AssetWORKS

STATEMENT OF WORK

City of Lawrenceville GA

Q-05567

AssetWORKS
Enterprise Asset Management (EAM)

AssetWorks EAM Asset, Inventory and Maintenance Management Applications

11.10.21

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AssetWorks EAM Introduction

AssetWorks is pleased to partner with City of Lawrenceville, Georgia (LAWRENCEVILLE) 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 LAWRENCEVILLE 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 LAWRENCEVILLE 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.

Circumstances may necessitate changes to the tasks and/or time estimates, at which time AssetWorks and LAWRENCEVILLE 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 AssetWorks EAM solution for the LAWRENCEVILLE. 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 LAWRENCEVILLE staff in each step of the process. This approach is built upon a foundation of knowledge transfer. As we work through the implementation together, LAWRENCEVILLE 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 LAWRENCEVILLE staff.

AssetWorks recommends LAWRENCEVILLE appoint a core project team for the implementation stage with representatives from all functional or operational areas of LAWRENCEVILLE'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 LAWRENCEVILLE's operations and objectives. They will form most of the roll-out team later in the project. LAWRENCEVILLE project team will define their roles and responsibilities and establish project standards and controls.

LAWRENCEVILLE will appoint a dedicated Project Manager, Subject Matter Project Leads, and supporting personnel from the designated LAWRENCEVILLE functional and operational areas. LAWRENCEVILLE Project Manager will lead the overall LAWRENCEVILLE project team and be responsible for LAWRENCEVILLE 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.

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 LAWRENCEVILLE 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 LAWRENCEVILLE staff availability
- Work with LAWRENCEVILLE to manage risks throughout the project
- Present progress to LAWRENCEVILLE Project Manager and/or to LAWRENCEVILLE 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 LAWRENCEVILLE'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

LAWRENCEVILLE 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 LAWRENCEVILLE'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 LAWRENCEVILLE 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 LAWRENCEVILLE. It is recommended, when possible, that the LAWRENCEVILLE 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.

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

Browser Versions

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

	IE 11	Edge Chromium	Chrome
18.0.x	x		x
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

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
- Reporting database connection information for use with the Crystal report writer license

WBS A.2.0 Discovery

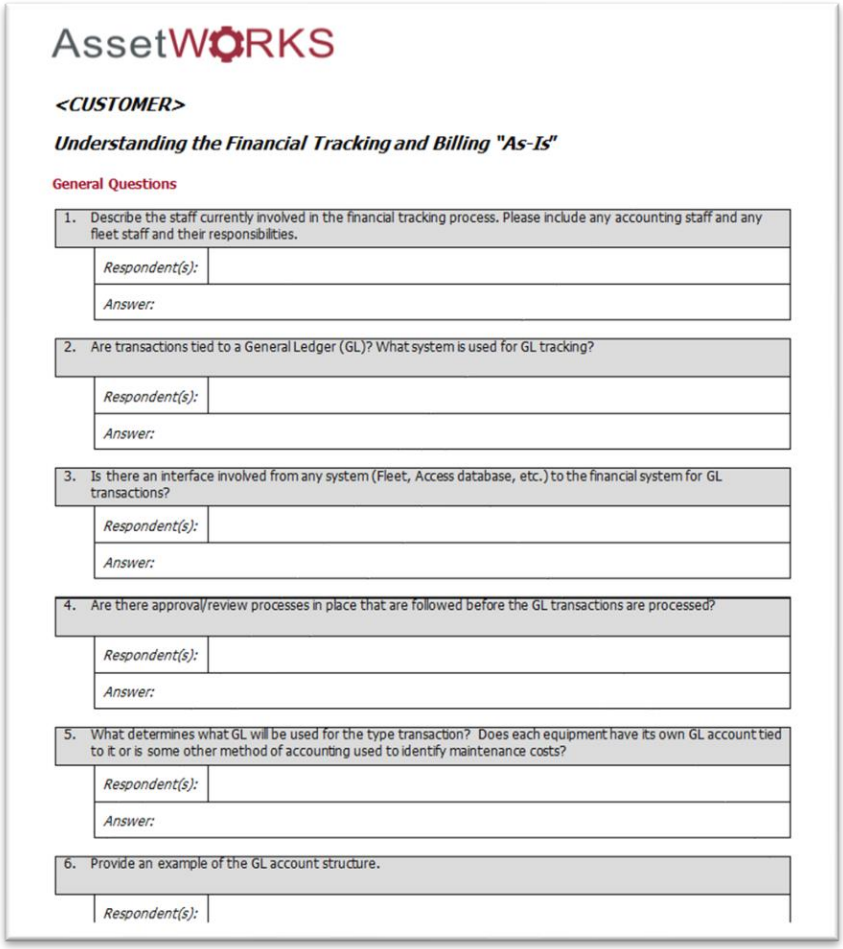
WBS A.2.1 Current State Discovery

Current State Questionnaires & System Overview

Shortly after the project kick off meeting, AssetWorks will send to LAWRENCEVILLE a series of current state questionnaires for LAWRENCEVILLE to fill out and return to AssetWorks. These questionnaires cover topics such as work order management, materials management, 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 LAWRENCEVILLE'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.

LAWRENCEVILLE'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 LAWRENCEVILLE'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 LAWRENCEVILLE 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	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

LAWRENCEVILLE 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. LAWRENCEVILLE’s deliverable for this task is to complete documentation of LAWRENCEVILLE’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 LAWRENCEVILLE 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, LAWRENCEVILLE 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 LAWRENCEVILLE team to configure AssetWorks EAM per the discussed workflow in the system setup consulting sessions. This configuration will build on the setup defined with LAWRENCEVILLE core team and will focus on specific decisions, such as location options, department settings, etc. LAWRENCEVILLE 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 FA 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

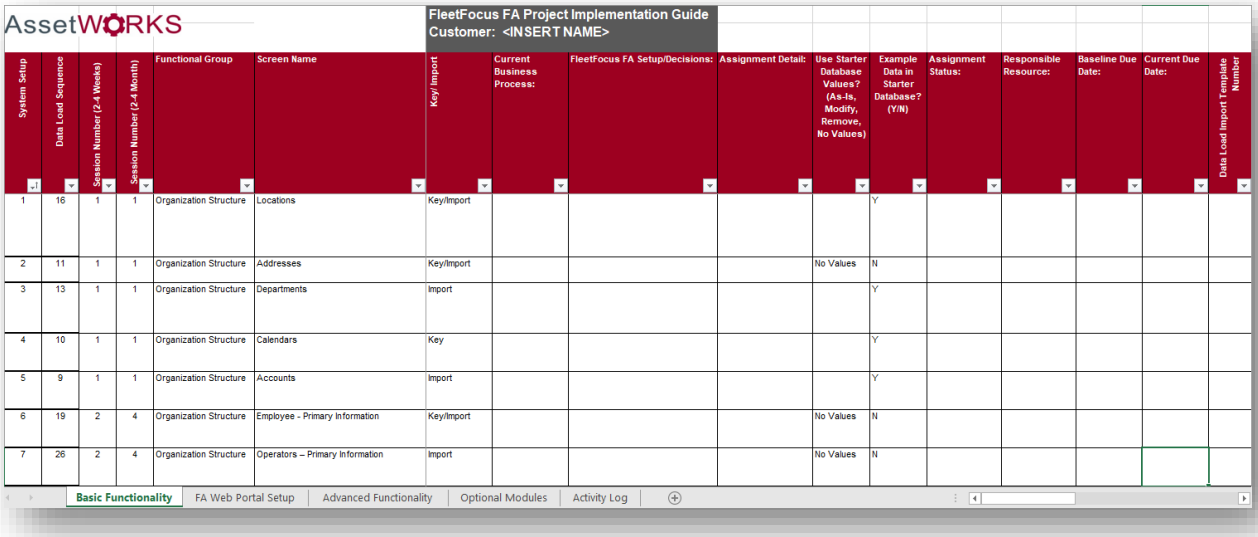
service by allowing individuals to log the requests themselves. Using the kiosk feature eliminates the need for each operator to have a login for entering and displaying vehicle service requests.

  - 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 FA.
  - 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 LAWRENCEVILLE how to adapt one report and in addition, how to setup permissions for reports. This module is included in base AssetWorks EAM FA.

- 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 review and make the following dashboards available for use:
  - Fleet Availability
  - Work Order Aging (WO's by # of Days Opened)
  - Direct vs Indirect Labor last 7 days
  - Pending Service Request's by Session Location (*uses the logged in User's location to filter SRs)
- 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. However, there are no services included in this statement of work to set this up as it requires further discussion with the customer to decide if this is needed as part of the implementation. If it is decided that it will be used, a change order will be required.

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 LAWRENCEVILLE 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 LAWRENCEVILLE 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 customer purchased modules and setup of those modules with decided workflows and processes from system setup consulting sessions.

WBS A.4.2 Data Conversion Services

Data Loading

AssetWorks will provide a training session for data loading for LAWRENCEVILLE administrators. A user with a solid understanding of Microsoft Excel will likely be able to grasp this tool and process very quickly. LAWRENCEVILLE 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 phase 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 and Summary Cost History

LAWRENCEVILLE 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 LAWRENCEVILLE on data "scrubbing" or "cleansing" legacy LAWRENCEVILLE data but will not be responsible for the final cleansed data. LAWRENCEVILLE will be responsible for populating AssetWorks EAM with approved and "clean" LAWRENCEVILLE data.

AssetWorks will provide Microsoft Excel™ templates to assist in loading data into AssetWorks EAM. LAWRENCEVILLE 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. LAWRENCEVILLE, with assistance from AssetWorks, will use AssetWorks EAM' data loading processing feature to load the data on these screens.

LAWRENCEVILLE 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 LAWRENCEVILLE'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 LAWRENCEVILLE files into AssetWorks provided data templates.
- LAWRENCEVILLE will provide the data to load into in the format of the data load files provided
- LAWRENCEVILLE will provide each test data file and each production data file in the same format.
- LAWRENCEVILLE will use default values for any data element that AssetWorks EAM requires that is not in the data file.
- LAWRENCEVILLE will convert only master equipment records, master part records and summary cost history (summed totals of data by year and month) records. If some of this data is not available, the project hours can be utilized for further items such as training.
- 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 not provide services to load historical work order detail.
- AssetWorks will provide services to load the next PM due date and last meter PM performed information 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 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.
- AssetWorks will load a maximum of 300 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, the quantity on hand and current part price. After the initial 2 inventory locations are loaded, AssetWorks will train the customer on how to load additional inventory locations. The customer will be responsible for ensuring all parts in the 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 LAWRENCEVILLE but with guidance from AssetWorks and after receiving data loader training from AssetWorks. This will help to ensure the LAWRENCEVILLE continues to learn the system and how the data loading process occurs for future system maintenance and updates.
- All 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 LAWRENCEVILLE is loading the data.

Conversion of Specific Data

AssetWorks and LAWRENCEVILLE will jointly resolve issues arising out of the data translation, including codes (if any) to be changed. AssetWorks will help LAWRENCEVILLE finalize the data mapping and identify the sources for each data element. LAWRENCEVILLE 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 LAWRENCEVILLE have jointly documented the data mapping and data load process, LAWRENCEVILLE will test the results from the data extractions. This process will require involvement from LAWRENCEVILLE 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)
- Delivery of data load training to customer system administration staff.

WBS A.4.3 Technical Services

Configure Fueling System Import

To provide a very straightforward and flexible solution, AssetWorks proposes that LAWRENCEVILLE use AssetWorks EAM' Automated Fuel Systems screen to define its fuel import. The base application includes this screen, with which end users can create fuel import definitions for use with the Automated Fuel Tickets screen. Using this screen, LAWRENCEVILLE could build its own import for processing fuel transactions from its 3rd party fuel system. This process does require a manual step to import the file. The file must be located on and run from the application server; this can be done with a mapped drive to the user's local desktop or a shared folder. It is the responsibility of the LAWRENCEVILLE to setup up the mapping of a local drive or permissions for the user to access the application server to run the file or if the customer is installed on AssetWorks' servers than they will need to use the FTP credentials and locations provided by AssetWorks to place the fuel file for upload.

AssetWorks will assist LAWRENCEVILLE in defining one fuel import from the 3rd party fuel system using AssetWorks EAM' fueling system import feature. LAWRENCEVILLE will provide AssetWorks a sample fuel file with appropriate data layout definition documentation for the fuel system's data file. The files shall be fixed width or comma separated.

The below fields are available for import to the Automated Fuel Ticket screen in AssetWorks EAM. Many of these fields use validated lists which must be populated by LAWRENCEVILLE. The data in the import file must match the data available in AssetWorks EAM. This process does not allow for data translation, for example, translating differing fuel types between the 3rd party system and AssetWorks EAM.

- Equipment Identifier
- Date/Time
- Account ID
- Employee ID
- Site/Pump/Tank ID
- Product ID
- Reversal Indicator (must be Y or N)
- Transaction Code (for limiting the type of transaction to be processed)
- State/Province (hardcoded list)
- Vendor ID
- Meter 1/2 readings
- Fuel or Fluid Quantity
- Fuel or Fluid Price (or Fuel or Fluid Total Cost)
- Miscellaneous Cost

Deliverables for Configure Fueling System Import

- Setup one 3rd party fueling system in the AssetWorks EAM Automated Fuel Screen as a template in both production and non-production.
- Run in a test file in the non-production setup and confirm any necessary changes for production.

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:

Existing Integration / Initiative Name	Functional Description
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. • Scope to include setting up two smart apps with up to 16 hours available. • 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. • All end users must have a AssetWorks EAM user account (password required on user account) created with an attached operator account. • SmartApps does not support single sign on (SSO). • 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. • Customer will be responsible for working with the AssetWorks' Professional Services to move the module into a production environment.
MobileFocus FleetConnect	**MobileFocus FleetConnect Scope** <u>Install / Configure</u> • 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 FleetConnect use on tablet devices. This will include the review and setup of users for using FleetConnect on tablet devices and the setup of the program security options to designate user groups who will have access to the specific MobileFocus modules. <u>Training</u> • AssetWorks will provide a structured training session to the users of the FleetConnect solution to include preparation and delivery of standard training materials to facilitate learning the FleetConnect workflows, and a guided walk-

Existing Integration / Initiative Name	Functional Description
	through of the solution to facilitate users learning to use the FleetConnect functionality. • Training will be oriented both towards system administrators and end users; includes a maximum of 10 trainees. **MobileFocus Fleet Connect Assumptions** • Up to 24 hours are available for this task. • AssetWorks will train up to 10 users to use the FleetConnect 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.

WBS A.5.0 Train & Test

WBS A.5.1 Pre-Training Testing Services

Prepare Standard Test Plan

AssetWorks will first provide its standard AssetWorks EAM test plan. LAWRENCEVILLE 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 equipment primary information
- Add and modify parts primary information
- Open a repair order and a PM order for an equipment unit
- Charge labor to the work orders and verify the charges of hours and costs
- Charge 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

Testing Methodology

AssetWorks organizes its user testing into functional groups and works with LAWRENCEVILLE 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 LAWRENCEVILLE. 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 LAWRENCEVILLE.

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 LAWRENCEVILLE 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 LAWRENCEVILLE 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.

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 LAWRENCEVILLE 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 LAWRENCEVILLE and AssetWorks during the project. AssetWorks will provide remote support for system testing for up to 4 hours. LAWRENCEVILLE 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 LAWRENCEVILLE 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 24 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) for up to ten users per class (assuming LAWRENCEVILLE'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 LAWRENCEVILLE team during the system setup and follow-up tasks. However, LAWRENCEVILLE should remain especially sensitive to necessary last-minute procedural changes or clarifications based on trainee feedback.

Training Preparation

AssetWorks will provide its standard training plan, standard training materials and begin scheduling and planning for the training. LAWRENCEVILLE is authorized to tailor the standard training materials to apply branding and match workflows specific to LAWRENCEVILLE. 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 LAWRENCEVILLE 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 LAWRENCEVILLE Project Manager. LAWRENCEVILLE will produce and provide copies (across all roles) of the final training materials for use during the training sessions. LAWRENCEVILLE will be authorized to reproduce and use any training materials for ongoing training within LAWRENCEVILLE.

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

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)*

LAWRENCEVILLE 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
    - 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 Production Cut Over

LAWRENCEVILLE will commence live operations using AssetWorks EAM. AssetWorks staff will provide up to 24 hours of go live preparation, on-site and remote "go live" assistance for LAWRENCEVILLE operation. This step is critical to success.

During the post-implementation 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 one resources on-site for the go live week. Of course, additional on-site and off-site support is available to LAWRENCEVILLE under a separate Statement of Work.

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

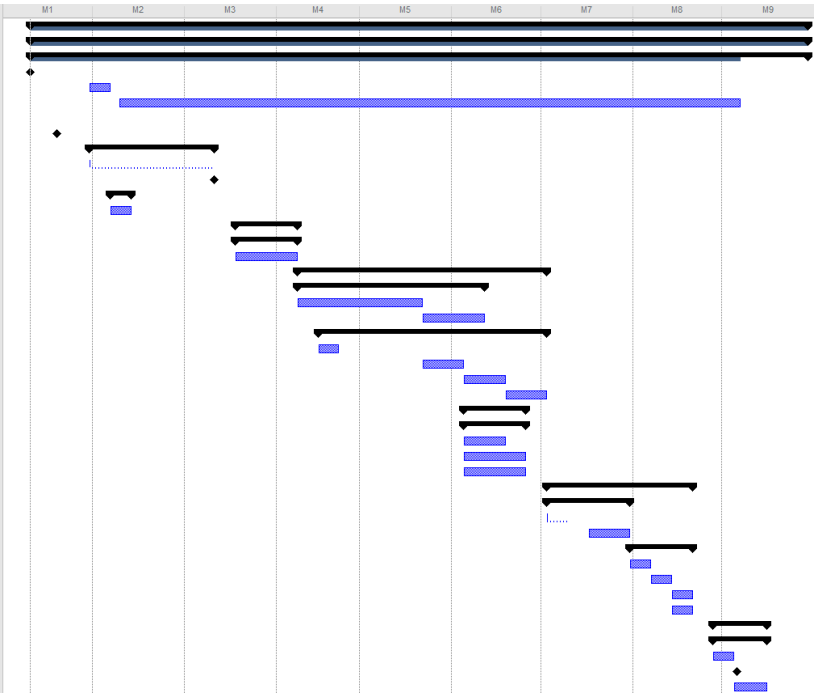
Deliverable for Deployment Services

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

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 LAWRENCEVILLE's project team during project kick-off to finalize the project schedule, which might extend or reduce the timeline below.

WBS	Task Name	Duration
A	Lawrenceville GA AssetWorks EAM Implementation	188 days?
A.1	Initiation	188 days
A.1.1	Project Management Services	188 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	149 days
A.1.2	Hardware Acquisition Services	0 days
A.1.2.1	Procure necessary hardware	0 days
A.1.3	Software Application Installation Services	30 days
A.1.3.1	Create FleetFocus database and install applications	30 days
A.1.3.2	Document upgrade and software distribution process	0 days
A.2	Discovery	5 days
A.2.1	Current State Discovery Review and System Overview	5 days
A.3	Design	15 days
A.3.1	System Setup Services	15 days
A.3.1.1	Provide system set-up consulting	15 days
A.4	Build	60 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.4.2	Data Conversion Services	55 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.4.3	Technical Services	15 days
A.4.3.1	Existing FleetFocus Integrations & Initiatives	15 days
A.4.3.1.1	Configure Fueling System Import	10 days
A.4.3.1.2	Configure SmartApps	15 days
A.4.3.1.3	Configure MobileFocus FleetConnect	15 days
A.5	Train & Test	35 days
A.5.1	Testing Services	20 days
A.5.1.1	Provide Standard Test Plan	5 days
A.5.1.2	Support Standard Test Plan Execution	10 days
A.5.2	Training Services	15 days
A.5.2.1	Provide Standard Training Materials	5 days
A.5.2.2	Prepare for Training	5 days
A.5.2.3	Provide training to system administrators	5 days
A.5.2.4	Provide train the trainer	5 days
A.6	Deployment	14 days
A.6.1	Production Roll-Out Services	14 days
A.6.1.1	Prepare for cut-over	5 days
A.6.1.2	Commence Live Operations	0 days
A.6.1.3	Provide go live support	9 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 AssetWorks EAM initiated - within one week after contract execution; earlier when possible.
- Project hand off call between AssetWorks Account Manager, LAWRENCEVILLE and AssetWorks Project Manager – within two weeks of PM assignment
- Project kick off meeting scheduled between AssetWorks Project Manager, Implementation Consultant and LAWRENCEVILLE - within two weeks after project hand off call.
- Initial system setup meeting between Implementation Consultant and LAWRENCEVILLE - 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 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 and pricing will be appended into this SOW and presented back to the customer for review and prior to any final contract signatures.

AssetWorks EAM Standard Assumptions

The following general assumptions apply to this proposal:

General

- Professional services other than custom interfaces and enhancements will be provided on a **Time & Materials** basis.
- 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.
- Only those modules identified in the accompanying license agreement are to be implemented and are included in this Statement of Work.
- Optional modules purchased after implementation has begun will require a change order or separate statement of work for services related to installation, configuration and training.
- 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 FleetFocus™ family of products which includes FleetFocus, FA, AssetWorks EAM, M5, MCMS, M4 and FleetFocus™. Use of the products is subject to the Software License Agreement.
- If this order is abandoned/paused by the LAWRENCEVILLE for any reason mid-effort, the LAWRENCEVILLE will be billed for all of AssetWorks time incurred at the current contracted labor rate.

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.

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.
- LAWRENCEVILLE will provide the resources described in this Statement of Work to insure a successful implementation of the products.
- LAWRENCEVILLE 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 LAWRENCEVILLE project team resources will be committed to the project as of the project start date.
- LAWRENCEVILLE commits to training appropriate functional and technical resources as required.
- LAWRENCEVILLE is responsible for all manual data entry.
- LAWRENCEVILLE 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 LAWRENCEVILLE resources, additional cost will be invoiced.
- AssetWorks will provide onsite training to LAWRENCEVILLE (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.
- LAWRENCEVILLE 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. LAWRENCEVILLE will be responsible for customizing training materials to meet its implementation requirements.
- LAWRENCEVILLE will make appropriate technical resources available to AssetWorks' consultants.
- In the event that LAWRENCEVILLE schedules on-site services and due to circumstances within LAWRENCEVILLE'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 LAWRENCEVILLE to coordinate training and roll-out schedules, communications with field personnel and setting up training sites.

Infrastructure

- LAWRENCEVILLE will provide a project work area and infrastructure at the centralized implementation location appropriate for the size of the combined LAWRENCEVILLE/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.
- LAWRENCEVILLE will be responsible for installing and configuring computer hardware and peripheral equipment such as printers and bar code equipment (if applicable).
- LAWRENCEVILLE is responsible for providing browser access to the AssetWorks EAM™ application.
- LAWRENCEVILLE is responsible for providing and maintaining TCP/IP connectivity with sufficient bandwidth from all user workstations to the AssetWorks EAM™ servers.

- LAWRENCEVILLE 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.
- LAWRENCEVILLE 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

- LAWRENCEVILLE and AssetWorks will agree on scope, services, and deliverables for optional modules and services prior to the Notice to Proceed.
- LAWRENCEVILLE project manager will be responsible for obtaining any required authorizations, approvals and/or signoffs by LAWRENCEVILLE 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 LAWRENCEVILLE 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 LAWRENCEVILLE or LAWRENCEVILLE resources assigned to the project.
- LAWRENCEVILLE 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 LAWRENCEVILLE 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 LAWRENCEVILLE'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.

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 technical services must be re-quoted if not signed with 30 days of delivery of the quote.
- AssetWorks reserves the right to adjust the above quoted delivery version and standard delivery timeline if this quote is not signed within 30 days of initial delivery 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.
- The custom notifications(s) assume that only fields 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.
- Notifications(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 (i.e., user security rights by screen level, no PMs on repair orders, requirement of work accomplish codes on tasks, etc.), 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.
- The custom interface(s) assumes that only fields 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.
- Interface is quoted for only supported versions and only for a specific version if noted above in the scope and assumptions.
- This 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 development phase. Interfaces are quoted for only supported versions and assumed logic is quoted utilizing the latest major build release.
- 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.

- 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 any errors outside of AssetWorks EAM from any external system, and these will not be processed through AssetWorks EAM.
- Customer is responsible for working with AssetWorks' Professional Services to provide their business process and identify the external system data mapping/elements requirements (i.e., web services, XML, APIs, etc.) for the purposes of developing an approved functional and technical specifications for AssetWorks' Development to proceed with building a custom one-time integration.
- Customer is responsible for coordinating and sending requested sample data files, web services schemas, coordinating FTP file transfers and any other technical information such as the required external system mapping of data elements and/or files requested by AssetWorks 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 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.
- 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 and to be specified and built by AssetWorks.

Custom Deliverable(s) Standard Terms

- All technical services must be re-quoted if not signed with 60 days of delivery of the quote.
- AssetWorks reserves the right to adjust the above quoted delivery version and standard delivery timeline if this quote is not signed within 60 days of initial delivery or earlier if noted above.
- Signed functional and technical specification(s) take precedence on all design and development.
- Development delivery timelines will be set upon signature of the specification by the customer; average scheduling is within a 90-day delivery window post-signature, though can vary based on date of signature. 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.
- Approval of all functional and technical specifications are required by the customer within 45 days of delivery by AssetWorks or AssetWorks reserves the right to adjust the delivery version and delivery timeline.
- 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.
- Customer is responsible for the setup of all AssetWorks EAM data that is required to support the custom deliverable(s), unless otherwise noted.
- AssetWorks assumes customer utilizes an internal system administrator to maintain all aspects of AssetWorks EAM configuration, user training and system administrator duties 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.

Logistical and Scheduling Support

AssetWorks will need assistance from LAWRENCEVILLE 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 LAWRENCEVILLE 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 LAWRENCEVILLE 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, LAWRENCEVILLE agrees to not reproduce or disclose this information except to LAWRENCEVILLE employees directly involved on a “Need to Know” basis.