FIRST AMENDMENT

This Amendment made and entered into this _____ day of _____, 2023 ("Effective Date"), by and between Pinellas County, a political subdivision of the State of Florida, hereinafter referred to as “County,” and AssetWorks Inc, Wayne, PA hereinafter referred to as “Contractor,” (individually referred to as “Party”, collectively “Parties”).

WITNESSETH:

WHEREAS, the County and the Contractor entered into an agreement on April 9, 2019, pursuant to Pinellas County Contract No. 167-0378-P (hereinafter “Agreement”) pursuant to which the Contractor agreed to provide, Automated Fuel Dispensing and Accounting System, Implementation and Maintenance services for County; and

WHEREAS, Section 21 (“Amendment”) of the Agreement permits modification by mutual written agreement of the parties; and

WHEREAS, the County and the Contractor now wish to modify the Agreement in order to provide for a name change and upgrade Assetworks FuelFocus software from M4 to M5 and transition to a Software as a Service (SaaS)(Services), per the following Exhibits:

1. Exhibit 1 - Master SaaS Agreement
2. Exhibit 2 - SOW - AssetWorks EAM-CAM
3. Exhibit 3 - SOW - AssetWorks - Fleet
4. Exhibit 4 - Order Form - Q-10081-3;

NOW THEREFORE, the Parties agree that the Agreement is amended as follows:

1. Exhibits 1, 2, 3, and 4 are hereby incorporated into the Agreement, and commence on the Effective Date of this Amendment, and continue for five (5) years (“Initial Term”) unless terminated in accordance with Exhibit 1 - Master SaaS Agreement or the Agreement. All Exhibits referenced above will have priority in the order listed:
    1. Exhibit 1 - Master SaaS Agreement
    2. Exhibit 2 - SOW - AssetWorks EAM-CAM
    3. Exhibit 3 - SOW - AssetWorks - Fleet
    4. Exhibit 4 - Order Form - Q-10081-3;

    In the event of any conflict between the provisions of Exhibits 1, 2, 3, and 4, and the provisions of the Agreement, the provisions of the Agreement will govern.

2. Section 5. Compensation and Method of Payment, subsection B is revised to reflect an increase in the amount of $1,005,924.16 for a revised contract total not to exceed amount of $1,735,120.02.

3. The Contractor's name in the Agreement, and all references thereto, are hereby amended from "AssetWorks LLC" to "Assetworks Inc".

4. Except as changed or modified herein, all provisions and conditions of the original Agreement and any amendments thereto shall remain in full force and effect.

Each Party to this Amendment represents and warrants that: (i) it has the full right and authority and has obtained all necessary approvals to enter into this Amendment; (ii) each person executing this Amendment on behalf of the Party is authorized to do so; (iii) this Amendment constitutes a valid and legally binding obligation of the Party, enforceable in accordance with its terms.

IN WITNESS WHEREOF the Parties herein have executed this First Amendment as of the day and year first written above.

PINELLAS COUNTY, FLORIDA
by and through its
Board of County Commissioners

Chairman

CONTRACTOR:

Authorized Signature

Rob Hallett
Printed Authorized Signature

General Manager
Title Authorized Signature

ATTEST:
KEN BURKE

Deputy Clerk

APPROVED AS TO FORM
By: *Keiah Townsend*
Office of the County Attorney

Exhibit 1 - MASTER SaaS AGREEMENT

1. OVERVIEW

AssetWorks provides cloud based services through a Data Center ("Data Center") and provides associated services to support customers that wish to outsource the operation and maintenance of computer applications listed in the Order Form.

This Agreement describes the services to be provided by AssetWorks ("Services") the respective responsibilities of the parties, the service level objectives ("SLOs"), and the problem management process. This Agreement incorporates the following Attachments that shall be considered an integral part of this Agreement:

- Attachment 1 Scope of Services
- Attachment 2 Service Level Objectives
- Attachment 3 Professional Services

Subject to the terms and conditions of this Agreement, and only during the Term (as defined in the Term Section), Customer is granted a non-exclusive, non-transferable, restricted license to use the Software in its own business. Customer has no right to use the Software in processing work for third parties. Use of the Software is subject to the license limitation as stated in the Order Form. Enterprise Pricing is based upon Customer's estimated asset count at the time of this Agreement. Pricing under this Agreement is subject to increase in the event Customer's asset count increases.

2. SERVICES

AssetWorks will perform the services ("Services") as described in the Scope of Services, set forth in Attachment 1.
The general scope of services includes the operation, maintenance, and support of the:

- Database software for the Applications hosted under this Agreement
- Database security
- Data Center server operation

The scope of services specifically excludes operation and maintenance of the following:

- Customer hardware, including Customer's servers, printers, network hardware (including routers and switches) and other Customer site computing equipment;
- Customer application software other than noted in the Scope of Services; and
- Customer Local Area Networks ("LAN")
- Customer network infrastructure for connecting to the Internet and to the AssetWorks Data Center

The Services shall be provided subject to the Terms and Conditions of the Master Services Agreement and the provisions, that follow.

3. TERM

The Term of the Agreement is stated in the First Amendment.

4. FEES AND PAYMENT

For recurring Services, unless otherwise stated in the Order Form, AssetWorks shall invoice Customer annually in advance. All invoiced fees shall be due and payable in accordance with the Master Services Agreement. For Professional Services, invoices shall be sent either monthly or upon completion of milestones (as defined in the Statement of Work or on the Order Form) and include charges defined in the Order Form unless otherwise specifically stated in the Order Form.

5. CUSTOMER RESPONSIBILITIES

The Customer is responsible for:

- Assigning a primary and alternate Customer representative (designated key personnel) to coordinate all communications and activities related to AssetWorks services.
- Providing user identification data and determining the appropriate security profile for each user. Customer will control security at the Application level.
- All printing. No print job will print at the Data Center and all physical printing requirements will be handled by the Customer.
- The purchase and installation of printers at Customer's sites for the Application being utilized as defined in the Scope of Services.
- Installation, operation, and maintenance of all workstation software (and Customer's LAN, existing data communications configuration, hardware, or software required at the Customer's site except as otherwise stipulated in the Scope of Services. AssetWorks network and network responsibility extends from the AssetWorks routers at AssetWorks' sites to all connected equipment at AssetWorks' sites.
- Testing updates and fixes applied by AssetWorks to Applications used by Customer. With the exception of emergency fixes, Customer will test updates and fixes prior to their introduction to the Production environment within a mutually agreed upon time frame.

- Testing upgrades. Upgrades will be moved to production by the AssetWorks at the end of the Customer testing period unless specific problems are documented in writing to AssetWorks.
- Diligent analysis of suspected problems to determine their specific nature and possible causes before calling the AssetWorks for assistance. Notwithstanding this diligence requirement, Customer is responsible for informing AssetWorks of any problems encountered in a timely manner.

6. INTELLECTUAL PROPERTY

Customer and AssetWorks shall each retain ownership of, and all right, title and interest in and to, their respective pre-existing Intellectual Property. The Services performed, code developed and any Intellectual Property produced pursuant to this Agreement ("Developments") are not "works for hire," or any similar concept throughout the world, and AssetWorks is the sole owner of all right, title and interest in such Developments. If for any reason any Developments may be considered "works made for hire" and/ or there are any rights in the Developments that accrue to the Customer, then the Customer hereby irrevocably assigns and agrees to assign any and all of rights, title and interest thereto, whether now known or hereafter defined or discovered, to AssetWorks and the Customer agrees to take such further action, including executing such instruments and documents as AssetWorks may reasonably request, to evidence such assignment. As used herein, "Intellectual Property" shall mean inventions (whether or not patentable), works of authorship, trade secrets, copyright, techniques, know-how, ideas, concepts, algorithms, and other intellectual property incorporated into any Statement of Work or Deliverable whether or not first created, discovered, or developed by AssetWorks in providing the Services.

Attachment 1 - Scope of Services

All of the services, functions, processes, and activities described below will be collectively described as the "Services" for purposes of this Agreement.

Application

Application refers to the software provided by AssetWorks pursuant to this Agreement.

Support Software

Support Software includes the operating system, utilities, database software, and all necessary licenses required to operate the Application and provided by AssetWorks as part of the Services.

Hardware

Server infrastructure.

Database Instances

AssetWorks will maintain a single Production Database instance. This Production Database will provide the daily, real-time transaction data to the Application users.
In addition to the Production Database, AssetWorks will maintain one additional, non-production Database (Test). Upon request by Customer, AssetWorks will populate these additional Databases with Customer's Production data up to 4 times in any 12 month period at no additional cost.

Backups

Full database and incremental file system backups are taken each night and stored at an offsite facility. Backup data is retained for 14 days.

Hours of System Operations

The Application will be accessible and available to the Customer and capable of any and all normal operating functions 24 hours a day, seven days a week except for periods of Scheduled Maintenance and previously approved outages. AssetWorks will not be held responsible for inaccessibility arising from communications problems occurring anywhere beyond the AssetWorks side of the router resident at the Data Center, nor will these hours of unavailability be counted as unavailable.

Data Center Maintenance

AssetWorks will complete routine maintenance on the Application according to the published schedule. AssetWorks will publish schedules for subsequent years on its Customer Support web site. AssetWorks will provide at least 30 days notice to any changes in the schedule.
If AssetWorks is required to perform additional maintenance outside of the Scheduled Maintenance window, it will notify the Customer in writing of its request. The Customer and the AssetWorks will mutually agree on the downtime, which will then be considered a period of Scheduled Maintenance.

Application Maintenance

1. Correction of Deviations

In the event that the Customer encounters an error and/or malfunction ("Deviation") in the Software, the Customer shall communicate the circumstances and any supporting information to AssetWorks. Upon receipt, AssetWorks will respond as follows:

a. In the event that, in the mutual and reasonable opinion of AssetWorks and Customer, there exists a Deviation that does not constitute a serious impediment to the normal intended use of the Software, AssetWorks will correct the Deviation and distribute the correction in accordance with AssetWorks' normal Software revision schedule.

b. In the event that, in the mutual and reasonable opinion of AssetWorks and the Customer, there exists a Deviation that does constitute a serious impediment to the normal intended use of the Software, AssetWorks will take such steps as are required to correct the Deviation with all due dispatch. Corrections will be applied and distributed to the latest software release. AssetWorks will have no obligation to provide development support for an issue that can be resolved by Customer installing a revision to the software.

2. Software Revisions

The Software may be revised by AssetWorks as a result of the correction of Deviations and/or the release of upgrades or improvements or modifications designed to improve the performance of the Software and/or to increase the capabilities of the Software (hereafter "Revisions").

3. Telephone Hotline Assistance

AssetWorks shall make available technically qualified personnel to respond to all reasonable telephone requests, Monday through Friday, excluding State holidays, during normal business hours, that may be made by the Customer relating to the application and operation of the Software. At other times such personnel are available by beeper for emergencies.

4. Technical Literature

AssetWorks shall make available to the Customer on line all technical literature that is considered by AssetWorks to be relevant to the Software and its use within the scope of Customer's operations.

5. Proper Use

a. The Customer agrees that all reasonable effort shall be taken to ensure that neither the Software nor data files are misused.

b. In the event that the Customer or its agents misuses the Software or data files, including, but not limited to, inserting, updating, deleting or otherwise modifying data through a means other than the Software, although AssetWorks is not obligated to correct such misuse, AssetWorks shall be entitled to attempt to correct the situation, if possible, at Customer's expense.

c. In the event that diagnostic assistance is provided by AssetWorks, which, in the reasonable opinion of AssetWorks and the Customer, relates to problems not caused by a Deviation in the Software, such assistance shall be at the Customer's expense quoted at AssetWorks' then current rates, which are $220.00 per hour and in accordance with the County's travel policy. as of the Effective Date of this Agreement.

Attachment 2 - Service Level Objectives

This Service Level Agreement ("SLA") is intended to provide an understanding of the level of service to be delivered by AssetWorks for the Services specified in Attachment 1. The service levels set forth below apply to the Services provided by AssetWorks under the Agreement.

AVAILABILITY

AssetWorks will use commercially reasonable efforts to provide Services with an average of 99% Availability (as such term is hereinafter defined) for each quarter during the Term. For purposes of the Agreement, "Availability" during any quarter refers to an Authorized User's ability to log into the Application during such quarter, and will be calculated in accordance with the following formula:
x = (y - z) / y * 100

Where,

- "x" is the Availability of the Application during the quarter;
- "y" is the total number of hours in such quarter minus the number of hours during such quarter that the Customer is unable to log into the Application because of (a) regularly scheduled maintenance windows for the Application and for times in which Customer has been notified in writing (including e-mail) by AssetWorks in advance thereof; (b) a Force Majeure Event; (c) non-performance of hardware, software, ISP connections, and other equipment that is not provided by AssetWorks or certified by AssetWorks for use in conjunction with the Services (except as such non-performance is directly or indirectly caused by AssetWorks).
- "z" is the number of hours in such month during which the Customer is unable to log into the Application (other than for reasons set forth in the definition of "y" above); provided that AssetWorks has been notified or is otherwise aware (or reasonably should be aware) of Customer's inability to utilize the Application.

FEE ADJUSTMENT

In the event that AssetWorks does not meet the Availability levels set forth below, the amount of fees payable by Customer will be reduced as follows:

In the event the average Availability for the Application is less than ninety nine percent (99%) during any two consecutive quarters, Customer will receive a credit to its account with AssetWorks of five percent (5%) of the amount of a quarter's aggregate Services Fees paid or payable by Customer to AssetWorks.

AssetWorks' obligation to provide Customer with fee adjustments as set forth above is conditioned on Customer providing detailed written notice to AssetWorks of its contention that AssetWorks was unable to meet the applicable Availability levels. Upon receipt of such notice, AssetWorks shall have thirty (30) calendar days to investigate the contention. If, at the end of the thirty (30) calendar day period it is determined that AssetWorks did in fact fail to meet the applicable Availability levels, Customer will receive the appropriate credit to its account during the next invoice cycle.

The remedies set forth in this Section of this Attachment shall be Customer's sole remedy and AssetWorks' entire liability in the event of a breach of this Attachment 2, including the failure of any Availability measurements to meet the thresholds set forth above.

Attachment 3 – Professional Services Terms

1. Services / Statement of Work. AssetWorks will perform the Professional Services ("Services") described in the Statement of Work ("Statement of Work")..

2. Resources to be Provided by Customer
   a. Customer shall provide, maintain and make available to AssetWorks, at Customer's expense and in a timely manner, the resources described in this Section, the Statement of Work, and such other additional resources as AssetWorks may from time to time reasonably request in connection with AssetWorks performance of the Services. Delays in the provision of these resources may result in delays in the performance of the Services, or an increase in the Price.
   b. Customer will designate qualified Customer personnel or representatives to consult with AssetWorks on a regular basis in connection with the Services. Customer will furnish such documentation and other information as is reasonably necessary to perform the Services.
   c. Customer shall furnish access to Customer's premises, and appropriate workspace for any AssetWorks personnel working at Customer's premises, as necessary for performance of those portions of the Services to be performed at Customer's premises.
   d. Customer shall meet all assumptions noted on the Statement of Work.

3. Professional Services Limited Warranty
   a. AssetWorks warrants that the Deliverables provided under an Order Form or a Statement of Work authorized under this Attachment shall be performed with that degree of skill and judgment normally exercised by recognized professional firms performing the same or substantially similar Services. In the event of any breach of the foregoing warranty, provided Customer has delivered to AssetWorks timely notice of such breach as hereinafter required, AssetWorks shall, at its own expense, in its discretion either (1) correct the non-conforming Deliverables to conform to this standard; or (2) refund to Customer that portion of the Price received by AssetWorks attributable to the non-conforming Deliverables. No warranty claim shall be effective unless Customer has delivered to AssetWorks written notice specifying in detail the non-conformities within 90 days after tender of the non-conforming Deliverables. The remedy set forth in this Section (a) is the sole and exclusive remedy for breach of the foregoing warranty.
   b. ASSETWORKS SPECIFICALLY DISCLAIMS ANY OTHER EXPRESS OR IMPLIED STANDARDS, GUARANTEES, WARRANTIES OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, AND ANY WARRANTIES THAT MAY BE ALLEGED TO ARISE AS A RESULT OF CUSTOM OR USAGE, ANY WARRANTY OF ERROR-FREE PERFORMANCE, OR ANY WARRANTY OF THIRD PARTY PRODUCTS, OR FUNCTIONALITY OF THE CUSTOMER'S HARDWARE, SOFTWARE, FIRMWARE, OR COMPUTER SYSTEMS.
   c. Customer represents and warrants to AssetWorks that Customer has the right to use and furnish to AssetWorks for AssetWorks use in connection with this Agreement any information, specifications, data or Intellectual Property that Customer has provided or will provide to AssetWorks in order for AssetWorks to perform the Services and to create the Deliverables identified in the Statement of Work.

AssetWORKS

STATEMENT OF WORK SUMMARY

County of Pinellas

Q-10081

CAM

AssetWorks EAM / Capital Asset Management Module

CAM A&P Implementation

November 14, 2022

Table of Contents

Introduction

AssetWorks is pleased to assist County of Pinellas (PINELLAS) with the implementation of the Capital Asset Management (CAM) application. This Statement of Work (SOW) identifies the tasks required for the implementation of the Capital Asset Management (CAM) solution. This SOW is based on AssetWorks' current understanding of the requirements and AssetWorks' previous experience with similar engagements.

To best facilitate the implementation, AssetWorks urges PINELLAS to formally identify a core team of members from each of the critical business groups who will participate in or be affected by the project implementation. This involvement must come from all parties. This core team should be both technically qualified and knowledgeable of their groups' business practices. These individuals will be responsible for spearheading the system configuration, data mapping, and workflow tasks to ensure a feasible and effective production rollout.

CAM Product Overview

CAM is a software tool that helps an organization better manage the overall lifecycle of its assets. The CAM module/application runs on a separate database from AssetWorks EAM. It has key areas that are integrated with the AssetWorks EAM application but does not sync all data elements. CAM includes three core modules within the application: Analytics/Planning/Budgeting, Procurement, and Asset Disposal.

This Statement of Work outlines the services to be delivered by AssetWorks to PINELLAS for the implementation of the current production CAM release. The production version of CAM will include the following functionality but may or may not include the services; all services to be noted further down into the SOW:

- CAM User Interface
- Security: user roles, users, system flags
- References: codes, departments, vendors, locations, people
- Events: notifications and tasks
- Asset Register and Design: asset main, category, spec type, attributes, specifications, and options
- History Journals: usage journals (time, distance, count), maintenance journal, energy journal, capital journal
- Analytics: category reference life-cycle cost models, custom life-cycle cost analysis, maintenance forecasts, MRU calculation, and asset analysis
- Planning: replacement parameters, replacement scoring, plan generation, plan adjustment, plan export/import, plan forecast, budget manager, and budget lines
- Reporting: Integrated on-line reporting module, including ad-hoc reporting, dashboards and visualizations.

AssetWorks proposes to implement this project in three phases. The goal is to bring CAM live as quickly as possible and setup the interfaces to have the CAM and AssetWorks EAM databases in sync. Once assets and history are loaded, the Analytics and Planning modules are ready for use. The phases are:

1. Analytics and Planning Modules

The detailed implementation plan outlined in this Statement of Work document describes the services that the AssetWorks Professional Services team will deliver to ensure a successful implementation of the AssetWorks EAM application. Functionality will be implemented based on what is available at the time of deployment.

Enhancements

If during the implementation, if it is determined that custom functionality, enhancements, or modifications are needed to support PINELLAS process or workflows, AssetWorks will prepare detailed design specifications with a

fixed cost estimate and timeline to complete the development. AssetWorks will be solely responsible for all enhancement development and will deliver the updated application code in a schedule release. This SOW assumes no enhancements.

Interfaces

All out of the box CAM integrations with AssetWorks EAM are included in the base CAM application and will be configured during the setup phase. Any interfaces required to PINELLAS's ERP systems, other maintenance systems, or external applications will be identified and quoted separately from this SOW. Each interface will have a detailed design specification, fixed cost estimate and delivery timeline which will be presented to PINELLAS for review and acceptance. AssetWorks will have responsibility for the CAM portion of all interfaces, with PINELLAS or vendor resources handling the external applications side of the interface. Interfaces will be delivered based in an AssetWorks CAM release. This SOW assumes no interfaces.

CAM-1 Complete Project Start-up and Kick-Off Meeting

Project Management

AssetWorks will assign a Project Manager to lead the CAM implementation and coordinate all AssetWorks project activities. The AssetWorks Project Manager will ensure that enough resources are available to implement the system in accordance with the project requirements. The AssetWorks Project Manager will monitor the project resources to ensure quality delivery of services and that the deliverables are completed in accordance with the project requirements.

AssetWorks Project Manager will report directly to the PMO Manager (Project Director). While the Project Manager is the primary contact, the Project Director is PINELLAS's first escalation point for any issues arising during the project, while the Program Manager will provide executive level communication and support.

AssetWorks expects PINELLAS will appoint a Project Manager, who will lead the overall PINELLAS project team and be responsible for the PINELLAS personnel and resources on the project. AssetWorks recommends a System Administrator be designated who will be responsible for the configuration, implementation, and administration of the CAM module and server as the primary technical contact during the implementation.

In addition to the PINELLAS Project Manager and System Administrator, AssetWorks recommends PINELLAS appoint a core project team for the project implementation with Subject Matter Experts (SME) familiar with PINELLAS's asset management business processes and procedures. The SMEs will serve as the functional lead and Key Users for their business area and will have responsibility for leading discussions and making decisions regarding the implementation and configuration of the functionality relevant to its operation. The core group representatives should have complete knowledge and familiarity with PINELLAS's operations and objectives and will form most of the roll-out team later in the project.

Throughout the project, AssetWorks Project Manager will conduct bi-weekly or monthly (occurrence pattern based on project schedule) scheduled status meetings with PINELLAS to review the project progress to-date, the status of all open issues, review new issues that have arisen since the last meeting and discuss any changes to project timelines and deliverables. AssetWorks will deliver these status meetings in a format and schedule as agreed upon during the Kick-off meeting. Changes to the format and schedule requiring additional effort beyond that agreed to may necessitate a change order.

AssetWorks maintains for each implementation an Issues Log. The Issue Log lists any issue that has been identified as impacting the delivery of the project. This may include issues related to application functionality, stability, and performance; known software errors and bugs; configuration questions; items related to loading and converting data; training; documentation; custom development and other project deliverables. The log is maintained by AssetWorks and will describe the overall issue, identify specific users responsible for the resolution, the expected delivery date, and the outcome/resolution of the issue.

The Project Manager is also responsible for generating all invoices for project services and deliverables in accordance with the agreed upon project payment schedule. The Project Manager is the first point of contact regarding any billing disputes and has responsibility for collecting all outstanding project invoices.

CAM-1.A Project Startup Call

This initial project management task is to initiate the start-up of the project by scheduling a Project Start-Up conference call with PINELLAS. AssetWorks will commence the project upon receipt of the fully executed Professional Services Agreement or an official notice to proceed.

Upon receipt of notice to proceed, AssetWorks will initiate the Project Start-Up conference call with PINELLAS's designated Project Manager to discuss how to kick-off the implementation. Key points for this initial call include:

- Introducing key members of the AssetWorks and PINELLAS project teams.
- Scheduling of the Project Kickoff meeting.
- Reviewing key project deliverables, terms, and conditions.
- Distributing the CAM Implementation Questionnaire.
- Forming the core team.

CAM-1.B Implementation Questionnaire

Once the Notice to Proceed is received, AssetWorks will provide PINELLAS with our standard CAM Implementation Questionnaires. The Questionnaires are separated by module/functionality and are intended to gather basic information regarding PINELLAS asset management's current processes and procedures.

The questionnaire covers the following topics:

1. System Setup
2. Asset Design
3. Asset History
4. Lifecycle
5. Planning & Budgets
6. External Systems

PINELLAS will have the responsibility of completing the questionnaires to the best of their ability by the schedule start of the Project Kickoff meeting. AssetWorks will review the questionnaire prior to the Kickoff Meeting and generate a list of questions and topics for review during that initial meeting. The answers to these items also help to inform the setup and configuration phases further discussed below.

CAM-1.C CAM Sandbox Conversion Site Installation

AssetWorks maintains a sandbox conversion environment during the implementation phase for all customers, including those that will maintain their own production environment. The purpose of the conversion site is to allow the customer and AssetWorks to jointly setup and configure the CAM application in a mutually accessible environment before applying the settings to the final production environment. This also allows SaaS customers time to assemble their environments without delaying the start of the project while hardware is acquired, installed and configured.

As soon as receiving notice to proceed, AssetWorks will setup a conversion site in our Wayne, PA data center to begin the project. Each customer has their own conversion environment with a specific URL. AssetWorks will install our CAM Starter Database instance in our shared CAM database server to support the environment. An initial PINELLAS Administrator User will be created to allow the customer access to the site. AssetWorks will also have a user that we will use to access the environment. This will allow logs to note which user updated the database.

Once the conversion environment installation is completed, AssetWorks will send to PINELLAS the URL link and the username and password of the initial Administrator user. AssetWorks and PINELLAS will test the link and once completed CAM will be ready for loading and training.

CAM-1.D Data Export and Conversion Database Setup

CAM has integrated data loader functionality that supports the mass insertion of data into CAM, as well as the ability to mass updated existing CAM records. This function uses Excel-based templates that are loaded with data extracted from the legacy fleet or asset management system. This initial task will be to get the data needed from AssetWorks EAM, or other legacy system, and populate the templates. The templates will be reviewed by AssetWorks prior to the Kickoff meeting and any gaps or new data required will be reviewed during the Kick-off meeting.

The AssetWorks EAM database will be installed in our secure conversion environment, where the AssetWorks CAM support team will have direct access to run the extraction scripts that are needed to populate the template, and in some cases load the CAM database directly using conversion scripts. In this scenario, AssetWorks takes responsibility for running the SQL extraction scripts and copying the extracted data into the CAM loader templates.

PINELLAS will be responsible for exporting the database and uploading the export to our ShareFile site. AssetWorks will run all extraction scripts and load the CAM templates. AssetWorks will only convert data from a AssetWorks EAM database and no other sources such as internal PINELLAS documents or legacy systems.

CAM-1.E CAM SaaS Environment Installation

AssetWorks provides a SaaS production environment for CAM customers. The SaaS environment has shared application and database servers, with each customer having their own database instance and specific URL. All SaaS customers are setup in an Oracle database environment.

AssetWorks will install two CAM environments in our Wayne, PA data center following the notice to proceed: Production and Sandbox. Additionally, an AssetWorks SaaS conversion environment will be used to support the conversion and testing of the application prior to production delivery. The sandbox environment will serve as the

test environment once CAM is live in production. AssetWorks will install the production site immediately after the project kickoff. A starter database will be installed as the production and conversion database.

Once the production environment installation is completed, AssetWorks will send to PINELLAS the URL link and the username and password of the initial Administrator user. AssetWorks and PINELLAS will test the link and once completed CAM will be ready for loading and training.

CAM-1.F Project Kick-Off

The Project Kick-Off Meeting is devoted to introducing the core project team to the AssetWorks team, the project implementation methodology, and the CAM application. After completing this session, the project team will understand the implementation process and will be prepared to start collecting the data required to setup and configure the system.

This meeting is typically about a half day and includes discussion and review of the following topics:

- Orientation on the CAM system,
- Project plan tasks and timeline,
- System Implementation Steps (*CAM Implementation Steps document*)
- Assignment of customer responsible tasks,
- Contract deliverables,
- Change management procedures,
- The data loading process, and
- Review the implementation questionnaire and data template gap analysis.

Based on discussions during the Kick-off Meeting, the AssetWorks Project Manager will revise the project plan and assign AssetWorks and PINELLAS project resources to various tasks in the plan. Following the Kick-off Meeting, an updated project schedule will be delivered to PINELLAS by AssetWorks.

PINELLAS will assist in facilitating this session. PINELLAS will provide a suitable meeting facility, with a projector and will be responsible for inviting attendees. AssetWorks will provide PINELLAS with soft copies of the orientation materials, which will include presentation materials outlining the project objectives and product information. PINELLAS will be responsible for producing and distributing any hard copies of orientation materials.

Milestone Responsibility Matrix

CAM-1: Complete Project Start-up and Kick-Off Meeting Milestone

WBS #	Milestone #	WBS Activity Name	AW Responsibility	PINELLAS Responsibility
CAM-1.A		Project Startup Call	• Introduce team • Schedule AssetWorks (AW)-PINELLAS kick off meeting • Schedule AW resources	• Attend call • Form core team

WBS #	Milestone #	WBS Activity Name	AW Responsibility	PINELLAS Responsibility
CAM-1.B		Implementation Questionnaires	• Distribute questionnaires and provide deadline for return • Review questionnaires prior to project kick off	• Distribute questionnaires internally and submit by deadline
CAM-1.C		CAM Sandbox Conversion Site Installation	• Create sandbox conversion environment in Wayne PA • Distribute login credentials to PINELLAS	• Test link to ensure correct connection and login to confirm authentication
CAM-1.D		CAM Data Export and DB Conversion - SaaS	• AW will retrieve the FF database copy from SaaS servers and install the FF Database in conversion environment	• PINELLAS to ensure FF database is ready with correct assets for AW to pull if currently hosting with AW
CAM-1.E		CAM SaaS Installation	• AW to install Sandbox and Production CAM in AssetWorks CAM environment.	• PINELLAS to allow access to the AssetWorks provided URL to the CAM Sandbox and Production environments
CAM-1.F		AssetWorks-PINELLAS Project Kick-Off	• Conduct AW-PINELLAS kick off meeting with contents of 1.F as described	• Attend meeting and collaborate with AW PM on schedule, tasks and present PINELLAS objectives, etc.
	CAM-1	**Complete Project Start-Up and Kick Off Meeting Milestone**		

CAM-2 Deployment Phase 1 –Analytics and Planning Modules

CAM-2.A CAM Setup and Configuration

System Setup Workshops

Following the kickoff meeting, PINELLAS and AssetWorks will begin to setup up the CAM module. A series of workshops will be held with AssetWorks and PINELLAS subject matter experts and CAM administrators to review how the application is setup and maintained.

AssetWorks will walk through each of the setup and configuration screens to instruct PINELLAS on the purpose of the reference, its role in the application and workflows, key decisions and assumptions that must be made in the definition of codes, and how to configure the data to support desired future-state outcomes.

During the setup phase, AssetWorks and PINELLAS may setup and configure some settings and load sample codes with recommended configurations in the test environment. In some cases, some of the references that can be extracted from AssetWorks EAM will be loaded during this session. It will be PINELLAS's responsibility to make the corresponding setup and configuration in the production environment for data that is not loaded through the loader process

System Administration

During the system administration workshop, AssetWorks and PINELLAS will review the Administration menu and focus on setting up:

- Enterprise
- System Flags
- Code Maintenance
- Key reference objects: Departments, Locations, Vendors
- System-Assembly Codes
- Job/Task Reason Transformation
- Application Security: Roles and Users

Asset Design

CAM can support both complex and simple assets. AssetWorks will conduct and an Asset Design workshop. During that workshop, AssetWorks and PINELLAS will:

  - Determine which assets will be maintained in CAM
  - Categorize asset types into groups with a common component structure, lifecycles, and vocation.
  - Determine the component structure of each asset type
  - Create the Component Types to define the components and assign to categories
  - Load and configure the Attributes that are common to the component and specific to the unit
  - Create component Specifications (year, make, model, or generic description)
  - Assign Specifications to Component Types
  - Create valid Component/Specification combinations by Category

VIN Decode

CAM supports the use of VIN validation and decoding. The Assets template includes the asset number, serial number (VIN), year, make, and model. AssetWorks will submit this template through our VIN decode process and use that to validate that the VIN is entered correctly and generate a standard make, model definition as well as populate several standard attributes that are generated through the decode process. Only a standard 17-character North American VIN can be decoded.

AssetWorks will provide the validated list to PINELLAS to review, and in some cases select the appropriate body style and configuration where the VIN does not provide a specific match. This data will be used to standardize the make, model, and description of the asset before it is loaded into CAM.

Asset data extracted from AssetWorks EAM and the VIN decode process will be reviewed to determine what changes and updates are needed to support the CAM future state. Additionally, PINELLAS will have responsibility to identify specific truck body information and clarify configurations where multiple configurations are returned.

During this workshop, we will also discuss how complex assets are purchased and assemble and the types of components that make up the asset category.

Asset History

AssetWorks and PINELLAS will review the available asset history needed to load the CAM Data Mart. The review will look at the completeness and accuracy of the data to make determination as to what history data will be loaded into CAM. Among the data that will be reviewed is:

Asset Maintenance History – At the Job/Task level, the use of reason, system, and assembly codes. The recording of labor hours, labor costs, part costs and commercial costs (labor, parts, miscellaneous and taxes). We will review the customers labor rate methodology and history, and the use of markup rates. We will also review how warranty costs are managed and how credits are applied. The result of this review will be the configuration of the Job Reasons on the Transformation screen, grouping repair reasons into the CAM cost buckets and determining which are target and non-target reasons.

Downtime History – Is downtime being tracked and are maintenance and operating shifts used. How is downtime valued in the organization? Are rental rates available for substitute equipment.

Energy (Fuel) History – How are fuel transactions captured, what are the sources for transactions, and how are the products defined. The Energy Types table will be setup

Utilization – Understanding how meter types are setup and defined, what are the sources for meter readings, how accurate is the data, and how frequently are meter readings captured. This will be used to setup Meters on Component Types and Specifications.

Capital Costs – How were original acquisition costs recorded. How is post-delivery upfitting and prep costs captured and treated. What depreciation terms are in use, including method, term, and salvage percentage. Which is the system of record for calculating monthly deprecation and how are those expenses applied. How are write-offs and write-ups recorded. This will be used to setup Category Life-Cycle parameters.

Attributes

CAM can capture user defined attributes (Items or user-defined fields) that can record data about the asset. AssetWorks and PINELLAS will review the current asset and specification attributes, extracted from AssetWorks

EAM to determine which attributes will be maintained in CAM, which will be required to be entered in CAM, and which attributes will be maintained in AssetWorks EAM. Also, we will review the standard attributes that are generated by the VIN decode functionality and the attributes that are used to update code and other data fields needed to create units in AssetWorks EAM. The Attribute Master list will be updated. We will also discuss setting up validations and default values.

Interface System of Record

CAM maintains an Interface System of Record that determines for specific data records if CAM or AssetWorks EAM is the system of record, and if changes to a record in the other system will be inserted into CAM, update an existing CAM record or are ignored. AssetWorks will walk PINELLAS through this matrix to make determinations if any of the default settings should be changed.

PINELLAS will be responsible for configuring CAM Categories to determine how each Category and Asset will be sent from CAM to AssetWorks EAM (whole asset or as components). Specific AssetWorks EAM codes will be setup as Attributes in CAM and assigned to Components and Categories as needed. Default values can be setup on the Category and will be loaded as the assets value in AssetWorks EAM.

Customer Configuration Tasks

CAM enforces referential integrity at the database level; any electronic data conversion cannot be executed until all referenced data elements are loaded. The method used for loading the data will often depend on the number and type of records to be loaded, the availability of electronic sources to convert from, and the complexity of the reference. For many references, it is far easier to simply key in the code and required description.

During the workshops, AssetWorks and PINELLAS will setup many of the minor code sets and setup sample records that can be used as templates or models for the setup of other records. PINELLAS will take action items from the configuration process to finalize the definition of all relevant data elements and references and to use these definitions to configure the application. This configuration will build on the setup defined with PINELLAS core team during the workshops and will focus on setting up and configuring the following:

- Events: Notifications and Tasks
- Asset Model: Category, Component Types, Specification build-out
- Attributes: Asset and Specification updates
- Category Lifecycle and Planning Defaults

Templates will be provided to facilitate some of the larger data setups, with smaller sets updated manually. PINELLAS will have responsibility for loading all manually entered records that cannot be sourced from a legacy system in both test and production environments and loaded through a template.

CAM-2.B Data Loading

The set of tasks in this phase will focus on setting up the CAM production database in preparation for deployment. The CAM data loader and its templates will be used to load the production database.

Data Extraction and Data Loading Process

AssetWorks has developed a template-based data loader process to load CAM. Because CAM will be integrated with AssetWorks EAM, many of the reference codes (i.e.: Departments, Vendors and Locations) and asset related

records will be loaded through the data loading process; while other, smaller code sets will be setup manually during the System Setup Workshops.

Empty templates are exported directly from the CAM application. There is one template for each record set.

The source of data will depend on the completeness of data in the maintenance system(s) that CAM will integrate with to populate the Data Mart. For AssetWorks EAM customers most data required in CAM can be sourced directly from AssetWorks EAM, assuming the data is loaded in AssetWorks EAM. If key data is missing in AssetWorks EAM, other sources can be used to populate CAM conversion templates for loading into CAM. For example, if components and purchase costs are not in AssetWorks EAM, but exist in a fixed asset system, data extracted from the fixed asset system could be used to populate CAM.

For the initial production database load, AssetWorks recommends that PINELLAS export a copy of its AssetWorks EAM production database to AssetWorks so that we can run the preproduction SQL extracts to populate the Templates. See Data Export and Conversion Site Setup under Project Start-Up.

If PINELLAS cannot export the AssetWorks EAM database to AssetWorks to run the CAM data loader, then PINELLAS will have responsibility for running the SQL to extract data from AssetWorks EAM and any other source application that will be used to populate the templates. AssetWorks will provide the SQL to extract from AssetWorks EAM. PINELLAS will have responsibility for developing the scripts to extract data from non-AssetWorks sources. PINELLAS will also have the responsibility for executing the data loader import process to populate the preproduction database and make all corrections as needed.

Once the templates are populated, PINELLAS will be responsible for reviewing each template and completing all missing required fields. AssetWorks will provide a description of the contents of each field, its format, and valid values (depends on field type and rules). Fields that are not required can be populated to provide additional detail to the record.

Where references are modified or new references are introduced, it will be PINELLAS's responsibility to update the other templates where the references are found, or for providing AssetWorks with a crosswalk table showing the old value and the new value for the field. For example, if a new Category code is being used, the Category on the Asset Template record must be updated to the new code, or an 'IS-WAS' mapping on separate table must be provided. It is highly recommended that once CAM is deployed, the Category codes in CAM be synchronized with the source codes in the legacy system, and that the CAM Category code be assigned to the units in the legacy system.

Data is loaded into CAM using the template Import process within the CAM application. The populated templates are selected from a file directory and the data is imported into CAM following the same process as data manually entered on a screen inside CAM. The import process generates a result file that identifies each record successfully loaded (passed all validations), and all records that failed the validation and the reason for the failure. Those records that failed in the result file will be edited and resubmitted until all records are successfully loaded. AssetWorks will run the initial data loader process in the preproduction environment and work directly with PINELLAS to correct data as needed.

System Reference Codes

AssetWorks will review with PINELLAS the source of all references and data objects to determine which can be loaded electronically using templates and which must enter manually. During the setup workshops, AssetWorks

will review the templates and discuss the data that needs to be loaded into the templates, and what PINELLAS must do to populate and prepare the templates for loading. Data that cannot be loaded with a template will be entered manually by PINELLAS.

The first set of templates that will be ran will be those that setup the key references needed to build assets:

System Admin Templates

1. Departments
2. Location
3. Vendors
4. System Codes
5. System Assembly Codes

Asset Structures

In order to load assets, several underlying codes and data structures must be put into place:

Asset Structure Templates

6. Category Group
7. Category Type
8. Category Subtype
9. Category
10. Component Groups
11. Component Types
12. Category Components

The setup and configuration of these templates will be reviewed during the Asset Design step.

Assets

The CAM module has an Asset Register that contains records for each asset managed in CAM. The initial data load will focus on loading all active, inactive, ordered, and assets in the disposal process into CAM. Assets that have been sold in the last 3-7 years will also be loaded to provide additional data for the Life-Cycle Cost Models. AssetWorks will review with PINELLAS the quality of the sold asset data and make a recommendation on how far back to load sold units into CAM.

The following templates will be loaded, in order, through the data loading process:

Asset Templates

13. Energy Types
14. Commodities
15. Manufacturers
16. Make
17. Model
18. Trim
19. Specifications
20. Planning Specifications
21. Assets (Active)

22. Assets (Sold in last x years)
23. Components
24. Asset Component Cost

Attributes

Attributes are a mix of standard AssetWorks EAM fields that are needed to setup a unit in AssetWorks EAM, but are not standard fields in CAM, and user-defined asset and specification fields to capture additional information about the asset and specification. These can be used to populate items and attributes in AssetWorks EAM.

Initially, CAM will be populated with the Attributes from FA. The validations and values setup in AssetWorks EAM will be loaded to the assets and specs in CAM. The following templates will be used.

Note, that not all AssetWorks EAM Items and Attributes need to be loaded in CAM. Attributes that should be setup in CAM are those that can be captured before the asset is accepted in CAM, and those that are needed in CAM to support analytics and reporting in CAM.

For customers that are licensing only the Analytics and Planning modules, the setup of attributes is optional as CAM will not be updating attributes in AssetWorks EAM, and only AssetWorks EAM standard fields setup as AssetWorks EAM attributes will be updated by the Unit Export interface. Attributes can be used in customer developed reports and loaded if needed for reporting.

Attribute Templates

25. Attribute Master List: Asset, Spec, AssetWorks EAM, VIN
26. Category Attributes
27. Asset Attribute Validations
28. Asset Attribute Values
29. Component Attributes
30. Spec Attribute Validations
31. Spec Attribute Values

Run Data Load Cleanup Script

AssetWorks has a series of scripts that are used to complete the data load. These scripts set standard flags, link data objects together, and other clean-up actions that are not captured on the templates.

Asset History Batch Load

The CAM module has an Asset Register that contains records for each asset managed in CAM and a Data Mart that has several journals containing historical transactions: maintenance, usage, energy and capital. The Data Mart is linked to AssetWorks EAM, or the legacy maintenance system, and is updated on regular basis via interfaces.

The CAM History Journal contains a series of journal tables containing historic transaction data from the legacy system. The History Journal is used to support Life-Cycle calculations and other analytic functions in CAM. Once CAM is in production, an interface with the legacy system will be used to update the CAM History Journal. While the interface can also be used to initially load the History Journal, it is may be more efficient to initially populate the application through a conversion process. AssetWorks will review PINELLAS' historical records and make recommendations on what the best approach to populate the initial data may be.

The following considerations and assumptions will apply to each of the journals in the CAM History Journal:

Maintenance Journal – The Maintenance Journal includes individual job-level transactions loaded from the legacy system. Each journal transaction will include at a minimum the asset, system-assembly, location, date, reason, labor hours, labor cost, part cost and commercial cost. These transactions are typically loaded from the legacy maintenance system and generally do not require manipulation before processing. A review of reason codes will be made to determine which costs are maintenance and repair, non-maintenance, accident/damage, or capital improvements. This will be used to classify the costs in CAM. If detailed transactions are not available from the legacy system, periodic or life-to-date costs can be used to load historical values.

Usage Journal – The Usage Journal capture historic meter readings by type of meter and reading date. In AssetWorks EAM this comes directly from the Meter Journal and is converted based on the meter type to one of the Usage Journals in CAM: Distance, Time, or Count. If detailed transactions are not available from the legacy system, or if the meter journal only contains recent history, periodic or life-to-date meter or usage amounts can be used to construct a Usage Journal in CAM.

Energy Journal – The Energy Journal in CAM is made up of fuel transactions, containing the asset, date, meter if available, type (diesel, CNG, electricity, etc.), quantity and cost. The transactions would come from either the legacy maintenance system or a fuel management system. If detailed transactions are not available from the legacy system, or if the fuel system only contains recent history, periodic or life-to-date fuel quantity and cost amounts can be used to construct an Energy Journal in CAM.

Capital Journal – The Capital Journal contains historical purchase and capital improvement costs. This includes asset or component number, purchase cost, date, vendor plus some additional attributes about the transaction. The Capital Journal may also contain depreciation, adjustments, and disposal data as well. The journal should have at a minimum the original purchase cost of the asset, but if available any capitalized improvements and a breakdown of costs by asset or component. This data may come from the legacy system if captured but may also come from a fixed asset or procurement system. A template may be used to capture data not contained in AssetWorks EAM and used to establish the historic purchase cost of assets not created in CAM. Once CAM is implemented, the Capital Journal will be populated as units are acquired and disposed in CAM.

VRF Conversion – AssetWorks will assist PINELLAS with setting up the fund(s), assigning assets to the fund, and loading each asset's current VRV model parameters. Once all assets have been loaded, AssetWorks will execute a data loader template that will update for each asset in the County's Vehicle Replacement Fund(s): its current planned replacement date, estimated fund life-to-date contributions (if tracked by asset), and current fund contribution charge. Planning and budget parameters will be setup earlier during the Category load and configuration task earlier in the process.

Data Loading Review

AssetWorks and PINELLAS will participate in a WebEx review of the loaded data. Using the preproduction site, AssetWorks will walk through the CAM application with PINELLAS and review the loaded data. The objective will be to ensure that the data was loaded accurately and as completely as possible. Any issues and significant gaps will be identified in an issue log and a plan will be developed on how these will be addressed. Some items may not be critical for CAM functionality, which can be deferred to after deployment. Where data is critical to success use of CAM functionality, those will need addressed before deployment.

Update Data as Necessary

AssetWorks and PINELLAS will make any updates needed to the data issues identified during the review. This may require editing data using a full template, scripting changes, or in worse cases, dropping records and reloading using the template. AssetWorks will recommend the best solution and work with PINELLAS to make the updates. If templates must be reloaded or edited, it will be up to PINELLAS to make those edits.

CAM Production Database Delivery

All preproduction work with be done in the AssetWorks conversion environment. Once the database is fully load and all required configurations and setup completed, the loaded CAM database will be exported and delivered to AssetWorks CAM Customer Care for installation in the current AssetWorks EAM instance. AssetWorks will assist with the import and test that the data was imported correctly.

CAM-2.C CAM-AssetWorks EAM Interface Configuration

Once CAM has been loaded and installed in a production environment, AssetWorks will assist PINELLAS with the configuration of the CAM to AssetWorks EAM integrations. AssetWorks will provide instruction to PINELLAS on how to setup and configure the interfaces.

Apply AssetWorks EAM Patch

There are several interfaces that will be setup and installed in AssetWorks EAM. The CAM-AssetWorks EAM integrations are initiated from AssetWorks EAM. Depending on the version of AssetWorks EAM in production, a patch may need to be installed that inserts the CAM Interfaces into AssetWorks EAM. Within AssetWorks EAM, the CAM integrations will be setup in the Interface Manager and/or MAXQueue.

The following interfaces will be setup:

AssetWorks EAM to CAM

- CAM Maintenance Export – Exports maintenance history from AssetWorks EAM to CAM. History is summarized by work order and job/task. The repair reason is included for each record, along with labor hours, labor cost, part cost and commercial repair costs.
- CAM Energy Export – Exports energy transactions, including date, energy type, quantity and cost
- CAM Downtime Export – Exports downtime hours if captured in AssetWorks EAM
- CAM Meter Export – Exports the meter journal, including meter type, date and reading
- CAM Capital History Export – Exports capital journal transactions updated in AssetWorks EAM (Depreciation, capital adjustments, salvage, etc.)
- CAM Unit Export – Exports new unit records entered directly from AssetWorks EAM and updates unit records for changes in assignment, location, status and some codes.

Remotely Configure CAM and AssetWorks EAM Services

AssetWorks will remotely connect to the customer's AssetWorks EAM and CAM environments, and with the assistance of PINELLAS will configure the interface services to connect CAM with AssetWorks EAM. This will include setting on system users and parameters required to execute the interfaces.

Setup MAXQueue

AssetWorks will provide instruction and support assistance with the setup and configuration of MAXQueue in FA.

Activate AssetWorks EAM to CAM Interfaces

For Phase 1 only the AssetWorks EAM to CAM interfaces are needed. These will be used to sync CAM to AssetWorks EAM by updating asset assignment and status. The history interfaces will also be run periodically to load asset history into the CAM data mart.

A test of the interfaces will be made and review of the loaded data in each application to determine if the configuration loaded all data as expected. After the test, the CAM Production environment will be fully configured. AssetWorks and PINELLAS will conduct a final review of the interface configuration before declaring the application ready to deploy.

CAM-2.D Readiness Testing

A Readiness Review is used to verify CAM is ready for deployment. The purposes of this review is to walk through the work-flow process using a test environment to verify that the processes and system are functioning in accordance to the specifications for the tested function.

During this review, the focus will be on:

- **Data Loading/Conversions** – Was the legacy data correctly mapped and transformed into CAM? Are there missing data elements that have not been converted that are available from an electronic source, or that need to be manually loaded?
- **Application Configuration** – Has the application been configured correctly to support planned workflows and is the data processed according to the expected configuration? Are the user roles correctly defined and authorizations assigned to meet expected workflows?

CAM Sandbox environment will be used to test application settings and functionality in a controlled environment using PINELLAS data and configuration settings. The source of the test data will be the completed pre-production database the schema installed in CAM Sandbox.

AssetWorks will provide a standard basic test plan that consists of executing the primary functional and data validation tests that are part of the standard CAM test plan. PINELLAS will modify the standard test plan to include any specific processes not addressed in the standard scripts. AssetWorks will review and recommend methods to test the additional requirements.

The actual testing will be the responsibility of PINELLAS with AssetWorks participating in a review of the results at the end of the task. PINELLAS will be responsible for executing the test plan using sample PINELLAS data. PINELLAS will document for each item the data used during the test and the outcome of the test.

For Phase I the following functionality will be tested.

Analytics

For the Analytics Module, testing will focus on the following functionality:

- Category Lifecycle and Replacement Parameter setup

- Life-Cycle Cost Models – Reference and Custom
- Scoring
- Asset Replacement Forecast
- Maintenance Forecasts
- Maintenance Repair Unit Calculations
- Repair vs Replacement Model

Planning and Budgets

The Planning and Budget Module will be tested to ensure that CAM can properly create, maintain, and assign a plan to a budget, and that the Budget displays the planned assets correctly. The functionality to be reviewed includes:

- Plan Manager – generate baseline strategic plans, standalone and parent-child tactical replacement plans, a growth plan, and a contingency plan
- Plan Forecasts – view the results of plans
- Plan Adjustment – make edits to a plan
- Plan Adjustment Export – export an excel version of a plan, make edits and import
- Budget – create a budget, setup default funding sources and authorization, and assign plan(s)
- Budget Lines – view assets from plan assigned to the budget.

AssetWorks EAM to CAM Interfaces

The interfaces between AssetWorks EAM and CAM will be tested as part of the previous tests as the analytics is dependent on the data mart to build models and analyze data. The interfaces will be reviewed to ensure all assets updates are being made in CAM from AssetWorks EAM, and that asset data is being sent to CAM.

Review Test

AssetWorks and PINELLAS will meet to review the test and its results. Where the results of the test did not meet expectations, these items will be reviewed with AssetWorks to determine if the data entered was invalid; if the application requires additional configuration; if the application must be reconfigured and if the failure was caused by a failure in the application code. Any items requiring modification to the application code will be scheduled into a planned patch or release depending on the severity of the issue and its impact to PINELLAS's ability to go-live.

CAM-2.E Analytics and Planning User Training

This phase includes the final set of tasks needed to bring the CAM production environment live with the Analytics and Planning modules. The phase begins after the testing of the application's readiness for deployment. When the application is ready to deploy the production database will have the asset register and history updated through the CAM interfaces. AssetWorks will provide training support to end users/trainers using the test or sandbox environment with PINELLAS's data.

The purpose of these workshop is two-fold: one is to provide general training on the application workflows so that users can understand how the application is configured to support their planned processes; and second to familiarize the principal users and system managers on how to use the application support their job functions.

AssetWorks recommends that PINELLAS designate internal CAM module Trainers that will participate in this training and will provide training and support to new users and to casual CAM user.

The training will be organized into workshops focused on a CAM module and function. This will allow PINELLAS to schedule attendees to attend sessions that are relevant to their job functions. The following outlines each workshop and the topics that will be covered

Analytics

- Setting up life-cycle parameters
- Life-Cycle Reference Models
- Custom Life-Cycle Modeling
- Asset Scoring
- Maintenance Forecasts
- MRU Analysis
- Asset Profile

Planning & Budgets

- Setting up planning parameters
- Building Plans: Baseline, Strategic, Tactical, Growth and Contingency plans
- Plan Manager Setup
- Plan Adjustment and Forecast
- Parent/Child Plans
- Plan Export/Import
- Budget Manager Setup and Authorization
- Budget Validation and Approval

Fund Management

- Fund ManagerAssets
- Plan Manager

Reporting

- Running Standard Reports
- Building Reports
- Dashboards

System Admin

- System Jobs
- Interfaces
- Interface Reject Manager

Event ManagerCAM-2.F Analytics and CAM Go-Live Deployment

The final task of this phase is the actual production roll-out of CAM. This task requires the completion of Application Training, the completion of any acceptance testing, and the CAM system to be “live” on its production environment.

The process of bring CAM live will be the publishing of the Production URL to the CAM user community. Users will at that point can begin using the CAM to build life cycles, analyze assets, forecast maintenance costs, calculate MRU, build, and maintain plans, setup budgets and attach plans.

Depending on the amount of time between when the original converted data was extracted from AssetWorks EAM, it may be possible to simply run the CAM Unit Export interface to load units that have been added and updated in AssetWorks EAM. If there is any long lag between data extraction and go-live, it may require use of the CAM data loaders to load new assets or assets changes. In that case, PINELLAS will update the asset and specification templates, as necessary, to update the production database with new assets, specifications and attributes added from the legacy source database since the last execution of the data loader templates. A second run of the templates will update the disposal status on units since the last date of the Asset Register data upload.

The initial CAM deployment will focus on the rollout of the CAM Analytics and Planning functionality:

1. Analytics – Once CAM is fully loaded, all the analytic functionality is available for use. One of the initial tasks will be to setup the System Jobs to generate Category Reference Life-Cycle Models, Maintenance Forecast and MRU Calculators. AssetWorks and PINELLAS will setup the jobs and following execution, view the results in the analytics module screens.
2. Planning – One of the first tasks following go-live is to run a baseline master plan. This plan includes all CAM assets and uses the current settings on the Category Planning Parameters to forecast every assets next and subsequent replacement over a 30-year horizon. This will serve as baseline reference of the asset replacement needs from the time that CAM was first put into production. Tactical plans for upcoming budget years can be generated. Additionally, a plan can be developed manually to match the current purchasing plan before running plans.
3. Budget – Assets from previous budgets may be on order, or out-to-bid. PINELLAS has the option of using their legacy process to complete these assets and transition all new budgets/plans to CAM for the next fiscal year or use a Budget Request process to build the open budgets and manually create requests for the outstanding items, associating them to a budget and begin tracking those assets through the procurement process.

Milestone Responsibility Matrix

CAM-3: Deploy Analytics and Planning in Production Milestone

WBS #	Milestone #	WBS Activity Name	AW Responsibility	PINELLAS Responsibility
CAM-2.A		CAM System Setup Workshops	• Conduct various system setup workshop meetings including key sessions on system administration, asset design, VIN decode, Asset History, Attributes,	• Core team to attend all workshops • PINELLAS to perform configuration tasks as noted in SOW (4.A)

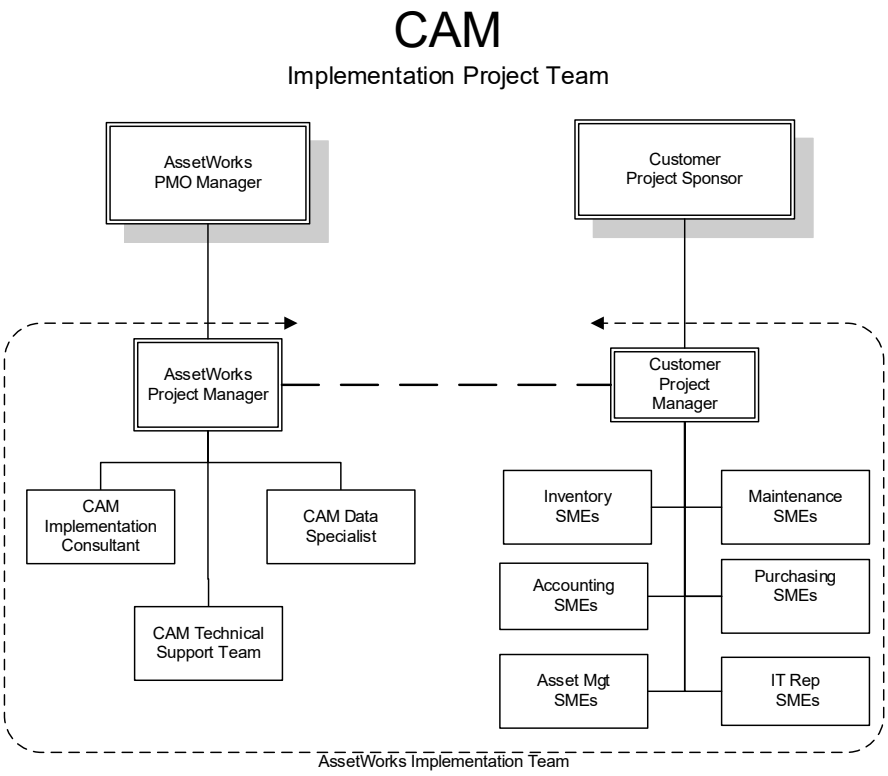
WBS #	Milestone #	WBS Activity Name	AW Responsibility	PINELLAS Responsibility
			Interface system of record and	
CAM-3.B		Data Loading - SaaS	• Run pre-production scripts to populate CAM templates • Send CAM templates to PINELLAS for review • AW to advise on templates and required data needed • AW to run in PINELLAS reviewed and approved final data templates to Pre-Prod and any necessary scripts • AW to send fully loaded and configured CAM pre-prod database to PINELLAS •	• Verify AssetWorks EAM PROD database is ready for AW to pull • Review populated templates and complete missing required fields
CAM-2.C		CAM-AssetWorks EAM Interface Configuration	<u>CAM-AssetWorks EAM Interfaces to Install and Configure</u> • CAM Maintenance Export • CAM Energy Export • CAM Downtime Export • CAM Meter Export • CAM Capital History Export • CAM Unit Export	• Setup and Configure MAXQueue (FA) interfaces in Test and Production with AssetWorks assistance
CAM-2.D		Readiness Testing	• AW to provide standard test plan of primary functional and data validation tests. • AW to participate in review of	• PINELLAS to modify standard plan to expand on specific processes not in standard set. • PINELLAS to test and document

WBS #	Milestone #	WBS Activity Name	AW Responsibility	PINELLAS Responsibility
			PINELLAS's testing results	results of workflows to confirm data setup is complete and expected results occur.
CAM-2.E		Analytics and Planning User Training	• AW to conduct the Analytics, Planning & Budgeting, Reporting and System Admin workshop training classes	• PINELLAS to attend the Analytics, Planning & Budgeting, Reporting and System Admin workshop training classes
CAM-2.F		Analytics and CAM Go-Live Deployment	• AW to support go live cutover	• PINELLAS to participate in go live cutover
	CAM-2	**Deploy Analytics and Planning in Production Milestone**		

Project Organization

AssetWorks Project Team

The proposed project team will consist of the following key positions from both organizations:



Project Management Office (PMO) Manager

The AssetWorks Project Management Office Manager will have the ultimate responsibility for the success of PINELLAS's implementation. The PMO Manager and will have direct oversight over the Project Manager. The PMO Manager will also review and approve all project billing and is available to meet periodically with PINELLAS's executive team to review the project status, discuss challenges facing the project, and identify opportunities to advance the project. The PMO Manager will also be the first to handle any issue escalations, with backup from the Professional Services Manager.

Project Manager

Every AssetWorks software implementation will have a dedicated Project Manager that is assigned to the project from start to finish. The AssetWorks Project Manager is the principal AssetWorks contact and has day-to-day responsibility for the successful completion of the project and will report to the Professional Services Director. The Project Manager is responsible for directing the day-to-day activities of the project and managing the rest of the project team. The Project Manager is responsible for coordinating resources and activities to ensure that the project is completed successfully and on schedule. The Project Manager is also the primary point of contact for the customer.

Project management activities include:

- Develop Program Implementation Schedule
- Coordinate all internal resources necessary for project implementation.
- Monitor quality of performance in design, coding, testing, training, and implementation efforts.
- Support project team inquiries and direct AssetWorks support group efforts, as necessary.
- Provide regular Management Update Reports.

CAM Implementation Consultants

Implementation Consultants are all experienced fleet management and technical professionals that are AssetWorks employees or associated with an AssetWorks business partner that report directly to the Project Manager.

Implementation Consultants are responsible for executing the training plan developed jointly by PINELLAS and the AssetWorks project manager, and for assisting PINELLAS with setting up and configuring the application. The Implementation Consultants will also assist with the Business Process Review, the work-flow analysis and design, and developing any custom documentation.

Prior to any involvement with PINELLAS, the Implementation Consultant will be apprised of any decisions between the Project Manager and PINELLAS. This information is critical for them to understand what information should be presented and whether there are any topics that should be avoided related to functionality that the customer will not be implementing.

During any training or configuration session, the Implementation Consultant will keep a log of all pertinent questions that may indicate changes in the direction of the implementation or possible issues. Once a training session is complete, the Implementation Consultant will discuss with the AssetWorks Project Manager the results and any issues that may have occurred. Because the Implementation Consultant typically meets with a larger number of customer personnel, it is important that functionality decisions made outside of any training session be made know to them.

After initial sessions with the customer, it is typical for the customer to contact the Implementation Consultant for either questions or advice on functionality. The Implementation Consultant will communicate back to the AssetWorks Project Manager all discussions.

CAM Data Specialist

The CAM Data Specialist is responsible for completing much of the data loading. Duties include assisting with developing the data conversion plan, writing the conversion scripts, and executing the data loaders. The Data Specialist will be responsible for executing any data loading processes for databases that are SaaS by AssetWorks

and will provide consulting support to PINELLAS resources that will be responsible for loading PINELLAS SaaS databases.

Technical Engineer

The AssetWorks Technical Engineer is responsible for the initial installation of the system at the customer site. Activities include, loading the test, training, and production databases; configuring application server; installing client workstation software; initial operational system test; and providing technical software installation training to the customer's technical representative.

Software Engineers

Software Engineers are assigned as needed to the project to complete any system modifications, interface programming, and developing custom reports. The Software Engineers work under the direction of the Project Manager and the Director of Technical Services.

Recommended PINELLAS Project Team

To best facilitate the implementation, AssetWorks assumes PINELLAS will adequately staff the project with sufficient resources to support the project's successful completion and that all appropriate resources will be committed to the project as of the project start date.

AssetWorks recommends that PINELLAS resources include:

Executive Steering Committee

The role of the Executive Steering Committee will be to participate in setting the goals and scope of the project and to participate in periodic status meetings with the Project Team. The Steering Committee will provide general project oversight and guidance to the Project Team relative to the organization's overall goals and objectives.

Project Manager

This is the point person within PINELLAS who can address specific project issues and serve as the main point of communication between AssetWorks and PINELLAS.

Operations Workgroup

A small group of experienced stakeholders from PINELLAS that can come together to define what functionality AssetWorks EAM is to provide; determine what information is to be gathered and how it is to be collected; define the standards for setting up codes and other corporate references, and for developing the standard workflows to rolled-out to each location. A typical customer project team consists of personnel from the following job classifications, although in smaller implementation one individual may represent multiple areas:

- Data Analyst
- Finance/Budget Analyst
- Vehicle and Equipment Engineers/Project Managers
- Asset Procurement Specialist
- Asset Disposal Specialist
- System Administrator

- Training Specialist

It is important that this team remain intact throughout the entire implementation and should attend each training session to obtain a consistent representation during all project tasks.

Technical Support

AssetWorks EAM is easy to install and easy to maintain, since the installation is done once on the server. The following technical resources are recommended:

- ***Application Specialist*** – This required resource must be familiar with Windows IIS-based web applications and VB and .Net components. During the installation, they will assist with the creation and configuration of the applications web site. After the installation they will be responsible for applying application upgrades, installing new releases, and maintaining the overall AssetWorks EAM application. This resource will serve as the principal technical resource supporting the AssetWorks EAM application and will be AssetWorks' primary technical contact.
- ***Database Administrator*** - Required for assisting with the installation of AssetWorks EAM and configuring the initial application database instances. After installation, the DBA will perform regular database backups, apply database upgrades, and periodically run table maintenance scripts. The DBA will also be called upon to import tables and records during the data conversion process.
- ***Network Engineer*** – A resource familiar with Windows TCIP networking and security is required at the start of the implementation to assist with configuring the servers, connecting the servers to the network, and managing firewall settings. This resource may also be needed to establish and maintain network connectivity to user workstations. After installation, these resources may be called upon to handle network and security issues related to AssetWorks EAM and user workstations.
- ***PC Specialist*** – This resource maybe needed to install and upgrade Windows and IE on user workstations.

Training Facilities

AssetWorks will provide on-site training in a classroom environment suitable for training. PINELLAS will be responsible for providing and preparing the training facility. AssetWorks recommends class size to not exceed 12 users to ensure proper attention can be given to individual users and maintain the needed pace to ensure training sessions do not run over. The training facility should include hardware comparable to that found in the actual workplace. Some end-user training can take directly in the storerooms or on the shop

Logistical and Scheduling Support

AssetWorks will need assistance from PINELLAS to coordinate training and roll-out schedules, communications with field personnel and setting up training sites.

Assumptions

The following general assumptions apply to this proposed Statement of Work between AssetWorks, LLC (AssetWorks) and (PINELLAS):

General

- Professional services other than custom interfaces, enhancements and existing integrations/initiatives and other modules will be provided on a **Time & Materials** basis.
- Any custom interfaces, enhancements, existing integrations/initiatives and other modules as noted above will be provided on a **Fixed Fee** basis with specific milestone amounts and adheres to the milestone schedule listed above.
- All professional services delivered will be invoiced at the beginning of each month following their delivery.
- For all time and materials work provided in this Scope of Work as noted above, a signed change order and/or other legally approved amendment must be provided from the customer in order to proceed with the billing of additional costs not contained in this scope of work. The only exception being travel costs as that is variable and travel is provided as an estimate.
- Any onsite services provided are done so as a minimum of three (3) days onsite and require a minimum of eight (8) hours a day to be billed by an AssetWorks' resource or four (4) hours if the resource is available for an additional half day.
- This Statement of Work assumes the customer is properly licensed/subscribed for the necessary module(s) to utilize any areas which require licensing/subscription as part of the delivery of professional services and custom development services.
- Only the modules identified in the accompanying license/SaaS agreement and also specifically noted in this Statement of Work are to be implemented.
- Modules and/or product enhancement services purchased after implementation has begun will require a change order or separate statement of work for services related to installation, setup, configuration and training.
- All modules and product functionality to be delivered as part of this Statement of Work assumes out of the box usage of CAM and AssetWorks EAM. Out of the box usage assumes implementation is limited to only fields and functionality available in CAM and AssetWorks EAM at the time of implementation and that implementation adheres to the CAM and AssetWorks EAM data type and field length for all available fields, unless noted otherwise.
- Where applicable, standard training materials will be utilized; scope does not include customized training materials.
- Travel expenses will be reimbursed as incurred. Expenses include actual costs for lodging, air and ground travel and per diem rates for meal expenses (corporate rate/government agreement).
- This Statement of Work does not include any costs associated with third party vendors or software not already provided by AssetWorks that may be needed to complete the implementation.
- AssetWorks is the author, owner, distributor and sole source provider of fleet management software, professional services and maintenance services for the AssetWorks EAM™ family of products which includes AssetWorks EAM, FASuite, AssetWorks EAM, M5, MCMS, M4 and AssetWorks EAM™. Use of the products is subject to the Software License Agreement.
- If this order is abandoned/paused by the PINELLAS for any reason mid-effort, the PINELLAS will be billed for all AssetWorks time incurred at the current contracted labor rate.

Customer Resources

- All functional and operational groups who will be using and/or impacted by the new system should participate in all the sessions which will be conducted once. Repeating previously run sessions may require a change order for additional project budget.
- PINELLAS will provide the resources described in this Statement of Work to ensure a successful implementation of the products.
- PINELLAS will appoint a single point of contact for the duration of the project. This person should have project management responsibilities and decision-making authority. This person will be the focal point of contact for AssetWorks' Customer Support department.
- All key PINELLAS project team resources will be committed to the project as of the project start date.
- PINELLAS commits to training appropriate functional and technical resources as required.
- PINELLAS is responsible for all manual data entry.
- PINELLAS will have all of the necessary and appropriate personnel at all of the meetings for the purpose of defining the requirements of the system. If additional meetings are required to repeat discussions due to the unavailability of PINELLAS resources, additional cost will be invoiced.
- AssetWorks will provide onsite training to PINELLAS (as outlined above) in a classroom environment suitable for training. AssetWorks recommends class size to not exceed 10 users to ensure proper attention can be given to individual users and maintain the needed pace to ensure training sessions are completed in a timely manner consistent with the training schedule. If training is proposed as all remote, then web conferencing tools will be used in place but the customer is still encouraged to not exceed 10 users to allow for effective training.
- PINELLAS will be responsible for preparing the training facility. The training facility should include hardware comparable to that found in the actual work place. Some end-user training can take directly in the storerooms or on the shop
- All training sessions will be based on standard application training materials. PINELLAS will be responsible for customizing training materials to meet its implementation requirements.
- PINELLAS will make appropriate technical resources available to AssetWorks' consultants.
- In the event that PINELLAS schedules on-site services and due to circumstances within PINELLAS's control AssetWorks' scheduled personnel are unable to perform such services, AssetWorks will be entitled to payment for each such scheduled personnel on the basis of an 8-hour day.
- AssetWorks will need assistance from PINELLAS to coordinate training and roll-out schedules, communications with field personnel and setting up training sites.

Infrastructure

- PINELLAS will provide a project work area and infrastructure at the centralized implementation location appropriate for the size of the combined PINELLAS/AssetWorks project team when AssetWorks is onsite. This infrastructure should include desks, chairs, telephones, and workstations with network access to printers and to the applications and implementation databases.
- AssetWorks' consulting estimates do not include installation and/or configuration of any computer hardware and peripheral equipment.
- PINELLAS will be responsible for installing and configuring computer hardware and peripheral equipment such as printers and bar code equipment (if applicable).
- PINELLAS is responsible for providing browser access to the CAM application.
- PINELLAS is responsible for providing and maintaining TCP/IP connectivity with sufficient bandwidth from all user workstations to the CAM servers.

- PINELLAS will receive all standard, out-of-the-box reports with the purchase of the reporting module; the reporting module leverages the Crystal Reports Server OEM Edition license. A non-production and production reporting environment will be implemented.
- PINELLAS will utilize a single production CAM database. A test database instance will also be implemented.
- The following information technology services are not included in this Statement of Work: network connections; telecommunications network(s); operating system, network and database administration; disaster recovery planning; the acquisition, installation, testing and tuning of any required hardware, operating software, peripherals and communications infrastructure.

Project Management and Risk Factors

- PINELLAS and AssetWorks will agree on scope, services, and deliverables for optional modules and services prior to the Notice to Proceed.
- PINELLAS project manager will be responsible for obtaining any required authorizations, approvals and/or signoffs by PINELLAS related to project deliverables and project progression in a timeframe in alignment with the project work plan. Delays to this process as well as any PINELLAS tasks not completed within the work plan timeframe will be subject to the Change Order Management process, delayed deadlines, and increased services fees.
- This Statement of Work does not include the expenses associated with PINELLAS or PINELLAS resources assigned to the project.
- PINELLAS remains responsible for all integration effort not described in this Statement of Work
- The project schedule is contingent upon the timely attainment of several external milestones that are outside the control of AssetWorks. Examples include but are not limited to the acquisition of the requisite software licenses and hardware and the approval of requisite capital appropriation requests as required.
- Circumstances may necessitate changes to the tasks and/or time estimates, at which time AssetWorks and PINELLAS will discuss these changes in good faith at their earliest opportunity.
- This proposed Statement of Work includes implementation support for only those optional modules, interfaces, and modifications listed in the task list. Any change to the proposed Statement of Work, particularly the implementation services, data conversion, interfaces, and application modifications, will be documented and follow the same procedures for new enhancements or change orders.
- Unless otherwise noted, all integration, enhancement and report development effort quoted in this proposed Statement of Work are an estimate based on AssetWorks' experience providing similar services for other clients based on our current understanding of the requirements. AssetWorks will develop a detailed Development Specification for all services before proceeding with any development.
- This Statement of Work includes services to determine PINELLAS's requirements and preparing the development specifications and quotes for only those development items identified in this Statement of Work. Any requirement analysis and specification work for additional items not identified in this Statement of Work would be done on a time and materials basis.

Project Delays

- When Professional Service days are contracted, they are removed from AssetWorks' capacity and considered sold to the customer, and as a result AssetWorks makes financial plans based upon the revenues it expects to achieve from the full performance of the contract. It is impossible for AssetWorks to know in advance whether or under what circumstances it would be able to resell the service days if the customer does not use them, either as the result of delaying or canceling meetings, tasks or deliverables. In most instances, when customers do not use the contracted time, AssetWorks is unable to resell those days or services. Even when days or services may be resold, it is costly to re-market the services, and such

efforts divert effort to do so. While customer days have been held out of AssetWorks' capacity planning, AssetWorks may have turned away or delayed the start of other customers in order to meet AssetWorks' commitment to the customer. For these reasons, AssetWorks and the customer agree that in the event of delay or cancellation of scheduled project tasks and meetings at the customer's request within two weeks of execution, AssetWorks shall be due compensation equal to the contracted amount to deliver the services cancelled including any travel expenses incurred in preparation for the delayed or cancelled services.

Technical Services / Interfaces

Custom Reports Standard Terms

- If AssetWorks is contracted to make modifications to a customer created report and identifies areas with incorrect design and/or data, AssetWorks will notify the customer immediately. If the customer requires AssetWorks to resolve the issue, it will require a change order.
- Customer is responsible for working with AssetWorks' Professional Services to provide their business process and identify specific system data mapping/elements requirements for the purposes of developing an approved functional and technical specifications for AssetWorks' Development to proceed with building a custom report.

Product Enhancements Standard Terms

- For all product enhancements, full and final design details will be determined by AssetWorks Product Management during the internal scoping process and discussed with the customer. Exact naming conventions and fields are subject to change upon creation of the specification document and final design by AssetWorks.
- For all product enhancements, if the quoted design details are requested to change, all other noted scope and assumptions are negated and a re-quote or change order will be required.
- All enhancement services must be re-quoted and AssetWorks reserves the right to adjust the quoted delivery version and standard delivery timeline, if not signed with 30 days of delivery of the quote or earlier if noted.

Custom Notifications Standard Terms

- Custom notifications(s) assume usage of all CAM settings out of the box, no additional rules outside of standard application logic are to be used such as advanced lookups or data transformations unless noted in the scope and assumptions.
- Notification(s) is quoted for only supported versions and only for a specific version if noted in the scope and assumptions.
- This notification(s) will be delivered in a future release if specified or a custom package for customer's current version, as determined by AssetWorks during development phase. Notifications are quoted for only supported versions and assumed logic is quoted utilizing the latest major build release.

Custom Interfaces Standard Terms

- Custom interface(s) assumes usage of all CAM settings out of the box, no additional rules outside of standard application logic are to be used such as advanced lookups or data transformations unless noted in the scope and assumptions.
- Interface is quoted for supported versions and only for a specific version if noted in the scope and assumptions.

- The interface will be delivered in a future release if specified or a custom package for customer's current version, as determined by AssetWorks during the development phase. Interfaces are quoted for supported versions and assumed logic is quoted utilizing the latest major build release. If a version of the interface is requested to be delivered that is lower than the version noted in the approved specification, it will require a change order.
- The customer must ensure their non-production system version matches the production system version until final interface testing is complete. Otherwise, a change order may be required to ensure the interface is compatible to a prior version.
- Interface errors or rejects will be sent to an error handler to review/reprocess. Customer is responsible for the management of errors/rejects; standard error processing rules and logic of CAM will apply.
- Customer is responsible for any errors outside of CAM from any external system, and these will not be processed through CAM.
- Unless noted in the specified interface scope and assumptions, all custom interfaces quoted only allow for all errors to be directed to a single MAXQueue error portal for review and re-processing. If as an example, multiple groups within an organization need to see separate errors based on variable criteria or by their group in different MAXQueue error portals, it would be considered a change request.
- Customer is responsible for working with AssetWorks' Professional Services to provide their business process, provide relevant files, web services schemas, coordinate FTP file transfers and identify the external system data mapping/elements requirements (i.e., web services, XML, APIs, etc.) for functional and technical specification(s) creation, development and/or quality assurance purposes.
- Customer is responsible for building their side of the interface(s) for the external system(s) to push and pull data based on the direction specified as part of the interface; customer is also responsible for resolving any firewall issues related to accepting or sending data on their side.
- If using web services or APIs, the customer must provide a fully maintained web service and API from the external system. The interface assumes the 3rd party technology is available within the CAM standards to be able to access these methods and services. The customer's system must be capable of providing AssetWorks with the proper services and/or connections so that CAM can distinguish data updates such as "INSERT" and "UPDATE" data and send items using triggers rather than timers. CAM will process each change in this method specified, as it is received. CAM assumes no call backs from 3rd party system web services or APIs that require additional data transformations unless otherwise noted in the scope.
- If the integration is scoped to accept attachment transfers, the customer must send one file per transaction and must send them in the CAM supported format.

Custom Deliverable(s) Standard Terms

- This quote assumes customer is properly licensed for necessary module(s) to utilize any areas which require licensing.
- All custom deliverable(s) (interfaces, reports, enhancements and/or notifications) or changes to out of the box reports and/or notifications assumes that only fields currently available within CAM and AssetWorks EAM are available to be sent and all fields utilized adhere to the CAM and AssetWorks EAM data type and field length of the specific field, unless noted in the scope and assumptions of this Statement of Work.
- All technical services must be re-quoted and AssetWorks reserves the right to adjust the quoted delivery version and standard delivery timeline, if not signed with 60 days of delivery of the quote or earlier if noted.

- Core software features are not eligible for patch back or delivery cycle outside of standard release unless an adjusted delivery cycle is expressly specified in this document. Customers must upgrade to a new major version to receive and test these features.
- Development delivery timelines will be set upon signature of the specification by the customer; these dates will be coordinated as part of the project plan once specifications are signed.
- For AssetWorks to begin development, a customer approved custom deliverable specification(s) with data mapping to the CAM database must be reviewed, approved, and signed by the customer; this includes any iterations after the initial approval.
- Signed functional and technical specification(s) take precedence on all design and development.
- Approval of all functional and technical specifications are required by the customer within 30 days of delivery by AssetWorks or AssetWorks reserves the right to adjust the delivery version and delivery timeline, unless otherwise noted.
- Testing is the customer's responsibility and expected to be completed within 30 days of delivery of the custom deliverable(s) by AssetWorks, unless otherwise noted. If the custom deliverable(s) is a product enhancement, the Customer will be required to complete testing in the first available version containing the product enhancement, including an early delivery release if made available.
- All services will be performed remotely using web teleconferencing, unless otherwise noted.
- Non-production and production are required to be on a generally available (GA) release and the supported version(s) per assumptions noted for custom deliverable(s).
- Customer may be required to upgrade, if CAM business logic changes in future releases that impacts the dependencies for the custom deliverable(s). Upgrade services for CAM are not included, unless otherwise noted.
- If customer changes their database type after signing design specifications a change order will be required.
- If a customer's internal systems (i.e., ERP) require any additional analysis, configuration and/or development to support the proposed custom deliverable(s), AssetWorks assumes the customer will provide internal resources to immediately resolve any work and/or process resolution needed to support the agreed upon project timeline. If AssetWorks is required to assist, a change order will be necessary.
- Customer will make appropriate technical resources available to AssetWorks' consultants and have all of the necessary and appropriate personnel at meetings for the purpose of defining the requirements of the system and project.
- Customer will appoint a single point of contact for the duration of the project. This person should have project management responsibilities and decision-making authority. This person will be the focal point of contact for the AssetWorks' Professional Services and Customer Care team.
- AssetWorks assumes customer utilizes an internal system administrator to maintain all aspects of CAM configuration, user training and system administrator duties including the setup of all CAM data (customer responsibility) as required to support this custom deliverable(s).
- Customer will be responsible for working with the AssetWorks' Professional Services and Customer Care teams to move the custom deliverable(s) into a production environment. Sign-off is required to move the custom deliverable from test to production and a secondary sign-off is required once in production for Customer Care to support the custom deliverable. As enhancements are delivered in a general release, there is no sign-off process to put them in a production environment.
- Annual maintenance for quoted custom deliverable(s) is billed upon delivery of the item(s) as defined the scope.

Logistical and Scheduling Support

AssetWorks will need assistance from PINELLAS to coordinate training and roll-out schedules, communications with field personnel and setting up training sites.

Procedures for Handling Change Orders

If there is a change to the scope, or additional requirements to the project, these will be documented in the project change log, and the AssetWorks PM will review these potential changes with the PINELLAS PM to determine the need and priority for the change. If the change is something that will be required, then the next determination would be who will be responsible for executing the change, if the change will result in a change of scope requiring additional support or effort from AssetWorks a formal change order request will be developed and provided to PINELLAS for review and approval to be added to the scope of work. Any changes to the scope of work will be reflected in the project decision log and will result in updates to the project scope of work, schedule, and budget, including the addition of any additional milestones. Only after all parties agree on the need for the change, and the plan for integrating the change into the overall implementation project plan, would AssetWorks begin work on this change.

Confidentiality

This proposed Statement of Work (SOW) contains CONFIDENTIAL INFORMATION of AssetWorks LLC. In consideration of the receipt of this document, PINELLAS agrees to not reproduce or disclose this information except to PINELLAS employees directly involved on a “Need to Know” basis.

Sole Source Provider

AssetWorks is the author, owner, distributor and sole source provider of fleet management software, professional services and maintenance services for the AssetWorks EAM™ family of products which includes AssetWorks EAM, FA, M5, MCMS, M4 and AssetWorks EAM™. Use of the products is subject to the Software License Agreement. AssetWorks is solely authorized or certified to provide this service.

AssetWORKS

STATEMENT OF WORK

County of Pinellas

AssetWORKS
Enterprise Asset Management (EAM)

AssetWorks - Fleet

Q-10081

November 15, 2022

Contents

AssetWorks EAM Introduction

AssetWorks is pleased to partner with County of Pinellas, Florida (PINELLAS) for a successful implementation of the AssetWorks EAM asset and maintenance management application for its Fleet assets. This Statement of Work (SOW) identifies the tasks required for the implementation of the AssetWorks EAM solution. This SOW is based on AssetWorks' current understanding of the requirements and AssetWorks' previous experience with similar engagements.

AssetWorks recommends PINELLAS use AssetWorks' expertise and consulting resources to ensure a timely and cost-effective implementation. AssetWorks offers a variety of services ranging from workflow re-engineering to general business and technical consulting.

To best facilitate the implementation, AssetWorks urges PINELLAS to formally identify core team of members from each of the critical business groups who will participate in or be affected by the project implementation. This involvement must come from all parties. This core team should be both technically qualified and knowledgeable of their groups' business practices. These individuals will be responsible for spearheading the system configuration, data mapping, and workflow tasks to ensure a feasible and effective production rollout.

Circumstances may necessitate changes to the tasks and/or time estimates, at which time AssetWorks and PINELLAS will discuss these changes in good faith at their earliest opportunity.

Implementation Approach

In this document, AssetWorks has provided a detailed Statement of Work, which outlines our proposed implementation approach for the initial implementation of the AssetWorks EAM solution for the PINELLAS County Fleet. AssetWorks implementation approach is built around industry and business standards for software implementation and project management. This standards-based approach allows us to focus on implementing the solution and focusing on those aspects of the project that represent the biggest challenges. This flexibility facilitates adjustments to the project implementation to accommodate the nuanced needs of our various customers and has yielded successful implementations for all our current and past customers.

AssetWorks follows a collaborative approach to the implementation effort, engaging PINELLAS staff in each step of the process. This approach is built upon a foundation of knowledge transfer. As we work through the implementation together, PINELLAS staff will become increasingly knowledgeable and experienced with the product, how and why configuration decisions were made, how the data was organized and loaded, and how to manage and execute workflows within the system. In our experience this approach leads to the quicker adoption of the solution by the organizations staff, and results in a much smoother transition from implementation to operations and enables the customer to take full ownership of the solution.

AssetWorks EAM Project Task Descriptions

WBS A.1.0 Initiation

WBS A.1.1 Project Management Services

Project kick-off and planning

AssetWorks will facilitate a remote project kick-off meeting wherein we will review the project timeline, identify roles and responsibilities and discuss status reporting with PINELLAS staff.

AssetWorks recommends PINELLAS appoint a core project team for the implementation stage with representatives from all functional or operational areas of PINELLAS's business. This core group must have the authority and charter to make appropriate decisions regarding the implementation. The core group representatives should have complete knowledge and familiarity with PINELLAS's operations and objectives. They will form most of the roll-out team later in the project. PINELLAS project team will define their roles and responsibilities and establish project standards and controls.

PINELLAS will appoint a dedicated Project Manager, Subject Matter Project Leads, and supporting personnel from the designated PINELLAS functional and operational areas. PINELLAS Project Manager will lead the overall PINELLAS project team and be responsible for PINELLAS personnel and resources on the project. The Project Leads will be responsible for assisting AssetWorks with the configuration and implementation of AssetWorks EAM and for facilitating decisions among the core maintenance group.

The Project Kick-off Meeting will discuss and review the following topics:

- Project plan tasks and timeline
- Contract deliverables
- Change management procedures
- AssetWorks roles and responsibilities
- Customer roles and responsibilities
- Implementation approach and phases

Project management and oversight

AssetWorks will provide project management and oversight services to execute the project plan. The AssetWorks project manager will coordinate AssetWorks project activities. AssetWorks will provide the following project management services:

- Serve as the main point of contact for PINELLAS Project Manager
- Coordinate of project resources and work so that milestones are met in an efficient manner; tasks will be designed to minimize implementation time and cost while taking into consideration resource and time constraints such as PINELLAS staff availability
- Work with PINELLAS to manage risks throughout the project
- Present progress to PINELLAS Project Manager and/or to PINELLAS Project Sponsors (as required)
- Attend project related meetings as needed to ensure timely resolution to open issues and action items

- Develop project deliverables
- Manage approval/sign-off processes
- Manage action items
- Manage scope control
- Maintain project schedule and scheduled meetings

The AssetWorks Project Manager will ensure that sufficient resources are available to implement the system in accordance with the project requirements. The AssetWorks Project Manager will monitor the project resources to ensure quality delivery of services and that the deliverables are completed in accordance with the project requirements.

AssetWorks will assign a Professional Services Manager to provide additional subject matter expertise, monitor the project resources and budget, and ensure quality delivery of services. The Professional Services Manager is PINELLAS's first escalation point for any issues arising during the project while the Program Manager will provide executive level communication and support.

Deliverables for Project Management Services

- Complete Project Kick Off
- Update to relevant status reports prior to status meetings
- Manage action items, issues and risks
- Facilitate monthly status meetings

PINELLAS is responsible for all deliverables not specifically included above.

WBS A.1.2 Hardware Acquisition

AssetWorks recommends the following hardware configuration and hardware specifications for the PINELLAS's implementation. Any recommendations noted in this SOW are subject to change and defer to AssetWorks EAM product documentation available on AssetWorks' customer site, the Community.

Workstation Specifications

A machine that meets the following specifications is recommended:

- 8 GB RAM
- 25 GB available hard disk space
- Mouse and Keyboard
- Minimum 17" Monitor (minimum resolution 1024 X 768)
- 10/100/1000 Mbps Ethernet NIC

Additional Requirements for Any Configuration

In addition to the above, AssetWorks also recommends PINELLAS procure the following:

- An appropriate number of printers
- AssetWorks recommends 19" monitors to take better advantage of the AssetWorks EAM screen and window capabilities.

Customers are responsible for any site preparation or construction or communications or cabling infrastructure. This is mainly for customers implementing projects with additional hardware such as for KeyValet, FuelFocus, etc. If this is the case, further scope will be listed later in the statement of work or supporting AssetWorks Product documentation surrounding those requirements and is available upon request.

WBS A.1.3 Software Installation Services

Database and applications

As part of going SaaS with AssetWorks, we will create the non-production and production AssetWorks EAM environments as well as a reporting environment. AssetWorks Customer Care will work with the AssetWorks Project Manager to schedule the installations and provide updates accordingly for project schedule purposes.

Once installed, the URL and login information to the production and non-production system will be provided to PINELLAS. It is recommended, when possible, that the PINELLAS have separate workstations and/or tablets for technicians to login to the system to maximize the efficiency of capturing real-time labor and avoid the delays in updating work orders with notes, labor, etc. that would come with shared computers. All workstation and browser recommendations are contained within product documentation and can be provided on request. A chart is listed below, however that is subject to change with new releases and updates from the AssetWorks Product Management team.

PINELLAS will also be provided with the details of the reporting instance's connection information.

During the project "Initiation" phase, AssetWorks will install the latest AssetWorks EAM release available at the time of installation. Past releases are noted in the supported "Browser Version" chart below as these are considered "supported" at the time the SOW was created. Based on project duration, PINELLAS should expect to potentially upgrade an additional time before go-live, due to newer features or fixes available within the software branch installed. AssetWorks Professional Services and or Customer Care team will advise on the recommended version prior to the final testing and go live phase of the project.

Browser Versions

Supported for use of Web Modules on both Desktop and Tablet Operating Systems

	IE 11	Edge Chromium	Chrome
19.0.x	x		x
19.1.x	x	x	x
20.0.x	x	x	x
20.1.x	x*	x	x
21.0.x		x	x
21.1.x		x	x
22.0.x		x	x

Primary certifications performed in Windows-based desktop operating system environments. Other supported operating systems or platforms may have specific limitations per-device based on hardware or software.

Internet Explorer compatibility mode is not supported.

Firefox has known compatibility issues and is not recommended.

*Mapping is not supported if using IE11.

Deliverables for Software Installation Services

- Installation of AssetWorks software in a production and non-production environment
- Provide URL and system administrator access to the production and non-production environment
- Reporting database connection information for use with the Crystal report writer license

WBS A.2.0 Discovery

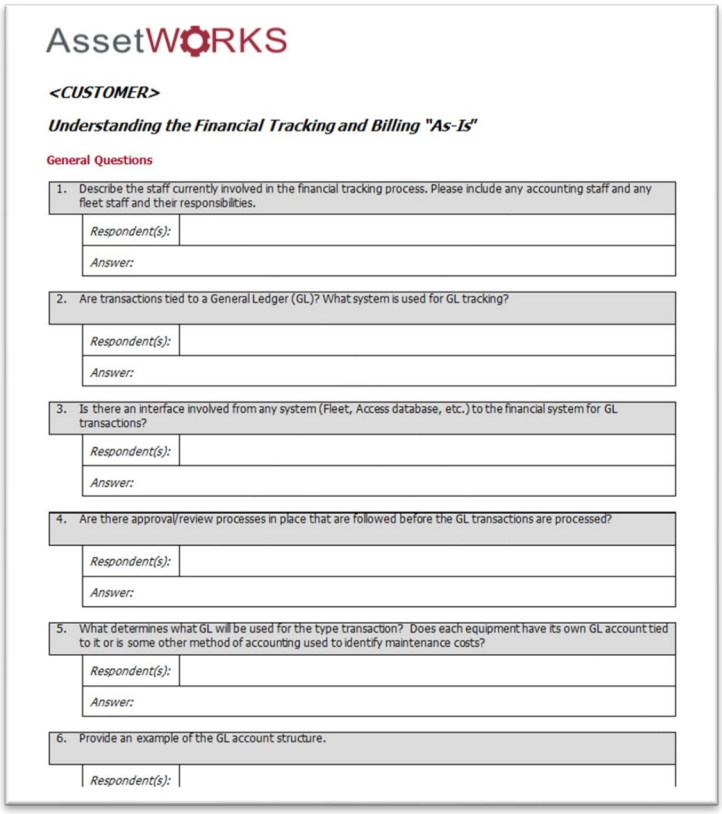
WBS A.2.1 Current State Discovery

Current State Questionnaires & System Overview

Shortly after the project kick off meeting, AssetWorks will send to PINELLAS a series of current state questionnaires for PINELLAS to fill out and return to AssetWorks. These questionnaires cover topics such as asset management, work order management, materials management, motor pool (if licensed), fuel and financial tracking and billing.

Once returned, AssetWorks will schedule sessions to review these with the customer and ask further questions. These documents are critical to understanding PINELLAS's daily operations, key drivers and project expectations and serves as the baseline for completing the system design and setup consulting sessions.

AssetWorks will also conduct, post kick-off meeting, a short "Day in the Life" overview session of the basic portals for work management solutions and user-role based workflows commonly used in a maintenance organization to assist in the facilitation of change management for the core project team to the AssetWorks EAM system.



AssetWORKS

<CUSTOMER>

Understanding the Financial Tracking and Billing "As-Is"

General Questions

1. Describe the staff currently involved in the financial tracking process. Please include any accounting staff and any fleet staff and their responsibilities.	
Respondent(s):	
Answer:	
2. Are transactions tied to a General Ledger (GL)? What system is used for GL tracking?	
Respondent(s):	
Answer:	
3. Is there an interface involved from any system (Fleet, Access database, etc.) to the financial system for GL transactions?	
Respondent(s):	
Answer:	
4. Are there approval/review processes in place that are followed before the GL transactions are processed?	
Respondent(s):	
Answer:	
5. What determines what GL will be used for the type transaction? Does each equipment have its own GL account tied to it or is some other method of accounting used to identify maintenance costs?	
Respondent(s):	
Answer:	
6. Provide an example of the GL account structure.	
Respondent(s):	

WBS A.3.0 Design

WBS A.3.1 System Design Services

System Design & Setup Consulting

After the discovery session, AssetWorks will lead system setup sessions to complete the coding conventions for equipment numbering, equipment classes, repair codes, PM schedules, PM parameters, PM checklists, and other items. AssetWorks will also review the setup for all the modules being implemented as part of this project.

PINELLAS's preparation for this engagement includes the assimilation and distribution of relevant inventory, purchasing, operations, and maintenance data prior to the meeting. The goal for these meetings is to achieve at least 90% of the standard coding schemes and business practices required for system roll-out. The coding schemes listed on the agenda will be defined based on best practices with AssetWorks making recommendations as we better understand the PINELLAS's standards (e.g., tasks (6-9 digit), work accomplished codes, condition ratings, position, etc.) and with maintenance classes like NAFA or AWPA.

One of the strategies for success during this project that AssetWorks uses is to actively utilize the AssetWorks EAM Starter Database. The AssetWorks Professional Services team has jointly architected this based on the experience of hundreds of past deployments and it is consistently refined each product release to be optimized for an asset maintenance organization. It contains many industry-standard coding schemas, user groups with baseline security setup, best practice workflow settings and pre-configured portals designed for the PINELLAS to review and make modifications to versus creating brand new coding structures.

This approach ensures that customers get up and running more quickly and allows for a greater engagement on making informed decisions and facilitates stronger change management to new processes as workflows can be quickly demonstrated. The starter database will be installed in the Production and Test environment with the test version containing sample assets, classes, parts, etc. This is intentional so that post each setup session a customer can login to practice and learn the system allowing for an easier transition time to the new application and processes along the way. AssetWorks has found to create a stronger user adoption for the core project team who then extend that knowledge more easily down to the end users at go live.

Deliverables for System Setup Consulting Services

- Conduct multiple remote sessions (12 setup sessions) to review core codes, starter database and discuss initial workflow design conversations; services are fulfilled at the conclusion of the sessions with the understanding additional follow-up is to occur during the System Configuration Services phase.

System Setup Session Topics by User Role – *see Application Design Guide for topic breakdown*		
Session #	AssetWorks EAM System Setup Meeting	Customer User Role(s)
1	AssetWorks EAM Application Overview &New User Orientation	Core Project Team

2	Organization Structure	Core Project Team Program Office Manager Finance Manager
3	Application Security & Equipment Management - Part 1	Core Project Team Asset Manager IT / Network Administrator
4	Equipment Management - Part 2	Core Project Team Asset Manager Program Office Manager
5	Work Management – Part 1	Core Project Team Supervisor Lead / Technician Lead
6	CHECKPOINT – Progress Review	Core Project Team
7	Work Management – Part 2	Core Project Team Supervisor Lead / Technician Lead
8	Warranty & Fuel • FuelFocus: specific setup items will be addressed to ensure the setup is done for FuelFocus such Locations, ICU's, Fuel Billing Types, Fuel Setup - Tanks, Pumps, etc.	Core Project Team Fuel Manager Warranty Administrator
9	Materials Management	Core Project Team Storekeeper Lead
10	Purchasing	Core Project Team Storekeeper Lead
11	Financial Tracking	Core Project Team Finance Manager
12	Portals and Options	Core Project Team

Finalize data definition and workflows

AssetWorks will advise the PINELLAS Project Team on how to setup and configure AssetWorks EAM. However, the configuration of the application is ultimately the responsibility of PINELLAS.

PINELLAS will take “action items” from the System Set-up Consulting sessions to finalize the definition of all relevant AssetWorks EAM data elements and work processes, including maintenance, parts management,

procurement, and other job functions. PINELLAS's deliverable for this task is to complete documentation of PINELLAS's definitions for all applicable AssetWorks EAM data elements. This deliverable is a critical prerequisite to the configuration of the system. AssetWorks will work with PINELLAS to prepare this documentation. It is recommended to work on these items as soon as possible following setup overview sessions to ensure a more complete comprehension of the material being covered.

During the data definition process, PINELLAS will also be asked to start collecting certain data as the items are covered during the system setup consulting sessions. This data may be converted and loaded to the application based on the project timeline in conjunction with the other setup tasks for the various modules licensed.

AssetWorks will also work with PINELLAS team to configure AssetWorks EAM per the discussed workflow in the system setup consulting sessions. This configuration will build on the setup defined with PINELLAS core team and will focus on specific decisions, such as location options, department settings, etc. PINELLAS will be required to perform setup tasks as assigned by AssetWorks.

WBS A.4.0 Build

WBS A.4.1 System Configuration Services

Configure and Review Pre-Setup Starter Database Modules and Portals

AssetWorks will review settings to setup desired workflow and provide an orientation for the following modules:

- Enterprise Portal – The Enterprise Portal module is a web-based alternate end user interface to the base application logic. The module provides a familiar look-and-feel to grid and tabs, function buttons, and screen menus, while removing the need for a client-side (GUI) installation. Users have access to all the same screens and functions as through a GUI but now access the screens through a standard web browser. It is primarily used for application setup and system administration management of AssetWorks AssetWorks EAM in complement to the Shop Activity web portals.
- Shop Activity Module – The Shop Activity module manages workflow driven portals for activity happening in a shop or out in the field and with an external customer.
    - Work Management Module - The Shop Activity Work Management Portal is designed to provide supervisors with access to all the screens and functions required during their workday. Supervisors can use the portal to do the following: view and assign work, view current status of employees on the shop floor, view equipment repair history, service requests, and messages, request or post parts for work orders, create and update test results related to work orders, complete PM checklists for PM and inspection services, enter complaint, cause, and correction detail for repairs performed, add comments and notes to work orders, create new work orders, create new service requests, and assign employees to existing work orders.
    - Technician Module - The Shop Activity Technician Portal is designed to provide technicians with access to all the screens and functions required during their workday. Technicians can use the portal to do the following: view work assigned to them, log on and off of tasks, view equipment repair history, service requests, and messages, request or post parts for work orders and view status of past requests and postings, add comments and notes to work orders, create and update test results related to work orders, complete PM checklists for PM and inspection services, enter complaint, cause, and correction detail for repairs performed, create new work orders, manage service requests, and print work orders.
    - Storekeeper Module - The Shop Activity Storekeeper Portal is designed to provide storekeepers with access to all the screens and functions required during their workday. Storekeepers can use

the portal to perform the following functions: manage part requests or requisitions, order parts, and create new parts.

- Service Request Module - The Service Request Portal is designed for deploying and displaying Service Request entries. It gives your organization the option to relieve the burden on shops or call centers that record requests from employees and operators for asset maintenance or vehicle service by allowing individuals to log the requests themselves. Using the kiosk feature eliminates the need for each operator to have a login for entering and displaying vehicle service requests.
- Notification Module – The Notifications module provides instant alerts of important information and scenarios for better communication and tracking. A collection of out-of-the-box notification scenarios are provided. AssetWorks will assist in the configuration of up to 3 "out of the box" notifications for customer use. This module is included in base AssetWorks EAM.
- Ad Hoc Query Module - The Ad Hoc Query Module provides secure ad hoc query capabilities. It allows users to build their own queries, format the display of the results, export the results, and save queries for future use and sharing with others. AssetWorks will review a sampling (3) of the created, out of the box ad hoc queries. AssetWorks will not create new customer specific custom reports. AssetWorks will show PINELLAS how to adapt one report and in addition, how to setup permissions for reports. This module is included in base AssetWorks EAM.

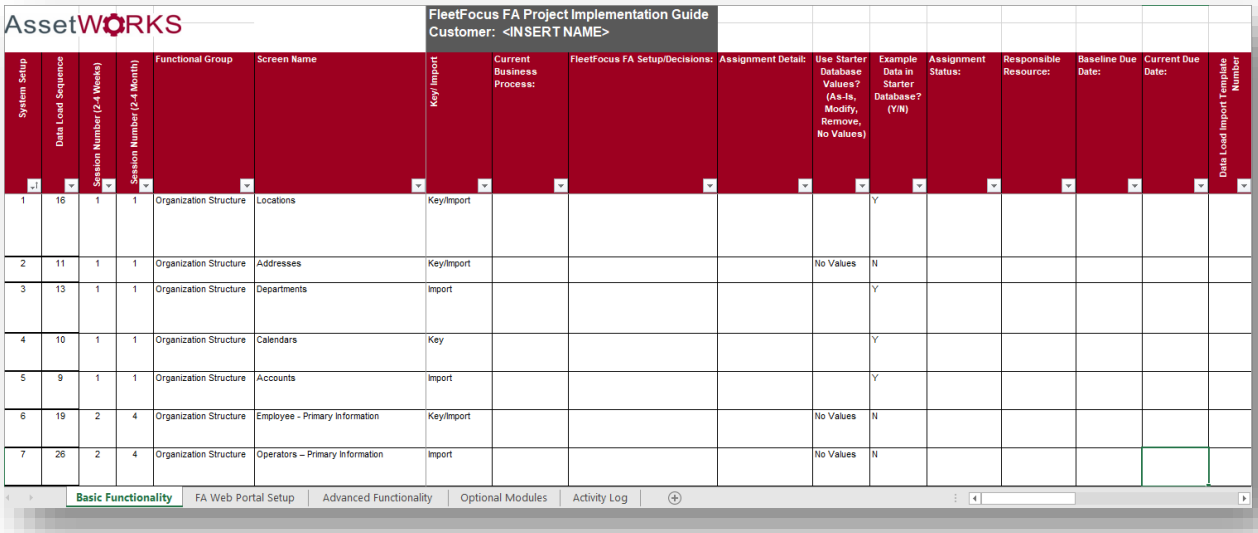
- Reporting Module – The Reporting Module takes data stored in your database and reformats it into information that can assist in effectively managing operations. At the same time, it opens visibility into your operations by publishing professional reports over a zero-client, browser interface. The Reporting Module will provide standardized reports as well as accessibility to real-time data and report automation using Crystal Reports; training on Crystal Designer is not included and modification of out of the box Crystal reports by AssetWorks is not included in this scope of work.
- KPI/Dashboards Module - The Dashboard Module provides real-time access to your database through easy-to-interpret, out-of-the-box gauges and charts. Dashboard elements provide instant insight into your maintenance key performance indicators via a standard web browser. You may provide access to dashboards to anyone in your organization with an authenticated login, without the need to install any software on their machines. AssetWorks will do a short review of the out of the box standard dashboards included in the Starter Database. Any modifications to those will need to be done by PINELLAS unless project budget supports additional configuration. AssetWorks recommends customers have knowledge of SQL to build Advanced KPIs. AssetWorks does not provide training on SQL and does not build SQL statements for use as Advanced KPIs.
- Motor Pool Module – The Motor Pool module allows for the setup of a motor pool asset types, rates by meter, duration (i.e., Day), etc. and allows for manual dispatching options.
- Motor Pool Reservations Module – The Reservations Module allows your customers to create, view and modify their motor pool reservations through a web-based portal. It also provides the option to email confirmation tickets to users requesting reservations. The Reservations Module improves efficiency by providing users with instant access to the information they need to streamline the reservation process.
    - **Motor Pool & Reservations Module Setup and Training Scope and Assumptions**
    - AssetWorks will provide remote professional services to setup and train on the motor pool module functionality and the Reservations module/portal for online reservations.
    - Setup and training agenda to include:
        - Motor Pool module setup and overview
            - Pool Vehicle Types
            - Operators
            - Calendars
            - Locations
            - Departments
            - Fleet Equipment
            - Creating a Motor Pool Reservation

        - Dispatching a Motor Pool Reservation
        - Returning a Motor Pool Reservation
        - Reservation Status Definitions
        - Printing a Reservation Confirmation
    - Reservations Module setup and overview
        - Creating a Motor Pool Reservation
        - Printing a Reservation Confirmation
- Reservations can also be made available in the SmartApps Reservations app if installed and setup; this project does not include SmartApps implementation however it is listed as an optional service for future consideration.
- AssetWorks will advise on Operator/Employee setup and work with the customer to train them on how to load this data.
- This project does not provide for any interfaces to keep Operators/Employees in sync with a 3rd party system or services to setup SSO (Single Sign On) unless specifically noted.

- MAXQueue Integration Module – The MAXQueue Designer is a tool that manages the MAXQueue integrations that have been created for a customer by AssetWorks. You can enable, disable, start and stop integrations, configure custom settings, name your MAXQueue instance and enable or disable data events. The MAXQueue Viewer is a tool that allows you to enable logging, view statistics about the performance of active workflows, and provide graphs that display the logging and statistics. Both tools are part of the MAXQueue integration module that is used for all custom and out of the box AssetWorks EAM integrations. Customers are not able to use MAXQueue to develop their own integrations.
- Customer Access Module – The Customer Access Module is designed to provide maintenance department administrators with an easy to use, browser-based, real-time view into information regarding the vehicles and assets in their departments. It provides a link to enter service requests on vehicles, display assets assigned to the user's department, display open work orders for assets assigned to the user's department, and enter meter readings and usage tickets for assets.
- MobileFocus Enterprise - MobileFocus is a suite of software applications that allows integration of system applications with mobile devices. This makes the applications portable, enabling employees to access and update data related to work orders, asset meter readings, asset main records, part transactions, PMs and inspections and submit service requests from where the work occurs rather than "tied" to a PC or kiosk.
- Billing Module - The Billing Module is designed for review, adjustment and editing of transactions, for the purpose of billing out work order transactions, fuel transactions, end of the month charges, special fees, motor pool usage and more. A short overview will be given on this module and setup to support the Billing Module Output File Interface listed in the Technical Services section. The scope of services to setup this module is listed in the Technical Services section with the interface details.

Module system orientation sessions are approximately each 2 hours in length covering one or more of the topics listed above. AssetWorks maintains an "Application Design Guide (ADG)" checklist covering System Setup and various configuration tasks and which also documents business decisions and application setup and configuration decisions for all in scope to be utilized. Utilizing that guide, AssetWorks will schedule sessions with PINELLAS and recommend the types of resources required. An example screenshot of this document is located below.

Application Design Guide (ADG)



AssetWORKS

FleetFocus FA Project Implementation Guide
Customer: <INSERT NAME>

System Setup	Data Load Sequence	Session Number (2-4 Weeks)	Session Number (2-4 Month)	Functional Group	Screen Name	Key/ Import	Current Business Process:	FleetFocus FA Setup/Decisions:	Assignment Detail:	Use Starter Database Values? (As-Is, Modify, Remove, No Values)	Example Data in Starter Database? (Y/N)	Assignment Status:	Responsible Resource:	Baseline Due Date:	Current Due Date:	Data Load Import Template Number
1	16	1	1	Organization Structure	Locations	Key/Import					Y					
2	11	1	1	Organization Structure	Addresses	Key/Import				No Values	N					
3	13	1	1	Organization Structure	Departments	Import					Y					
4	10	1	1	Organization Structure	Calendars	Key					Y					
5	9	1	1	Organization Structure	Accounts	Import					Y					
6	19	2	4	Organization Structure	Employee - Primary Information	Key/Import				No Values	N					
7	26	2	4	Organization Structure	Operators – Primary Information	Import				No Values	N					

Basic Functionality | FA Web Portal Setup | Advanced Functionality | Optional Modules | Activity Log

In addition, AssetWorks will consult with PINELLAS to configure the modules to facilitate the workflows for the maintenance and back-office functions. Configuration includes:

- Assigning user groups for specific functions
- Initializing (out of box) notifications to facilitate business processes
- Creating custom menus for specific user groups

Deliverables for System Configuration Services

- Setup configuration completed in the production database
- Production database available to re-fresh (database restore) the non-production database for customer review.
- Overview of all in scope noted modules and setup of those modules with decided workflows and processes from system setup consulting sessions.

WBS A.4.2 Data Conversion Services

Data Conversion Overview

AssetWorks will provide an overview session on the data conversion process and how data is to be collected and converted by PINELLAS and subsequently what is to be loaded by AssetWorks. Data loading tasks occur during the System Design and Configuration Services phases so that the project progresses naturally with items being taught and configured to encourage customer retention and engagement to meet project schedules.

While AssetWorks is the developer of AssetWorks EAM and we understand the application's data structure, PINELLAS is the owner of the data and as such, needs to provide timely input into specific uses of existing data and to resolve any data integrity issues that may occur upload into AssetWorks EAM. The proposed project timeline has limited slack to allow for prolonged analysis or responses.

AssetWorks will identify any data integrity issues and provide a report log to assist PINELLAS with resolving errors. Failure to respond to questions regarding the mapping, the use or meaning of data, or to resolve data integrity issues jeopardizes the project timeline by delaying AssetWorks ability to complete the conversion. AssetWorks is not responsible for delays caused by waiting for PINELLAS response or resolution to data issues. If AssetWorks must wait for more than two (2) business days for a response from PINELLAS to a data conversion issue or decision request, AssetWorks may issue a change order delaying the start of the go-live deployment.

Data Loading

AssetWorks will provide a training session for data loading for PINELLAS administrators. A user with a solid understanding of Microsoft Excel will likely be able to grasp this tool and process very quickly. PINELLAS staff will use the AssetWorks Data Loader tool to load its data into AssetWorks EAM. Data loading tasks occur during the System Design and Configuration Services phases so that the project progresses naturally with items being taught and configured to encourage customer retention and engagement to meet project schedules.

Assist with Data Loads for Equipment, Parts, Fuel Tickets and Summary Cost History

PINELLAS will extract the agreed-upon data from its current systems and files (paper, PDFs, XLS, etc.) where it stores data to be converted. AssetWorks will consult with PINELLAS on data "scrubbing" or "cleansing" legacy PINELLAS data but will not be responsible for the final cleansed data. PINELLAS will be responsible for populating AssetWorks EAM with approved and "clean" PINELLAS data.

AssetWorks will provide Microsoft Excel™ templates to assist in loading data into AssetWorks EAM. PINELLAS will convert only the data that maps into AssetWorks EAM. Data that does not map into AssetWorks EAM will not be converted. Further, only data elements that can be entered on a AssetWorks EAM screen are part of this conversion. PINELLAS, with assistance from AssetWorks, will use AssetWorks EAM' data loading processing feature to load the data on these screens.

PINELLAS will provide the data in the properly formatted spreadsheets (per AssetWorks' specification) for loading into AssetWorks EAM. AssetWorks makes the following assumptions about the data from PINELLAS's legacy system(s):

- The data files to be loaded into AssetWorks EAM will be text-based flat files with one row of data per asset or per part.
- AssetWorks will not provide services to manipulate or move data from PINELLAS data in files or on paper into AssetWorks provided data templates.
- PINELLAS will provide the data to load into in the format of the data load files provided.
- PINELLAS will provide each test data file and each production data file in the same format.
- PINELLAS will use default values for any data element that AssetWorks EAM requires that is not in the data file.
- AssetWorks will convert only master equipment records, parts (part master, part location and vendor part) records, fuel tickets (up to five years for fuel tickets) and summary cost history (summed totals of data by year and month) records. Additional data will be required to load or manually key in to support system deployment. This data will be loaded by the PINELLAS with AssetWorks guidance and assistance. This process is discussed further below.
- AssetWorks will load a maximum of 2,000 fleet active assets as well as defined active components; active defined as the ability to write a work order for the asset or component.

- AssetWorks will load a maximum of 2 inventory locations with a maximum of 15,000 parts per inventory location. AssetWorks will review the 2 inventory location's data prior to load for data integrity purposes to ensure it supports application functionality however, the customer is responsible for the accuracy of the data such as descriptions, part numbers and prior to go live. After the initial 2 inventory locations are loaded, AssetWorks will train the customer on how to load additional inventory locations.
- AssetWorks will convert only these fields for summary cost history:
  - Fuel Quantity and Cost
  - Alternative Fuel and Cost
  - Repair Labor
  - Repair Parts
  - Repair Commercial Labor
  - Repair Commercial Parts
  - PM Labor
  - PM Parts
  - PM Commercial Labor
  - PM Commercial Parts
  - Meter Readings
  - Equipment Downtime hours
  - Fixed Monthly Costs – broken out to 7 fields
- AssetWorks will provide services for assets to load the current meter, next PM due date and last meter PM performed information as part of this scope of work, shortly before going live.
- AssetWorks will provide services for parts to load the current unit price and current quantity on hand as part of this scope of work, shortly before going live.
- AssetWorks will not provide services to convert current open or historical purchase order or receipt detail from a legacy system.
- AssetWorks will not bring over detailed fuel transactions from a legacy system(s).
- AssetWorks will assist in the form of troubleshooting errors in data load runs and providing direction in the mapping of legacy data elements to AssetWorks EAM fields.
- The customer will be responsible for ensuring all data loads were loaded fully into the application and AssetWorks will assist in training on how to verify this using the application and various out of the box reports or ad hoc queries as required.
- All data loads by AssetWorks indicates a one-time load. After initial load data is to be updated manually in the AssetWorks EAM system by the customer for incremental changes up to go live and cutover into a Production system. These data loads are typically done towards the end of the project and shortly before testing, training and go live to minimize any manual updates that might need to be done.
- There will be other data required to load as part of the project such as accounts, departments, operators, equipment classes, etc. and these will be loaded by PINELLAS but with guidance from AssetWorks and after receiving data loader training from AssetWorks. This will help to ensure the PINELLAS continues to learn the system and how the data loading process occurs for future system maintenance and updates.
- All PINELLAS data loads are to be reviewed by AssetWorks to ensure data is optimal before being loaded to the Production system before the go live cutover, even if PINELLAS is loading the data.
- AssetWorks will execute the data conversion process with the prepared data to populate the pre-production database. Once all necessary data items have been loaded to allow for sufficient application testing, the pre-

production instance will be imported/restored into a non-production (test) environment for review. This process is done in full as an override of the database, not as a delta of incremental changes.

- PINELLAS will utilize the data conversion process such that all assets will be in a single production FuelFocus™ database. Additional database requirments will require a change order.

Detailed Work Order History Conversion

The customer will extract their posted transactional work order history data from its current system(s). AssetWorks will consult with the customer on data "scrubbing/cleansing" legacy customer data but will not be responsible for the final cleansed data or the actual "scrubbing/cleansing" efforts. The customer will be responsible for populating AssetWorks EAM with approved and "clean" customer data per AssetWorks EAM standards such as conforming to field lengths and validations.

AssetWorks will provide Microsoft Excel™ templates to assist in loading data into AssetWorks EAM. The customer will convert only the data that maps into AssetWorks EAM. Data that does not map into AssetWorks EAM will not be converted. Only data elements that can be entered on a AssetWorks EAM screen are part of this conversion. The customer, with assistance from AssetWorks, will use AssetWorks EAM' History Import Tool to load the data on these screens. Generic references may be used for data elements where the reference is not loaded to the AssetWorks EAM database or items that are decided to be defaulted to codes new to the AssetWorks EAM implementation to assist with standardized reporting or historical and new data to now be consolidated and reporting on in AssetWorks EAM only.

The customer will provide the data in the properly formatted spreadsheets (per AssetWorks' specification) for loading into AssetWorks EAM. AssetWorks makes the following assumptions about the data from the customer's legacy system(s):

- The data loading tool requires network connectivity to a separately configured and connected AssetWorks EAM Application.
- The data requires the following standards:
    - The data files will be text-based flat files (CSV) with one row of data per transaction per work order.
    - The customer will use default values for any data element(s) that AssetWorks EAM requires that is not in the data files.
    - The data will not include any commas in the data files as the import file format is in CSV.
    - Only free form text (no HTML to be converted) will be mapped to the Notes field in AssetWorks EAM.
    - The customer will remove any "zero" cost rows before providing data.
    - The data files will support reversal transactions for both labor and parts entries. Labor and parts reversal postings require a single line entry for the original posting and a secondary line entry for the reversal charge noted with a reversal flag.
    - The data files will also support labor and part reversals as a single line item where the customer manually sums the positive number of the original and the reversal transaction amount and enters that as the final charge.

  - All data must conform to the length and validation of AssetWorks EAM fields (ex: EQ numbers are 20 characters).
  - Dates need to be provided in a YYYY-MM-DD HH24:MI:SS or a YYYY-MM-DD format.
  - All data must remove all special characters from the data since they will cause unexpected results in the application, such as:
    - Single quotes
    - Ampersands
    - Percent
    - Underscore
    - Forward slash
    - Plain text usage of characters such as < or > may be interpreted by the browser as HTML tags and could be considered a security risk.
    - Character sets that are not 8-bit.
    - Accepted characters are A-Z, 0-9, hyphen (-), period (.), and space ( ).
- Only posted transactional work order history will be converted for labor, parts and commercial line items; pm or inspection checklist detail or test results will not be converted, only the labor and parts associated with the high level pm or inspection task.
- The customer will provide each test and production data file in exactly the same format.
- The customer will work with AssetWorks to run the files into a non-production environment before running into a production environment; data is to be provided and run in one time to production. Multiple re-pulls of data may result in a change order.
- The customer will provide written sign off that they have tested the data conversion and agree it is ready to be run into a production environment; if there are issues encountered after sign-off and entry to production and additional professional services are required, a change order will be necessary.
- AssetWorks will work with the customer to convert only up to five years of detailed work order history for active equipment; history on inactive, sold, or legacy equipment will not be converted. If additional years or amounts of data are requested, it will require a change order.
- AssetWorks will provide assistance in the form of troubleshooting errors in batch runs and providing direction in the mapping of legacy data elements to AssetWorks EAM fields.

Conversion of Specific Data

AssetWorks and PINELLAS will jointly resolve issues arising out of the data translation, including codes (if any) to be changed. AssetWorks will help PINELLAS finalize the data mapping and identify the sources for each data element. PINELLAS will be responsible for mapping old codes into new codes (i.e., translating) within the data set to be converted. All converted data must map to an existing data field in AssetWorks EAM and adhere to the validation of that field and the overall AssetWorks EAM application, as all data loaded goes through the application interface or authorized tool to ensure data integrity in the customer's new system.

Data Conversion Testing and Validation

After AssetWorks and PINELLAS have jointly documented the data mapping and data load process, PINELLAS will test the results from the data extractions. This process will require involvement from PINELLAS Information Technology personnel supporting the existing systems.

Deliverables for Data Conversion Services

- One-time load of Fleet Equipment and Component data (adheres to limits listed above)
- One-time load of Parts Inventory data (adheres to limits listed above)
- One-time load of Summary Cost History (adheres to limits listed above)
- One-time load of five years of work order detail history (adheres to scope listed above)
- Delivery of data load training to customer system administration staff.

WBS A.4.3 Technical Services

Existing AssetWorks EAM Integrations and Initiatives

AssetWorks will provide services to implement the following existing AssetWorks EAM integrations. Services are to include setup in AssetWorks EAM, installation of the integration, configuration in MAXQueue (proprietary middleware), testing in a non-production environment and rollout in a production environment. The following existing integrations have been included:

NOTE: Customer is to review scope for SmartApps and EAMConnect to determine final need on project. Currently, only one product is included in the scope, SmartApps or EAMConnect.

Existing Integration / Initiative Name	Functional Description
GIS Integration	The AssetWorks EAM solution offers out-of-the-box geospatial data management capabilities. This implementation effort will include the design of processes and workflows, for accessing, sharing, viewing, and reporting on asset information. This includes defining and configuring the flow of data from the AssetWorks EAM system to the PINELLAS's Esri geospatial solution. It is anticipated that all active Fleet Assets with additions and updates are being pushed from AssetWorks through the standard AssetWorks integration to the PINELLAS's Esri geospatial solution. AssetWorks will work with PINELLAS to define the various assets, attributes, by feature class, which can flow to the PINELLAS's GIS database.
MobileFocus SmartApps	**MobileFocus SmartApps Scope** AssetWorks will provide services to install SmartApps and perform base AssetWorks EAM configuration to support the apps used by the customer as well as test the configuration. • The Inspections App will provide for one "test results" setup and be conducted as a train the trainer for the Customer to complete any additional test results needed. • The Dashboard App can be utilized to show dashboards created in AssetWorks EAM. AssetWorks recommends customers have knowledge of SQL to build Advanced KPIs as part of this quote. AssetWorks does not provide training on SQL and does not build SQL statements for use as Advanced KPIs. • All end users must have a AssetWorks EAM user account (password required on user account) created with an attached operator account. • SmartApps supports the SSO methods per AssetWorks Product documentation per version. • Where applicable, standard training materials will be utilized; scope does not include customized training materials. • Training is delivered as "train the trainer" for system administrators; end user training is not included unless otherwise noted. • Customer may be required to upgrade if new features are available for the module that are considered necessary for the project success.

Existing Integration / Initiative Name	Functional Description
	• Customer will be responsible for working with the AssetWorks' Professional Services to move the module into a production environment. • Costs are for these services are fixed and do not include applicable taxes. Milestones are to be billed with the amounts noted and described in the milestone schedule of this SOW.
MobileFocus EAMConnect	**MobileFocus EAMConnect Scope** Install / Configure • Install the MobileFocus licenses for the AssetWorks EAM application. • Configure the data services on the server for use of the mobile solution. • Configure the AssetWorks EAM application for MobileFocus EAMConnect use on tablet devices. This will include the review and setup of users for using EAMConnect on tablet devices and the setup of the program security options to designate user groups who will have access to the specific MobileFocus modules. Training • AssetWorks will provide a structured training session to the users of the EAMConnect solution to include preparation and delivery of standard training materials to facilitate learning the EAMConnect workflows, and a guided walk-through of the solution to facilitate users learning to use the EAMConnect functionality. • Training will be oriented both towards system administrators and end users; includes a maximum of 12 trainees. Post Go Live • AssetWorks will conduct regular check-in/status meetings to review use and issues, as well as additional troubleshooting and coaching for up to 10 business days post go live after which the project will be turned over to AssetWorks' Customer Care. **MobileFocus EAMConnect Assumptions** • AssetWorks will train up to 12 users to use the EAMConnect mobile application. • Where applicable, standard training materials will be utilized; scope does not include customized training materials. • Customer may be required to upgrade if new features are available for the module that are considered necessary for the project success. • Customer will be responsible for working with the AssetWorks' Professional Services to move the module into a production environment.

Existing Integration / Initiative Name	Functional Description
	• Costs are for these services are fixed and do not include applicable taxes. Milestones are to be billed with the amounts noted and described in the milestone schedule of this SOW.
Fuel Report Writing Services	AssetWorks will provide Ad Hoc Query module report writing services as relates to this scope of work for fuel reporting; the hours can be used for other topics but were allocated for fuel originally. **Ad Hoc Query Module** AssetWorks will provide Ad Hoc report setup services as related to this scope of work. AssetWorks has several out-of-the-box Ad Hoc report queries (in AdHoc Legacy / new AdHoc are to be created by customer) that are available for a customer and offers a starting point for a more customized version and the customer is encouraged to review existing reports available in the Ad Hoc Portal prior to creating a new report. AssetWorks has scoped for up to 40 time and materials hours for Ad Hoc Query Module report services as described above.
NAPA HUB	**AssetWorks EAM to NAPA IBS HUB Integration Scope** **Project Scope:** Project Planning and Management This phase includes a remote kick-off meeting involving the client, AssetWorks and NAPA. An overview of the functional aspects of the interface will be presented by AssetWorks. Discussions will center on the definition and creation of NAPA parts in the AssetWorks EAM system and how this will affect other inventory locations for which NAPA may not be responsible. Further review will occur on the technical configuration of this interface that will involve client technical resources. The result of this meeting will be to establish timeframes for the remaining phases of the project. Software Installation Services AssetWorks will assist client Technical Staff with the installation and configuration of the AssetWorks EAM NAPA interface in MAXQueue through the execution of a custom MAXQueue package. AssetWorks will provide an installation guide that will define what needs to be installed and configured on the client server and in what order. The project assumes that the MAXQueue base is installed in a non-Production and Production environment. AssetWorks or the customer will request a NAPA MAXQueue package for the correct version of the software and do a “re-install” to set this up on the non-Production and Production servers. The non-Production package will be enabled first, and after testing, and before go-live, Production be enabled.

Existing Integration / Initiative Name	Functional Description
	Configuration / Data Load Assistance Services AssetWorks will assist client Technical Staff with the configuration of the AssetWorks EAM NAPA interface in MAXQueue. AssetWorks will provide the current NAPA product installation guide that will define what needs to be installed and configured on the client server and in what order but will assist the client in this phase of configuration. Once the interface is installed, AssetWorks will assist with the configuration of the AssetWorks EAM application in the client non-Production and Production environment. This will include the execution of the interface initially in the non-Production environment for a ping to NAPA to see a part request initiate and be issued back by NAPA. Data loads of the client's NAPA HUB inventory data provided by NAPA (Line Abbreviation, Part Number, Description, Cost and On Hand Quantity) will be executed by AssetWorks once in the non-Production environment (a limited amount is needed in non-Production for testing scenarios) and once in the Production environment. Final cost and on hand quantity should be provided for Production shortly before go-live by NAPA for a final batch to set price and current quantity on hand in AssetWorks EAM. Additional rounds of data loading may incur additional costs and are to be discussed with AssetWorks. Testing AssetWorks will provide testing for the NAPA configuration in the non-Production environment once the MAXQueue package is installed and configured, AssetWorks EAM is configured, NAPA web services connection information is delivered by NAPA and client NAPA inventory data is loaded. For this testing to occur, NAPA will need to have their NAPA HUB system also configured in the client inventory location. AssetWorks is not responsible for any installation or connectivity issues related to the NAPA HUB system installation and its configuration within the client network and its firewalls. Testing will be conducted remotely with AssetWorks, NAPA and the client in a test environment using test inventory, web service credentials, store numbers, and customer account numbers provided by NAPA. If the interface is required to use NAPA TAMS and not NAPA IBS HUB please note this to AssetWorks immediately on contract execution as it requires a different MAXQueue package and there are specific version requirements. Training AssetWorks will provide training on the AssetWorks EAM parts functionality that is affected by the NAPA interface. Training will be provided in a single location, with the client bringing key users and trainers together for the training. Training to client staff will focus on changes to inventory processes, including part requests and part issues that are affected by the interface. AssetWorks will also provide training

Existing Integration / Initiative Name	Functional Description
	related to the monitoring and troubleshooting of the interface with MAXQueue and the Reporting module to provide possibilities related to the auditing of NAPA invoices. In addition, local NAPA personnel will require training related to the correction of data in the MAXQueue error handler for transactions that fail to send to AssetWorks EAM. Training for NAPA personnel will take place in a single location, with NAPA responsible for bringing its employees together at the location for the training. NAPA will be responsible for training all NAPA personnel on the changes in issuing parts out of the NAPA HUB system to issue back to AssetWorks EAM work orders. Depending on the AssetWorks EAM functionality currently deployed by the client or if the client chooses to train the NAPA personnel themselves, these training requirements may vary. Production Roll-out AssetWorks will provide remote technical and application consulting assistance during the final Production rollout of the NAPA interface. We will assist client technical resources with configuring the Production environment for the NAPA interface. NAPA will be required to troubleshoot with NAPA personnel any additional training and go-live support required for the NAPA HUB system. Costs are for these services are fixed and do not include applicable taxes. Milestones are to be billed with the amounts noted and described in the milestone schedule of this SOW.

Custom Interface Development

AssetWorks standard procedures for developing an interface include the following tasks:

- Create a preliminary specification which includes interface testing cases
- PINELLAS project team reviews the preliminary specification
- AssetWorks updates the specification
- PINELLAS project team provides final approval of the specification
- AssetWorks builds and unit tests interfaces on AssetWorks R&D servers before delivering the interfaces install package. The package is only delivered after the interface has passed the AssetWorks QA process.
- AssetWorks and PINELLAS incorporate interface into the test environment
- AssetWorks and PINELLAS perform integration testing of the interface
- PINELLAS installs interface once testing is complete
- AssetWorks Professional Services provides logs of interfaces in the test environment to AssetWorks Support for review and acceptance.
- AssetWorks Support approves the logs and approves for PINELLAS to move the interface into the Production environment.

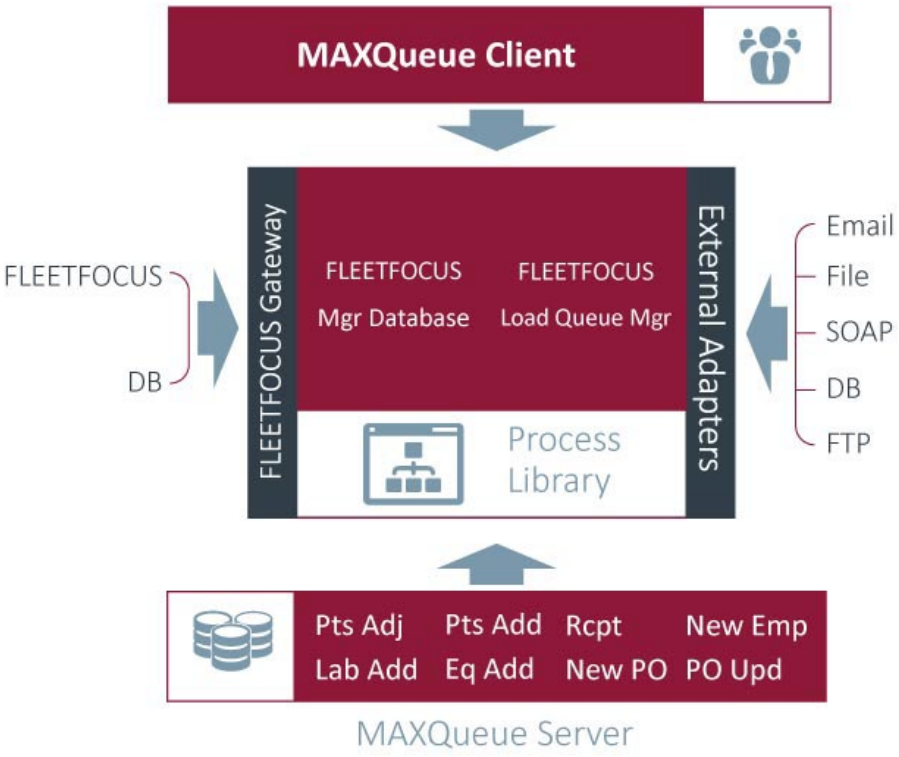
- AssetWorks Support provides ongoing assistance for the interface based on the approved specification design, if anything is requested outside of that specification design and once the interface is in Production a change order will be requested.

AssetWorks will provide interface planning services to develop a roadmap for the integration between AssetWorks EAM and PINELLAS's other systems, as described below. The project team will discuss and specify the data elements required, the time of the exchange, and the method of data exchange. AssetWorks and the project team will develop a mutually acceptable plan and schedule for the work to be completed and identify the resources and timeframe required for the efforts. AssetWorks assumes PINELLAS will involve the appropriate staff to reach consensus and decisions on all interface specifications during the discussion and according to the proposed timeline.

When interfacing to applications such as Enterprise Resource Planning (ERP) systems, AssetWorks makes use of XML (eXtensible Markup Language) data streams. Using XML, external applications access MAXQueue, the AssetWorks EAM integration module, to interact directly with the AssetWorks EAM components in real-time, applying all the standard AssetWorks EAM business rules and processing logic. This has the same effect on the data as if it was manually keyed into a standard AssetWorks EAM page.

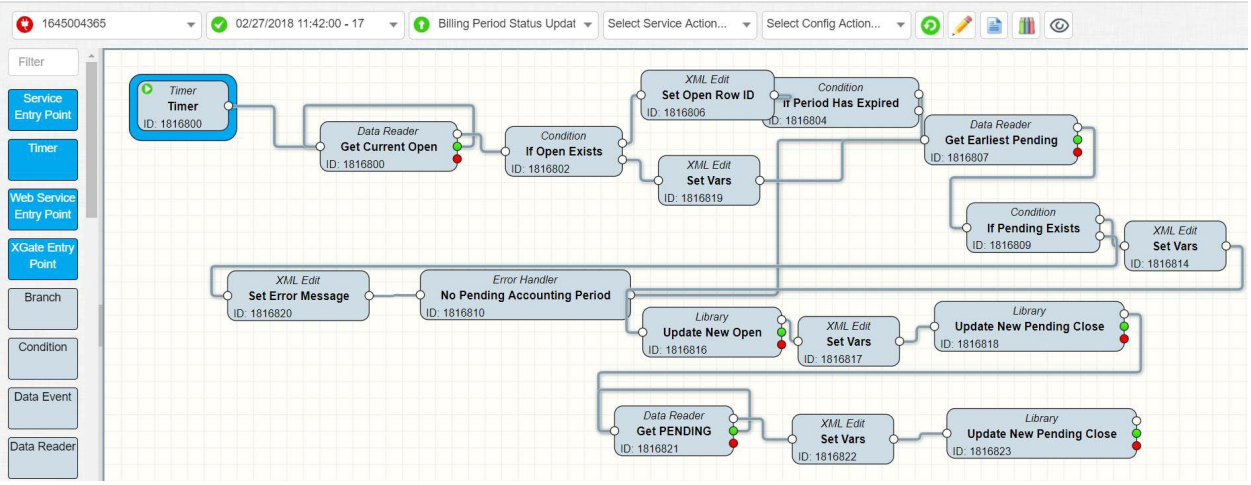
AssetWorks can create an on-demand or scheduled batch interface that uses text files to update or extract records in AssetWorks EAM. When AssetWorks EAM has been interfaced to export data to flat file legacy systems, programs are created that insert rows into the target transaction file. In some cases, intermediary staging tables are used in lieu of file transfers. Using MAXQueue, users can setup recurring schedules to execute individual interfaces. For inbound batch integrations, AssetWorks EAM looks in a standard file directory or to a staging table for incoming data. When data is found, AssetWorks EAM processes the data through MAXQueue in the same manner as the real-time interfaces. For outbound data, when the interface is executed, AssetWorks extracts the data into either a data file or a staging table.

In general, MAXQueue supports a wide range of communication methods and protocols and the ability for different topic subscribers to use different protocols and processes (example: a real-time purchasing interface connecting to a SOAP (Service Oriented Architecture Protocol) server and pulling down XML documents, side-by-side with a batch-driven interface that uses FTP (File Transfer Protocol) to pass a formatted text file). MAXQueue is a separate module from the base application of AssetWorks EAM, allowing it to be installed in a customer's DMZ (if preferred, but not required), allowing communication between internal databases and external vendor systems without compromising network security.



MAXQueue includes a user interface which may allow interfaces to be configured by customers and typically provides the customer with the flexibility to control when and how often interfaces are processed.

When a business event occurs in an AssetWorks product or in the external system, the other product receives pertinent data for further processing, storage, or both. Typically, the data has been completely processed in the initiating product before being passed and it is simply stored in the receiving product for reference purposes.



AssetWorks has is proposing the following interfaces with PINELLAS's other enterprise systems. For each of the following scenarios, AssetWorks has provided the proposed workflow or interface. These recommendations are based on our experience, and best practices for maintenance system integration.

AssetWorks is willing to discuss alternative, more (or less) extensive integration options and designs with PINELLAS to ensure the optimum solution. However, for the basis of this SOW, the following assumptions and designs have been incorporated as the basis for the pricing provided. The project team will define a detailed specification for each interface before any development work begins.

Interface Name	Functional Description
Billing Module File Output Interface	**<u>Billing Module Implementation Scope and Assumptions</u>** AssetWorks will provide services to implement the Billing Module in AssetWorks EAM and provide technical and functional support for out of the box application functionality. AssetWorks will also install a MAXQueue package, configure module settings, setup billing types, test, train, and support remotely. Billing Module includes transactions for assets for the following items in AssetWorks EAM: work order (labor, parts, commercial) charges, fuel, direct issues (labor, parts, commercial), recurring charges (depreciation, insurance, lease expense, licensing, monthly, other fixed 1, other fixed 2, other fixed 3, replacement), motor pool, special fees, base usage (base rate end of period usage charges), and usage ticket charges. All these items expect to use AssetWorks EAM standard fields and functionality and does not consider re-purposed data fields or functionality being used in an unintended manner within AssetWorks EAM. The Billing module does not include any transactions prior to turning on the interface in MAXQueue. Billing Module only bills transactional line items and does not bill based on the header status (ex: closed) of a work order. This allows for greater flexibility in gathering charges regardless of status or a re-open of a work order. All transactions that are set to bill on

Interface Name	Functional Description
	an asset based on the billing type associated with that asset will automatically be added to additional tables in the application which are separate from the main tables for data. This is in the event the customer wants to manipulate a charge before billing is run and allows for different billing per asset if required per the customer defined billing types. The transactions are automatically added to customer defined "periods" in the application and can be used by an interface for seamless billing. If the Customer chooses to not bill a certain transaction in a period, they are able to manually move out any transactions that should not billed from the current period to the next accounting period; this is not a common occurrence but can be helpful based on various situations. Then the current period can be locked to ensure no new transactions go into that period once billed and customers can bill the new and/or moved transactions later or continue to move transactions from period to period as needed. • Billing Module only supports line-item percentage markups. • Billing Module does not support Work Order header overhead costs or small parts markups. • Billing Module is not location based but rather by account or department in terms of rollups and viewing transactions within a specified period. Training assumes a train-the-trainer approach for system administrators and where applicable, standard training materials will be utilized; scope does not include customized training materials. Training will include module functions, workflows and an overview of the out of the box Billing Module reports. **Billing Module File Output Interface Scope and Assumptions** AssetWorks will provide the services to develop an A/P output with the customer's A/P (ERP) system. The interface assumes a one-way send of transactional data from AssetWorks EAM to ERP on AssetWorks EAM status change for periods setup in the AssetWorks Billing Module. Once the status change is made for a Billing Module period, MAXQueue will poll for that change on a customer defined timer to send the data as needed, such as monthly (trigger defined in final business process workflows with AssetWorks.) and include transactions posted in that period for use in upload to an ERP system and not in a Crystal report format. The interface assumes a standard AssetWorks EAM billing process with workflow setup in the AssetWorks' Billing Module (see scope and assumptions for separate Billing Module Implementation Services). Output will only include data available in the tables populated by the billing module (all tables starting with "ACCT_") and assumes there is no additional rules outside of the base AssetWorks EAM application logic and basic

Interface Name	Functional Description
	rollup or tallying for transactions (group by Account, Work Order or Department, etc.). The customer will provide the services to have the A/P (ERP) system load and process the data. If any other data or custom processes are to be included in the file a re-quote will be needed. The interface will create a custom flat file output (format is to be determined) to be sent to a shared network drive or FTP site from which the customer's billing application will process the file. Costs are for a fixed fee project and do not include applicable taxes. Milestones are to be billed upon delivery of specifications and/or delivery of the custom deliverable(s) with the amounts noted and described in the milestone schedule further below.

WBS A.5.0 Train & Test

WBS A.5.1 Pre-Training Testing Services

Provide Standard Test Plan

AssetWorks will first provide its standard AssetWorks EAM test plan. PINELLAS is responsible for any changes to the test plan. The test plan will consist of but not be limited to the following functional and data validation test cases:

- Add and modify asset information
- Add and modify parts primary information
- Open a repair work order and a work PM order for an equipment unit
- Charge labor to the work orders and verify the charges of hours and costs
- Issue inventory parts to the work orders and verify the charges of quantity and cost as well as proper inventory relief
- Charge commercial charges to the work orders and verify the charges of labor and parts
- Close the repair and PM orders
- Verify work order charges (labor, parts and/or commercial services)
- Adjust parts inventory both upward and downward
- Click on and generate a standard Crystal reports
- Verify a sample of asset master records
- Verify a sample of part master records

Provide Pre-Testing Application Training Workshop

AssetWorks will conduct a Pre-testing Application Training Workshop for customer system administrators, core project team members and key system users (SME's) in various application functions. The goal of this session is to

walk the customer through the standard test plan and how to utilize it. It will also cover how to navigate the system and overall system application terms and definitions. The PINELLAS Project Manager will be responsible for having the appropriate key personnel from each functional area available for the training sessions.

Testing Methodology

AssetWorks organizes its user testing into functional groups and works with PINELLAS to identify the appropriate internal group to participate in testing for their designated functional group(s). Prior to the testing session, AssetWorks will verify the security and access control functions for User Groups with PINELLAS. Each group will work through all test cases for a functional group in a single session and document the results. At the end of the testing session, all results are to be submitted to AssetWorks to review with PINELLAS.

If a test case was unable to be completed, the cause will be determined, whether it is further training and/or additional configuration needed. If the failed result is not related to training or configuration, it will be submitted to AssetWorks Customer Care to be reviewed and resolved or passed to AssetWorks Product Management for further analysis. Depending on those results, it may require the customer to either upgrade immediately or in a future release and/or decide if the item is critical for the initial go live phase. The core PINELLAS project team will make this decision with AssetWorks acting in an advisory role.

The test cases will be repeated until all cases are documented as passed, by each designated group at PINELLAS for each relevant functional group as determined by project needs. Note that a project team may opt to not elect to use all core system functionality for the initial project launch. As such, the group will discuss, document, and agree to remove specific test cases in this even from the standard test plan.

Custom interfaces, existing product add-ons (initiatives) and custom reports and enhancements will require testing. That testing occurs within the configuration and training aspects of those tasks and are detailed in the WBS A.4.3 section of the SOW.

All core functional groups are listed below but not limited to these example topics in associated testing areas:

1. Purchasing - replenishment, purchase orders, receipts
2. Asset Management - campaign/recalls, adding/modify equipment
3. Work Management - work orders, service requests, logging time, part requests
4. Materials Management - issuing parts, adding parts, inventory counts, inventory transfers

Testing Document Example:

AssetWORKS

Add and Modify Equipment Primary Information The following tests will all be performed in the Enterprise Portal Screens				
Test #	**Test & Expected Result**	**Pass/ Fail**	**Comments**	**Tester**
1	**Add and Modify Equipment Primary records** **Add records** 1. Click Screens 2. Search for Fleet Equipment, Component or Stationary Equipment 3. Click New icon 4. Enter the following required fields: • Basic Info - Equipment ID • Basic Info - Model year • Basic Info - Manufacturer ID • Basic Info - Model ID • Basic Info - Equipment type • Basic Info - Description • Basic Info - Serial number • Meter Info - Equipment class for meter types • Classes - Equipment class for: Maintenance • Classes - Equipment class for: PM Program • Classes - Equipment class for: Standards • Classes - Equipment class for: Rental rates • Classes - Equipment class for: Resources • Classes – Asset category ID • Locations - Location type: Assigned PM • Locations - Location type: Assigned Repair • Assignments - Department ID • Assignments - Department to notify for PM • Accounts - Account ID for Assignment/WO (depends on option) • Status - Life cycle status code ID • Authorization – Work orders (set to Y as needed) • Authorization – Usage tickets (set to Y as needed) • Authorization – Fuel tickets (set to Y as needed)			

Support System Test Plan Execution

AssetWorks will support the core PINELLAS team as they test the AssetWorks EAM system features to display the converted data in the test environment, according to the above standard test plan and methodology. The objective is to be able to run through the various testing scenarios, validate the data and system configuration, identify areas for adjustments, and facilitate retesting where needed.

This test plan will be executed according to the schedule agreed upon by PINELLAS and AssetWorks during the project. AssetWorks will provide remote support for system testing for up to 32 hours. PINELLAS will perform and document the test results within 30 days of receiving the standard test scripts.

Deliverable for Testing Services

- Deliver AssetWorks EAM out of the box user test scripts to the customer
- Support the customer with questions as customer performs and documents test results

WBS A.5.2 Training Services

The training will be role-based and will differ for trainees from the various organizational and functional areas. Each PINELLAS trainee will have the basic skills in the overall use of AssetWorks EAM and strong knowledge of how to use the application in his or her specific job function or area of expertise. The deliverables will not include remedial training for computer skills or any computer-based training.

Training Overview

AssetWorks will provide up to 56 hours of system administration and training in the configured base application and add-on modules for the roll-out of AssetWorks EAM (according to the project plan). Training assumes train-the-trainer approach completed one time for all groups. The max class size is ten (10) participants. If the size of the organization is smaller and meets this class size for sessions such as technical, supervisor and storekeeper, direct end user training will be utilized over a train the trainer approach. This will be a discussion required prior to training between the AssetWorks Project Manager and the PINELLAS Project Manager.

This assumes that PINELLAS's training facility has enough workstations for these training sessions. All training will be held at one central location or remotely as determined by the final agenda and project needs. The topics and workflows included in the training will be those finalized by PINELLAS team during the system setup and follow-up tasks. However, PINELLAS should remain especially sensitive to necessary last-minute procedural changes or clarifications based on trainee feedback.

AssetWorks recommends that PINELLAS schedules their go-live rollout and deploys no more than two weeks after the completion of training for maximum retention of application knowledge.

Training Preparation

AssetWorks will provide its standard training plan, standard training materials and begin scheduling and planning for the training. PINELLAS is authorized to tailor the standard training materials to apply branding and match workflows specific to PINELLAS. AssetWorks training materials assume all users are familiar with a Windows environment; the AssetWorks training will not include any Windows or remedial computer training.

The training will cover work order functions; parts and labor posting functions; and other common features and transactions. The topics and workflows included in the training will be those finalized by PINELLAS team during the system setup and follow-up tasks. Any deviations in the defined and agreed upon workflow will cause delays and added costs to the training.

AssetWorks will provide a master electronic version for PINELLAS Project Manager. PINELLAS will produce and provide copies (across all roles) of the final training materials for use during the training sessions. PINELLAS will be authorized to reproduce and use any training materials for ongoing training within PINELLAS.

Training "Sample" Schedule and Typical User Role Participation

Class ID	Class Name	Date	Time	Participants

FF101	Work Management Portal - Part 1	Day 1	8:00 am – 12:00 pm	Supervisor Service Writer Fleet Manager Admin Office
FF102	Work Management Portal - Part 2	Day 1	1:00 pm – 5:00 pm	Supervisor Service Writer Fleet Manager Admin Office
FF103	Technician Portal	Day 2	8:00 am – 12:00 pm	Technician Supervisor Fleet Manager
FF103	Technician Portal (*offered twice to ensure daily operations are properly maintained)	Day 2	1:00 pm – 5:00 pm	Technician Supervisor Fleet Manager
FF104	Storekeeper Portal	Day 3	8:00 am – 12:00 pm	Storekeeper Fleet Manager Admin Office
FF105	Enterprise Purchasing and Inventory Management	Day 3	1:00 pm – 5:00 pm	Storekeeper Fleet Manager Admin Office
FF106	Customer Access & Service Request Portals	Day 4	8:00 am – 10:00 pm	Fleet Manager Admin Office
FF107	Fleet Administrator and Equipment Management	Day 4	10:00 am – 12:00 pm	Supervisor Fleet Manager Admin Office
FF108	Reporting Portal	Day 4	1:00 pm – 3:00 pm	IT Fleet Manager Admin Office
FF109	Ad Hoc Query Portal	Day 4	3:00 pm – 5:00 pm	IT Fleet Manager Admin Office
FF110	Application Administrator	Remote	4 hours	IT Fleet Manager Admin Office

Training Courses

FF101 - Work Management Portal – Part 1

In this course, participants will learn how to use the AssetWorks EAM Work Management portal to manage the daily operations within the maintenance areas. In hands-on exercises, participants will practice creating repair and PM work orders, directing employee assignments, accessing equipment work order history, managing service requests, generating shop schedules and multi-unit work orders, and executing reports. Training will cover the areas below and additional areas necessary to answer questions regarding shop operations.

- Work Management Portal overview
- Gadgets & Layout options
- Work Orders – Repair
- Equipment Due for PM/Inspection
- Work Orders – PM
- Work Order assignment
- Work Orders – Posting Charges *(after the fact)*
- Work Orders – Reviewing Charges
- Work Orders – Finishing/Closing
- Work Orders – Printing
- Work Order Summary
- Commercial Charges
- Parts Requests

FF102 - Work Management Portal – Part 2

In this course, participants will learn how to use the AssetWorks EAM Work Management portal to manage the daily operations within the maintenance areas. In hands-on exercises, participants will practice creating repair and PM work orders, directing employee assignments, accessing equipment work order history, managing service requests, generating shop schedules and multi-unit work orders, and executing reports. Training will cover the areas below and additional areas necessary to answer questions regarding shop operations.

- Review of Maintenance Coding structures
    - PM class codes
    - PM checklist items
    - Task codes, etc.
- Filtering in the Work Management Portal
- Using the Asset Viewer
- Shop Calendar
- Employee Management
- Time Sheets
- Historical Costs
- Service Requests/Defects
- Generating Work Management Portal reports
- Work Order – Multi-unit *(as needed)*

FF103 - Technician Portal

In this course, participants will learn how to use the AssetWorks EAM Technician portal as a maintenance tool to manage tasks they perform on a day-to-basis. In hands-on exercises, participants will practice accessing the system, clocking in and out, viewing work status and assignments, managing individual time reporting, posting time to work order tasks, changing/adding tasks to work orders, requesting parts, completing PM checklists, and creating service requests.

- Technician Portal overview
- Review of Critical Coding structures
    - Task codes
    - Work Accomplished Codes
    - Work Delay Codes
    - Priority Codes
- Technician Portal – Work Orders
    - Clock in and out
    - Using the Asset Viewer
    - View work status and assignments
    - Job on and off tasks *(real-time)*
    - View work order history
    - Find existing work orders
    - Putting work orders in delay
    - Work Order Main page and action buttons
    - Modify tasks
    - Request parts and commercial services
    - Add notes to work orders and tasks
    - Search for existing work orders
    - Work order postings *(after the fact)*
    - Complete PM checklist items *(as needed)*
    - Finish work order
    - View personal daily timesheet
    - Generating technical portal reports
- Technician Portal – Indirect time tracking

FF104 - Storekeeper Portal

In this course, participants will learn how to use the AssetWorks EAM Storekeeper Portal as a tool to manage part transactions coming from the shop daily. In hands-on exercises, participants will practice issuing parts, cancelling part requests, creating new parts, ordering parts on a requisition or purchase order, receiving parts, and returning parts to stock and a vendor.

- Enterprise Portal
    - System Operation & Navigation

    - Using the Filter to Search for Data
    - Part Primary
    - Part Location
    - Vendor/Part Information

- Storekeeper Portal
    - Overview
    - Part request management
    - Part request detail
    - Set Notify flag
    - Issue parts
    - Ordering from part requests
    - Purchase order management
    - Updating purchase orders
    - Creating purchase orders
    - Line-item overview
    - Receiving parts
    - Deleting lines on a purchase order
    - Returning parts to a vendor
    - Creating a new part
    - Editing an existing part
    - Direct Issues
    - Generating Storekeeper Portal reports

FF105 - Enterprise Purchasing and Inventory Management

In this course, participants will learn how to use AssetWorks EAM to manage more complex areas of inventory management including enterprise purchasing setup, enterprise purchasing flows and replenishment management and inventory counts.

- Enterprise Purchasing Workflow
- Enterprise Purchasing codes
- Enterprise Portal
    - Inventory Replenishment
    - Cross References
    - Vendor Contracts
    - Historical Costs
    - Inventory Counts
- Generating Enterprise Purchasing reports

FF106 - Customer Access and Service Request Portals

In this course, participants will learn the basics of the AssetWorks EAM Customer Access and the Service Request module. This module is used for end users outside of the asset maintenance operation to view equipment, update operators on assets, view open work orders on assets by department and enter in meter readings, service requests and usage tickets.

- View Assets
- Run Asset report
- Update Operators
- View Work Orders
- Run Work Orders report
- Enter Meter Readings
- Enter Service Requests
- Enter Usage Tickets

FF107 - Fleet Administrator and Equipment Management

In this course, participants will learn how to use AssetWorks EAM for managing the master equipment records, defining technical specifications/subsystems and recording fuel information. In hands-on exercises, participants will practice entering new assets, entering, and updating subsystems and properties information, campaign management, accident tracking, and posting fuel records.

- Intro to AssetWorks EAM
    - Enterprise Portal introduction
    - System Operation & Navigation
    - Using the Filter to Search for Data
- Fleet Equipment – Adding & Disposing assets
- Component - Adding/Disposing assets
- Component Relationships
- Assignment History
- Subsystems and Parts / Equipment Attributes
- Accident tracking
- Multi-Unit Projects & Recall Campaigns
- Historical Costs
- Equipment Renumbering
- Equipment Warranty
- Meter Readings – Assignments – Usage
- Fuel Management
    - Setting up assets for fueling
    - Internal Fuel Tickets
    - External Fuel Tickets
    - Automated Fuel Tickets
    - Generating Equipment Management reports

FF108 - Reporting Portal

In this course, participants will learn the basics of reporting in the AssetWorks EAM system. It will cover both how to run existing Crystal reports, add them to favorites, set filters, and schedule them. This training does not cover creating or modifying out of the box Crystal reports or any SQL language queries.

- Running Crystal Reports
- Scheduling Reports
- Exporting Reports

FF109 - Ad Hoc Query Portal

In this course, participants will learn the basics of reporting in the AssetWorks EAM system. This session will cover the basics of the AssetWorks EAM Ad Hoc Query module that allows an end user to create simple queries of data from the system. AssetWorks will review a sampling (3) of the created, out of the box ad hoc queries. AssetWorks will not create new customer specific custom reports during the class.

- Running Ad Hoc Reports
- Building Ad Hoc Reports

FF110 - Application Administrator

In this course, participants will learn the basics of managing the AssetWorks EAM system from an application administrator perspective. It will cover adding and deactivating users, creating user groups, setting up UI controls, applying screen rights and viewing logs, setting up portals and general system admin rights as well as many other features.

- Admin Mode
  - UI Controls
  - Bulk Edit
- Control Rights
- Screen Rights
- Report Rights
- User Security
  - Options
  - Users
  - User Groups
- Employee & Operator – adding and disabling
- Table Management
- End of Period
- Activity Log
- Web Administration
  - Confirm Version
  - Health Check
  - System Logs
  - View Database Model
  - Adding and managing tabs / module types

        - Quick Links
        - Welcome
        - Announcements
        - Events
        - Contacts
    - Web Modules Configuration
        - Web Module - Gadgets & Layout options (i.e., Work Management Portal, etc.)
        - Asset Profiles
    - MAXQueue Designer Overview *(optional – pending project requirements)*

PINELLAS will identify at least one "key user" on each shift to closely support the cutover, particularly after the training concludes. This individual will be responsible for answering initial end user questions and, most importantly, implementing subsequent changes or alterations to the documented procedures. AssetWorks recommends that these "key users" be those that attended the core team training sessions described above.

Deliverables for Training Services

- Deliver AssetWorks EAM standard training agenda
- Deliver AssetWorks EAM electronic standard training material; not customized
- Deliver AssetWorks EAM training classes
    - FF101 - Work Management Portal – Part 1
    - FF102 – Work Management Portal – Part 2
    - FF103 – Technician Portal
    - FF104 – Storekeeper Portal
    - FF105 – Enterprise Purchasing and Inventory Management
    - FF106 – Customer Access and Service Request Portals
    - FF107 – Fleet Administrator and Equipment Management
    - FF108 – Reporting Portal
    - FF109 – Ad Hoc Query Portal
    - FF110 – Application Administrator

WBS A.6.0 Deployment

WBS A.6.1 Prepare for Cutover

AssetWorks will work with PINELLAS to stage and prepare the system roll-out/cutover. This includes final validation of system readiness and sign off by PINELLAS acknowledging that the go-live is approved to proceed. AssetWorks will work with PINELLAS to document the specific cut-over steps and transition operations within the new system utilizing a standard go-live checklist to verify that all items have been completed. It is anticipated that there will be one (1) production roll-out.

WBS A.6.2 Production Cut Over

PINELLAS will commence "live" operations using AssetWorks EAM. AssetWorks staff will provide up to 72 hours of go live preparation, on-site and remote "go live" assistance for PINELLAS operation. This step is critical to success.

During the go-live week, AssetWorks and PINELLAS project team that received "train-the-trainer" training will provide refresher training and assistance on the shop floor, parts room, and back-office staff to ensure a smooth transition. AssetWorks will also work with the System Administrator and Subject Matter Experts to provide escalated level technical and application support and to troubleshoot any issues related to data integrity and application setup and configuration. AssetWorks will document any issues that occur during the go-live, and where issues are related to the planned production deployment, provide follow-up support to the PINELLAS system administrators and project team.

During the initial deployment period, AssetWorks will provide support during normal working hours. When possible and agreed, AssetWorks will provide support to multiple shifts on a given day (e.g., by covering the last four hours of one shift and the first four hours of a second shift).

AssetWorks will remain closely involved during this very critical period. AssetWorks will have two resources on-site for the go live week. During the second week, AssetWorks will be available remotely on an as-needed basis to answer questions and make sure the cut-over is progressing well. Of course, additional on-site and off-site support and new development and/or items not part of the original production deployment plan is available to PINELLAS under a separate Statement of Work.

After this first week of go live AssetWorks will begin to transition PINELLAS to our Customer Care department for follow up support and ticket management.

Additionally, 40 hours of post go-live support have been provided to PINELLAS for the Professional Services team to assist in areas of follow-up and further training required. PINELLAS can be transitioned to Customer Care and still utilize these Professional Services to refine and smooth out new processes in the months after go-live with an Implementation Consultant. AssetWorks has proposed these as a 90-day post go live services check-in trip.

AssetWorks recommends yearly refresher training engagements with Professional Services to ensure system PINELLAS is utilizing the system properly and for the full potential preferred by PINELLAS.

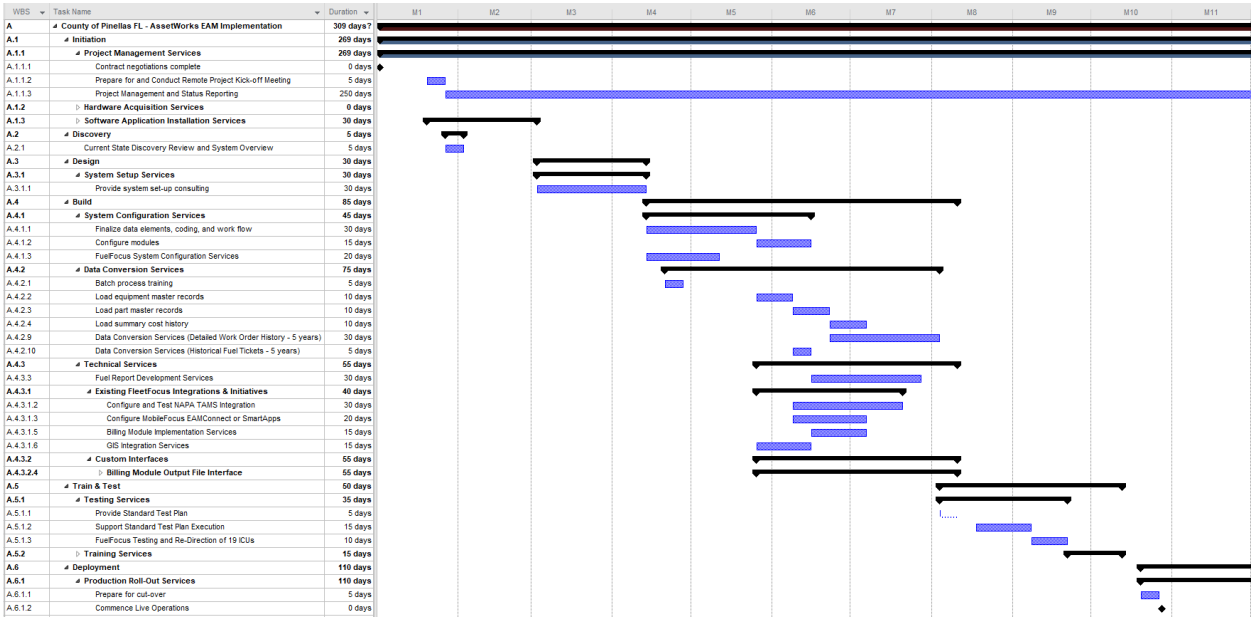
Deliverable for Deployment Services

- Customer begins use of AssetWorks EAM in a live production operation

- Production rollout support for up to 72 hours
- Post go-live support services for up to 40 hours

AssetWorks EAM Preliminary Schedule

AssetWorks proposes the following schedule to accomplish the tasks described below. This schedule is subject to change and dependent upon individual conditions and circumstances encountered during the project. AssetWorks will work with PINELLAS's project team during project kick-off to finalize the project schedule, which might extend or reduce the timeline below. Services marked as *"Optional"* are not included in the project schedule. If later elected, the schedule will be updated after the project kick-off by the assigned AssetWorks project manager to determine the proposed timeline with the new selection of products and services.



WBS	Task Name	Duration
A	County of Pinellas FL - AssetWorks EAM Implementation	309 days?
A.1	Initiation	269 days
A.1.1	Project Management Services	269 days
A.1.1.1	Contract negotiations complete	0 days
A.1.1.2	Prepare for and Conduct Remote Project Kick-off Meeting	5 days
A.1.1.3	Project Management and Status Reporting	250 days
A.1.2	Hardware Acquisition Services	0 days
A.1.3	Software Application Installation Services	30 days
A.2	Discovery	5 days
A.2.1	Current State Discovery Review and System Overview	5 days
A.3	Design	30 days
A.3.1	System Setup Services	30 days
A.3.1.1	Provide system set-up consulting	30 days
A.4	Build	85 days
A.4.1	System Configuration Services	45 days
A.4.1.1	Finalize data elements, coding, and work flow	30 days
A.4.1.2	Configure modules	15 days
A.4.1.3	FuelFocus System Configuration Services	20 days
A.4.2	Data Conversion Services	75 days
A.4.2.1	Batch process training	5 days
A.4.2.2	Load equipment master records	10 days
A.4.2.3	Load part master records	10 days
A.4.2.4	Load summary cost history	10 days
A.4.2.9	Data Conversion Services (Detailed Work Order History - 5 years)	30 days
A.4.2.10	Data Conversion Services (Historical Fuel Tickets - 5 years)	5 days
A.4.3	Technical Services	55 days
A.4.3.3	Fuel Report Development Services	30 days
A.4.3.1	Existing FleetFocus Integrations & Initiatives	40 days
A.4.3.1.2	Configure and Test NAPA TAMS Integration	30 days
A.4.3.1.3	Configure MobileFocus EAMConnect or SmartApps	20 days
A.4.3.1.5	Billing Module Implementation Services	15 days
A.4.3.1.6	GIS Integration Services	15 days
A.4.3.2	Custom Interfaces	55 days
A.4.3.2.4	Billing Module Output File Interface	55 days
A.5	Train & Test	50 days
A.5.1	Testing Services	35 days
A.5.1.1	Provide Standard Test Plan	5 days
A.5.1.2	Support Standard Test Plan Execution	15 days
A.5.1.3	FuelFocus Testing and Re-Direction of 19 ICUs	10 days
A.5.2	Training Services	15 days
A.6	Deployment	110 days
A.6.1	Production Roll-Out Services	110 days
A.6.1.1	Prepare for cut-over	5 days
A.6.1.2	Commence Live Operations	0 days

Project Initiation Timeline

Below is an outline of what to expect following an executed contract with AssetWorks for a AssetWorks EAM project. Named AssetWorks resources are assigned after contract execution.

- Project assigned to an AssetWorks Project Manager – within one week after contract execution
- Installation of initiated - within one week after contract execution; earlier when possible.
- Project hand off call between AssetWorks Account Manager, PINELLAS and AssetWorks Project Manager – within two weeks of PM assignment
- Project kick off meeting scheduled between AssetWorks Project Manager, Implementation Consultant and PINELLAS - within two weeks after project hand off call.
- Initial system setup meeting between Implementation Consultant and PINELLAS - within two weeks after project kick-off meeting or at a time mutually agreed upon by both parties.
- All other project execution activities follow the system setup sessions and will provided between the project plan and the Project Implementation Guide managed by AssetWorks.

AssetWorks EAM Milestone Schedule

Professional services other than custom interfaces, enhancements and existing integrations/initiatives will be provided on a **Time & Materials** basis. Any custom interfaces, enhancements, existing integrations/initiatives and other modules as noted above will be provided on a **Fixed Fee** basis with specific milestone amounts and adheres to the milestone schedule listed below.

Milestone #	Category/ Product	Milestone Name	Milestone Amount (USD)
Milestone 1	Hosting	SaaS Environment - One Time Setup Fee	$5,280 USD
Milestone 2	Hosting	SaaS Reporting Environment - One Time Setup Fee	$2,640 USD
Milestone 3	GIS	Setup and Test AssetWorks GIS Integration	$7,040 USD
Milestone 4	SmartApps	Install SmartApps in Non-Production Environment	$4,400 USD
Milestone 5	SmartApps	Deliver SmartApps Training	$4,400 USD
Milestone 6	FleetConnect	Installation of EAMConnect Data Services in Non-Production Environment	$4,400 USD
Milestone 7	FleetConnect	Deliver EAMConnect Training	$4,400 USD
Milestone 8	NAPA HUB	Complete Setup and Testing in Non-Production Environment of AssetWorks EAM to NAPA HUB Integration	$7,040 USD
Milestone 9	NAPA HUB	Production Go Live of AssetWorks EAM to NAPA HUB Integration	$7,040 USD
Milestone 10	Billing Module	Configuration of Billing Module in Test Environment	$5,280 USD
Milestone 11	Billing Module	Training on Billing Module in Test Environment	$5,280 USD
Milestone 12	Custom Interface	Approved Billing Module Output File Interface Specification	$10,340 USD
Milestone 13	Custom Interface	Deliver Billing Module Output File Interface in MAXQueue Package for Download	$10,340 USD

AssetWorks EAM Optional Services

Any items listed as optional in the AssetWorks Order Form and not noted in the above Statement of Work can be added upon request. A full scope, deliverables, pricing, and timeline will be appended into this SOW and presented back to the customer for review and prior to any final contract signatures.

Phase II:

AssetWorks CAM to replace Pinellas County VRP – AssetWorks will require scheduled meetings with Pinellas County SME's to review current functionality of the legacy VRP application before pricing can be presented.

AssetWorks EAM Standard Assumptions

The following general assumptions apply to this proposal:

General

- Professional services other than custom interfaces, enhancements and existing integrations/initiatives and other modules will be provided on a **Time & Materials** basis.
- Any custom interfaces, enhancements, existing integrations/initiatives and other modules as noted above will be provided on a **Fixed Fee** basis with specific milestone amounts and adheres to the milestone schedule listed above.
- All professional services delivered will be invoiced at the beginning of each month following their delivery.
- For all time and materials work provided in this Scope of Work as noted above, a signed change order and/or other legally approved amendment must be provided from the customer in order to proceed with the billing of additional costs not contained in this scope of work. The only exception being travel costs as that is variable and travel is provided as an estimate.
- Any onsite services provided are done so as a minimum of three (3) days onsite and require a minimum of eight (8) hours a day to be billed by an AssetWorks' resource or four (4) hours if the resource is available for an additional half day.
- This Statement of Work assumes the customer is properly licensed/subscribed for the necessary module(s) to utilize any areas which require licensing/subscription as part of the delivery of professional services and custom development services.
- Only the modules identified in the accompanying license/SaaS agreement and also specifically noted in this Statement of Work are to be implemented.
- Modules and/or product enhancement services purchased after implementation has begun will require a change order or separate statement of work for services related to installation, setup, configuration and training.
- All modules and product functionality to be delivered as part of this Statement of Work assumes out of the box usage of AssetWorks EAM. Out of the box usage assumes implementation is limited to only fields and functionality available in AssetWorks EAM at the time of implementation and that implementation adheres to the AssetWorks EAM data type and field length for all available fields, unless noted otherwise.
- Where applicable, standard training materials will be utilized; scope does not include customized training materials.
- Travel expenses will be reimbursed as incurred. Expenses include actual costs for lodging, air and ground travel and per diem rates for meal expenses (corporate rate/government agreement).
- This Statement of Work does not include any costs associated with third party vendors or software not already provided by AssetWorks that may be needed to complete the implementation.
- AssetWorks is the author, owner, distributor and sole source provider of fleet management software, professional services and maintenance services for the AssetWorks EAM™ family of products which includes FleetFocus, FASuite, CAM, AssetWorks EAM, M5, MCMS, FuelFocus, M4 and AssetWorks EAM™. Use of the products is subject to the Software License Agreement.
- If this order is abandoned/paused by the PINELLAS for any reason mid-effort, the PINELLAS will be billed for all of AssetWorks time incurred at the current contracted labor rate.

Customer Resources

- All functional and operational groups who will be using and/or impacted by the new system should participate in all the sessions which will be conducted once. Repeating previously run sessions may require a change order for additional project budget.
- PINELLAS will provide the resources described in this Statement of Work to ensure a successful implementation of the products.
- PINELLAS will appoint a single point of contact for the duration of the project. This person should have project management responsibilities and decision-making authority. This person will be the focal point of contact for AssetWorks' Customer Support department.
- All key PINELLAS project team resources will be committed to the project as of the project start date.
- PINELLAS commits to training appropriate functional and technical resources as required.
- PINELLAS is responsible for all manual data entry.
- PINELLAS will have all of the necessary and appropriate personnel at all of the meetings for the purpose of defining the requirements of the system. If additional meetings are required to repeat discussions due to the unavailability of PINELLAS resources, additional cost will be invoiced.
- AssetWorks will provide onsite training to PINELLAS (as outlined above) in a classroom environment suitable for training. AssetWorks recommends class size to not exceed 10 users to ensure proper attention can be given to individual users and maintain the needed pace to ensure training sessions are completed in a timely manner consistent with the training schedule. If training is proposed as all remote, then web conferencing tools will be used in place but the customer is still encouraged to not exceed 10 users to allow for effective training.
- PINELLAS will be responsible for preparing the training facility. The training facility should include hardware comparable to that found in the actual work place. Some end-user training can take directly in the storerooms or on the shop
- All training sessions will be based on standard application training materials. PINELLAS will be responsible for customizing training materials to meet its implementation requirements.
- PINELLAS will make appropriate technical resources available to AssetWorks' consultants.
- In the event that PINELLAS schedules on-site services and due to circumstances within PINELLAS's control AssetWorks' scheduled personnel are unable to perform such services, AssetWorks will be entitled to payment for each such scheduled personnel on the basis of an 8-hour day.
- AssetWorks will need assistance from PINELLAS to coordinate training and roll-out schedules, communications with field personnel and setting up training sites.

Infrastructure

- PINELLAS will provide a project work area and infrastructure at the centralized implementation location appropriate for the size of the combined PINELLAS/AssetWorks project team. This infrastructure should include desks, chairs, telephones, and workstations with network access to printers and to the applications and implementation databases.
- AssetWorks' consulting estimates do not include installation and/or configuration of any computer hardware and peripheral equipment.
- PINELLAS will be responsible for installing and configuring computer hardware and peripheral equipment such as printers and bar code equipment (if applicable).
- PINELLAS is responsible for providing browser access to the AssetWorks EAM™ application.
- PINELLAS is responsible for providing and maintaining TCP/IP connectivity with sufficient bandwidth from all user workstations to the AssetWorks EAM™ servers.

- PINELLAS will receive all standard, out-of-the-box reports with the purchase of the reporting module; the reporting module leverages the Crystal Reports Server OEM Edition license. A non-production and production reporting environment will be available.
- PINELLAS will utilize a single production AssetWorks EAM™ database. A test database instance will also be implemented.
- The following information technology services are not included in this Statement of Work: network connections; telecommunications network(s); operating system, network and database administration; disaster recovery planning; the acquisition, installation, testing and tuning of any required hardware, operating software, peripherals and communications infrastructure.

Project Management and Risk Factors

- PINELLAS and AssetWorks will agree on scope, services, and deliverables for optional modules and services prior to the Notice to Proceed.
- PINELLAS project manager will be responsible for obtaining any required authorizations, approvals and/or signoffs by PINELLAS related to project deliverables and project progression in a timeframe in alignment with the project work plan. Delays to this process as well as any PINELLAS tasks not completed within the work plan timeframe will be subject to the Change Order Management process, delayed deadlines, and increased services fees.
- This Statement of Work does not include the expenses associated with PINELLAS or PINELLAS resources assigned to the project.
- PINELLAS remains responsible for all integration effort not described in this Statement of Work
- The project schedule is contingent upon the timely attainment of several external milestones that are outside the control of AssetWorks. Examples include but are not limited to the acquisition of the requisite software licenses and hardware and the approval of requisite capital appropriation requests as required.
- Circumstances may necessitate changes to the tasks and/or time estimates, at which time AssetWorks and PINELLAS will discuss these changes in good faith at their earliest opportunity.
- This proposed Statement of Work includes implementation support for only those optional modules, interfaces, and modifications listed in the task list. Any change to the proposed Statement of Work, particularly the implementation services, data conversion, interfaces, and application modifications, will be documented and follow the same procedures for new enhancements or change orders.
- Unless otherwise noted, all integration, enhancement and report development effort quoted in this proposed Statement of Work are an estimate based on AssetWorks' experience providing similar services for other clients based on our current understanding of the requirements. AssetWorks will develop a detailed Development Specification for all services before proceeding with any development.
- This Statement of Work includes services to determine PINELLAS's requirements and preparing the development specifications and quotes for only those development items identified in this Statement of Work. Any requirement analysis and specification work for additional items not identified in this Statement of Work would be done on a time and materials basis.

Project Delays

- When Professional Service days are contracted, they are removed from AssetWorks' capacity and considered sold to the customer, and as a result AssetWorks makes financial plans based upon the revenues it expects to achieve from the full performance of the contract. It is impossible for AssetWorks to know in advance whether or under what circumstances it would be able to resell the service days if the customer does not use them, either as the result of delaying or canceling meetings, tasks or deliverables. In most instances, when customers do not use the contracted time, AssetWorks is unable to resell those days or services. Even when days or services may be resold, it is costly to re-market the services, and such efforts divert effort to do so. While customer days have been held out of AssetWorks' capacity planning, AssetWorks may have turned away or delayed the start of other customers in order to meet AssetWorks'

commitment to the customer. For these reasons, AssetWorks and the customer agree that in the event of delay or cancellation of scheduled project tasks and meetings at the customer's request within two weeks of execution, AssetWorks shall be due compensation equal to the contracted amount to deliver the services cancelled including any travel expenses incurred in preparation for the delayed or cancelled services.

Technical Services / Interfaces

Custom Reports Standard Terms

- All custom reports require a licensed and installed Reporting Module in a non-production and production environment for reports to be run from the AssetWorks EAM web portal.
- If AssetWorks is contracted to make modifications to a customer created report and identifies areas with incorrect design and/or data, AssetWorks will notify the customer immediately. If the customer requires AssetWorks to resolve the issue, it will require a change order.
- Customer is responsible for working with AssetWorks' Professional Services to provide their business process and identify specific system data mapping/elements requirements for the purposes of developing an approved functional and technical specifications for AssetWorks' Development to proceed with building a custom report.

Product Enhancements Standard Terms

- For all product enhancements, full and final design details will be determined by AssetWorks Product Management during the internal scoping process and discussed with the customer. Exact naming conventions and fields are subject to change upon creation of the specification document and final design by AssetWorks.
- For all product enhancements, if the quoted design details are requested to change, all other noted scope and assumptions are negated and a re-quote or change order will be required.
- All enhancement services must be re-quoted and AssetWorks reserves the right to adjust the quoted delivery version and standard delivery timeline, if not signed with 30 days of delivery of the quote or earlier if noted above.

Custom Notifications Standard Terms

- The custom notifications(s) assume usage of all AssetWorks EAM settings out of the box, no additional rules outside of standard application logic are to be used such as advanced lookups or data transformations unless noted above in the scope and assumptions.
- Notification(s) is quoted for only supported versions and only for a specific version if noted above in the scope and assumptions.
- This notification(s) will be delivered in a future release if specified above or a custom package for customer's current version, as determined by AssetWorks during development phase. Notifications are quoted for only supported versions and assumed logic is quoted utilizing the latest major build release.
- All custom notification(s) require a licensed and installed MAXQueue Integration Module in a non-production and production environment.

Custom Interfaces Standard Terms

- The custom interface(s) assumes usage of all AssetWorks EAM settings out of the box, no additional rules outside of standard application logic are to be used such as advanced lookups or data transformations unless noted above in the scope and assumptions.
- Interface is quoted for supported versions and only for a specific version if noted above in the scope and assumptions.
- The interface will be delivered in a future release if specified above or a custom package for customer's current version, as determined by AssetWorks during the development phase. Interfaces are quoted for supported versions and assumed logic is quoted utilizing the latest major build release. If a version of the interface is requested to be delivered that is lower than the version noted in the approved specification, it will require a change order.
- The customer must ensure their non-production system version matches the production system version until final interface testing is complete. Otherwise, a change order may be required to ensure the interface is compatible to a prior version.
- Interface errors or rejects will be sent to the MAXQueue error handler to review/reprocess. Customer is responsible for the management of errors/rejects; standard error processing rules and logic of AssetWorks EAM will apply.
- Customer is responsible for any errors outside of AssetWorks EAM from any external system, and these will not be processed through AssetWorks EAM.
- Unless noted above in the specified interface scope and assumptions, all custom interfaces quoted only allow for all errors to be directed to a single MAXQueue error portal for review and re-processing. If as an example, multiple groups within an organization need to see separate errors based on variable criteria or by their group in different MAXQueue error portals, it would be considered a change request.
- Customer is responsible for working with AssetWorks' Professional Services to provide their business process, provide relevant files, web services schemas, coordinate FTP file transfers and identify the external system data mapping/elements requirements (i.e., web services, XML, APIs, etc.) for functional and technical specification(s) creation, development and/or quality assurance purposes.
- Customer is responsible for building the other side of the interface(s) for the external system(s) to push and pull data based on the direction specified as part of the interface; customer is also responsible for resolving any firewall issues related to accepting or sending data on their side.
- If using web services or APIs, the customer must provide a fully maintained web service and API from the external system. The interface assumes the 3rd party technology is available within the AssetWorks EAM standards to be able to access these methods and services. The customer's system must be capable of providing AssetWorks with the proper services and/or connections so that AssetWorks EAM can distinguish data updates such as "INSERT" and "UPDATE" data and send items using triggers rather than timers. AssetWorks EAM will process each change in this method specified, as it is received. AssetWorks EAM assumes no call backs from 3rd party system web services or APIs that require additional data transformations unless otherwise noted in the scope.
- If the integration is scoped to accept attachment transfers, the customer must send one file per transaction and must send them in the AssetWorks EAM supported format.
- All custom interface(s) require a licensed and installed MAXQueue Integration Module in a non-production and production environment.

Custom Deliverable(s) Standard Terms

- This quote assumes customer is properly licensed for necessary module(s) to utilize any areas which require licensing.
- All custom deliverable(s) (interfaces, reports, enhancements and/or notifications) or changes to out of the box reports and/or notifications assumes that only fields, screens and tables currently available

within AssetWorks EAM are available to be sent and all fields utilized adhere to the AssetWorks EAM data type and field length of the specific field, unless noted above in the scope and assumptions of this Statement of Work.

- All technical services must be re-quoted and AssetWorks reserves the right to adjust the quoted delivery version and standard delivery timeline, if not signed with 60 days of delivery of the quote or earlier if noted above.
- Core software features are not eligible for patch back or delivery cycle outside of standard release unless an adjusted delivery cycle is expressly specified in this document. Customers must upgrade to a new major version to receive and test these features.
- Development delivery timelines will be set upon signature of the specification by the customer; these dates will be coordinated as part of the project plan once specifications are signed.
- For AssetWorks to begin development, a customer approved custom deliverable specification(s) with data mapping to the AssetWorks EAM database must be reviewed, approved, and signed by the customer; this includes any iterations after the initial approval.
- Signed functional and technical specification(s) take precedence on all design and development.
- Approval of all functional and technical specifications are required by the customer within 30 days of delivery by AssetWorks or AssetWorks reserves the right to adjust the delivery version and delivery timeline, unless otherwise noted.
- Testing is the customer's responsibility and expected to be completed within 30 days of delivery of the custom deliverable(s) by AssetWorks, unless otherwise noted. If the custom deliverable(s) is a product enhancement, the Customer will be required to complete testing in the first available version containing the product enhancement, including an early delivery release if made available.
- All services will be performed remotely using web teleconferencing, unless otherwise noted.
- Non-production and production are required to be on a generally available (GA) release and the supported version(s) per assumptions noted above for custom deliverable(s).
- Customer may be required to upgrade, if AssetWorks EAM business logic changes in future releases that impacts the dependencies for the custom deliverable(s). Upgrade services for AssetWorks EAM are not included, unless otherwise noted.
- If customer changes their database type after signing design specifications a change order will be required.
- If a customer's internal systems (i.e., ERP) require any additional analysis, configuration and/or development to support the proposed custom deliverable(s), AssetWorks assumes the customer will provide internal resources to immediately resolve any work and/or process resolution needed to support the agreed upon project timeline. If AssetWorks is required to assist, a change order will be necessary.
- Customer will make appropriate technical resources available to AssetWorks' consultants and have all of the necessary and appropriate personnel at meetings for the purpose of defining the requirements of the system and project.
- Customer will appoint a single point of contact for the duration of the project. This person should have project management responsibilities and decision-making authority. This person will be the focal point of contact for the AssetWorks' Professional Services and Customer Care team.
- AssetWorks assumes customer utilizes an internal system administrator to maintain all aspects of AssetWorks EAM configuration, user training and system administrator duties including the setup of all AssetWorks EAM data (customer responsibility) as required to support this custom deliverable(s).
- Customer will be responsible for working with the AssetWorks' Professional Services and Customer Care teams to move the custom deliverable(s) into a production environment. Sign-off is required to move the custom deliverable from test to production and a secondary sign-off is required once in production for Customer Care to support the custom deliverable. As enhancements are delivered in a general release, there is no sign-off process to put them in a production environment.

- Annual maintenance for quoted custom deliverable(s) is billed upon delivery of the item(s) as defined the scope.

Logistical and Scheduling Support

AssetWorks will need assistance from PINELLAS to coordinate training and roll-out schedules, communications with field personnel and setting up training sites.

Procedures for Handling Change Orders

If there is a change to the scope, or additional requirements to the project, these will be documented in the project change log, and the AssetWorks PM will review these potential changes with the PINELLAS PM to determine the need and priority for the change. If the change is something that will be required, then the next determination would be who will be responsible for executing the change, if the change will result in a change of scope requiring additional support or effort from AssetWorks a formal change order request will be developed and provided to PINELLAS for review and approval to be added to the scope of work. Any changes to the scope of work will be reflected in the project decision log and will result in updates to the project scope of work, schedule, and budget, including the addition of any additional milestones. Only after all parties agree on the need for the change, and the plan for integrating the change into the overall implementation project plan, would AssetWorks begin work on this change.

AssetWORKS

ORDER FORM

AssetWorks Inc.
998 Old Eagle School Road, Suite 1215
Wayne, PA 19087

Order #: Q-10081-3
Date: 1/12/2023
Expires On: 04/30/2023

Ship To
County of Pinellas
9685 Ulmerton Road
Largo, Florida 33771
United States

Bill To
County of Pinellas
9685 Ulmerton Road
Largo, Florida 33771
United States

Unless Customer has a separate written and signed agreement with AssetWorks, this Order Form is subject to the terms of the Master Services Agreement which are hereby incorporated into this Order Form. Parties agree to be bound by those terms and conditions.

Annual EAM SaaS Fees

Description	QTY	Monthly Fee/Unit	Annual Fee
SaaS - EAM Monthly Fee for County	1	USD 8,000.00	USD 96,000.00
		Total:	**USD 96,000.00**

Annual FuelFocus SaaS Fees

Description	QTY	Monthly Fee/Unit	Annual Fee
SaaS - FuelFocus (per ICU)	19	USD 75.00	USD 17,100.00
		Total:	**USD 17,100.00**

Professional Services FuelFocus

Description	Line Total
FuelFocus Testing and Re-Direction of 19 ICUs	USD 6,600.00
Total:	**USD 6,600.00**

Professional Services

Description	Line Total
SaaS Environment - One Time Setup Fee	USD 5,280.00
SaaS Reporting Environment - One Time Setup Fee	USD 2,640.00
Project Management Services	USD 28,600.00
Project Kickoff & Orientation	USD 3,520.00
System Setup Services	USD 8,800.00
EAM System Configuration Services	USD 15,840.00
FuelFocus System Configuration Services (Locations, ICU's, Fuel Billing Types, Fuel Setup - Tanks, Pumps, etc.)	USD 4,400.00
Esri GIS Integration Services - EAM to Esri (one-way)	USD 7,040.00

Data Conversion Services (Equipment, Parts and Summary Cost History)	USD 18,480.00
Data Conversion Services (Detailed Work Order History - 5 years)	USD 21,120.00
Data Conversion Services (Historical Fuel Tickets - 5 years)	USD 4,400.00
Fuel Report Development Services	USD 8,800.00
Configure and Test NAPA integration	USD 14,080.00
Billing Module Implementation Services	USD 10,560.00
Billing Module File Output Interface (EAM to ERP)	USD 20,680.00
MobileFocus Implementation Services - SmartApps or FleetConnect	USD 8,800.00
Testing Services	USD 7,040.00
Training Services (1 trip)	USD 12,320.00
Go Live Support Services (2 trips)	USD 15,840.00
90 Day Post Go Live Services Check-In (1 trip)	USD 8,800.00
Estimated Travel Costs (4 trips)	USD 10,000.00
Total:	**USD 237,040.00**

Total Year One: USD 356,740.00

Phase 2: CAM A&P

Description	Line Total
CAM Annual SaaS Analytics and Planning	USD 10,080.00
SaaS Environment - CAM One Time Setup Fee	USD 550.00
CAM Analytics & Planning Implementation Services	USD 44,000.00
Total:	**USD 54,630.00**

Total Year Two:	**USD 173,385.00**
Total Year Three:	**USD 130,570.80**
Total Year Four:	**USD 139,710.75**
Total Year Five:	**USD 150,887.61**
Total Year Six:	**USD 164,467.49**
Total Year Seven:	**USD 180,914.23**
Total Year Eight:	**USD 199,005.65**

Optional Modules *Does not include Implementation Services

Description	QTY	Annual Fee
API Module Annual SaaS Fee	1	USD 4,800.00
Annual CAM SaaS Fee *Full CAM Application	1	USD 6,720.00
	Total:	**USD 4,800.00**

AssetWorks Professional Services Standard Terms

- AssetWorks will assign a Project Manager (PM) 4-6 weeks after a fully executed and processed order. The PM will engage Customer to kick-off the project and begin scheduling services. The delivery schedule of the project will be set during the project planning phase.
- Current supported version of FleetFocus/AssetWorks EAM is required and adheres to the minimum versions as referred to in AssetWorks Product Documentation.
- Customer may be required to upgrade if new features and/or fixes are available and considered necessary for project success; upgrade services are not included, unless otherwise noted.
- Training is delivered as “train the trainer” for system administrators; end user training is not included unless otherwise noted. The max class size is ten (10) participants.
- Where applicable, standard training materials will be utilized; scope does not include customized training materials.
- Customer will make appropriate technical resources available to AssetWorks’ consultants and provide necessary and appropriate personnel at meetings to define project requirements.
- Customer will appoint a single point of contact for project duration to be the focal point, that will have project management responsibilities and decision-making authority.
- Customer will be responsible for working with AssetWorks’ Professional Services to move any changes into a production environment.
- All services will be performed remotely using web teleconferencing, unless otherwise noted.
- If included, travel expenses will be reimbursed in accordance with Florida Statute 112.061, and/or County Travel Policy, as approved by the County.
- Any features, specifications, tasks, services, or requirements not detailed in this SOW/quote are explicitly excluded. If additional scope is added or required, a change order will be requested of Customer.
- Invoices are due in accordance with the Master Services Agreement terms.
- All costs are quoted in USD and do not include applicable taxes.
- All software licenses and first-year maintenance and/or subscription fees will be invoiced upon contract execution.
- Annual maintenance for quoted custom deliverable(s) is billed upon delivery of the item(s) as defined the scope.
- If this Order Form is abandoned, paused, or cancelled by Customer for any reason mid-effort, Customer will be billed for all AssetWorks time incurred at the contracted rate.

In the event Customer’s business practices require that Customer issue a purchase order number prior to payment of any AssetWorks invoices issued under this Agreement, then such purchase order number must be entered below. Customer’s execution of the Order Form without designating a purchase order number shall be deemed Customer’s acknowledgement that no purchase order number is required for payment of invoices hereunder.

Purchase Order Number:_____