



City of Greensboro Water Resources

Greensboro, NC



enQuesta Link Mobile Proposal

March 21, 2017



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ENGAGEMENT SUMMARY



Summary

enQuesta-Link provides Mobile Service Order functionality that delivers real-time integration with the enQuesta CIS workflow engine - establishing a link between the office and field workers at a competitive price point. Systems & Software, Inc. (S&S) provides this product in partnership with West Coast Labour Systems

Competitive Advantages

- Fully integrated with enQuesta CIS functionality
- Works in a wireless connected or disconnected mode
- Offering for Dispatch, as well as Field Technician workflows
- Multiple Device Support (Droid, Windows) / Robust mobile functionality
- Integrated partnership leverages WCLS mobility roadmap & expertise
- Scalable solution for enterprise mobility requirements

enQuesta Version Requirements

REQUIRED VERSION: *May 2013 Version 4.1 Maintenance Release*



ENQUESTA-LINK MODULES

The proposed enQuesta-Link solution delivers the core functionality described in this proposal. enQuesta-Link is also offering powerful modules to enable utilities to take advantage of the specific tools they require as part of their workforce management solution. These modules can be incorporated in any combination as part of a seamless workforce management solution:

- Appointment Booking
- Automatic Vehicle Location (AVL)
- Street Level Routing
- Reports
- Auto Dispatching and Recommendations
- Meter Reading
- Inventory tracking
- Location based view of crews, workers, assets and work
- Real time monitoring
- Geo-fencing and Alerts
- Geocoding
- Configurable subscriptions to events
- Support for Android, Windows, and iOS devices
- Work Proximity Alerts
- GIS Overlays

***Please note:** All references below to 'enQuestaLink' refer to the Dispatch/Mobile products supplied by West Coast Labour Systems – which have been integrated with enQuesta CIS.*

ENQUESTA-LINK FEATURES

Order Creation

Work orders are created in enQuesta CIS and sent to EnQuesta-Link for dispatching. If there is no host system, or if the host system is down, dispatchers can create work orders directly in enQuesta-Link. Field technicians can also create new orders in the field.

Order Assignment

Dispatchers have an excellent overview of both the service orders and the mobile resources available within their area of responsibility. Dispatchers can easily assign work to the most suitable technician based on geographic area, skill, equipment and available time.

Automatic Dispatch

enQuesta-Link can automatically assign service orders to technicians based on the work order type, job code, geographic area, skill, equipment and available time. Thus, dispatchers can focus their attention on exceptions and emergency situations.

AVL (optional)

enQuesta-Link can track vehicles and workers in real time. Closest vehicle to an orders or asset can quickly be determined. enQuesta-Link continuously monitors and records this information. This allows dispatchers the ability to address issues as they occur. Vehicle telemetry such as idle times, excessive speeding, rapid acceleration and deceleration are all supported.

- Excessive Engine Speed (RPM)
- Vehicle Speed Events
- Vehicle Battery Voltage (Low Battery Warning)
- Check Engine Light (MIL Alert)
- Trip Odometer Reporting
- Idle Time Reporting
- Low Fuel Alert
- Rapid Acceleration
- Sudden Deceleration (Harsh Braking)
- Motion Detection
- IGNITION OFF Configuration



Configurable Order Assignment Parameters

enQuesta-Link provides utilities with configurable order assignment parameters. As a utility's needs change, it can quickly and easily modify the parameters that impact work order assignment.

Real-Time Status

Dispatchers can review the status of a service order or a technician anytime.

Host Interface

enQuesta-Link can accommodate a variety of host interfaces in addition to enQuesta CIS and can support multiple back-end systems simultaneously.

System Administration

Customer organizations can create and manage areas, skills, vehicles, mobile workers and dispatchers.

Management Reports

enQuesta-Link captures the time stamps for all significant system events. This information can be used to create standard reports that can be included in the system. In addition, the utility can create its own reports using third-party reporting tools, such as Jasper Reports.

Sophisticated Filters

The system includes comprehensive filters that can be applied to all views, including service orders and technicians. Thus, dispatchers can focus their attention on the most relevant areas, order types, dates, etc. With enQuesta-Link 5.3 results are returned in real time as the user interacts with the system.

Push Technology

enQuesta-Link automatically pushes new work orders, configuration data and optionally new software versions to the mobile clients.

Multiple Companies and Business Units

enQuesta-Link supports multiple companies and business units operating on the same server. The order types and other configuration data can be uniquely defined for each entity.

Off-Line / On-Line Capabilities

A major challenge for any system is the ability to handle situations where the remote user is not in contact with the server. enQuesta-Link includes support for mobile workers who are:

- Within wireless coverage
- Temporarily outside wireless coverage
- Not equipped with wireless capability

All messages are sent real time when communication is available. When mobile communication is unavailable messages both on the server and the mobile are queued until communication is available. Worker can complete work orders offline.

Appointment Booking

enQuesta-Link supports an appointment-booking interface. This feature allows the user to check for the availability of the appropriate resources and book an appointment for the customer. This ensures that utilities can commit to appointments with their customers with the confidence that the commitment can be made. If the requested appointment is not available, enQuesta-Link provides the user with alternative appointment times and dates.

Auto Assign and Route

enQuesta-Link provides a faster, more direct way to assign, dispatch, and route orders to FSRs than performing these tasks through the Dispatch screen.

It displays the Auto Assign/Route Parameters dialog box, which lets you create one or more order filters and/or select from among previously saved filters. A single button-click runs each filter in turn, generating a list of orders that meet your dispatch criteria. Then it assigns or dispatches them to suitable FSRs and routes them for each FSR.

Auto-Assign/Route saves time otherwise spent paging through the order list to locate and dispatch the desired orders, and then provides street-level routing to each FSR, one at a time. This option can also be set up as a system task that is scheduled to run automatically at designated times.

Grouped Orders

enQuesta-Link can group work orders for the same location using a user-defined field, such as account number, ZIP code, phone number, etc., to determine that orders are for the same premises. enQuesta-Link can park low-priority orders in the dispatch queue until a higher-priority order is received for the same location. The system will automatically un-park the order and groups it with the higher priority order for dispatch to a single worker. User-definable due dates can be assigned to parked orders. Dispatchers can be notified as parked orders approach their expiration. Dispatchers can manually dispatch parked orders if filler work is required to maximize a worker's available time. If the order is not completed, the order is returned to the dispatch queue and re-parked.

Project Orders

enQuesta-Link can bundle work orders, grouping them in parent/child relationships or by project. A project number is assigned to the group of orders and all orders in the group must be completed or cancelled before the project order is marked as completed. Dispatchers and managers can view and track the status/progress of individual jobs within the project order.

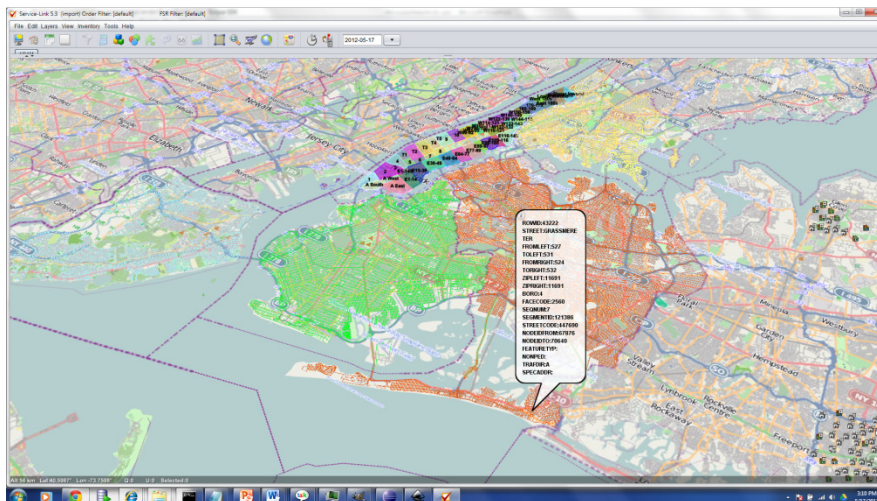
File Attachments

File attachments are files such as schematics, instructions for completion of a particular task or digital pictures that can be attached to a work order.

At sign off, field workers are prompted to transmit all file attachments that provide completion data for their work orders. If the field worker chooses not to transmit the completion data, the files will be stored on the mobile device until they do so.

GIS Overlays

Esri-based asset information can within the enQuesta-Link Dispatching client.



Reading and Programming of Itron Endpoints (optional)

enQuesta-Link can be deployed utilizing Itron FC200, FC300 and Belt Clip Radio hardware.

enQuesta-Link can be used as an automated meter reading (AMR) system deployment tool that provides quick, precise and hassle-free operation with the highest accuracy possible during and after your ERT implementation. Realize significant capital savings by utilizing the same handheld for both field service and AMR deployment work order types.

GPS

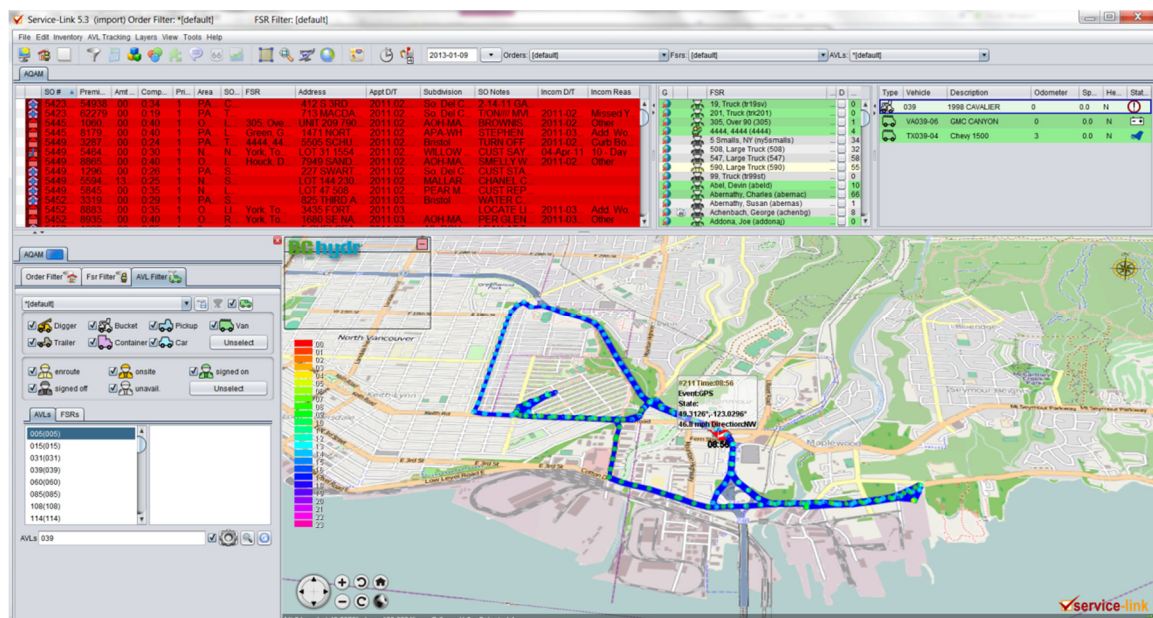
enQuesta-Link's GPS module gives the dispatcher near real-time information on the current location of a field technician. Without this option, the worker's location is shown on the map at his or her last known on-site address.

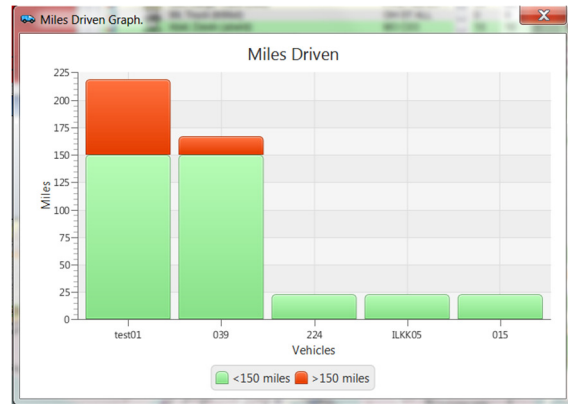
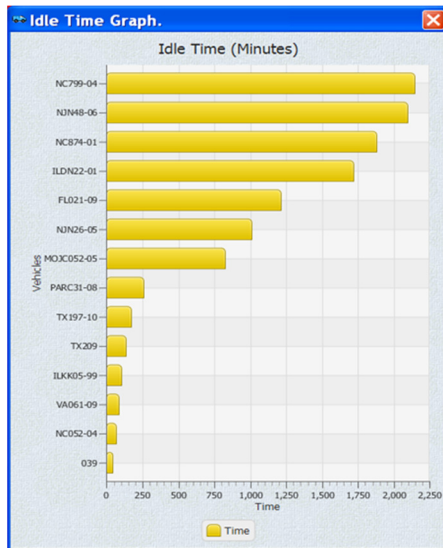
The dispatcher or the field technician can send or request GPS coordinates on demand. The GPS data includes latitude and longitude coordinates, and a date and time stamp. If the dispatcher requests GPS information for a field technician who is off-line, the system will inform the dispatcher that the information is un-available and the technician's status will be updated.

GPS Tracking

enQuesta-Link supports both historical and real time GPS tracking of field workers. All worker activity is geo-coded and time stamped. GPS tracks are recorded for each technician and stored for later playback and review. This information is recorded on the mobile device and moved to the server when the device is within coverage.

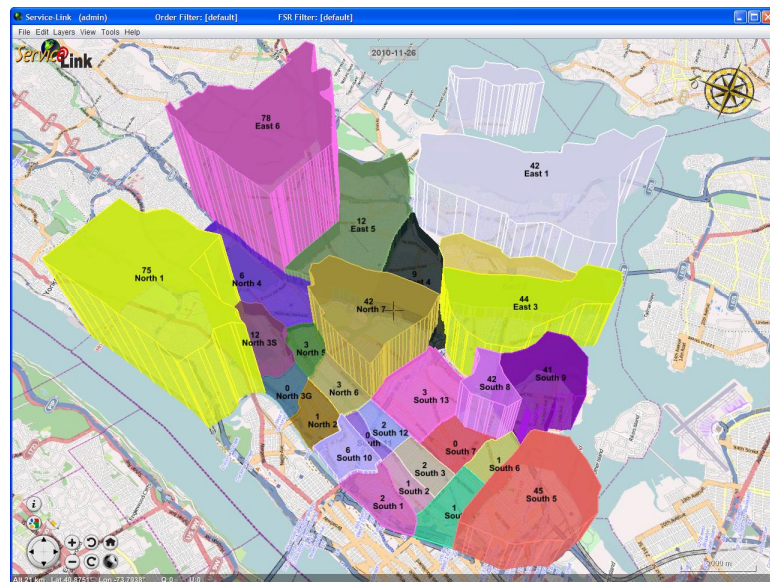
The archive of GPS tracks is maintained on the server and searchable by date and field technician. Both field technician events and system event are integrated with the track information. The raw GPS tracks data includes hardware events such as low battery, low memory and worker generated events. All information is geo-coded and time stamped. Access to the information can be restricted to managerial level employees. The GPS track can be exported to excel for further analysis and report generation.





Orders by Work Area

Work order distribution can display both graphically and filtered. This information can be used to analyze distribution of work force, area configuration and order prioritization.



Reporting

Integrating reporting allow for generation of utility-specific standard reports within the product.



FSR Timesheet

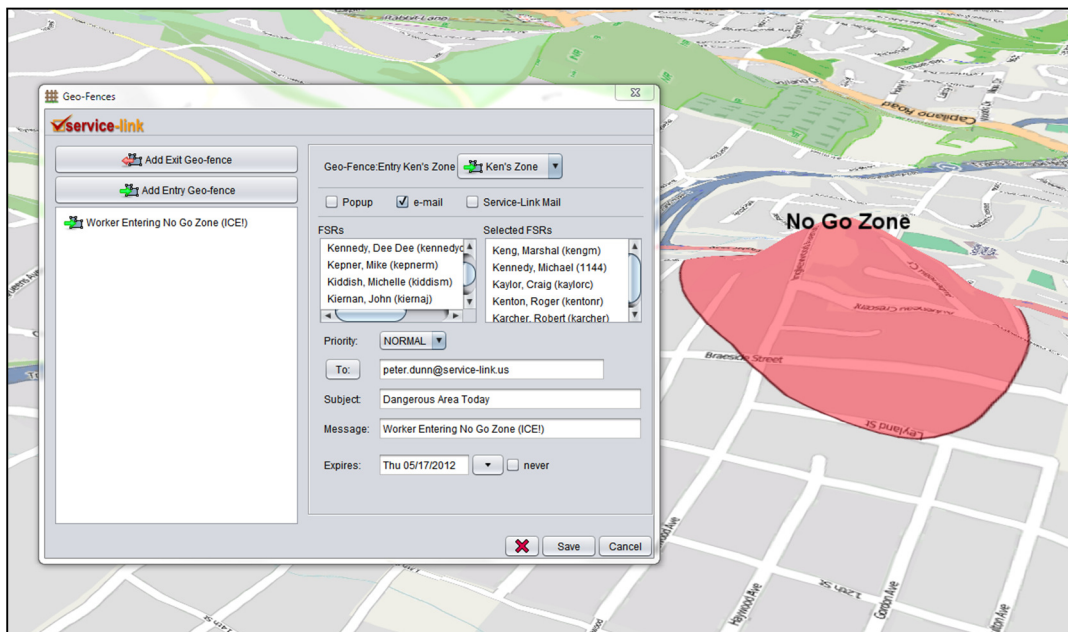
Data as of 4/27/12 5:11 PM

Date Range: 04/26/2012 to 04/26/2012

FSR: 1144			VEH: 259 (259)			Actual Travel Time	Actual Completion Time	Total Time
Date	Order Number	Enroute Time	Onsite Time	Completion Time	Job Code			
04/26/2012	6342364	07:27:02 AM	07:46:21 AM	08:19:25 AM	CKRD-S	00:19:19	00:33:04	00:52:23
	6345182	08:19:32 AM	08:55:19 AM	09:31:28 AM	CKRD-S	00:35:47	00:36:09	01:11:56
	6331147	09:31:35 AM	09:41:13 AM	09:45:56 AM	CKRD-S	00:09:38	00:04:43	00:14:21
	6346968	09:49:00 AM	10:00:28 AM	10:07:22 AM	TOFF-S	00:11:28	00:06:54	00:18:22
	6345445	10:07:28 AM	10:25:48 AM	11:00:07 AM	MCHG-S	00:18:20	00:34:19	00:52:39
	6345364	12:09:17 PM	12:18:59 PM	12:24:29 PM	CKRD-S	00:09:42	00:05:30	00:15:12
	6331901	12:24:38 PM	12:46:36 PM	12:52:46 PM	CKRD-S	00:21:58	00:06:10	00:28:08
	6331851	12:52:56 PM	01:18:56 PM	01:25:21 PM	CKRD-S	00:26:00	00:06:25	00:32:25
	6331100	01:44:24 PM	02:47:11 PM	02:51:15 PM	CKRD-S	01:02:47	00:04:04	01:06:51
	6340467	03:30:30 PM	03:52:15 PM	04:29:43 PM	CKRD-S	00:21:45	00:37:28	00:59:13
					Totals:	10	03:56:44	02:54:46
					Totals:	10	03:56:44	02:54:46
					Totals:	10	03:56:44	06:51:30

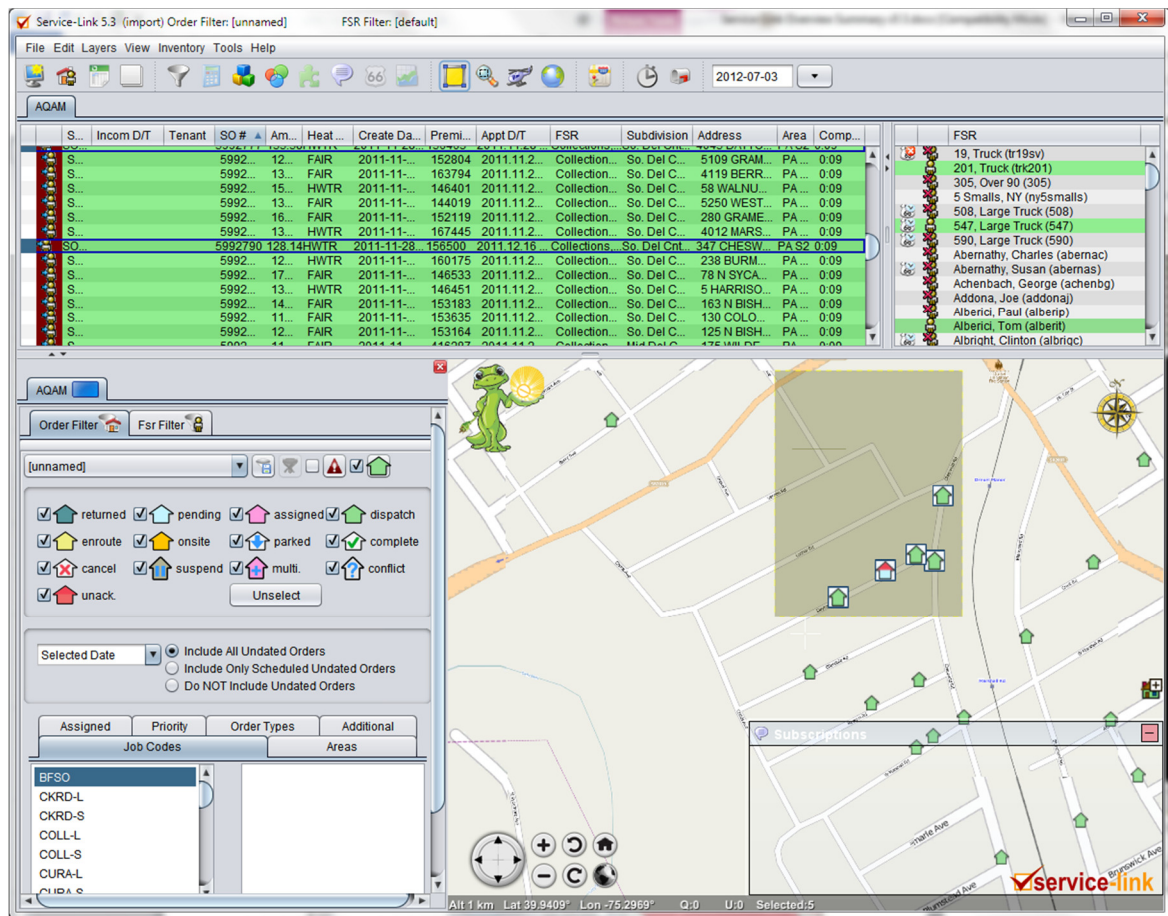
Geo-fencing

enQuesta-Link 5.3 allows for the creation geo-fences. A geo-fence is a virtual perimeter for a real world geographic area. It allows dispatchers to draw zones around places of work. Geo-fencing can be utilized for a variety of purposes. Events can be triggered when geo-fence perimeters are entered into or exited from.



Lasso Selection

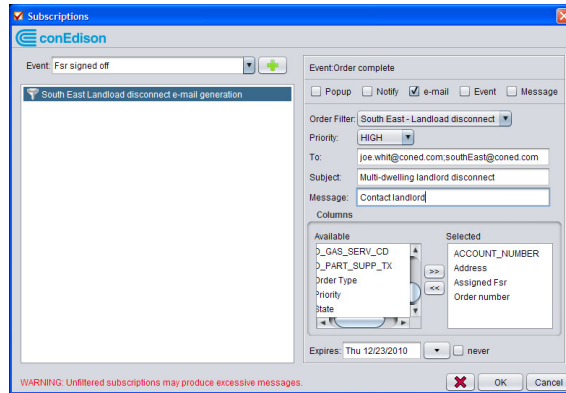
Lassoing of orders and FSR allows for quick selection of orders in close proximity.



Event Subscriptions

All events in enQuesta-Link 5.3 are broadcast immediately when information changes within the system. As status changes, within enQuesta-Link, events are pushed out to the field workers and dispatchers. Dispatchers can subscribe to events to trigger further actions automatically. Five actions are currently available:

- Configurable popup dialogs
- On screen notifications
- External e-mail generation
- Events written to in the enQuesta-Link event log
- Internal enQuesta-Link mail messages generation



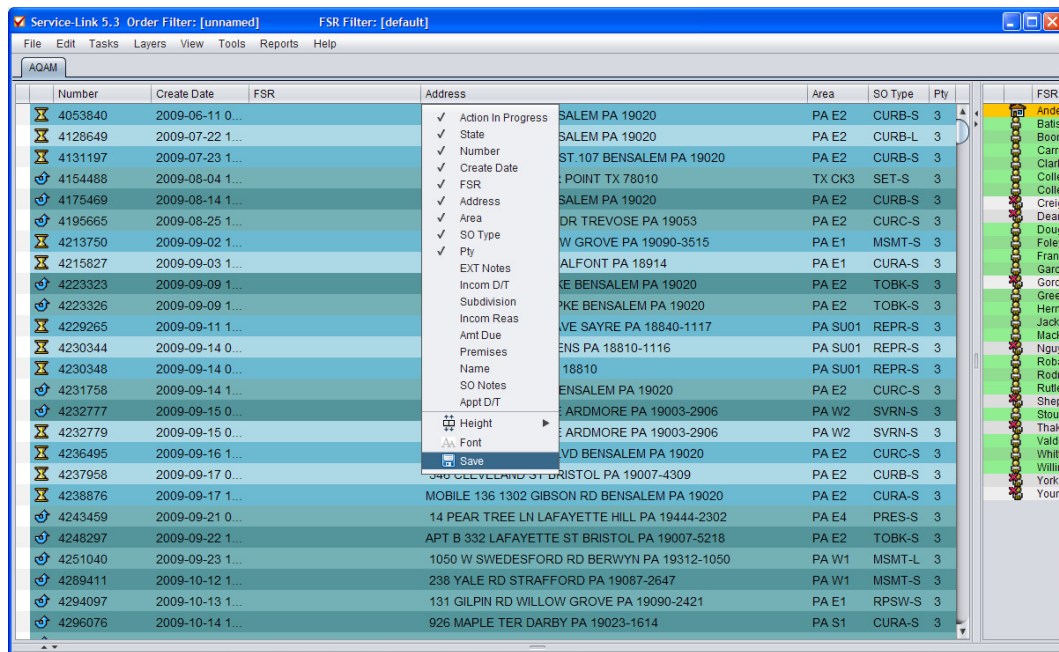
Multiple Monitor and View support

Two or more monitors can display different business unit or different views within a single business unit



Easy Configuration of Order and FSR Summary Tables

Both the Order and FSR tables are completely configurable for each dispatcher.

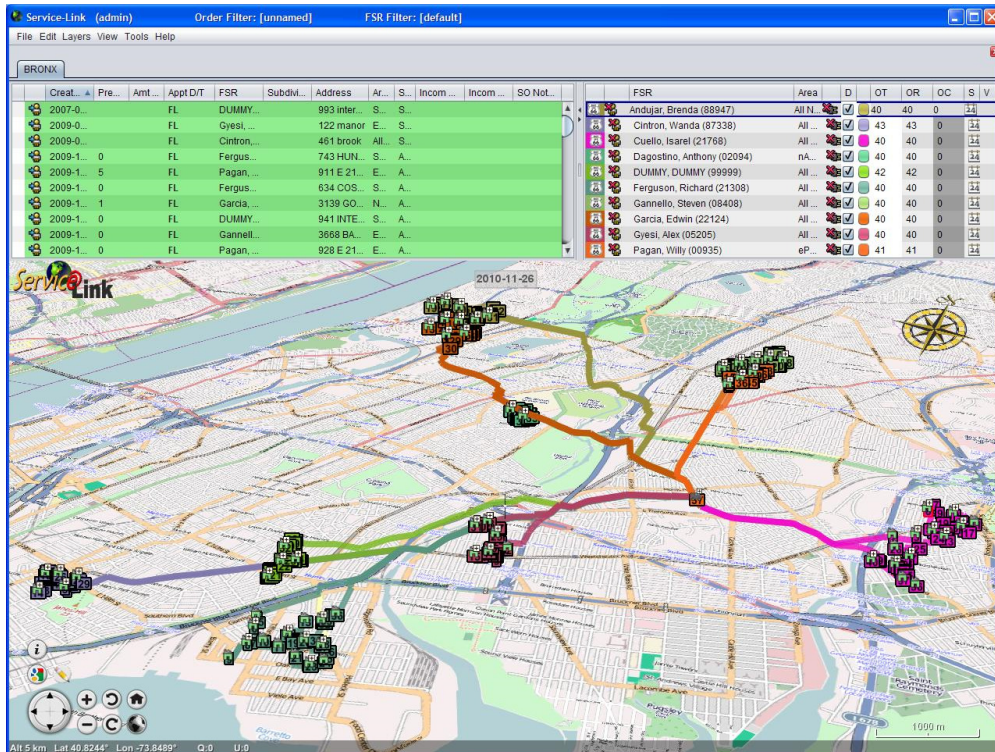


Assignment and Routing

The assignment engine is geographically aware and produces tightly clustered work that honors the dispatch priorities. The assignment engine allows absolute control of work dispatched by allowing the dispatcher to set any number of prioritized order filters.

The assignment and routing job can be scheduled or run at the dispatcher's discretion. In addition to the prioritized order filters, the dispatcher can control the assignment by specifying a set of workers.

A number of automatic processes are available to the dispatcher depending on the desired result, and the current state of the workforce. Work can be returned for a sick worker using a filter, and lower prioritized work can be returned from the existing work force. The assignment and routing job can be utilized to again rebalance the work and produce an optimized assignment based on the current day's priorities without the dispatcher handling individual orders.



Map-based Dispatching

enQuesta-Link's map-based dispatching module enables dispatchers to open a map window to view work orders and field technicians' locations. The dispatcher can use configurable filters to turn information tags on or off. Information tags display data such as field technician names and addresses, order data and other summary information. Dispatchers can select single or multiple orders and use drag-and-drop mouse functions to assign them to a worker. Other filters and dispatch options such as recommend, re-assign and dispatch are also available. A dispatcher can select an order or a field technician and request the information be shown on the map. The map view will be updated with the desired order and the field technician's location is displayed in the center of the window.

E-mail interface

Dispatchers can send electronic work orders to field workers and send messages to pagers to inform workers of new orders. Users can define the types of orders and/or conditions for which pages should be sent. These include all emergency orders, any order to an offline worker, modified or cancelled orders for an offline worker, etc.

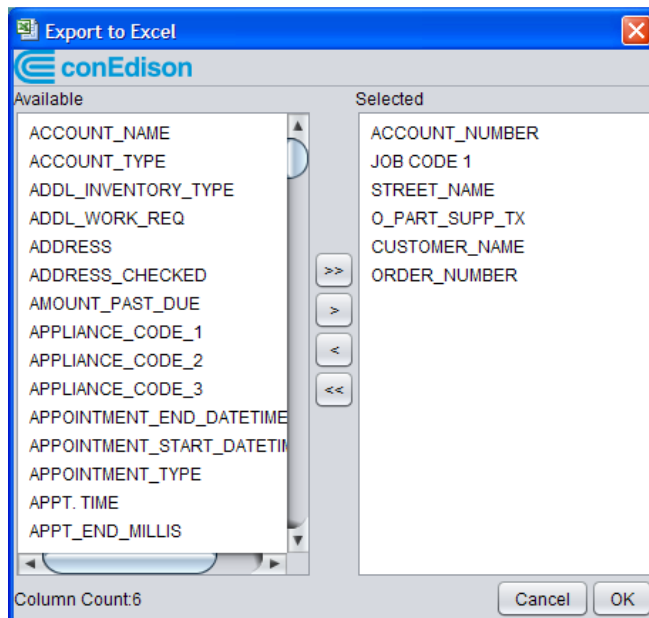
Street Level Routing

enQuesta-Link can pre-sort a field worker's orders based on user-definable criteria such as order priority (appointments, emergencies, etc.), minimized travel time or desired starting or ending points. If new orders are added to a field worker's list after the initial orders have been routed, an indicator is displayed to advise the dispatcher and worker that the list is no longer optimized. The dispatcher or field worker can request that orders be re-routed with a new starting and/or end point. The dispatcher can elect to display a worker's route on the map window. Multiple workers' routes are differentiated by color.

With Street Level Routing, a field technician can request directions to any specified work order, pre-defined location or customer address. In addition, if a technician is moved from his or her assigned route to cover an emergency, enQuesta-Link can re-route work orders based on the new location. Field technicians can also request that orders be routed with specified start and end points so that they begin and end their shift near their homes, service yard or dispatch center.

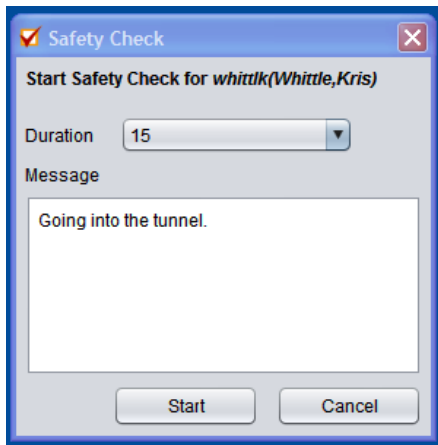
Export to Excel

enQuesta-Link allows orders to be easily exported to Excel.



Safety Check

Dispatchers or FSRs can initiate safety check timers to signal an alert if the FSR has not reported back within the specified time period.



Crew Support

enQuesta-Link 5.3 supports multiple FSRs working within a crew.

Java/.Net/Windows Mobile/Android/iOS Mobile Clients

The EnQuesta-Link system allows total flexibility when deploying in the field. By offering Windows Mobile, Android, and Windows Desktop support, we cover the full range of device form factors and technologies. Whether it is smart phones, rugged handheld computers, tablets, laptops, or a mixture of devices, customers can choose what makes sense to efficiently power their workforce.



Mobile Printing

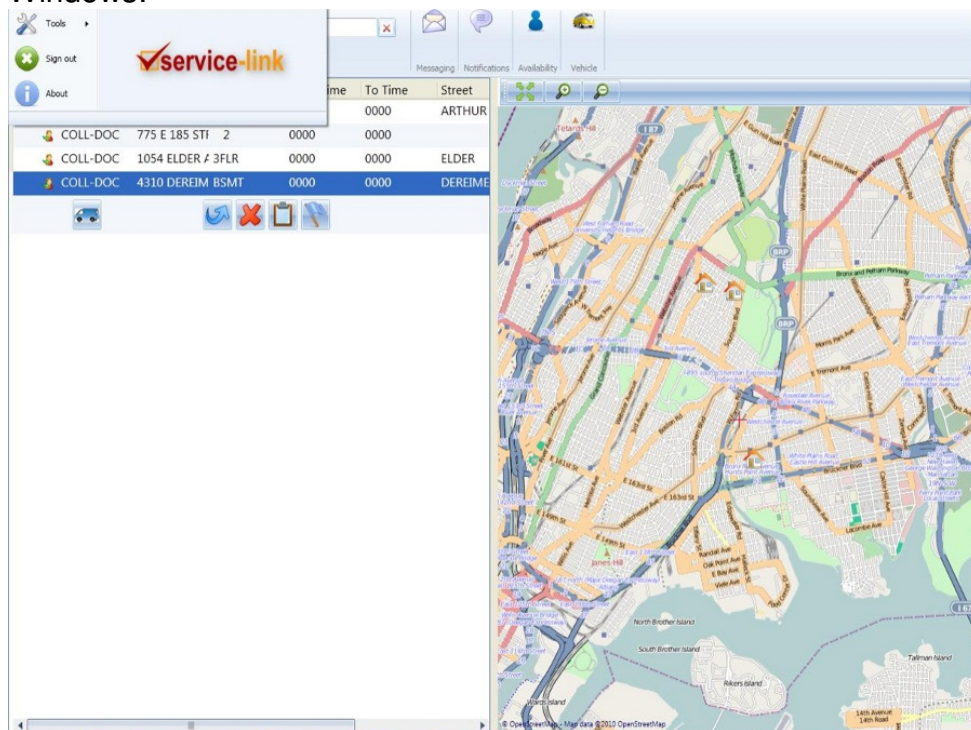
enQuesta-Link 5.3 adds the ability to print mobile screens and receipts from the mobile workflow. Unique receipts can be printed on watermarked paper to ensure authenticity.

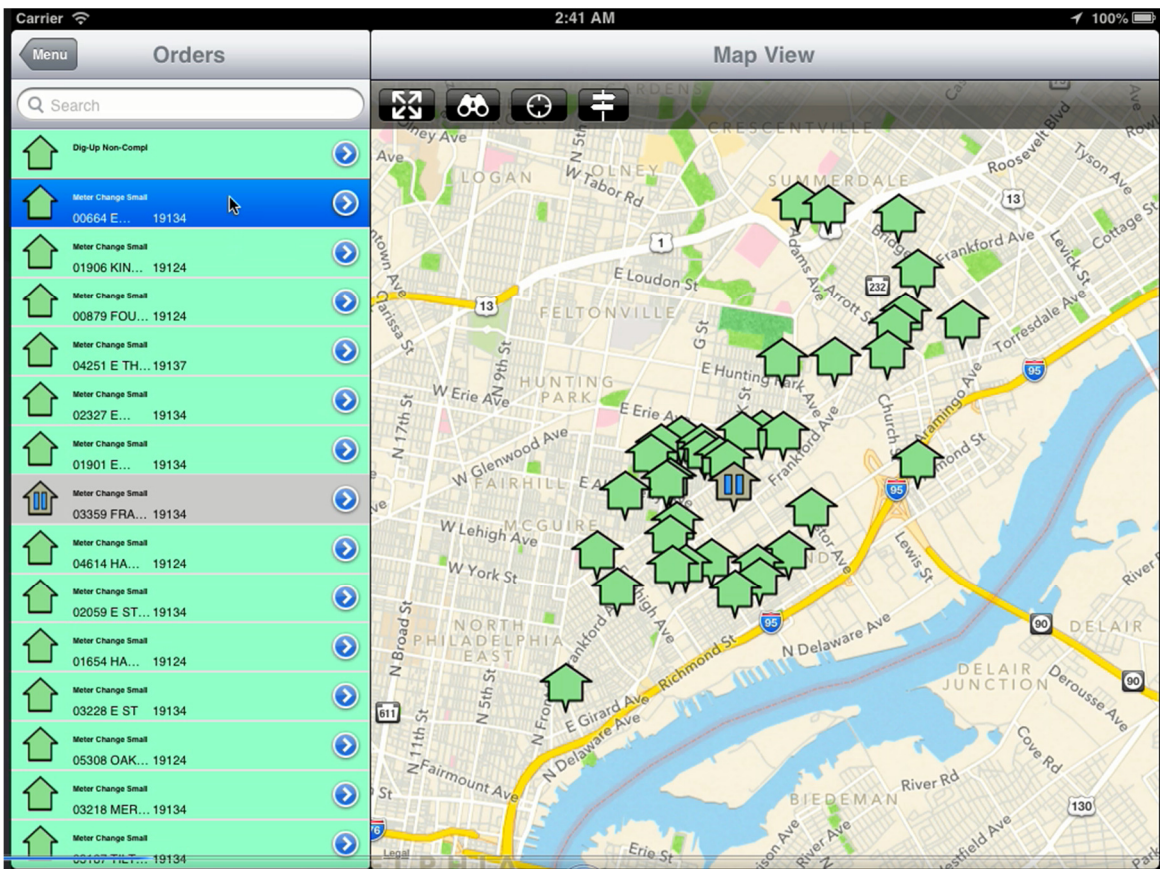
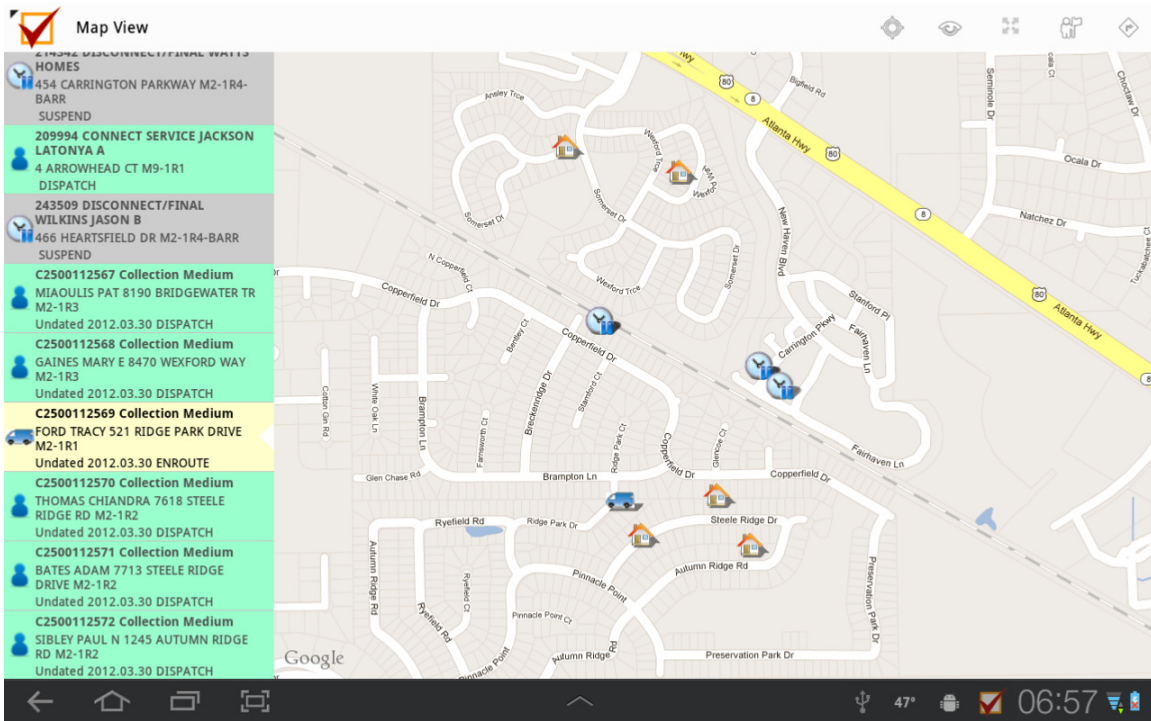


Mobile Mapping

Mobile Mapping is a new feature in enQuesta-Link 5.3. This allows the field worker to see where his work orders are as well as see his route. The ability to view the map while offline or out of coverage ensures that there are no encumbrances to productivity.

Windows:

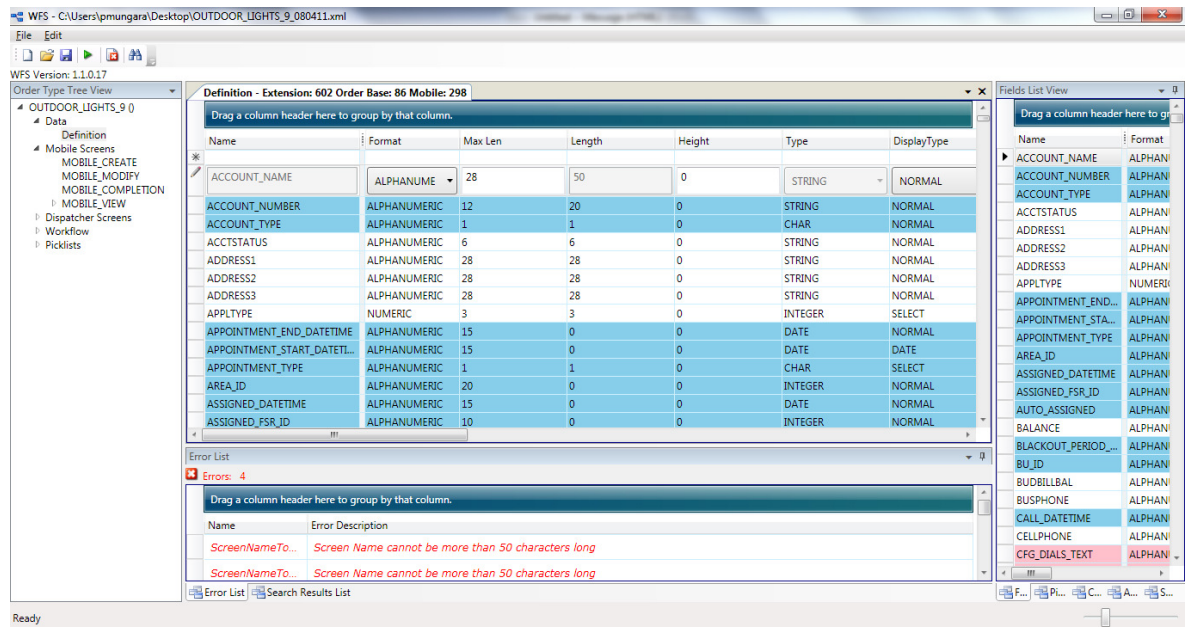




ENQUESTA-LINK BENEFITS

Configurable Order Views and Workflow

enQuesta-Link is available with a powerful configuration tool, Workflow Studio™, which allows the customer organization to define and modify order types, completion details and workflows. The new or modified configuration can be deployed real-time without interruption to the production system.



Workflow Management

enQuesta-Link's XML-based order type definition includes support for decision tree style workflow management in the mobile client. This greatly simplifies the user interface, shortens the learning curve and reduces the risk for errors.

Internet Architecture

The familiar browser interface minimizes the training requirements and improves user acceptance. From a technical viewpoint, users of the system can be located anywhere in the world.

Increased Productivity

Technicians can handle more work orders per day and dispatchers can manage more technicians and orders.

Improved Customer Service

Thanks to the timely and accurate information, a utility's customers can be serviced more quickly and more efficiently.

Reduced Operating Costs

A better utilization of personnel, vehicles and equipment will result in lower overall operating costs.

Reduced Paperwork

The use of electronic media eliminates most of the costly paperwork. Job completion reports are validated for accuracy and completeness directly in the field. There is no need to re-enter field data into multiple computer systems.

Streamlined Work Order Process

The management and control of work orders are dramatically enhanced.

Real-Time Information

In a wireless environment, same-day orders can be transmitted to the field in real-time. Likewise, work-order updates and completion reports are sent to the dispatch office as they occur throughout the day.

ENQUESTA-LINK FUNCTIONALITY/INTEGRATION – DETAILED PRICING

enQuesta Work Order Creation

The enQuesta work order system allows certain work order types to be configured as interfaces to enQuestaLink. Any such work order type can be scheduled, dispatched, and worked using the enQuestaLink Dispatch Manager and sent to mobile devices to be worked by the field technician.

enQuestaLink Work Order Creation

enQuestaLink allows work orders to be created in the field. These work orders are limited to work needed at the same premise address.

Work Order Types / Job Codes *(The scope of work order types / Job codes includes:)*

- Meter Investigations (Single Service)
- Meter Installs (Single Service)
- Meter Exchanges (Single Service)
- Meter Removals (Single Service)
- Meter Test (Single Service)
- Move In (Multi-Service)
- Move Out (Multi-Service)
- Turn-On's (Multi-Service)
- Turn-Off's (Multi-Service)

Work Order Scripting – There are 5 data elements currently available to captured via scripting upon creation of a new work order. These 5 data elements will be passed to the mobile device and displayed for the field user. Completion of work in the field will not utilize scripting but workers will be able to enter notes in the field that will be passed back to enQuesta via Diary Notepad.

Scheduling

All automated scheduling of work orders and resource leveling will be done in enQuestaLink.

All worker assignment of enQuestaLink work orders will be done in enQuestaLink.

All worker assignment of non-enQuestaLink work orders will be done in enQuesta CIS by using the default worker assignment.

GIS Coordinates

GIS Coordinates can be captured in enQuestaLink and sent to enQuesta CIS during work order completion.

If enQuestaLink sends meter or premise GIS coordinates at completion, in the appropriate corresponding fields, enQuesta CIS will update the account data with provided GIS coordinates.

Appointment Scheduling and Time Frames

enQuesta CIS work order types can be configured for appointment booking or default to an all-day appointment window during the CSR workflow. *Details include:*

- The system allows the user to pop-up a list of schedule dates and times in enQuesta CIS at work order entry
- After the requested schedule date is entered in to the enQuesta CIS work order screen, the user is able to search for a specific window
- The user is able to select an available date and time frame from the available list
- The user is able to enter a new date and view a refreshed list of available appointments
- The user is able to force-book an appointment from a list of pre-defined time-frames
- enQuesta CIS provides the user with a range of dates based upon the initial entered schedule date on the enQuesta work order
- Resulting search windows are displayed for the window type specified
- enQuesta CIS configuration defines the window type by enQuesta work order type

System Process Generated Work Orders

enQuesta CIS has the ability to generate a batch of work orders based on a specific process.

Any work generated by system processes can have a pre-loaded schedule date that will be sent to enQuestaLink.

of Services

For work orders that contain multiple services, enQuesta CIS will create one work order that will contain all services in enQuestaLink. Max of 6 services – up to 3 registers.

Priority Codes

enQuestaLink can define a priority for a job code. Any order created with that job code inherits that priority. This is configuration in enQuestaLink.

Definitions of priorities for each work order type will be determined in the mapping session for a customer implementation.

Emergency orders are defined in enQuestaLink based on job code priority. The priority is marked as emergency.

New Work Orders from enQuestaLink

A field worker can choose the “Duplicate” function in enQuestaLink. They would then enter the new job code, if needed. The order can then be returned to Dispatch or worked immediately while onsite.

Host Inquiry (On-Demand Account Information Requests via Mobile Device)

Connected mode is assumed for this Host Inquiry functionality. The following inquiries are supported. If the field technician is not connected, this functionality is temporarily disabled until the user re-connects:

Consumption History

- The ‘N’ number of months of consumption history will be kept in an enQuesta CIS configuration table.

Work Order History

- enQuestaLink may request the Premise Work Order history for a particular Work Order. The last “N” Work Orders for the associated premise will be obtained in enQuesta CIS.
- enQuesta CIS will filter the work orders to only include Service, Meter, and Valve Work Orders (All “Customer Service” Work Orders will be ignored).
- The “N” number of work orders will be kept in an enQuesta CIS configuration table.

Payment History

- enQuestaLink may request the payment history information for a particular account. When this request is made, enQuesta CIS obtains the billing account from the Work Order and sends enQuestaLink the payment history for “N” number of months from the current date.
- The ‘N’ number of months of payment history will be kept in an enQuesta CIS configuration table.

Credit Information

- enQuestaLink may request the credit information for a particular account. When this request is made, enQuesta CIS obtains the billing account from the Work Order and sends enQuestaLink the account credit information.
- Credit Information Available:
Deposit Amount, Pending Deposits, Current Balance, Past Due Balance, Aged Balance, Installments Due, Installments Past Due, Promise to Pay Amount, Number of Bad Checks, Cash Only Flag, Amount being shut off for, Budget Amount, Budget Past Due Balance, Today’s Charges, Today’s Balance, Landlord

Reporting

enQuesta reporting will be available for all mobile work order types via Cognos. Additionally, enQuesta-Link provides an additional, proprietary reporting tool for data that is specific to the enQuesta-Link server that is not available within the enQuesta reports catalog.

enQuestaLink API

The FOS interface between enQuesta and the mobile system is a bi-directional communications channel operating over the SOAP web service protocol. Each request-response is considered a transaction, and a unique transaction ID is sent with each request. Each response will contain a Transaction Status with it, to indicate the operational success of the transaction.

The enQuestaLink API contains the following methods for enQuesta:

- createWorkOrder – Attempts to create a work order in enQuesta, then book and deploy it.
- completeWorkOrder – Completes the work order, assumes all required fields are provided.
- consumptionHistoryInquiry – Lookup the last 24 months of consumption history.

- workOrderHistoryInquiry – Lookup the last 8 months of work order history for the premise.
- paymentHistoryInquiry – Lookup a variable number of months of payment history.
- accountCreditInquiry – Lookup the account balance and credit information.
- AddNoteRequest – Add a notepad entry to a given order.
- transactionStatusUpdate – Update the status of a transaction request. Used to identify transactions that timed-out before they completed.

The enQuestaLink API contains the following methods for the Field Order System:

- createOrder – Creates an order on the FOS system.
- changeOrder – Changes an order on the FOS system.
- rescheduleOrder – Reschedules an order on the FOS system.
- cancelOrder – Cancels an order on the FOS system.
- orderStatusInquiry – Lookup the status of an order.
- appointmentWindowInquiry – Inquire on the availability of appointment windows.
- appointmentBook – Books an appointment.
- appointmentCancel – Cancels a booked appointment.

Add Notepad Entry

enQuesta CIS provides the ability for enQuestaLink to add individual diary notes to the open enQuesta CIS work order without having to complete the work order.

Disconnected Notification

When enQuesta makes a request to enQuestaLink to change or void a Work Order, and the Work Order is being worked on a disconnected unit, a notification shall be sent to the dispatcher in enQuestaLink. This may result in the change or void the Work Order in enQuesta CIS.

ENQUESTA-LINK HARDWARE & CONNECTIVITY

Server

- All enQuestaLink servers can be virtualized, and Greensboro has indicated that they would prefer this option, so no hardware is included in this proposal.

Client Device

- enQuesta-Link may be deployed on a variety of Tablets, Laptops, and Handheld devices, included but not limited to, Android, iOS and Windows 7 platforms (Greensboro will be responsible for procuring client devices – not included within proposed pricing).
- S&S recommends Android devices, such as the Nexus 7 tablet (approximate cost is \$300) or other ruggedized Android devices (approximate cost \$1,200) for field deployment.
- Hardware Support will not be provided through S&S or WCLS.

Network Connectivity

- Greensboro is responsible for providing the necessary infrastructure, including wireless network connectivity if desired, in accordance with Greensboro accepted network standards for response time and uptime requirements.
- The exchange of real-time information from enQuesta™ to mobile field units and back to enQuesta™ is dependent upon a reliable wireless network infrastructure. A few connectivity options include:
 - Wireless WAN – *(all major cellular carriers provide such services in different formats such as GPRS, GSM)*
 - WAN
 - Wireless LAN

AVL

Our recommended AVL device is the **CalAmp 3030 Plug and Play OBDII** device. For larger vehicles that don't have an OBD port, we support the **CalAmp 2600** series of devices.

ENQUESTA-LINK DOCUMENTATION

The following documentation will be provided to Greensboro in PDF format, at no cost:

Workflow Studio User's Guide for EnQuesta-Link	TDC-0634-005
Administration Guide	TDC-0431-011
Installation Guide	TDC-0762-000
Dispatcher's Guide	TDC-0432-011
Field Service Representative's Guide	TDC-0433-009
enQuesta-Link Host Interface Description	TDC-0550-005

DETAILED PRICING

COST OF THE PROGRAM SOFTWARE AND HARDWARE ONE YEAR MAINTENANCE, SET UP FEES, TRAINING

Software					
Item	Description	Part Number	Unit Price	Qty	Price
1	enQuesta-Link Server License (all modules) (81-200 Users)	SWK-0053-005	\$ 40,000	1	\$40,000
2	Test/Dev/Train Servers (max 3) (81-200 Users)	SWK-0053-006	\$ 15,000	1	\$15,000
3	Assignment Engine (optional module included)*	*	\$ -		\$0
4	Routing Service (optional module included)*	*	\$ -		\$0
5	Map Based Dispatching (optional module included)*	*	\$ -		\$0
6	GPS Tracking (optional module included)*	*	\$ -		\$0
7	Street Level Routing (optional module included)*	*	\$ -		\$0
8	Workflow Studio (Included)*	*	\$ -		\$0
9	Office Client (included)*	*	\$ -		\$0
10	Inventory(Included)*	*	\$ -		\$0
11	Managed User Licenses (110 Mobile/Office)	SL#DISP A	\$ 1,600	33	\$52,800
12	enQuesta Mobile API package (includes work order Creation, Completion, Change, Void methods and Host Inquiry history inquiry)	EMA-API-svcpack1	\$ 20,000	1	\$20,000
TOTAL					\$127,800

*Server and optional modules pricing based on (1-50 Users)

enQuesta-Link Server Hardware					
Item	Description		Unit Price	Qty	Price
<p>All enQuestaLink servers can be virtualized. Greensboro has elected to take this option, and thus hardware pricing is not required. Details on the recommended AVL hardware can be found earlier in this proposal, on page 25.</p>					
TOTAL					Optional

Professional Services				
Item	Description	Part Number	Hours	Price
13	Workflow Testing	Services	60	\$9,600
14	Online XML interface	Services	60	\$9,600
15	Onsite Training	Services	40	\$6,400
16	Project Management	Services	40	\$6,400
17	Offsite deployment implementation and configuration	Services	60	\$9,600
18	Onsite Deployment and implementation	Services	40	\$6,400
19	S&S Deployment and implementation	Services	180	\$31,500
TOTAL				\$79,500

COST OF THE PROGRAM SOFTWARE AND HARDWARE ONE YEAR MAINTENANCE, SET UP FEES, TRAINING AND SHIPPING

Maintenance (First Year)				
Item	Description	Part Number	Rate	Price
20	enQuesta-Link Maintenance & Support		20%	\$41,460
TOTAL				\$41,460

GRAND TOTAL \$ 207,300

Annual Maintenance \$ 41,460

Notes and Assumptions	
1	Software Maintenance starts at go-live and is pro-rated for the first year and then billed annually via Annual Maintenance.
2	Travel and expenses are not included in this estimate and will be billed at actual. + \$50 USD/Day
3	The Train-the-Trainer class size is limited to 8 participants. A standard mix of managers, supervisors, dispatchers, field technicians, administrators, and/or trainers is preferred. Training is available for additional offices or participants, at an additional cost.
4	Freight, taxes, duties, and tariffs are not included. Prices are in US dollars.
5	Hardware is not included in this price.
6	Prices are valid for 90 days.

*Itron licensing of End Point Technology not included in estimate

PAYMENT SCHEDULE

Payment Schedule

Deliverable	Payment Amount	Date
Software Licenses	\$55,000.00	Contract Signing
enQuesta-Link BPA Complete	\$50,000.00	TBD
Delivery of Test Environment	\$50,000.00	TBD
enQuesta-Link Go-Live	\$52,300.00	TBD
TOTAL (excluding Travel)	\$207,300.00	
Travel (estimated at 8 person trips @ \$2,000 each)	\$16,000.00	Monthly, as incurred
Total Investment	\$ 223,300.00	
Annual Maintenance	\$41,460.00	Pro-rated upon Go-Live

NOTES:

- Annual Maintenance for enQuesta remains in effect as per 2016 S&S Support Agreement
- Invoicing will occur upon completion of events described above
- Travel expenses will be billed as incurred on a monthly basis.
- All amounts are due within 30 days from the date of invoice
- Additional services outside the scope of this project will be billed monthly on a time & materials basis at the then current rate charged by S&S
- Quotation is valid for 90 days
- Any changes or updates to the standard enQuestaLink API identified during the BPA sessions are out of scope for this SOW. In the event that changes are required to the base offering (added fields, additional workflows.), a change order will be produced as a separate document – which could result in custom programming expenses. If required, this custom programming will be slotted based on Systems & Software's development schedule and may result in the deployment via an additional Maintenance Release.

ACCEPTANCE

Acceptance – Greensboro

Accepted by: _____

Title: _____

Date: _____

Systems & Software Inc

Accepted by: Michael Lamontagne

Title: Director of Sales

Date: 3/21/2017