AssetWORKS

Statement of Work

For

City of Columbus, OH

FleetFocus Asset and Maintenance Management Applications

November 4, 2010

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Introduction

AssetWorks is pleased to partner with the City of Columbus (Columbus) for training and data cleansing services. This proposal identifies the tasks and estimated costs required for these services. This Statement of Work is based on AssetWorks' current understanding of the requirements and AssetWorks' previous experience with similar engagements.

To best facilitate the implementation, AssetWorks urges Columbus to formally identify a focal point for each of the critical business groups who will participate in or be affected by the project. This involvement must come from all parties. These focal points should be both technically qualified and knowledgeable of their groups' business practices and data.

FleetFocus Work Plan

WBS A.1.0 Project Management Services

Project Start-up

Columbus will appoint a Project Manager and supporting personnel from the designated Columbus functional and operational areas. The Columbus Project Manager will lead the overall Columbus project team and be responsible for the Columbus personnel and resources on the project.

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:

- Coordination of project resources and work so that milestones are met in an efficient manner; tasks will be designed so as to minimize implementation time and cost while taking into consideration resource and time constraints such as Columbus staff availability
- Serve as the main point of contact for the Columbus Maintenance Lead and project manager
- Provide updates every month to the work plan and project budget

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 senior-level program manager to provide additional subject matter expertise, monitor the project resources and budget, and ensure quality delivery of services. This manager is Columbus's first escalation point for any issues arising during the project.

Deliverable for Project Management Services

- 16 hours of Project Management time to provide updates to relevant status report and manage issues

Outcome

AssetWorks and Columbus will manage the scope, time and budget and apply the appropriate project management controls to ensure a successful on-time, on-budget project.

WBS A.2.0 Data Cleansing Services

AssetWorks will perform data cleansing services with the assistance of Columbus to improve the inventory, purchasing and shop activity management functions.

Inventory and Purchasing Management

AssetWorks will perform the following tasks:

- **Enter minimum and maximum inventory values** on the Parts Location screen and utilize FASuite's Enterprise Purchasing replenishment management process. This functionality automates the purchase order creation process which will result in significant time savings for the storekeepers, will improve accuracy as data does not have to be manually entered in order to generate a purchase order, and will eliminate the need for the printed report which will reduce paper waste.
- **Enter contract vendor as the Preferred Vendor** so purchase orders generated through the replenishment management process default to the contract vendor. This task will require data entry on a day to day basis.
- **Redesign the product category choices** in FASuite in order to utilize FA's automatic ordering and stock review for disposal processes.
- **Redesign the keywords setup** in the system. Keywords are utilized by technicians to assist them in identifying and requesting stocked parts. The current list in FASuite needs to be revamped. Once this is complete, the technicians should be retrained on how to look up their own parts utilizing the many robust search capabilities in FASuite. Currently, most technicians are entering vague descriptions of the part they need in the Comments field of the Parts Actions page. This practice results in additional work for the storekeepers as they have to spend time identifying what part the technician needs.
- **Re-implement the use of Part Suffix in FASuite.** The parts suffix field is used to identify a part through various life cycles, such as to differentiate a new part from a rebuilt part. However, in the city's environment, it is being used to differentiate different parts with the same manufacturer part number. This practice needs to be reviewed and corrected.
- **Implement FASuite's warranty tracking functions** to identify warranty opportunities and to recover warranty dollars.

Shop Activity Management

AssetWorks will perform the following tasks:

- **Utilize the service request portal** to record defects. Service requests can be used by fleet staff and by customers to report items that need to be addressed by maintenance. This data can be used as a scheduling tool by service writers and supervisors. This task will require data cleansing services for symptoms.
- **Modify PM checklists** associated with the city's brass tags. During our supervisor training the group identified that, while there are lists in place, some of the checklists need to be refined.
- **Create an automated fuel system interface** for the Voyager data and eliminate the use of the Access database.
- **Convert the 'Z' numbered assets** to departments. This will reduce the number of active equipment licenses.

Deliverable for Data Cleansing Services
- 40 hours of Data Cleansing consulting to facilitate best practice workflows and ease of system use.

Outcome

AssetWorks and Columbus will work to identify the 25 most frequently ordered parts and complete the setup of the inventory management of these parts to ensure that the automatic reordering process is in place and functioning.

AssetWorks and Columbus will identify the 10 highest value parts and complete the warranty setup of these parts so that any future replacements will prompt users to generate a warranty claim.

AssetWorks and Columbus will complete the automated fuel interface to eliminate a standalone database and provide access to standardized central fuel reporting.

WBS A.3.0 Training and Support Services

Refresher Training Services

The AssetWorks project team will deliver a training program to provide refresher training for various shop floor, supervisory, storeroom and fleet administration personnel. The training will be role-based and will differ for trainees from the various organizational and functional areas. Each Columbus trainee will have the basic skills in the overall use of FleetFocus 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.

AssetWorks will provide standard training materials and begin scheduling and planning for the training. The topics and work flows included in the training will be those finalized by the Columbus team during the data cleansing and follow-up tasks.

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

The training will include, but not be limited to:

- Part Request Functionality

- Warranty Management

- Service Request and Work Order Management

- Preventive Maintenance Checklists Setup and Processing

- Automated Fuel Ticket Processing

- Direct Issue Functionality

- AssetWorks will standard training materials

Support Services

AssetWorks will be on-site to provide assistance for the Columbus fleet management operation after training is complete. This step is critical to success. The AssetWorks and Columbus team will provide assistance on the shop floors and offices to make sure the lessons learned are applied in day to day use of the system.

Deliverable for Training and Support Services
- 200 hours of training and support services to train 88 technicians and any additional office staff

Outcome

Additional training will allow better understanding and more efficient use of the system in daily operations.

Assumptions

The following general assumptions apply to this proposal:

1. This is a time and materials effort

2. AssetWorks' consulting estimates do not include installation and/or configuration of any computer hardware and peripheral equipment. The end user will be responsible for installing and configuring computer hardware and peripheral equipment such as printers and bar code equipment (if applicable)

3. Columbus will purchase all hardware and software necessary for implementation

4. Columbus will have all of the necessary and appropriate personnel at all of the meetings for the purpose of defining the requirements of the system

5. Columbus is responsible for TCP/IP connectivity from all client workstations to the FleetFocus servers.

6. Columbus 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

7. Columbus will make appropriate technical resources available to AssetWorks' consultants

8. Columbus will implement this solution using a single FleetFocus database

9. AssetWorks will provide on-site training to Columbus (as outlined above) in a classroom environment suitable for training. Columbus will be responsible for providing and preparing the training facility

10. This proposal does not include any data conversion services other than those specifically described

11. Columbus will be responsible for deploying access to the Web Application and providing all supporting software, hardware, and connectivity for the Web server. The Web server must use Microsoft IIS and have Microsoft Windows as the operating system

12. Subject to any applicable state and/or local sales tax