelf						
TEC-072	1	Technical Architecture	Performance	Provide support for user session isolation such that a failure in one session has no impact on other user sessions.	Off the Shelf						
TEC-073	1	Technical Architecture	Performance	Provide a solution architected to support access to data for pre-defined reports, ad-hoc queries,	Off the Shelf						

				and business intelligence without impacting online transaction performance.						
TEC-074	2	Technical Architecture	Performance	Support utilization of industry leading third-party performance monitoring tools for real-time monitoring by administrators of response time, system use and capacity, concurrent users, and system errors.	Off the Shelf					
TEC-075	2	Technical Architecture	Performance	Support utilization of industry leading third-party performance testing tools with proposed software	Off the Shelf					

				solution to verify compliance with performance requirements.						
TEC-076	1	Technical Architecture	Performance	Provide ability to integrate with DBMS tools which allow the database administrator or authorized user to tune the system for performance.	Off the Shelf					
TEC-077	2	Technical Architecture	Performance	Provide for an automatic timeout for ad hoc queries (e.g., 10 minutes) configurable by the system administrator.	Off the Shelf					
TEC-078	1	Technical Architecture	Business Continuity	Provide an architecture which supports fail-over to a parallel load-balanced environment	Does Not Meet					

FASTER

				on a real-time basis.						
TEC-079	1	Technical Architecture	Business Continuity	Provide a system design architected to ensure that normal system operations are restored within four hours of a catastrophic disruption of a production system component 99% of the time.	Off the Shelf					While FASTER Web is designed to be able to be restored within four hours of catastrophic failure, if the State chooses to host FASTER Web in their own data center, it is up to the State to complete the restoration in that time period.
TEC-080	1	Technical Architecture	Business Continuity	Provide the capability to perform full backups, incremental backups, and recovery capabilities for data and application components. Back-ups shall not require maintenance windows; backups shall be able to	Off the Shelf					

				function in the background of a production SOA or clustered environment and not impact system availability.						
TEC-081	1	Technical Architecture	Business Continuity	Provide a system design which supports the capability to provide disaster recovery at an off-site location.	Off the Shelf					
TEC-082	1	Technical Architecture	Business Continuity	Allow for maintenance of a current back-up of the system solution including application data and system tables and configurations to be utilized for	Off the Shelf					

				restoration in the event of catastrophic failure and loss of data.						
TEC-083	1	Technical Architecture	Supportability	Construct using current but mature industry-standard application development tools, techniques and standards that can be maintained for the expected life of the system.	Off the Shelf					
TEC-084	1	Technical Architecture	Supportability	Allow at a minimum for configuration across multiple environments including production, patch, user acceptance test, system test, user training, development and sand box.	Off the Shelf with Configuration						FASTER Web is a true web-based solution with an easy-to-use wizard-driven installer. Therefore, FASTER Web can be deployed for production, development or test (sandbox) in environments that are identical or similar to production. The

										price quote FASTER provides the cost for a single production environment. There is an additional cost if the customer desires additional environments, such as development, test, sandbox, etc.
TEC-085	1	Technical Architecture	Supporta bility	Provide production support for the last two major releases of the proposed software solution.	Off the Shelf					
TEC-086	1	Technical Architecture	Networki ng	Support execution of the proposed software solution over a TCP/IP network with a minimum speed of 10mb/sec.	Off the Shelf					
TEC-087	1	Technical Architecture	Networki ng	Identify access requirements through	Off the Shelf					

				firewalls and follow standard port designations, where possible.						
TEC-088	1	Technical Architecture	Custom Development	Ensure any program code provided by the systems integrator or any of its software providers within the proposed system solution passes industry standard vulnerability checks prior to promotion into the WVDOT environment.	Off the Shelf					
TEC-089	2	Technical Architecture	Custom Development	Allow authorized technical staff to create new tables.	Off the Shelf						Customers can create the identified items in a customer defined schema that must be unique from the standard product schemas. Any

										tables, fields, objects, etc created in the products predefined schemas will be overwritten during upgrade.
TEC-090	2	Technical Architecture	Custom Develop ment	Allow authorized technical staff to create new fields.	Off the Shelf					Customers can create the identified items in a customer defined schema that must be unique from the standard product schemas. Any tables, fields, objects, etc created in the products predefined schemas will be overwritten during upgrade.
TEC-091	2	Technical Architecture	Custom Develop ment	Allow authorized technical staff to create new objects.	Off the Shelf					Customers can create the identified items in a customer defined schema that must be unique from the standard product schemas. Any tables, fields, objects, etc

											created in the products predefined schemas will be overwritten during upgrade.
TEC-092	2	Technical Architecture	Custom Development	Allow authorized technical staff to change field structure.	Off the Shelf						Customers can create the identified items in a customer defined schema that must be unique from the standard product schemas. Any tables, fields, objects, etc created in the products predefined schemas will be overwritten during upgrade.
TEC-093	2	Technical Architecture	Custom Development	Allow for identification/ reporting of new user-defined tables.	Off the Shelf						Customers can create the identified items in a customer defined schema that must be unique from the standard product schemas. Any tables, fields, objects, etc created in the products

			⋅							predefined schemas will be overwritten during upgrade.
TEC-094	2	Technical Architecture	Custom Development	Allow for identification/ reporting of new user-defined fields.	Off the Shelf					Customers can create the identified items in a customer defined schema that must be unique from the standard product schemas. Any tables, fields, objects, etc created in the products predefined schemas will be overwritten during upgrade.
TEC-095	2	Technical Architecture	Custom Development	Allow for identification/ reporting of new user-defined objects.	Off the Shelf					Customers can create the identified items in a customer defined schema that must be unique from the standard product schemas. Any tables, fields, objects, etc created in the products predefined schemas will be

										overwritten during upgrade.
TEC-096	2	Technical Architecture	Custom Development	Support inclusion of any user-defined or developed objects (user-defined tables, fields, and other objects, etc.) in the upgrade path.	Off the Shelf					FASTER Web's upgrade process will not remove or change a custom item created by the customer as long as the customer has created the item in a customer defined schema. FASTER only upgrades and maintains custom items if the customer has contracted FASTER to do so.
TEC-097	2	Technical Architecture	Job Scheduling and Processing	Provide a central enterprise job scheduler which can schedule jobs (across platforms and across multiple servers within a platform).	Does Not Meet					
TEC-098	1	Technical Architecture	Job Scheduling and	Integrate with a software scheduler to provide job	Off the Shelf					

			Processing	scheduling functionality for the system solution.						
TEC-099	1	Technical Architecture	Job Scheduling and Processing	Provide capability to design/manage a batch job stream with multiple dependencies.	Does Not Meet					
TEC-100	2	Technical Architecture	Job Scheduling and Processing	Provide capability to notify designated users via email or text based on job and job completion status. The user shall be able to tailor whether or not they see a notification based on statuses such as Completed, Completed with Errors, Incomplete, Failed, Not	Does Not Meet					

				run. For example, a user may elect to not see any notifications for Completed jobs, just the exceptions like Errors, Incomplete, Failed, etc.						
TEC-101	2	Technical Architecture	Job Scheduling and Processing	Provide capability to utilize job scheduling tools to automate administrative tasks such as database backups or regular report production.	Off the Shelf					This is a function of the MS SQL and is compatible with FASTER Web.
TEC-102	2	Technical Architecture	Job Scheduling and Processing	Provide ability to establish job dependencies and control subsequent job execution based on user-defined condition codes.	Does Not Meet					

TEC-103	2	Technical Architecture	Job Scheduling and Processing	Allow authorized users to control priority of the batch processes.	Does Not Meet					
TEC-104	2	Technical Architecture	Job Scheduling and Processing	Allow authorized users to control job start times.	Off the Shelf					
TEC-105	2	Technical Architecture	Job Scheduling and Processing	Provide an audit trail of job execution at a minimum noting the job's name, start time, end time, and status.	Off the Shelf					
TEC-106	2	Technical Architecture	Job Scheduling and Processing	Allow authorized user to modify job status (e.g., changing status of a job to "Complete", etc.).	Does Not Meet					
TEC-107	2	Technical Architecture	Job Scheduling and Processing	Provide capability to establish job groups.	Does Not Meet					

TEC-108	2	Technical Architecture	Job Scheduling and Processing	Provide capability to re-start a multi-step job from a user-defined point/step.	Does Not Meet					
TEC-109	2	Technical Architecture	Job Scheduling and Processing	Allow authorized users to control job by transaction type.	Does Not Meet					
TEC-110	2	Technical Architecture	Job Scheduling and Processing	Produce a log of job results and append to this log if the job re-runs.	Off the Shelf					
TEC-111	2	Technical Architecture	Job Scheduling and Processing	Provide the capability to establish and maintain user-defined calendars of scheduled jobs.	Does Not Meet					
TEC-112	2	Technical Architecture	Job Scheduling and Processing	Provide a suspense file for rejected batch transactions.	Off the Shelf					FASTER Web will produce an error file for integration records that fail to import.
TEC-113	2	Technical Architecture	Job Scheduling and	Allow an authorized user to delete rejected	Off the Shelf						Before re-importing the error files, a user who has

			Processing	records from the suspense file.						permission to browse the file location can edit the file to delete rejected records.
TEC-114	2	Technical Architecture	Job Scheduling and Processing	Produce daily report of error transactions by system function.	Does Not Meet					
TEC-115	2	Technical Architecture	Job Scheduling and Processing	Provide ability for an authorized user to edit a transaction in error and resubmit.	Off the Shelf					Before re-importing the error files, a user who has permission to browse the file location can edit the file.
TEC-116	1	Technical Architecture	Technical Documentation	Provide comprehensive technical system documentation and technical manuals for the solution system including any third-party add-on modules included in the proposed system	Off the Shelf					

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			solution. Documentati on shall include comprehensiv e technical system documentatio n and technical manuals for the proposed system including any third-party add-on modules included in the proposed system solution .							
TEC-117	1	Technical Architecture	Technical Documen tation	Include program descriptions in technical system documentatio n.	Off the Shelf					
TEC-118	1	Technical Architecture	Technical Documen tation	Include screen definitions and descriptions in technical system	Off the Shelf					

.				documentatio n.	.		.			.	
TEC-119	1	Technical Architecture	Technical Documen tation	Include database definitions, logical data model, and record layouts in technical system documentatio n.	Off the Shelf						
TEC-120	1	Technical Architecture	Technical Documen tation	Include audit trail management documentatio n in technical system documentatio n.	Does Not Meet	.		.			
TEC-121	1	Technical Architecture	Technical Documen tation	Include security administratio n documentatio n in technical system documentatio n.	Off the Shelf		.		.	
TEC-122	1	Technical Architecture	Technical Documen tation	Include installation documentatio n in technical system	Off the Shelf				.	

				documentation.						
TEC-123	1	Technical Architecture	Technical Documentation	Include performance tuning documentation in technical system documentation.	Does Not Meet					
TEC-124	1	Technical Architecture	Technical Documentation	Include workflow process and administration documentation in technical system documentation.	Does Not Meet					
TEC-125	1	Technical Architecture	Technical Documentation	Include disaster recovery procedures in technical system documentation.	Off the Shelf					

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.

TT FASTER LLC., dba. FASTER Asset Solutions
(Company)

Michael Spradling, President
(Representative Name, Title)

(866) 514-2513/757-625-5114
(Contact Phone/Fax Number)

09/10/2021
(Date)

(Signature)

ADDENDUM ACKNOWLEDGEMENT FORM

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP DOT2200000001

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 thenecessary revisions to my proposal, plans and/or specification, etc.

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

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	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. Ifurther understand that that any verbal representation made or assumed to be made during any oraldiscussion held between Vendor's representatives and any state personnel is not binding. Only theinformation issued in writing and added to the specifications by an official addendum is binding.

TT FASTER LLC., dba. FASTER Asset Solutions
_____
Company

_____
Authorized Signature

09/10/2021
_____
Date

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

APPENDIX A *FASTER* GENERAL AGREEMENT

GENERAL AGREEMENT

TT *FASTER* LLC, dba *FASTER* Asset Solutions, hereinafter referred to as *"FASTER,"* and XXXXXX, hereinafter referred to as "Customer," agree to the following terms and conditions as detailed in the attached schedules (collectively, the "Agreement"). More specifically, Schedule A includes a detailed Statement of Work ("SOW"), associated pricing and payment terms.

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

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

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

   The COTS software undergoes its own development cycle separately and distinctly from the implementation process. This means that no requirements gathering; requirements and design approval, gap analysis, testing and development work is done on *FASTER* COTS Software in conjunction with this Agreement. However, custom development and testing will be done in conjunction with the custom work noted in Schedule A.

   Whatever COTS software, custom work and converted data are listed in Schedule A as work product, will be deployed together to form a "Soft Go-Live" instance. If there is additional work product that is to be delivered separately (after the initial Go-Live) that will be specifically listed in Schedule A. The Soft Go-Live instance is tested in the *FASTER data center* and then deployed to the Customer's single environment that serves as the Customer's test environment during the implementation and will become the production environment upon Go-Live. This permits the Customer to perform whatever tests it deems necessary in the later environment to which it will have access. The Customer having one environment through the life of the implementation that will be promoted to production is a critical aspect of quality control that is a distinctly important part of the *FASTER* COTS implementation process. Any deviation from this may lead to additional cost. This process also reduces Customer IT expenses.

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

b. Integrations & Business Intelligence Work Approvals & Testing:

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

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

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

Documents to be provided by Customer:

- In the case of a Custom Report, a mockup in Excel or similar table.

- In the case of an Integration, a Data Flow Map which will show the data the Customer wants to import and/or export.

- A written summary of:

  o Execution of the integration: How should the integration be executed? For example, would it need to be run manually or scheduled to run automatically.

  o User Interface: Will a user interface be needed? If so, what are the key elements needed in the user interface?

  o Error Handling: How should errors be logged? Are there any specific errors or failures that could occur that would need the integration to notify the Customer about?

  o Special Considerations: Are there any additional business rules or special considerations that the Customer could not show in the data map that the integration needs to meet?

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

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

c. COTS Software Approvals & Testing:

As a result of the nature of a COTS system, the implementation of the COTS software components will not require the Customer or *FASTER* to do test plan approvals, requirements documentation approvals, gap analysis or gap analysis approvals.

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

d. Data Conversion Testing:

If noted in Schedule A, *FASTER* will perform data conversion services: If data conversion services are provided, *FASTER* will perform data validation testing that validates the accuracy of the data *FASTER* loads into the Customer's *FASTER* Web database against the data provided by the Customer and confirms the Customer's data in the *FASTER* Web database meets the business rules of *FASTER*. Once *FASTER* has completed data validation testing internally, *FASTER* will provide the Customer a Soft Go-Live copy of the database that contains the data *FASTER* loaded. The Customer can then perform whatever due diligence it deems necessary to validate this data in the Customer's implementation environment. If the Customer chooses it can redundantly perform some or all of the same Data Validation tests cases *FASTER* performed. *FASTER* will provide data validation test cases for the Customer to use free of charge. All Customer data testing will be performed by the Customer at the Customer's expense. Any data defects the Customer finds and reports during its implementation testing that is found to be the result of *FASTER's* work will be corrected by *FASTER*.

2. Change Requests

   a. COTS Add-ons: Change Requests to add COTS add-on components can be done any time up to the time of the installation of the COTS components included in the SOW or after the Go-Live and there will only be the added costs which relate to adding those components and any added implementation tasks, such as training.

   b. Change Requests for Custom Work: The Customer may make a change request(s) for custom work at any time in writing and submit to *FASTER's* Implementation Project Manager. *FASTER* will provide the Customer with a written estimate of added costs and/or time delay resulting from the change request(s). It is understood by the parties that change requests that occur after the Customer has approved the Requirements Document may lead to higher cost and time delay due to the fact that *FASTER* may need to re-write the Requirements Document, re-do the approval process, re-work code or re-test. The Customer will review and modify if needed *FASTER's* written response to change request(s) and notify *FASTER* in writing whether it wants to proceed with the change request(s).

3. Taxes

   Prices and fees are exclusive of all federal, state, municipal, or other government, excise, sales, use, occupational, or like taxes now in force or enacted in the future and, therefore, prices are subject to an increase equal in amount to any tax *FASTER* may be required to collect, or pay, upon the sale or delivery

of items purchased or licensed. If a certificate of exemption, or similar document or proceeding, is to be made in order to exempt the sale from sales or use tax liability, the Customer will obtain and pursue such certificate, document or proceeding.

4. Proprietary Rights of *FASTER*

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

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

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

   b. Restrictions on Customer Use: The computer programs and other items supplied by *FASTER* hereunder are for the sole use of Customer and Customer's employees/agents.

      i. Competitive Uses: Customer agrees that while this Agreement is in effect or while it has custody or possession of any property of *FASTER*, it will not directly or indirectly lease, license, sell, offer, negotiate, or contract to provide any software similar to that supplied hereunder to any third party, but this clause shall not be construed to prohibit Customer from acquiring, for its own use, software from third parties. Customer agrees that while this Agreement is in effect, or while it has custody or possession of any property of *FASTER*, it will not:

         1. Copy or duplicate, or permit anyone else to copy or duplicate, any physical or electronic version of the programs, databases, documentation, or information furnished by *FASTER*.

         2. Create or attempt to create, or permit others to create or attempt to create, by reverse engineering or object program or otherwise, the source programs, or any part thereof, from the object program or from other information made available under this Agreement or otherwise, (whether oral, written, tangible, or intangible). Customer may copy for its own use, and at its own expense, documentation and any other materials provided by *FASTER*.

         3. Modify or permit others to modify the system's database structure. Any such modifications may void *FASTER's* warranties and *FASTER's* obligation to provide Software Upgrades and Support pursuant to Schedule B.

      ii. Demonstrations. Due to the proprietary nature of *FASTER*'s Fleet Management System, Customer agrees not to demonstrate or show this system to any competitors, or consultants that work with competitors, of *FASTER*.

c. Transfer/Expansion of Rights

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

d. Remedies

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

e. Binding Effect & Definitions

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

5. Exclusion of Incidental, Consequential and Certain Other Damages

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

6. Limitation of Liability

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

7. Confidential Information

"**Confidential Information**" means the Services, any software provided by *FASTER* to Customer under this Agreement, the logon identifiers and passwords provided to Customer and its Authorized Users, materials marked confidential by Customer or *FASTER* and any other information conveyed under this Agreement in writing or orally that is designated confidential or by the circumstances in which it is provided. Each party acknowledges and agrees that: (a) the Confidential Information constitutes trade secrets of the party owning such Confidential Information; (b) it will use Confidential Information of the other party solely in accordance with the provisions of this Agreement; and (c) it will not disclose, or permit to be disclosed, the Confidential Information of the other party to any third party without the disclosing party's prior written consent. Each party will take all reasonable precautions necessary to safeguard the confidentiality of the other party's Confidential Information including, at a minimum, those precautions taken by a party to protect its own Confidential Information of a similar nature, which will in no event be less than a reasonable degree of care. Confidential Information will not include information that is: (a) publicly available through no

fault of the receiving party; (b) already in the other party's possession and not subject to a confidentiality obligation; (c) obtained by the other party from any source without breach of any obligation of confidentiality; or (d) independently developed by the other party without reference to the disclosing party's Confidential Information. Either party may disclose such Confidential Information as is required to be disclosed by order of a court or other governmental entity; provided reasonable notice is given to the party owning such Confidential Information so that such party may challenge the disclosure or obtain a protective order or other equitable relief. The obligations in this section as to Confidential Information shall continue for a period of five years following termination of this Agreement.

8. Term and Termination

The initial term of this Agreement shall be for one year from the Effective Date. After expiration of the initial term, Customer's Services included in this Agreement shall automatically renew for successive one-year periods (the initial term and each renewal term, a "**Term**") unless either party provides written notice of non-renewal at least 60 days prior to commencement of the applicable renewal term. The costs for Services in this agreement will increase by 3% (three percent) each year. The parties will work in good faith to allow for each party to unwind this relationship if termination occurs.

    a. Termination by *FASTER*

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

    b. Termination by Customer

        Customer will have the right, upon notice to *FASTER*, to terminate this Agreement if (a) *FASTER* is in material breach of this Agreement and *FASTER* fails to remedy such material breach within 30 days of its receipt of such notice; (b) as provided by Section 3(a) of Schedule B; (c) *FASTER* (i) terminates or suspends its business activities; (ii) makes an assignment for the benefit of creditors, or becomes subject to direct control of a trustee, receiver or similar authority; or (iii) becomes subject to any bankruptcy or insolvency proceeding under federal or state statutes.

9. General

    a. Agreement Modifications

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

    b. Entire Agreement

This Agreement constitutes the entire agreement among the parties, and any prior understanding or representation of any kind preceding the date of this Agreement shall not be binding on any party except to the extent incorporated in this Agreement.

c. No Other Warranties outside of this Agreement

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

d. Severability

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

e. Force Majeure

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

f. Limitation Period (3 years)

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

g. Public Agencies

With *FASTER's* approval, this Agreement may be extended for use by other municipalities and government agencies of any state. Any such usage by other municipalities and government agencies must be in accord with the ordinance, charter, and/or rules and regulations of the respective political entity. Special discount/s provided to Customer will not necessarily apply to other customers. Customer does not accept any responsibility or involvement in the purchase orders or contracts issued by other public agencies.

h. Governing Law

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

AGREED TO:

(Customer name):

By: _____

Title: _____

Date: _____

TT *FASTER* LLC DBA *FASTER* Asset Solutions:

By: _____

Title: _____

Date: _____

Schedule A: Statement of Work, Pricing & Payment Terms

(Insert Statement of Work, Pricing & Payment Terms)

Schedule B: Software Upgrades & Support Agreement:

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

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

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

2. Representative. Customer will identify both a Representative and an alternate to be designated as *FASTER*'s contact(s) for communicating with *FASTER* concerning support, making other requests, or providing notice under this Agreement. Customer may change the Representative upon notice to *FASTER* (other members of Customer's Team may place support calls to *FASTER* Support).

3. Software Upgrades:

    a. All software from *FASTER* requires that the Software Upgrades & Support Agreement be renewed annually by Customer. After the first year, Software Upgrades & Support will automatically renew unless Customer cancels per the termination provisions identified herein. Software Upgrades & Support provides the following upgrade benefits:

        i. Upgrades for the Core COTS Product: Each new version release of the specific "Core COTS Product," which are included under this Agreement, are provided at no added cost to Customer. As long as Software Upgrades & Support is maintained, Customer is entitled to new version releases of the *FASTER* product included under this Agreement.

        ii. Upgrades to Add-on Products and Customizations: All Add-on Products and customizations will be upgraded to function with new versions of the Core COTS Product as long as Customer continues to renew Software Upgrades & Support. And as long as Customer remains current on Software Upgrades and Support, the Customer may license additional add-ons.

4. Software Defects: Software Upgrades & Support covers issues or problems that are the result of verifiable, replicable errors (*FASTER* will use all reasonable means to verify and replicate) in the software ("Verifiable *FASTER* Defect"). An error will be a Verifiable *FASTER* Defect only if it constitutes a material failure by the software to function in accordance with the applicable software documentation. This documentation encompasses the COTS products and, if custom integrations are included in Schedule A, the detailed Requirements Document for which Customer signed-off for any customization.

5. *FASTER* Software Support Coverage: Customer will have access to *FASTER*'s Technical Software Support Personnel ("Software Support") during Normal Business Hours. For the purposes of this Agreement,

FASTER

Normal Business Hours are defined as 7:30 am to 6:00 pm EST/EDT, Monday through Friday (excluding U.S. public holidays). Communications with Technical Support may be via telephone or e-mail. In addition to the support obligations listed above, *FASTER* provides emergency phone support twenty (24) hours a day, seven (7) days a week outside of Normal Business Hours by having Support staff members on-call for phone support for issues defined below under "Emergency *FASTER* Support."

6. Emergency *FASTER* Support is available when: A. The system is frozen; B. The system has crashed and will not recover; or C. Customer cannot process work in the system.

7. IT Support & Consulting Not Provided: Unless Customer contracted *FASTER* to provide hosting, *FASTER* Support does not include IT tasks such as hardware upgrades or changes; server operating system or relational database management system installs, patches or upgrades; backup and restore or disaster recovery; virtual machine management; server and database cluster tasks, etc. (if *FASTER* is providing hosting, a separate schedule will address hosting and hosting support).

8. Other Limitations on Support: *FASTER* will provide troubleshooting and advice related to mistakes Customer's employees may make (data deletion, data input error, administrative or user errors, etc.). As a courtesy, *FASTER*'s Support Staff accepts such calls and is willing to assist Customer in attempting to resolve such issues that are outside the scope of support outlined in this Agreement. As such, while *FASTER* staff often is able to add value in root cause analysis and troubleshooting of issues that are outside of *FASTER*'s responsibilities, there may be occasions when *FASTER* must discontinue support efforts on issues that are outside of *FASTER*'s responsibilities to be attentive to other customers' support issues.

9. Training: Support does not include training. Live-remote training via a web-based medium, such as GoToMeeting, can be provided for an additional cost. *FASTER* also offers Regional Training for an added cost in geographic areas where there are concentrations of customers.

10. Customer's Responsibilities:

    a. Customer's Representative must be qualified and authorized to communicate all necessary information. And unless *FASTER* is hosting the environment, Customer must have administrative access to the *FASTER* application, must have access to the database and hardware resources to be able to perform diagnostic testing and be available for follow-up, if required. *FASTER* does accept calls from Customer Staff who do not meet the above requirements. However, resolution of some issues may require a Customer Staff member who meets the above criteria be available.

    b. Customer accepts sole responsibility for any compatibility problems between the Services and any other application software or non-current software programs not maintained or supported by *FASTER*.

11. Submitting a Request: Customer should be prepared to provide the following:

    a. Telephone number and alternate method of contact (i.e., email address);

    b. A description of Customer's problem or question;

    c. Provide screen capture/s or video/s of the issue;

    d. The circumstances under which the problem does or does not occur;

e. Specific error messages, error numbers, log files and program numbers; and

f. For customers who host *FASTER* on their internal IT infrastructure, additional information may be needed such as: Version of the *FASTER* Software in use, client or server operating systems · versions, hardware specifications, etc.

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

a. During Normal Business Hours, *FASTER*'s answering of phone calls is as follows: 95% by the third ring, 99% by the fifth ring.

b. There is an exception to the above during *FASTER* Support Team training, which will occur no more than twice a month and for no more than 90-minutes each. During these training sessions, the response time may drop to 90% of calls answered by the fifth ring.

c. *FASTER*'s response to email support requests during Normal Business Hours is: 95% within three hours and 99% within one business day.

d. Once contact with a *FASTER* Support Team Member is established via phone or email, a case will be created for tracking purposes and the supplied information will be documented such that a Customer may request a case number for tracking purposes.

e. In order to resolve the issues on Customer's first call, *FASTER*'s Support is structured to: answer Customer's questions and identify logs, tests or error information the Customer needs to acquire and submit in order to troubleshoot the issue during that first phone call.

f. If the issue cannot be resolved in one phone call, the Support Team Member who took the call will diligently strive for timely resolution. If the Support Team Member cannot timely resolve this issue, he/she will engage with his/her supervisor to assign the case to the appropriate staff member for either resolution or escalation of the case to the Development Team.

Term:

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

For customers migrating to *FASTER* Web: The term and cost is dictated by the Statement of Work & Pricing Document.

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

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

Customer may opt to terminate Software Upgrades & Support at the end of the Upgrade & Support term identified in the Statement of Work & Pricing.

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

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

Schedule C: SaaS Agreement

This Agreement sets forth the terms under which *FASTER* will provide Customer with access to and use of the software identified in the Schedule A SOW under a Software-as-a-Service offering ("SaaS"). These are collectively referred to as "Services."

Access Rights

FASTER hereby grants Customer, during the Term, a limited, non-transferable and non-exclusive subscription for Customer's employees to use the Services consistent with the terms and conditions of this Agreement. *FASTER* reserves all rights not expressly granted herein.

Except as otherwise agreed to by *FASTER* in writing, no express or implied license or right of any kind is granted to Customer regarding the Services (including, but not limited to, any right to know, use, produce, receive, reproduce, copy, market, sell, distribute, transfer, translate, modify, or adapt the Services or create derivative works based on the Services or any portions thereof, or obtain possession of any source code or other technical material relating to the Services). Further, Customer shall not decompile, reverse assemble, or otherwise reverse engineer or modify the Services.

(See Hosting & Hosting Service Level Agreement (SLA) (Schedule D) for additional related information)

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

1. Environment:

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

Test/Production Environment: In order to minimize Customer's and *FASTER*'s IT costs, as well as to control quality and reduce risk, Customer will have only one environment through the implementation process. This environment, upon deployment and during implementation will be the test environment on which all tasks (system overview, configuration, testing, training, etc.) will be performed. Upon restoring a final Go-Live database, this same test environment will then become the production environment.

Additional Environments: Customer may request a separate test or development environment for other purposes (e.g., during the implementation or after Go-Live) with payment of an additional annual subscription fee.

2. Administration:

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

3. Database Backups

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

4. Database Rights and Access:

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

4.2 Access to Database: Unless the Customer purchases the optional "Database Access," the Customer will not have access to the database or database server. However, the Customer will have access to download a copy of the database backup file on a regular basis. In addition, through the user interface of *FASTER* Web the Customer will have access to the Business Intelligence built into *FASTER* Web to search data, run reports and view data in dashboards.

In other words, this means that unless you purchase the optional "Database Access," which is at an added cost, there will NOT be the ability to run queries against the database or access the database directly in any way. As noted above, you can still get copies of the database backup file.

5. Hosting Service Level Agreement:

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

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

   > Where: Total minutes in the month = TMM
   > Total minutes in the month the Service is unavailable = TMU
   > And: $((TMM-TMU) \times 100)/TMM = $ Availability

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

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

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

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

   5.2.1 If the total Availability (as calculated in Section 5.1 above) for a given month is (a) below the Service Level Commitment and greater than or equal to 99.5%, Customer will receive three (3)

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

5.2.2 For purposes of this SLA, a Service Credit will be deemed to be an amount equal $1/30^{th}$ of the monthly fee for the hosting to the affected customers of the Services (herein referred to as "Service Credit"). Service Credits will be recognized for billing purposes in the month following the month giving rise to such Service Credits. All service credits will be calculated assuming a 30-day month. Except as provided above in Section 5.2.1 of this SLA, Customer's right to receive service credit(s) will be Customer's exclusive remedy for *FASTER*'s failure to satisfy the Service Level Commitment.

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

5.3 Term: Hosting shall have a term of one year, and the term shall commence upon allocation of hardware in the datacenter, which will occur in the early stages of the implementation. After twelve months from commencement, these hosting services will automatically renew in one-year increments unless cancelled by either party, provided a written notice of cancellation is received by the other party sixty (60) days in advance of anniversary date of commencement.

5.4. Performance: Customer understands that performance of the *FASTER* system is dependent on multiple factors. For example, Customer approved users can only access the system with a PC that meets the minimum client specifications provided by *FASTER*. Customer may need to request its IT Department increase bandwidth and/or improve network connections in order to improve performance. Also, Customer understands that system performance is affected by variables that *FASTER* cannot fully control, such as user habits, number of simultaneous users and database size.

APPENDIX B SYSTEM, ENVIRONMENT, & CONFIGURATION REQUIREMENTS FOR *FASTER* WEB 7.0

The following document provides environment and system requirements for the *FASTER* Web Fleet Management System. Different Hardware Configurations are provided based on the number of expected users. This document is broken into three sections: The first addresses system requirements, the second addresses hardware, and the third addresses configuration.

MINIMIZING IT STAFF TIME COMMITMENT DURING IMPLEMENTATION:

The implementation of *FASTER* Web requires minimum IT staff time. For example, there is only one environment required for the implementation and that is promoted to become the production environment. This environment is initially the environment where your organization will do testing and experience all training. And upon delivery of the final go-live database, this environment will be promoted to a production environment. This helps assure quality control and makes the go-live less complex.

In addition, *FASTER* stands up its own test environment on our servers. We perform internal testing on your data and any custom deliverables. And after go-live your license agreement permits you to stand up a temporary test environment to test any future upgrades or custom products you would have *FASTER* build.

BACKGROUND INFORMATION:

In order to minimize your IT staff's need to trouble-shoot and to ensure your fleet operations optimum productivity, here is some important background related to the specifications in this document.

FASTER Web is a mission critical, database intensive application that is typically used by a broad cross-section of administrative and operations staff. *FASTER* processes a high volume of transactions. And a wider variety of staff will utilize *FASTER's* robust reporting capabilities than most other database intensive systems. For example, a large city that uses *FASTER* recently reported that 60% of the entire City's transactions go through *FASTER*. Therefore, while we know that IT resources are expensive and must be managed with care, we recommend that you consider carefully that you may want to exceed the minimum specifications noted below.

Each customer's use patterns are somewhat unique based on the number of users, size of database and utilization of different aspects of the system. Therefore, the nature of the demand on the system makes it important that your IT staff fulfills two critical roles:

ENSURING ADEQUATE SYSTEM RESOURCES:

This document includes minimum specifications. *FASTER* can make recommendations based on our experience, but ultimately it is essential that your IT staff allocate an environment that has enough headroom (the potential to add resources such as RAM, processers and hard drive space if needed).

This can be achieved by allocating a large enough set of physical servers or by placing *FASTER* Web on a virtual environment that has ample headroom. (*FASTER* does all of its testing using VMWare.) In either case, it is critical that your physical servers or virtual machines have enough head room so that IT staff can increase resources if needed.

If you have more than 30-simultaneous users; during the soft go-live, your IT will want to engage in an hour or more of monitoring the environment to determine if enough resources are allocated. And if you have more than 30- simultaneous users, we also strongly recommend that you allocate time during soft go-live to have a similar number of users on the system while your IT staff monitors to determine if there are enough resources. (Note, it is typical that during a soft go-live that Fleet Operations cannot allocate enough users to emulate the use that will occur after go-live. So if you see any maxing out of resources during a soft go-live, this typically means that more resources are needed.)

Be aware that if your environment has too few resources or band-width issues, this will usually be detected during user training the week of go-live. To avoid an urgent need to increase resources to support training, we recommend that you have ample resources to start with. In addition, upon go-live your IT staff will want to monitor the environment a second time during a time that Fleet Operations designates as a high-volume use period to ensure enough resources are allocated.

Section 1: Software Requirements

System Requirements

1: Application Server Software Requirements

Supported Operating Systems

>Windows Server 2016 x64 (64-bit)
>Windows Server 2019 x64 (64-bit)

Supported IIS Versions

>IIS 10 for Windows Server 2016 x64 (64-bit)
>IIS 10 for Windows Server 2019 x64 (64-bit)

Additional Requirements

>Microsoft .NET Framework 4.8 with all applicable updates
>
>Internet/Broadband Access for *FASTER* remote connectivity and if you are using the VIN Decoder or Asset Mapping features. The server will need to access the following:
>- o NHTSA website to get VIN information
>- o OpenStreetMap to provide mapping

Supports TLS 1.2

2: Database Server Software Requirements

Supported Operating Systems

Windows Server 2016 x64 (64-bit)
Windows Server 2019 x64 (64-bit)

Supported Database Server

Microsoft SQL 2016 SP 2 x64 (64-bit) Enterprise or Standard
Microsoft SQL 2017 x64 (64-bit) Enterprise or Standard
Microsoft SQL 2019 x64 (64-bit) Enterprise or Standard

Database Server Configuration

1) The Common Language Runtime (CLR) setting must be enabled on the Database Server
2) By design, Microsoft SQL Server will reseed Incremental Identity field's values by 10, 100, or 1000 whenever the SQL Service is restarted. Since *FASTER* Web uses incremental identity fields on important data fields, it is recommended you follow Microsoft's instructions on how to preventing reseeding. The Identify field's are used for system generated numbers such as the Work Order Number, Direct Charge Number, and Order Number. Microsoft suggests to add "t272" as a start-up parameter in the SQL Server service:
   http://social.technet.microsoft.com/wiki/contents/articles/26938.how-can-i-prevent-crash-from-identity-column-value-jump.aspx

FASTER Web's Semantic Layer Add-on Requirements

Below are the requirements for the *FASTER* Web Semantic Layer Add-on. Note that SQL Server 2014 SP 3 Standard is not supported for the Semantic Layer:

SQL Version and Edition

Microsoft SQL 2016 SP 2 x64 (64-bit) Enterprise or Standard

Microsoft SQL 2017 x64 (64-bit) Enterprise or Standard

Microsoft SQL 2019 x64 (64-bit) Enterprise or Standard

   o MS SQL Standard edition supports SSAS Tabular but caps the use of the Tabular model at 16 GB of memory. The Enterprise Editions of these versions do not have the same limitation. It is important to make sure you choose the SQL Server edition that will meet your needs.

Configuration

SSAS Tabular Model must be enabled

o While installing SQL Server, please make sure that 'Analysis Services' feature is selected and on Analysis service configuration page 'Tabular Mode' is selected.

3: Reporting Server Software Requirements (SSRS)

Report Users must be properly configured, please see the Report User Configuration addendum below for further instructions.

Supported Operating Systems

Windows Server 2016 x64 (64-bit)
Windows Server 2019 x64 (64-bit)

Supported Reporting Server

Microsoft SQL 2016 SP 2 x64 (64-bit) Reporting Services Enterprise or Standard
Microsoft SQL 2017 x64 (64-bit) Reporting Services Enterprise or Standard
Microsoft SQL 2019 x64 (64-bit) Reporting Services Enterprise or Standard

4: Integrations Services (SSIS) Software Requirements (For SSIS based integrations and exports)

Supported Operating Systems

Windows Server 2016 x64 (64-bit)
Windows Server 2019 x64 (64-bit)

Supported Integrations Services

Microsoft SQL 2016 SP 2 x64 (64-bit) Integration Services Enterprise or Standard
Microsoft SQL 2017 x64 (64-bit) Integration Services Enterprise or Standard
Microsoft SQL 2019 x64 (64-bit) Reporting Services Enterprise or Standard

Note on SSIS:
- *FASTER* Web's next generation add-ons and custom integrations use SSIS as the middleware unless otherwise specified. If SSIS is stated as a pre-requisite within the solution statement of the add-on you must install SSIS in preparation for deploying the add-on or integration.
- Any integration or customization where *FASTER* is building middleware to connect to the *FASTER* Web Service APIs as part of the scope of work will require SSIS.
- SSIS can be a memory intensive application, it is highly recommended that you increase the RAM on the database server if SSIS is installed on the same machine as the database server.

5: Client Requirements

Intranet/Broadband Access

Browsers

- Chrome for Windows

- Chrome for iOS

- Microsoft Edge

Display Resolution

- *FASTER* Web: 1280 X 1024 or higher

- Customer Portal: 1280 X 1024 or higher

- Technician Workstation: 1280 X 1024 (Specifically designed for this resolution and touchscreen)

- *FASTER* MotorPool: 1280 X 1024

MS Report Builder Users only: Different versions of MS SQL have different MS Report Builders. MS Report Builder users should be sure to check the System Requirements for the version of MS Report Builder they will use. Client machines from which MS Report Builder needs to be used must NOT be using "Itanium 64-based computers" as Report Builder cannot be installed on that style of microprocessor.

Section 2: Server Hardware Requirements

The following examples represent possible hardware configurations based on the number of users. For each configuration, these should be considered *minimum* specs for the proper functioning of *FASTER* Web. Ultimately in some cases, if your Fleet Operations and IT agree to go below these specifications, you can take the risk of reducing the system resources, such as RAM and processing power, but you may find that it will affect the performance of *FASTER* Web.

1: Single Server Configuration
(can only be used if you have 10 or fewer users)

This represents a configuration where the Application Server, Database Server, and Reporting Services are installed on the same server.

Application/Database/Reporting Services Server Hardware:
(These are *minimum* specs. Your use may require more resources.)

Note: This server must be dedicated to FASTER and cannot be shared.

Processor

- 2 Processors, 2.0 GHz CPU or higher

Memory

- 16 GB RAM (12 GB dedicated to the Database Server, 4 GB dedicated to the Operating System)

Hard Drive

- 15K RPM Primary Hard Drive, since the size of the database will not be knowable until data conversion is complete, the following are recommendations for initial deployment. But is critical to have significant head room so that there is ample space for the database to grow over time:

  - For current *FASTER* Win customers migrating to *FASTER* Web, we recommend as a minimum that you take the uncompressed size of a *FASTER* Win database .bak file and multiply that by 4 times. (Please remember, this will provide for ample room for being able to create a backup file and head room for the growth of the database.)

  - For a customer new to *FASTER*, the customer's IT team would be the best equipped to estimate the potential size of the future database. *FASTER* Web databases can range in size, depending on number of assets and years of history, between 5 GB and 100 GB. Please remember, in addition to estimating the size of the database, you want to leave enough room for backing up of the database and growth of the database. You may want to ensure that you have 200 GB of total hard drive space to start the project and once you are live on *FASTER* Web, you will have more clarity on what the actual hard drive space will need to be.

Network Connection

- Gigabit Ethernet Network Adapter (NIC)

2: Two Server Configuration

This represents a configuration where the Application Server is on one server while the Database Server and Reporting Services are installed on the second server. Appropriate for sites 10 - 50 users.

Application Server Hardware:
(These are *minimum* specs. Your use may require significantly more resources.)

Note: This server must be dedicated to FASTER and cannot be shared.

Processor

- 2 Processor, 2.0 GHz CPU

Memory

- 4 GB RAM

Hard Drive

- 15K RPM Primary Hard Drive, 60 GB Free Disk Space

Network Connection

- Gigabit Ethernet Network Adapter (NIC)

Database/Reporting Services Server Hardware
(These are *minimum* specs. Your use may require significantly more resources.)

Processor

- 2 Processors, 2.0 GHz CPU

Memory

- 12 GB RAM (8 GB dedicated to the Database Server, 4 GB dedicated to the Operating System)

Note: If you are using a shared database server, it is critical that it have enough RAM. Due to the number of users and the high dependency on *FASTER* for work tasks and reporting, *FASTER* is often the most intensive database on a shared database server.

Hard Drive

- 15K RPM Primary Hard Drive, since the size of the database will not be knowable until data conversion is complete, the following are recommendations for initial deployment. But is critical to have significant head room so that there is ample space for the database to grow over time:

  - For current *FASTER* Win customers migrating to *FASTER* Web, we recommend as a minimum that you take the uncompressed size of a *FASTER* Win database .bak file and multiply that by 4 times. (Please remember, this will provide for ample room for being able to create a backup file and head room for the growth of the database.)

  - For a customer new to *FASTER*, the customer's IT team would be the best equipped to estimate the potential size of the future database. *FASTER* Web databases can range in size, depending on number of assets and years of history, between 5 GB and 100 GB. Please remember, in addition to estimating the size of the database, you want to leave enough room for backing up of the database and growth of the database. You may want to ensure that you have 200 GB of total hard drive space to

FASTER

start the project and once you are live on *FASTER* Web, you will have more clarity on what the actual hard drive space will need to be.

Network Connection
- Gigabit Ethernet Network Adapter (NIC)

3: Three Server Configuration – Basic Enterprise

This represents a configuration where the Application Server, Database Server and Reporting Services are all installed on separate servers. Appropriate for sites 50+ users.

Application Server Hardware:
(These are *minimum* specs. Your use may require significantly more resources.)

Note: This server must be dedicated to FASTER and cannot be shared.

Processor
- 2 Processors, 2.0 GHz CPU

Memory
- 4 GB RAM

Hard Drive
- 15K RPM Primary Hard Drive, 60 GB Free Disk Space

Network Connection
- Gigabit Ethernet Network Adapter (NIC)

Database Server Hardware:
(These are *minimum* specs. Your use may require significantly more resources.)

Processor
- 2 Processors, 2.0 GHz CPU

Memory
- 12 GB RAM (8 GB dedicated to the Database Server, 4 GB dedicated to the Operating System)
  Note: If you are using a shared database server, it is critical that it have enough RAM. Due to the number of users and the high dependency on *FASTER* for work tasks and reporting, *FASTER* is often the most intensive database on a shared database server.

Hard Drive
- 15K RPM Primary Hard Drive, since the size of the database will not be knowable until data conversion is complete, the following are recommendations for initial deployment. But is critical to have significant head room so that there is ample space for the database to grow over time:
  - For current *FASTER* Win customers migrating to *FASTER* Web, we recommend as a minimum that you take the uncompressed size of a *FASTER* Win database .bak file and multiply that by 4 times. (Please remember, this will provide for ample room for being able to create a backup file and head room for the growth of the database.)
  - For a customer new to *FASTER*, the customer's IT team would be the best equipped to estimate the potential size of the future database. *FASTER* Web databases can

range in size, depending on number of assets and years of history, between 5 GB and 100 GB. Please remember, in addition to estimating the size of the database, you want to leave enough room for backing up of the database and growth of the database. You may want to ensure that you have 200 GB of total hard drive space to start the project and once you are live on *FASTER* Web, you will have more clarity on what the actual hard drive space will need to be.

Network Connection

- Gigabit Ethernet Network Adapter (NIC)

Reporting Services Server Hardware:
(These are *minimum* specs. Your use may require significantly more resources.)

Processor

- 2 Processors, 2.0 GHz CPU

Memory

- 12 GB RAM

Network Connection

- Gigabit Ethernet Network Adapter (NIC)

Optional Scale Out

- Reporting Server using Scale Out deployment, 2+ servers