

Statement of Work – Fleet Management Software

City of Flagstaff, AZ

Provided by: RTA: The Fleet Success Company

1. Project Overview

This document outlines the implementation plan between RTA: The Fleet Success Company and the City of Flagstaff, AZ for RTA Fleet360, a fleet management information system (FMIS) solution, to ensure seamless adoption and operational efficiency.

2. Objectives

- Deploy and configure the fleet maintenance software across City of Flagstaff's fleet operations.
- Integrate/file share with existing systems
- Train users to ensure adoption and maximize ROI.
- Optimize workflows to improve fleet uptime and reduce costs.

3. Scope of Work

Phase 1: Project Kickoff

- Assign project teams from both parties.
- Define success criteria and key performance indicators.
- Establish timelines and communication cadence.

Phase 2: System Setup & Configuration

- Configure system settings to align with fleet operations.
 - Fleet
 - Finance
 - IT
- Set up user roles, permissions, and access levels.

Phase 3: Data Migration

- Identify required data for migration
 - Vehicle/Equipment list and maintenance records, refueling and all vehicle/equipment data.

- Parts/Price Inventory/Any other mutually agreed upon data identified during implementation
- Cleanse and format data for compatibility.
- Validate and import data into the system.

Phase 4: Integrations

- API integrations /FTP Transfers with Syntech Fuel Master, GPS/telematics Samsara, Balcrank Fluid Management and City Suite Finance system.
 - Syntech Fuel Master out of the box integration
 - Samsara out of the box integration
 - Balcrank Synergy – FTP Only
 - City Suite Finance – Any custom bi directional API will be the City's responsibility.
- Test and validate integrations to ensure smooth data flow.

Phase 5: User Training

- Conduct virtual role-based training for fleet managers, parts management, technicians, and admins.
 - Up to 12 Hours of Virtual Implementation
 - Additional dedicated virtual group training for your organization (up to 4 Hours) RTA Virtual Specialist for Go-Live Date Special assistance with PM Scheduling (up to 2 Hours)
 - Each training is 4-6 hours held 1 – 2x monthly. City of Flagstaff, AZ will have up to 5 seats in any of these training sessions every month for the life of the contract.
- Provide training materials and user guides.
- Address user questions and provide support.

Phase 6: Testing & User Acceptance

- Conduct system testing to ensure functionality meets Flagstaff, AZ needs.
- Gather user feedback and make necessary adjustments.
- Obtain sign-off from key stakeholders.

Phase 7: Go-Live & Post-Implementation Support

- Deploy the system for live operations and monitor/resolve issues for 90 days with <1 hour response time.
- The city will have Go Live Support with a dedicated single point of contact support representative, in addition to live chat and direct phone numbers of the city's Customer Success Manager who will be introduced during implementation.
- Schedule Onsite Training
- Monitor system performance and user adoption.

4. Deliverables

- Configured FMIS solution.
- Migrated fleet data.
- Completed system integrations and allow API Access.
- User training sessions and documentation.
- Post-implementation support.
- 1 year of Test environment that models production (Unlimited refreshes)

5. Responsibilities

Client Responsibilities

- Provide necessary data and system access.
- Assign a dedicated project lead.
- Ensure staff availability for training and testing.

Vendor Responsibilities

- Configure the system according to agreed requirements.
- Perform data migration and support integrations.
- Conduct training and provide support.

6. Timeline

7. Pricing & Payment Terms

- Agreed upon on separate document

- Sourcewell Contract #102924-RTA

8. Assumptions & Constraints

- Client will provide timely access to necessary systems.
- Scope changes may impact timeline and costs.
- Success depends on user engagement and training participation.
- Annual virtual training as included in the quote.

9. Change Management

Any changes to the scope, timeline, or budget must be approved in writing by both parties.

10. Signatures

City of Flagstaff, AZ Representative

Name: _____

Title: _____

Date: _____

RTA: The Fleet Success Company Representative

Name: _____

Title: _____

Date: _____