Buckman Direct Diversion Project

A joint regional project of the City of Santa Fe and Santa Fe County to build a reliable and sustainable water supply.

Memo

DATE: November 15, 2012

TO: Buckman Direct Diversion Board

VIA: Erika Schwender, Acting Facility Manager EBS

FROM: Shannon Jones, BDD Maintenance Superintendent

ITEM AND ISSUE:

Request approval of PSA # xx-xxx with Maintenance Connection to design and implement a new Computerized Maintenance Management System in the amount not to exceed $72,492 plus GRT.

BACKGROUND AND SUMMARY:

On January 1, 2011, the Buckman Direct Diversion began utilizing Allmax's Antero as the CMMS (Computerized Maintenance Management System). This system was implemented to manage maintenance work load by creating work orders for preventative maintenance and tracking repairs through corrective work orders. This system also tracks inventory, vendor listings, equipment warranties and costs associated with maintaining facilities and equipment. This information is intended to help maintenance workers do their jobs more effectively by determining which machines require maintenance and which storeroom locations contain the spare parts they need. The CMMS helps management make informed decisions by calculating the cost of machine breakdown repair versus preventive maintenance for each asset.

Through 2011, the Buckman Direct Diversion worked to create an Asset Management Plan. Several classes of assets were identified for inclusion in the Asset Management Program. The classes include Pipelines, Facilities, and Equipment. The Asset Management Program focuses on tangible assets that directly support the Buckman Direct Diversion's mission to supply a safe and reliable water supply.

On November 7, 2011, the Buckman Direct Diversion began the implementation of the Asset Management Program. Over the last year, it has been concluded that the Buckman Direct Diversion will need several components required to establish a formal Asset Management Program, including mature Operating and Capital Improvement Programs and the essential supporting software programs. Since the roll out of this program, staff has faced many challenges in implementing an Asset Management Program, including the collection and dissemination of asset information and history, documentation of a formal risk based decision making process, and implementation of new performance measurement criteria. Many of these challenges have not been resolved due to the inability of the current CMMS to track and provide

the needed information.

On March 6, 2012, the Buckman Direct Diversion solicited the services of Allmax to correct the following deficiencies; Barcoding in the facility warehouse, Dataport handheld mobile devises, importing and exporting data, building custom reports, measurement matrix, key performance indicators and forecasting work schedules. After three day of extensive work on the CMMS and the installation of an upgrade from Antero 4 to Antero 5, it was determined that the existing software did not contain the functionality needed to accomplish the task required from the CMMS to drive a successful Asset Management Program. With this understanding, staff began preparing a Request for Proposal (RFP) to solicit proposals from qualified companies to provide a complete turnkey software solution for a Computerized Maintenance Management System (CMMS).

On August 3, 2012, the Buckman Direct Diversion issued RFP # "13/03/P for Professional services required for the design and implementation of a Computerized Maintenance Management System (CMMS) for the Buckman Direct Diversion Project. The RFP required a CMMS System with the ability to, but not limited to, assist staff with work load forecasting, planning and scheduling work, importing and exporting data, custom reporting, monitoring Key Performance Indicators (KPI), and managing warehouse inventory including barcoding of parts. The system will be used to manage several support functions such as asset inventory management, service requests, preventative and predictive maintenance, labor and other cost tracking, planning and scheduling, forecasting, and related functions. The system must have all the features "off the shelf", and must be compatible to interface with the BDD Project's Citect software used by the SCADA system.

On October 25, 2012, the selection committee for RFP "13/03/P unanimously select Maintenance Connection out of three (3) proposers as the most qualified to meet the needs of the RFP and the Buckman Direct Diversion. Maintenance Connection also had the lowest Fee Schedule.

Discussion

The Buckman Direct Diversion requires services from a qualified firm to provide design and implementation of a Computerized Maintenance Management System (CMMS). This system would be utilized to manage functions such as asset inventory management, service requests, preventative and predictive maintenance, labor and other cost tracking, planning and scheduling, forecasting, reporting and monitoring Key Performance Indicators. The software program must support our current workflow for service requests, work orders, and preventative maintenance as well as manage our extensive asset inventory and spare parts.

The system must provide decision support features such as labor and cost tracking for work orders, asset depreciation, asset work order history, work scheduling, and dashboard style departmental overviews. The scope of work also includes; complete migration of existing data that is currently in a SQL format in the Antero software, A *tiered* training plan that will meet the needs of management, supervisors, general users, and system administrators and provide five (5) Handheld Scanners to scan and download asset bar codes.

Evaluation

The current Antero CMMS does not have the ability to track the information needed for staff to efficiently manage the assets of Buckman Direct Diversion. Only by replacing this system with software capable of providing cost tracking from work orders, asset depreciation and asset work order history will staff be able to effectively manage Buckman Direct Diversion's Facilities and Equipment conducive to the BDD Asset Management Program.

ACTION REQUESTED:

Staff recommends approval of a Professional Services Agreement with Maintenance Connection in the amount not to exceed $72,492 plus NMGRT. Funding is currently available in FY 2012/2013 Professional Services 728000.510300.930020

Financial Implications

Initial Cost:	$72,492 plus NMGRT
Long Term Cost:	$3,599 annually for update and support

Fund Source	Business Unit/Line Item	Amount
FY 2012/2013	Prof. Services/#7280000.510300.930020	$72,492.00

Attachments

Professional Service Agreement

BUCKMAN DIRECT DIVERSION BOARD

PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made and entered into by and between the BUCKMAN DIRECT DIVERSION BOARD (the "BDDB" or "Board") and Maintenance Connection, (the "Contractor"). The date of this Agreement shall be the date when it is executed by the BDDB.

1. SCOPE OF SERVICES

The Contractor shall provide the following services for the design and implementation of a Computerized Maintenance Management System (CMMS) for the Buckman Direct Diversion Project: all work involved in the design and implementation of a Computerized Maintenance Management System (CMMS) for the Buckman Direct Diversion Project as described in Exhibit "A" attached hereto. The Contractor shall furnish all necessary supervision, labor, materials, and facilities, required to accomplish the scope of work set forth by this Agreement.

2. STANDARD OF PERFORMANCE; LICENSES

A. The Contractor represents that it possesses the experience and knowledge necessary to perform the services described under this Agreement.

B. The Contractor agrees to obtain and maintain throughout the term of this Agreement, all applicable professional and business licenses required by law, for itself, its employees, agents, representatives and subcontractors.

3. COMPENSATION

A. The BDDB shall pay to the Contractor in full payment for services rendered, a sum not to exceed $72,492 plus applicable gross receipts taxes in accordance with the Fee Schedule provided in Exhibit "F" attached hereto.

B. The Contractor shall be responsible for payment of gross receipts taxes levied by the State of New Mexico on the sums paid under this Agreement.

C. Invoices for services will be made on a monthly basis. Payment shall be made upon receipt and approval by the BDDB of detailed statements containing a report of services completed. Compensation shall be paid only for services actually performed.

4. APPROPRIATIONS

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the BDDB for the performance of this Agreement. If sufficient appropriations and authorization are not made by the BDDB, this Agreement shall terminate upon written notice being given by the BDDB to the Contractor. The BDDB's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final.

5. TERM AND EFFECTIVE DATE

This Agreement shall be effective when signed by the BDDB and terminate on June 30, 2013, unless terminated sooner pursuant to Article 6 below.

6. TERMINATION

A. This Agreement may be terminated by the BDDB upon 10 days written notice to the Contractor. In the event of such termination:

(1) The Contractor shall render a final report of the services performed up to the date of termination and shall turn over to the BDDB original copies of all work product, research or papers prepared under this Agreement.

(2) If compensation is not based upon hourly rates for services rendered, the BDDB shall pay the Contractor for the reasonable value of services satisfactorily

performed through the date Contractor receives notice of such termination, and for which compensation has not already been paid.

(3) If compensation is based upon hourly rates and expenses, then Contractor shall be paid for services rendered and expenses incurred through the date Contractor receives notice of such termination.

7. STATUS OF CONTRACTOR; RESPONSIBILITY FOR PAYMENT OF EMPLOYEES AND SUBCONTRACTORS

A. The Contractor and its agents and employees are independent contractors performing professional services for the BDDB and are not employees of the BDDB. The Contractor, and its agents and employees, shall not accrue leave, retirement, insurance, bonding, use of BDDB vehicles, or any other benefits afforded to employees of the BDDB as a result of this Agreement.

B. Contractor shall be solely responsible for payment of wages, salaries and benefits to any and all employees or subcontractors retained by Contractor in the performance of the services under this Agreement.

8. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the BDDB.

9. CONFLICT OF INTEREST

The Contractor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of

services required under this Agreement. Contractor further agrees that in the performance of this Agreement no persons having any such interests shall be employed.

10. ASSIGNMENT; SUBCONTRACTING

The Contractor shall not assign or transfer any rights, privileges, obligations or other interest under this Agreement, including any claims for money due, without the prior written consent of the BDDB. The Contractor shall not subcontract any portion of the services to be performed under this Agreement without the prior written approval of the BDDB.

11. RELEASE

The Contractor, upon acceptance of final payment of the amount due under this Agreement, releases the BDDB, the City of Santa Fe, Santa Fe County and, their officers, officials and employees, from all liabilities, claims and obligations whatsoever arising from or under this Agreement. The Contractor agrees not to purport to bind the BDDB to any obligation not assumed herein by the BDDB unless the Contractor has express written authority to do so, and then only within the strict limits of that authority.

12. INSURANCE

A. The Contractor shall not begin the Professional Services required under this Agreement until it has: (a) obtained, and upon the Board's request provided to the Board, insurance certificates reflecting evidence of all insurance required herein; however, the Board reserves the right to request, and the Contractor shall submit, copies of any policy upon reasonable request by the Board; (b) obtained Board approval of each company or companies as required below; and (c) confirmed that all policies contain the specific provisions required. Contractor's liabilities, including but not limited to Contractor's indemnity obligations, under

this Agreement, shall not be deemed limited in any way to the insurance coverage required herein. Maintenance of specified insurance coverage is a material element of this Agreement and Contractor's failure to maintain or renew coverage or to provide evidence of renewal during the term of this Agreement may be treated as a material breach of Agreement by the Board.

B. Further, the Contractor shall not modify any policy or endorsement thereto which increases the Board's exposure to loss for the duration of this Agreement.

C. Types of Insurance At all times during the term of this Agreement, the Contractor shall maintain insurance coverage as follows:

(1) Commercial General Liability. Commercial General Liability (CGL) Insurance must be written on an ISO Occurrence form or an equivalent form providing coverage at least as broad which shall cover liability arising from any and all bodily injury, personal injury or property damage providing the following minimum limits of liability.

General Annual Aggregate (other than Products/Completed Operation)	$1,000,000
Products/Completed Operations Aggregate Limit	$1,000,000
Personal Injury Limit	$1,000,000

Each Occurrence $1,000.000

(2) Automobile Liability. For all of the Contractor's automobiles including owned, hired and non-owned automobiles, the Contractor shall keep in full force and effect, automobile liability insurance providing coverage at least as broad for bodily injury and property damage with a combined single limit of not less than $1 million per accident. An insurance certificate shall be submitted to the Board that reflects coverage for any automobile [any auto].

(3) Professional Liability. For the Contractor and all of the Contractor's employees who are to perform professional services under this Agreement, the Contractor shall keep in full force and effect, Professional Liability insurance for any professional acts, errors or omissions. Such policy shall provide a limit of not less than $1,000,000 per claim and $1,000,000 annual aggregate. The Contractor shall ensure both that: (1) the policy retroactive date is on or before the date of commencement of the first work performed under this Agreement; and (2) the policy will be maintained in force for a period of three years after substantial completion of the project or termination of this Agreement whichever occurs last. If professional services rendered under this Agreement include work relating to environmental or pollution hazards, the Contractors policy shall not contain exclusions for those activities.

(4) Workers' Compensation. For all of the Contractor's employees who are subject to this Agreement and to the extent required by any applicable state or federal law, the Contractor shall keep in full force and effect, a Workers' Compensation policy &

Employers Liability policy. That policy shall provide Employers Liability Limits as follows:

Bodily Injury by Accident	$1,000,000	Each Accident
Bodily Injury by Disease	$1,000,000	Each Employee
Bodily Injury by Disease	$1,000,000	Policy Limit

The Contractor shall provide an endorsement that the insurer waives the right of subrogation against the Board, City of Santa Fe, County of Santa Fe and their respective elected officials, officers, employees, agents, volunteers and representatives.

D. Cancellation. Except as provided for under New Mexico law, all policies of insurance required hereunder must provide that the Board is entitled to thirty (30) days prior written notice (10 days for cancellation due to non-payment of premium) of cancellation or non-renewal of the policy or policies. Cancellation provisions in insurance certificates shall not contain the qualifying words "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives". In the event the Contractors' insurance carriers will not agree to this notice requirement, the Contractor will provide written notice to the Board within four working days of Contractors receipt of notice from its insurance carrier(s) of any cancellation, nonrenewal or material reduction of the required insurance.

E. Insurer Requirements. All insurance required by express provision of this Agreement shall be carried only by responsible insurance companies that have rated "A-" and "VII" or better by the A.M. Best Key Rating Guide, that are authorized to do business in the State of New Mexico, and that have been approved by the Board. The Board will accept insurance

provided by non-admitted, "surplus lines" carriers only if the carrier is authorized to do business in the State of New Mexico.

F. Deductibles. All deductibles or co-payments on any policy shall be the responsibility of the Contractor.

G. Specific Provisions Required.

(1) Each policy shall expressly provide, and an endorsement shall be submitted to the Board, that the policy or policies providing coverage for Commercial General Liability must be endorsed to include as an Additional Insured, the Board, City of Santa Fe, County of Santa Fe and their respective elected officials, officers, employees, agents, volunteers and representatives.

(2) All policies required herein are primary and non-contributory to any insurance that may be carried by the Board, City of Santa Fe, County of Santa Fe and their respective elected officials, officers, employees, agents, volunteers and representatives, as reflected in an endorsement which shall be submitted to the Board.

(3) The Contractor agrees that for the time period defined above, there will be no changes or endorsements to the policy that increase the Board's exposure to loss.

(4) Before performing any Professional Services, the Contractor shall provide the Board with all Certificates of Insurance accompanied with all endorsements.

(5) The Board reserves the right, from time to time, to review the Contractor's insurance coverage, limits, and deductible and self-insured retentions

to determine if they are acceptable to the Board. The Board will reimburse the Contractor for the cost of the additional premium for any coverage requested by the Board in excess of that required by this Agreement without overhead, profit, or any other markup.

(6) The Contractor may obtain additional insurance not required by this Agreement.

13. INDEMNIFICATION

A. GENERAL INDEMNIFICATION: To the greatest extent permitted by law, the Contractor shall indemnify, hold harmless and defend the Board, City of Santa Fe, Santa Fe County and their respective elected officials, officers, employees, agents, volunteers and representatives from all losses, damages, claims or judgments, including payments of all attorneys' fees and costs on account of any suit, judgment, execution, claim, action or demand whatsoever arising from the Contractor's performance or non-performance under this Agreement as well as the performance or non-performance of the Contractor's employees, agents, representatives and subcontractors or any tier.

B. INDEMNIFICATION FOR PROFESSIONAL ACTS, ERRORS OR OMISSIONS. Except for professional acts, errors or omissions that are the result of established gross negligence or willful or wanton conduct on the part of the Contractor or its employees, agents, representatives or sub consultants, the General Indemnification shall not apply to professional acts, errors or omission unless covered by Professional Liability insurance required in this Agreement.

14. NEW MEXICO TORT CLAIMS ACT

Any liability incurred by the BDDB in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1, et. seq. NMSA 1978, as amended. The BDDB and its "public employees" as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this Agreement modifies or waives any provision of the New Mexico Tort Claims Act.

15. THIRD PARTY BENEFICIARIES

By entering into this Agreement, the parties do not intend to create any right, title or interest in or for the benefit of any person other than the BDDB and the Contractor. No person shall claim any right, title or interest under this Agreement or seek to enforce this Agreement as a third party beneficiary of this Agreement.

16. RECORDS, DOCUMENT CONTROL AND AUDIT

A. The Contractor shall conform with and participate in the Document Control policies of the BDDB or the City of Santa Fe. The Contractor shall maintain, throughout the term of this Agreement and for a period of three years thereafter, all records that relate to the scope of services provided under this Agreement.

B. Detailed records that indicate the date, time and nature of services rendered shall also be retained for a period of three years after the term of this agreement expires. These records shall be subject to inspection by the City of Santa Fe, the Department of Finance and Administration and the State Auditor. The BDDB and the City of Santa Fe shall have the right to audit the billing both before and after payment to the Contractor. Payment under this Agreement shall not foreclose the right of the BDDB or the City of Santa Fe to recover excessive or illegal payments.

17. APPLICABLE LAW: CHOICE OF LAW; VENUE

Contractor shall abide by all applicable federal and state laws and regulations, and all ordinances, rules and regulations of the BDDB. In any action, suit or legal dispute arising from this Agreement, the Contractor agrees that the laws of the State of New Mexico shall govern. The parties agree that any action or suit arising from this Agreement shall be commenced in a federal or state court of competent jurisdiction in New Mexico. Any action or suit commenced in the courts of the State of New Mexico shall be brought in the First Judicial District Court.

18. AMENDMENT

This Agreement shall not be altered, changed or modified except by an amendment in writing executed by the parties hereto.

19. SCOPE OF AGREEMENT

This Agreement incorporates all the agreements, covenants, and understandings between the parties hereto concerning the services to be performed hereunder, and all such agreements, covenants and understandings have been merged into this Agreement. This Agreement expresses the entire Agreement and understanding between the parties with respect to said services. No prior agreement or understanding, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

20. NON-DISCRIMINATION

During the term of this Agreement, Contractor shall not discriminate against any employee or applicant for an employment position to be used in the performance of services by

Contractor hereunder, on the basis of ethnicity, race, age, religion, creed, color, national origin, ancestry, sex, gender, sexual orientation, physical or mental disability, medical condition, or citizenship status.

21. SEVERABILITY

In case any one or more of the provisions contained in this Agreement or any application thereof shall be invalid, illegal or unenforceable in any respect, the validity, legality, and enforceability of the remaining provisions contained herein and any other application thereof shall not in any way be affected or impaired thereby.

22. NOTICES

Any notices required to be given under this Agreement shall be in writing and served by personal delivery or by mail, postage prepaid, to the parties at the following addresses:

BUCKMAN DIRECT DIVERSION BOARD:

Buckman Direct Diversion Project
341 Caja del Rio,
Santa Fe, New Mexico 87507
Attn: Shannon Jones
BDD Maintenance Superintendent

Contractor:

Maintenance Connection
Attn: Scott Lasher
1477 Drew Ave, Suite 103
Davis, California
95616

BUCKMAN DIRECT DIVERSION BOARD

By: _____
Chris Calvert,
Chair

Date: _____

APPROVED AS TO FORM:

_____
Nancy R. Long, BDDB Counsel

APPROVED:

_____
Dr. Melville L. Morgan, City Finance Director

728000
Business Unit/Line Item

ATTEST:

_____
Yolanda Y. Vigil, City Clerk
File Date: _____

CONTRACTOR:
By: _____
Name: _____
Title: _____
Date: _____

NM Taxation & Revenue
CRS #03-185297-00-1

City of Santa Fe Business
Registration #

Exhibit A

Scope of Work

1. Maintenance Connection will use the six section implementation strategy detailed in Exhibit B: Implementation Sections as a guideline to create a uniquely tailored approach to the implementation for BDDB. Please reference Exhibit B for details of this implementation strategy.
2. Project Roles will be assigned during section one of the six section implementation strategy, Project Planning. For more information regarding these roles, please reference Exhibit C: Pre-Implementation Guide under Customer Project Team.
3. Project Timelines will be allocated during section one of the implementation strategy. Please reference the table included in Exhibit D: Implementation Considerations, specifically the "Factors Affecting Timeline Section" for a general estimate of the length of the implementation period.
4. For a detailed description of Maintenance Connection's approach to Data Migration, which is the second section in the six section implementation approach, please reference Exhibit E: Data Migration Considerations.

Exhibit B
Implementation Section

MAINTENANCE CONNECTION®

"For more than a decade our founders and management team have earned the confidence of the most discriminating clients by providing the highest quality of service and training to our customers."

Implementation Overview

We're excited for the opportunity to help you see the positive results thousands of companies have experienced by implementing Maintenance Connection's Computerized Maintenance Management Software (CMMS). Our extensive knowledge of maintenance/facility operations combined with our enterprise software experience allows us to provide your team with professional guidance throughout the implementation process. Every company and project is unique and we use this six section implementation strategy as a guideline to create a tailored approach for every new customer. Let's get started today toward helping you create another Maintenance Connection success story.

SECTION 1 Project Planning	SECTION 2 Data Migration	SECTION 3 Core Configuration	SECTION 4 Process Design	SECTION 5 Training and Go-Live	SECTION 6 Manage Results
☑ Kick-off meeting ☑ Define project goals, roles and milestones ☑ Define reporting goals ☑ Schedule next steps	☑ Review existing data sources ☑ Map data to CMMS ☑ Configure data standards ☑ Import data from standard template	☑ Configure core modules ☑ Configure user forms ☑ Create security access groups ☑ Create required reports	☑ Evaluate current process ☑ Build most efficient process ☑ Configure Business logic ☑ Set up process automation	☑ Functional user testing ☑ End-user training ☑ Roll-out	☑ Refine usage as needed ☑ Analyze system reports ☑ Monitor key performance indicators (KPI)

To learn more, visit
www.MaintenanceConnection.com
or call **888-567-3434** to speak with an Account Manager

Exhibit C
Pre-Implementation Guide

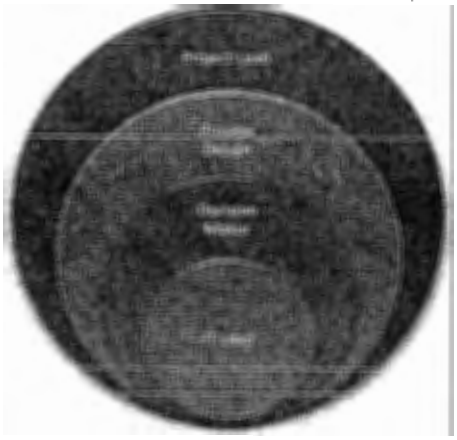
Customer Project Team

Customer Roles & Responsibilities

Internal ownership by the project team is critical to the success of your implementation. Allocating the correct resources now will ensure that you have the necessary people trained to manage Maintenance Connection day-to-day. Including the following key contributors is necessary to ensure that your goals are accomplished.

- **Project Lead:** Central point of contact for all communication and is your internal Maintenance Connection "expert", having the best knowledge of how your specific system is configured, and how the software is designed to work. The role of Project Lead is ideally this person's primary focus.
- **Process Design:** Team with members from all divisions where the software will be utilized. This may involve decisions such as work order routing, which fields will be visible/required, and system standardization.
- **Decision Maker:** Assist in making key decisions regarding the direction of the project including timeline, project scope, data conversion strategy, customization, and critical reporting.
- **Technical Resources:** Group responsible for managing the system environment, participating in integration requirements, and ideally can provide SQL scripting or html support as needed for system configuration.

Below is a chart of the ***Typical Resource Distribution: Customer Team***, where larger circles represent a larger investment of time and increased responsibility:



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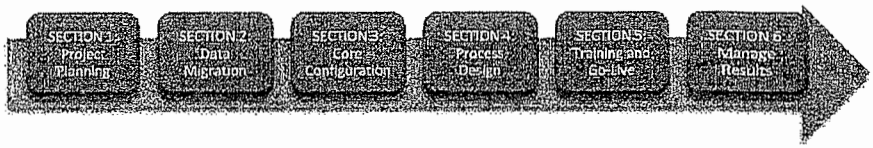
Project Sections

Areas of Concentration

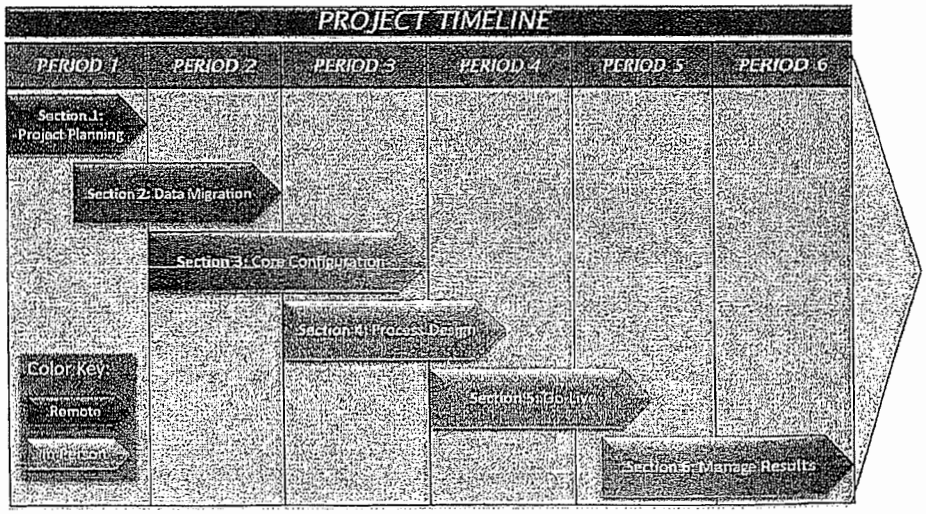
To achieve the maximum return on your investment, we recommend incorporating the below sections in your project. Although displayed in numerical order, sections may be addressed out of sequence (including concurrently), and we advise giving equal priority to each.



Project Roadmap

Time Allocation Example

Typical implementations utilize a combination of remote and in-person services to achieve the best results. The following example illustrates the relative section duration and where concurrent focus may take place. Your actual distribution of time will be determined by your Implementation Consultant after discussing your specific goals.



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Let's Get Started: Next Steps

Below is list of action items you can begin working on today

- Filling out the ***Pre-Implementation Questionnaire*** will help us better understand your needs and goals for this project. Please return this document to your Customer Coordinator at your earliest opportunity.

System Installation

• ONLINE HOSTED INSTALLATIONS ONLY •

- Online hosted installations will be created shortly after purchase.

• ONSITE HOSTED INSTALLATIONS ONLY •

- Reviewing the ***Onsite Installation*** recommendations will help you understand how to prepare your server environment.
- When ready, submit your server details and preferred Thursday installation date using the **Installation Request Form**.

Explore

- Logging into your installation will provide you access to the User Guide and a better understanding of your areas of focus.
- If you are interested in signing up key users immediately, please reference our ***Creating and Approving New Members*** tutorial.

Look for Shortcuts

- The below shortcut opportunities will help expedite your project:
  - Identify relevant data for migration.
    - The ***Import Template Guide*** contains a link to download our Excel Template to begin data mapping.
  - Document your process (both current and proposed).
  - Collect examples of reporting needs.

Begin the Journey

- Following a Welcome Meeting and needs analysis with your Customer Coordinator, you will be matched with an Implementation Consultant to officially kick-off your project.

Preparation Timeline Color Key:

ORANGE = Ready!
BLUE = Set!
DARK BLUE = Go!

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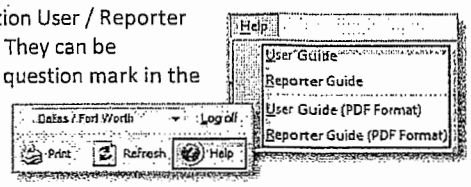
Online Resources

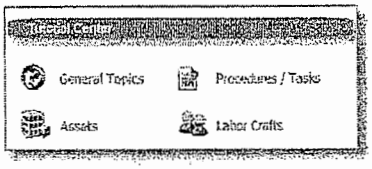
Additional Help

In addition to the documentation links above, we offer additional resources to be utilized as you begin your journey through your implementation.

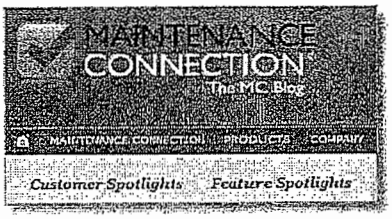
User / Reporter Guides: The Maintenance Connection User / Reporter Guides are available directly through the interface. They can be accessed through the Help Menu, or by clicking the question mark in the upper right corner of the Home page / Reporter.



Customer Support Portal (CSP): This site contains product documentation (such as version release notes), along with tutorials and videos on a wide range of topics and is accessed at http://csp.maintenanceconnection.com.



MC Blog: Another great way to stay connected is the MC Blog at http://blog.maintenanceconnection.com. To receive weekly updates via email, click on the "Subscribe" link on the right hand side.



Let's Go!

Working Toward a Successful Implementation

Thank you for taking the time to review the building blocks of a successful Maintenance Connection project outlined in the Pre-Implementation Guide. As mentioned throughout, it is vitally important to allocate the proper committed internal resources, to thoroughly plan each section, and to set realistic goals. In doing this, you will be contributing toward the long-term success of your project. We look forward to furthering our partnership and working with you towards achieving your goals.

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Exhibit D

Beginning Your Implementation

Document Overview

The purpose of this document is to build on the Pre-Implementation Guide, to provide additional next steps, as well as a number of additional resources to assist you with the beginning stages of your Implementation. This document will also expand on realistic expectations regarding your project, and the scenarios which may factor into your timeline.

Implementation Consultant Introduction

Role and Expectations

Your Implementation Consultant has been personally selected for your project based on a set of criteria including your project goals, desired timeline, and location, to name a few. They will work closely with you throughout your implementation, assisting with managing goals and milestones for Maintenance Connection, from kick-off, to go-live.

As you begin to form your partnership with your Implementation Consultant, it will be helpful to outline some guidelines for your interaction regarding what you can expect from your IC, and what they will expect from you in return, to assist in guiding your project.

- **Communication:** As mentioned during your Welcome meeting, our ICs travel up to 80% of their time for in-person visits with their customers. As a result, there are several things which will assist them in their clear communication with you.
    - It may take 24-48 hours to receive a response from your IC, depending on where they are located and the availability of technology (cell service, internet, email).
    - We also recommend including all relevant information (including contact details) in the email and/or voicemail so that your IC can more quickly respond while traveling.
    - With these items in mind, should you have an urgent request, please include your Customer Coordinator so that they may assist you.

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- **Documentation:** Some customers prefer to maintain their own project documentation. However, training agendas, post-training notes, ongoing action items, and similar documents can be made available to you upon request.

- **Momentum:** Our goal is to make sure that your project is consistently moving forward. As a result, your IC will most likely propose a combination of remote and in-person training sessions to fit your needs. It is our goal that your next training session be scheduled prior to the conclusion of your current meeting or session until your project is complete, or your services balance has been used.

- **Training and Travel:** Through the sales process, you have committed to cover any travel costs associated with in-person visits. With that in mind, please take note of the following:
    - You will be invoiced for any actual costs related to your training.
    - We typically confirm 30 days in advance to secure the most affordable rates.
    - We follow industry standards for booking travel unless specific arrangements have been made in advance with your IC.

- **Best Practices:** Our aim is to understand your project goals, providing options and advice that best fits your needs based on our experience with similar projects. However, all key project decisions are ultimately left up to your project lead, and your IC will defer to their wishes.

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Project Timeline

Factors Affecting Timeline

There are many variables which may contribute to the timeline of your implementation. Typically, a combination of the below factors, as well as other variables will contribute to the length of your project:

- **Availability of Internal Resources:** The availability of these resources and the time they are able to devote to your project will have a direct correlation to how quickly your implementation is able to move forward.
- **Existing Data:** If your data is readily available and of good quality, your project will have a jump start. However, if the data still needs to be collected, or if a significant amount of data scrubbing needs to be performed, this will add time.
- **Number of Sites and/or Groups:** Systems targeted for use by a single group at one location tend to go faster than projects where multiple groups in different locations must be considered during configuration.
- **Modifications:** Projects targeted for customizations to the interface, or for integrations with 3rd party software will take additional time to scope and complete. This will be factored into your implementation timeline.
- **Allocated Services:** Limited services time will restrict the amount of assistance your Implementation Consultant can provide, which will typically increase the timeline of your project. Larger relative services balances will allow the maximum assistance to be provided so your project can be completed as quickly as possible.

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A combination of the above factors will be used to determine your project scope. Below is a typical breakdown of how these factors may combine to affect project timeline.

Project Scope:	Limited	Standard	Comprehensive	Enterprise
Project Goals:	Minimal	Basic	Complex	Extensive
Existing Data:	Available/ Clean	Limited collection and/or Scrubbing required	Considerable collection and/ or Scrubbing required	Widespread configuration and/ or Standardization required
Site/Group:	Single	Single	Multi	Multi
Modifications:	None required	Optional	Required	Critical
Approx. Project Timeline:	3 – 6 Months	6 – 12 Months	9 – 18 Months	12 – 24 Months

Pre-Implementation: Completed Steps

Completed Steps for Implementation

At this point in your project, we will assume that you have completed the below action items during the Pre-Implementation phase. If you have yet to complete any of these items, please be sure to let your IC know, and reference your Pre-Implementation Guide to complete these important steps:

- ✓ *Collect Your Thoughts:* Completed your Pre-Implementation Questionnaire.
- ✓ *System Access:* Verified your Maintenance Connection credentials online, or completed your onsite installation.
- ✓ *Explore:* Logged in to create and approve your key members for system access.
- ✓ *Look for Shortcuts:* Gathered relevant reporting examples, process documentation, and information for data migration.

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Implementation: Next Steps

Next Steps for Implementation

As we begin the Implementation phase of your project, your immediate action items are:

Kickoff Meeting

- The first step in your Implementation process is to schedule a Kickoff meeting with your IC. The goal of your Kickoff is to more clearly define your Implementation timeline, decide next steps for data migration, and begin learning your current process so system configuration can begin.

Schedule Training

- As mentioned in the Project Timeline section above, it is important to keep project momentum. Therefore, your next step will be to determine your training schedule using the ***Training Considerations*** document.

Data Migration

- By now you may have begun gathering relevant data for migration into MC (commonly by using the Import Template). Please reference the ***Data Migration Guidelines*** document as you collect your data.

Development Needs

- If you are considering either a Customization, or an Integration, please review our ***Modification Considerations*** document, compile your supporting details, and schedule time with your IC to discuss how to proceed.

Begin Goals

- Once you have completed the above Next Steps, you are ready to begin working with your IC toward the completion of your goals.

Moving Forward!

A Successful Implementation

Thank you for taking the time to review these project considerations. As mentioned throughout, proper planning regarding your timeline, as well as the allocation of resources will help contribute to a positive implementation. We look forward to assisting you with the next steps of your project, while building a partnership to leverage along the way.

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Exhibit E

Data Migration Considerations

The ability to track and manage data is likely one of the main reasons you have chosen to utilize Maintenance Connection. Many customers have amassed a large volume of data in formats ranging from paper, to electronic files. Some of this data is legacy information and should be archived, while other data is valuable and should be migrated into Maintenance Connection. Verifying that data going into the system is high quality, clean, and accurate will help ensure the long term reliability of your information.

Data Migration Overview

There are two main ways that data will be placed into the system: through Manual Entry, and Import. While projects will typically utilize a combination of these two approaches, each method has its own role and purpose. Your Implementation Consultant will help you in determining which method is preferred for your data and will assist with the migration. Because you know your data best, the more involvement and participation you are able to provide, the smoother the migration process will be.

Core Vs. Transactional Data

The two main types of data are **Core** and **Transactional**. Core data refers to static information pertaining to known items. Examples include data for equipment, employees, departments and accounts. Transactional data refers to information which documents actions taken in the system. This data is often historic, and includes work orders and purchase orders. It is typical to migrate Core and Transactional data at separate times, with Core data being the primary focus, and Transactional data being loaded after go-live.

Manual Entry & Import Defined

Manual Entry refers to the direct input of data through the interface. All projects will require some manual entry. However, some projects may rely on this method exclusively. In addition to manual entry, some projects may have electronic data which can be imported. **Import** refers to the semi-automated transfer of data through the use of our Import Template (MS Excel). In this method, the core modules of the system can be quickly populated with relevant data from another electronic data source.

Migration Strategy

Although all projects will generally require a combination between manual entry and import, there will typically be a predominant data entry method. To help determine which migration method may fit your data, please reference the following considerations:

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- **Manual Entry** is typically most practical with smaller batches of data and/or when data requires significant scrubbing in order to be made useful. Manual Entry may also be preferred if data mapping is difficult to determine.
- **Import** may be most effective with larger batches of electronic data. This data should be clean and easily mapped to matching fields within Maintenance Connection. In some cases, you may find that collecting data using our Import Template to be an effective strategy. If you plan to Import any data, you will want to begin familiarizing yourself with our Import Template Guide (which includes a link to the Import Template).

Migration Process: High Level

Data migration is a ten (10) step process. Below is a high-level outline of the complete process, including unique tasks, as well as those applicable to both methods of migration:

Task	Migration Method		
	Manual Entry	Import	Both
1. Identify Data Sources			
2. Verify Data Quality			
3. Schedule Basic Training			
4. Determine Mapping			
5. Establish ID and Naming Strategy			
6. Select Migration Strategy			
7. I – Populate Import Template		☑	
8. I – Generate and Run Import Scripts		☑	
7. M – Appoint Data Entry Personnel	☑		
8. M – Populate Modules	☑		
9. Validate Results			
10. Resolve Discrepancies			

Migration Process: Detail

The below sections provide additional detail for each of the tasks outlined in the preceding table.

Initial Tasks: The below six tasks should be completed regardless of your data migration method:

Manual Entry and Import	Notes
1. Identify Data Sources	Is this data core or transactional? How is the data formatted? Does information need to be collected from multiple departments (e.g., Purchasing, Human Resources, Accounting, etc.)?
2. Verify Data Quality	Only you know the strengths or weaknesses of your data. Is your data current or active? Is your data clean and consistent? Is your data complete and accurate?

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3. Schedule Basic Training	Training on core modules, system functionality and available fields is necessary to understand how to map your data into the appropriate modules / fields within MC.
4. Determine Mapping	In some cases, field names may be different between data sources (e.g., Equipment Code v. Asset ID). Therefore, careful consideration of each field's intended purpose will be necessary.
5. Establish ID/Name Strategy	Regardless of your strategy, consistency is key. A common strategy is for the ID to be in CAPS, with Name in Mixed Case (e.g., ASSETID: Asset Name).
6. Select Migration Strategy	The method for data migration may be different for each module / data set and depends upon the availability, quality, and source of the data.

Method-Specific Tasks: Once you have determined the proper migration method, you will then complete the below steps relevant to the process you have selected:

Import	Notes
7. I – Populate Import Template	Populating the Excel template is fairly straight-forward once data mapping has been determined. The more you participate in the migration process, the less services time will be required.
8. I – Generate/Run Import Scripts	Import scripts will typically be generated by MC staff. If your database is hosted online, MC staff will process the scripts on your behalf, returning any error messages. If your database is installed onsite, scripts will be returned to you for processing by your IT internally.

Manual Entry	Notes
7. M – Appoint Data Entry Personnel	As mentioned above, consistency is key to good data. Data entry should be routed through a single person or team.
8. M – Populate Modules	Once the data entry personnel are appointed, they should begin to populate the key modules identified with the data outlined, adhering to your ID and Naming conventions.

Final Tasks: After completing your method specific tasks above, you will now need to complete two final tasks, regardless of your predominant migration method:

Manual Entry and Import	Notes
9. Validate Results	It is important to review the results of both data entry and import, validating that the desired data was migrated, taking note if there are any issues or if the data did not go to the desired fields.
10. Resolve Discrepancies	You will work with your IC to discuss discrepancies and formulate a plan to resolve migration related issues. Cleanup can be manual, script based, or through reports.

Summary

Data is one of the key driving factors behind both the Implementation, and the ability to provide the reporting you desire. There should be a systematic approach to determining which data will go into the system, and which method will be used to populate the desired modules and fields. Please work closely with your IC, providing as much assistance and participation as possible to complete this important component of your project.

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Exhibit F
Fee Schedule

MAINTENANCE CONNECTION®

Quote # 09062012-A

Maintenance Connection, Inc.
1477 Drew Ave, Suite 103
Davis, CA 95616
888-567-3434 fax 775-255-6324

MAINTENANCE CONNECTION®

SOFTWARE & SERVICES QUOTE

Company	MC Contact	Valid Dates	
City of Santa Fe, NM	Scott Lasher 888-567-3434 ext. 814 slasher@maintenanceconnection.com	Date Issued	06-Sep-12
		Valid Until	05-Nov-12

Software Licensing	Qty	Unit Price	TOTAL
Maintenance Connection Enterprise Edition Includes software licenses for all modules within MRO WorkCenter, Technician WorkCenter and access to Reporter application. Modules include asset tracking, PM scheduling, work order tracking, parts inventory management, tool check-in/check-out, configurable access groups, and much more.			
Administrative Concurrent License	5	$ 2,799.00	$ 13,995.00
Software Add-Ons / Options			
Service Requester Application (Unlimited Users) Allow end-users to submit maintenance requests electronically to the maintenance department for review. Service requesters can also check the status of these requests with a web browser.	1	$ 2,999.00	$ 2,999.00
KPI Dashboard / Reporting Engine Reporting engine is delivered with 150+ standard reports, plus customizable reporting engine. KPI dashboard provides a visual interface into specific maintenance metrics.	1	$ 2,999.00	included
Agent / Rules Manager (Windows Service) Automated rules-based email notification and labor assignments. Create rules to automate business processes. Schedule any base report or custom report to be sent automatically on a schedule via email. Develop automatic notifications based upon overall maintenance performance metrics, and receive notifications when metrics are outside of a predefined range.	1	$ 2,999.00	$ 2,999.00
Mobile Application Server [Wireless Edition] Application server to communicate with MC Mobile clients. The mobile application server is required to utilize MC Mobile. The Wireless Edition is accessed via mobile web browser and does not store any data on the device, thus requires a live Internet or VPN connection to the web server.	0	$ 4,999.00	$ -
Software License Subtotal			$ 19,993.00

Implementation Services	Qty (Days)	Daily Rate (8 hour day)	TOTAL
Advanced Setup Package *These projects typically have extensive requirements which include implementing core CMMS modules, Inventory management, and complementary modules for multiple groups or locations. Time is often allocated to increased project documentation, such as, onsite visit summaries, action items, and custom user guides as needed. Services are also commonly used for end user training and hands on rollout assistance. In some cases, services may be utilized to scope and build custom interfaces or integrations, in addition to, custom reports. Common outputs include advanced data conversion, configuration, process design, training and best practices for the core and complementary modules. Services are primarily delivered through onsite visits to include larger groups for discussion and training.* → Most intensive implementations → Designed for multiple locations or departments → Includes data conversion, administrative and end-user training → Typicall 2-4 onsite visits and/or online training (Travel Costs Not Included)	26	$1,500 / day	$ 39,000.00
Additional Implementation Services *Travel*	4	$600 / travel day	$ 2,400.00
Additional Implementation Services *Scope Alternative (2A)* *For CMMS integration with SCADA, a scenario similar to the following must be provided: Within SCADA, an operator points to the icon of a given asset, say a pump, a lift station, a generator or such. Right clicking this icon must give rise to a prompt (within a menu) to inquire about the status or service request or PM status or any other aspect of that asset. Clicking one of these should provide a hyperlink to the CMMS database whose output can be superimposed on the SCADA screen so the operator can access CMMS files directly. For example, operator should be able to see on the screen the status of the service request for that asset, or the status of any preventive maintenance planned for it, or any open work orders for repair etc. etc. From the hyperlink, the screen must get "populated" with any or all data available in the CMMS database including reports.*	5	$1,500 / day	$ 7,500.00
Professional Services Subtotal	35 Days		$ 48,900.00

* NOTE: Customer will be responsible for any additional travel expenses (airfare, hotel, car, meals) incurred and are not included in this proposal. Travel can be arranged by either the Customer or Maintenance Connection. If services are performed remotely via web conference, travel days and additional expenses do not apply.

* NOTE: The way each of these services days are used may change. The items listed above are designed to provide a basic assumption of how this block of days can be used, however these days can be utilized in whatever way the customer would prefer.

Annual Support Contract	Price	TOTAL
MC Technical Support Plan (18% of license fee) Support includes unlimited toll-free technical support, software maintenance and upgrades. Support is renewable annually, and is an optional service contract provided by Maintenance Connection.	$ 3,599.00	$ 3,599.00
Annual Support Contract Subtotals		$ 3,599.00

Software Licensing:	$	19,993.00
Implementation Services:	$	48,900.00
Annual Support:	$	3,599.00
Total First Year Investment:	$	72,492.00
Future Annual Support Amount:	$	3,599.00

1) Professional services days can be used in way for installation and setup, analysis, design, implementation, training or custom programming (interfaces). Travel not included for on-site services.

2) Source code for Maintenance Connection will be provided upon purchase. Upon each new release, if Customer is under support contract, source code for new releases will be provided as well.

3) Payment terms will be NET 30. Invoice will reflect software licensing + implementation services and first year annual support fees. Hosting fees (if applicable) will begin being billed the month after the database is available online.