|  |
| --- |
| FORM N: Non-Mandatory Requirements |
| Instructions for filling out Form N: Non-Mandatory Requirements1. Complete Form N: Non-Mandatory Requirements
2. Follow the proposal instructions in the Proposal Instructions section below
 |
| **PROPOSAL INSTRUCTIONS**1. **For each requirement indicate which Proponent response code that best describes your solution:**

**Y – Available Out of the Box:** the solution for the requirement is currently available in the existing product “out of the box”. Configuration may be required to enable the feature (requirement will be met through changes to settings of tables, switches, and rules without modification to the source code). Requirement is installed and operational at other sites and can be demonstrated to the City of Winnipeg.**C – Available via Customization:** the solution for the requirement is not currently available in the existing product “out of the box”, but may be incorporated via customization of the solution components. Requirement will be met through changes to the source code which would require analysis and re-application during updates, upgrades, or when applying software patches.**F – Future Availability:** the solution for the requirement is not currently available, but will be available in an upcoming planned product release. If this option is indicated, include the date/timeframe when the requirement will be available for implementation, which should be either:1. A planned release up to 3 calendar months after the RFP. 243-2021 competition close date, where an additional Proponent response code of **3** should be provided;
2. A planned release up to 6 calendar months after the RFP. 243-2021 competition close date, where an additional Proponent response code of **6** should be provided, or
3. A planned release up to 12 calendar months or longer after the RFP. 243-2021 competition close date, where an additional Proponent response code of **12** should be provided.

**3 – Third Party Supplied:** the solution for the requirement is expected to be met by using a third party vendor’s existing product, either integrated or non-integrated. **N – Not Possible:** the solution for the requirement will not be provided by the Proponent.1. For each requirement in which the City has noted as “Please Describe”, and/or asked specific questions, Bidder shall include additional information, referencing the specific Ref #, at the end of the section and/or as appendices. **Ref # is highly important to ensure linkage between requirement and description.**

**Notes:**1. An omitted response will be assumed to be the same as a response code of “N”.
2. Any deviation from the response code will be re-coded at the discretion of the City of Winnipeg.
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement Description** | **Category** | **Requirement****Category** | **Proponent Response (Y, C, F, 3, N)** |
| 1.01 | Global | The presentation of the Solution should use common industry standards whenever possible, e.g. Microsoft Windows interface, web browser interface, etc. |  |
| 1.02 | Global | The Solution should be presented in a consistent manner. Simple screen layouts, consistent location of commonly used functions and data, and consistent actions for activating functionality should be used. |  |
| 1.03 | Global | The Solution should be sufficiently easy-to-use to enable both administrative and operational users to begin working with the Solution after a brief training session (typically 2-6 hours). |  |
| 1.04 | Global | Date formatting should be configurable, allowing the City to set the default format for data entry as MM/DD/YYYY. Time formatting should follow 24hr clock (HH:MM:SS). |  |
| 1.05 | Global | The date/time should be reported in local time and be capable of automatically adjusting for daylight savings time. |  |
| 1.06 | Global | All Solution functionality should be available to City users 24hrs per day 365 days per year (with exception(s) to be made for scheduled updates and system maintenance - subject to agreement). The primary operating hours of the business units are 6:00am-8:00pm Central Time. |  |
| 1.07 | Global | Geographic point locations used in the Solution should be displayed in an industry acceptable G.I.S format. |  |
| 1.08 | Global | Any web-based presentation-layer of the Solution should be coded to HTML5 standards. |  |
| 1.09 | Global | Configuration options should enable the City to define which input fields are mandatory or optional via a configuration tool rather than through program coding. |  |
| 1.10 | Global | Configuration options should enable the City to define the data type and format for any new data fields in the Solution. Sample data types include Date, DateTime, Alpha, Numeric, and Alphanumeric.  |  |
| 1.11 | Global | The configuration process should enable the business user to create and edit a list of values (drop down values) for appropriate data fields.  |  |
| 1.12 | Global | Configuration options should enable the business user to assign defaults to data fields. |  |
| 1.13 | Global | The Solution prompts user to enter missing, erroneous, and mandatory fields, or other valid inputs. |  |
| 1.14 | Global | The presentation of information should change dependent upon user roles. The appropriate view should be presented to each user group type. |  |
| 1.15 | Global | All key data fields and values should be searchable. |  |
| 1.16 | Global | Solution provides method to search for entries based on most likely item in context.  |  |
| 1.17 | Global | Advanced search functionality based on form field selections, filtering and sorting, and free text search should be consistent across functions. |  |
| 1.18 | Global | Roles should be defined by the business, applying application-defined security levels. Application rights and privileges are sufficiently granular to accommodate a wide variety of role definitions. |  |
| 1.19 | Global | The Solution allows integration with Active Directory for authentication purposes. |  |
| 2.01 | Asset Management | Definitions/Templates for Equipment, Attachments, and Parts with hierarchical relationships; e.g. Parent Equipment with multiple Child Equipment items; templates to include:- manufacturer data- associated warranty types- class codes- City-defined data fields: specifications, fields for operational status, lifecycle status, usage codes, billing codes and rates. |  |
| 2.02 | Asset Management | Designate child equipment impact to operational status of Parent (e.g. Mandatory, Standard, Optional). |  |
| 2.03 | Asset Management | Equipment Units database, with instances of equipment, and installed parts (hierarchical). In addition to fields from template, add:- serial numbers, fleet ID numbers, owner (City or Lessor)- InService date(s), and date of removal from service (estimated or actual)- part type (New, Refurb, etc)- warranty references, expiry dates- Parent Equipment Unit ID- financial fields: purchase price, capital collection target, depreciated value(s), capital recovered. |  |
| 2.04 | Asset Management | Assign availability metrics to an asset. |  |
| 2.05 | Asset Management | Leased equipment - generate notifications in advance of end-of-contract date. |  |
| 2.06 | Asset Management | Manage requests for equipment allocations from customers;- collect vehicle usage requirements, documents with justification, assess maintenance responsibilities- track status of review and decision. |  |
| 2.07 | Asset Management | Create library of bid specifications for City standard vehicles to assist with equipment procurement. |  |
| 2.08 | Asset Management | Track the equipment order process from initial request through to acquisition process: City Purchasing, Vendor preparation, outfitting and commissioning; record estimated and actual dates of status changes. |  |
| 2.09 | Asset Management | Acquisition documents:Owned equipment - associate purchase order documents with equipment unitLeased equipment - associate contract documents with equipment unit. |  |
| 2.10 | Asset Management | Onboarding Tasks - track status- add equipment unit to database, using template if available- add warranty data for delivered state- add maintenance program- add registration and insurance details- initiate Work Order for outfitting and commissioning- add capital costs- set up depreciation cycle. |  |
| 2.11 | Asset Management | Decommissioning Tasks - track status- terminate allocation to customer pool- remove unit from service- notify Stores to stop inventory ordering for parts- initiate Work Order for decommissioning. |  |
| 2.12 | Asset Management | Disposal recoveries - track parts returns, insurance termination and refunds. |  |
| 2.13 | Asset Management | Record transaction data from fuel system and assign to asset. Data to include fuel type, quantity, price, odometer reading. |  |
| 2.14 | Asset Management | The Solution is capable of providing “PredictiveMaintenance”. |  |
| 2.15 | Asset Management | The Solution should produce reports that identify components and vehicle systems failures by user defined mileage increments. |  |
| 3.01 | Maintenance Program | Uses Standard Job Definitions for an Equipment type:- job description- frequency/criticality- resources required. |  |
| 3.02 | Maintenance Program | Equipment Unit Actions and Events to be scheduled; with equipment unit ID, preferred repair shop, standard job reference (VMRS codes), status, criticality, notification type, expected date for next occurrence, recurrence criteria and interval (time, mileage, hours of use, fuel consumed, or other criteria), approximate time interval (for planning)- PMs- safety inspections- rental return- insurance renewal- recall event. |  |
| 3.03 | Maintenance Program | PMs can apply to any type of equipment unit- rolling stock- stationary equipment- small equipment- power tools- shop equipment. |  |
| 3.04 | Maintenance Program | Support for flexible rules for planning maintenance actions: engine hours, mileage, elapsed time since previous service, seasonal selection. |  |
| 3.05 | Maintenance Program | Create a Work Order from a maintenance plan event, autofill the details, and add it to the Scheduling queue. |  |
| 3.06 | Maintenance Program | Mass Event - Add/delete maintenance job to a set of equipment (various selection criteria), e.g. OEM Safety recall. |  |
| 3.07 | Maintenance Program | On completion of a recurring maintenance event for a unit, e.g. PM or inspection, update the status of the event and automatically add an event date for the next occurrence. |  |
| 3.08 | Maintenance Program | View maintenance actions to be scheduled for a specified date range, with filters for unit ID, equipment class, job type, VRMS code. |  |
| 3.09 | Maintenance Program | Provide usage and maintenance history for equipment:- display activities by date, by part, by job type- display history of usage metrics- display all warranty work. |  |
| 3.10 | Maintenance Program | Equipment Meter Readings- monitored parameters, e.g. timestamped records of odometer, hours usage- permit multiple meter readings per unit e.g. both odometer and engine hours- flag incorrect readings, to exclude from analysis- identify source of reading (telematics, user report, repair shop report)- accumulate and record lifetime meter should original meter be replaced. |  |
| 3.11 | Maintenance Program | Describe how the Solution can handle fault codes from on-board diagnostic computers- can the Solution retrieve fault codes from the telematics cloud service?- how are alerts filtered to critical events? |  |
| 3.12 | Maintenance Program | Compare Equipment Meter Readings to triggers for PMs, or other maintenance events periodically (e.g. weekly)- monitor usage parameters impacting PMs- flag potential issues based on usage. |  |
| 3.13 | Maintenance Program | Inspections and Inspection Measurements- track equipment unit ID, inspection type, date completed, status for corrective action- link to completed inspection checklist- record inspection measurements e.g. tire wear- notifications of overdue inspections. |  |
| 3.14 | Maintenance Program | Can the Solution capture data from the Equipment Operator Daily Reports? e.g. Pre-trip Reports are currently printed forms, filled by hand. Describe any capabilities to extract data from printed or electronic forms. (Future: electronic forms, phone app):- capture equipment usage information- capture potential equipment issues. |  |
| 3.15 | Maintenance Program | Manufacturer's Parts information with details and illustrations of the parts associated with equipment including:- Part Category- Part Number(s) - multiple Manufacturer and internal coding schemes- Part Description- Part Supplier- Exploded Diagrams- Substitute part references. |  |
| 3.16 | Maintenance Program | Parts Kit - Bill of Materials for creating a parts kit: represented by a single SKU for the Parts Request process. |  |
| 3.17 | Maintenance Program | Import manufacturer's lists of all parts for an equipment type, spare parts lists, and parts kits specifications. |  |
| 3.18 | Maintenance Program | Links to online Equipment Information - documents or web sources, e.g. operating manuals, maintenance checklists, repair manuals, OEM Warranty information, warranty notices, safety recall notices. |  |
| 3.19 | Maintenance Program | Illustrated Parts Catalog - exploded parts diagrams with hot spots (links) for adding the item to a Parts Request. |  |
| 3.20 | Maintenance Program | Maintain City extensions to VMRS codes for specialized equipment and fabricated assemblies, e.g. fire and rescue equipment. |  |
| 3.21 | Maintenance Program | Track Maintenance Facility Resources List per Facility:- Resource type e.g. bay, workstation, tool, hoist- Characteristics, e.g. bay length- Charge-out rates. |  |
| 3.22 | Maintenance Program | Track Maintenance Workforce Resources List-Teams - groups of employees- Employees: IDs, skillsets, roles. |  |
| 3.23 | Maintenance Program | Track technician certifications and renewal dates; send notifications at intervals preceding expiry. |  |
| 3.24 | Maintenance Program | Track technician time and report on direct and indirect time. |  |
| 4.01 | Work Management | Create unplanned service requests, sourced from client based portal (self-service), equipment users or "found work". Clients can attach photos to work requests. |  |
| 4.02 | Work Management | Repair lines should indicate source of problem identification: operator report, found work, diagnostic alert, repeat repair. |  |
| 4.03 | Work Management | Use repair description to generate list of standard jobs. |  |
| 4.04 | Work Management | Configuration of Business Rules - flag Work Orders automatically for review based on comparison of estimated cost to asset value, usage history, end-of-life date, cumulative maintenance costs or other criteria. |  |
| 4.05 | Work Management | Initiate and track approval workflow and decisions for Work Orders under review. |  |
| 4.06 | Work Management | Provide alert the parent equipment of parts is covered by a blanket warranty. |  |
| 4.07 | Work Management | Identify parts with Rebuild Value; add instructions to Work Order for part handling, and potential credit. |  |
| 4.08 | Work Management | Track and record work performed by Manufacturing Shop for City building assets. |  |
| 5.01 | Maintenance Execution | Track Vehicles in Repair Shop: vehicle status, location, work order status, est. release time. |  |
| 5.02 | Maintenance Execution | Repair Shop map: showing vehicle locations based on telematics integration and/or shop/bay of current Work Order activity. |  |
| 5.03 | Maintenance Execution | Supervisor and Foreman contact details for each Shop, for the current shift, available to shop staff. |  |
| 5.04 | Maintenance Execution | Shop dashboard: Display job status showing recently completed jobs, overdue jobs; allow dashboard to filter status for specific Team/Shop/Team Member. |  |
| 5.05 | Maintenance Execution | Personalized view for repair shop staff of:- alerts, reminders- broadcasts, notices- planned attendance, actual attendance. |  |
| 5.06 | Maintenance Execution | Foreman and Technician functions can be performed on a tablet or handheld device with responsive interface design. |  |
| 5.07 | Maintenance Execution | Describe the Intake processes for vehicles arriving for a planned service appointment; highlight manual and automated processes. e.g. after check-in the vehicle, automated workflows update the schedules of resources, trigger Parts Issue, and update the Work Order status.  |  |
| 5.08 | Maintenance Execution | Describe the Release processes for equipment ready for customers; highlight manual and automated processes. e.g. automatically triggering communications workflow to the customer. |  |
| 5.09 | Maintenance Execution | Job Assignment and Priority: Shop foreman/supervisor reviews pending and in-progress Work Orders, adjusts priorities; technicians are alerted to changes. |  |
| 5.10 | Maintenance Execution | Sequence Work Order Activities through Repair Shops, in serial or parallel. |  |
| 5.11 | Maintenance Execution | Tasks Assignment and Sequence: Foreman assigns tasks to technicians, and sets initial sequence; modifications can be made by shop staff as needed, with approvals for significant changes. |  |
| 5.12 | Maintenance Execution | Ensure technicians have appropriate credentials for regulated tasks, e.g. confined space training. |  |
| 5.13 | Maintenance Execution | Based on repair type provide a link to applicable Safe Work Procedures. |  |
| 5.14 | Maintenance Execution | Technician skills, specialized training and roles are displayed from Resource Lists, for matching to jobs. |  |
| 5.15 | Maintenance Execution | Send alerts to Team Members when - the team member is assigned a task- a task is overdue. |  |
| 5.16 | Maintenance Execution | Shop Jobs and Tasks can be suspended, with reason. Notification up the chain of command is immediate, e.g. technician to foreman to supervisor. |  |
| 5.17 | Maintenance Execution | Job status: Not Started / Active / Finished / Hold for Review. On completion of a job, the Foreman reviews the work and sets the status of the job to Finished. If necessary the job status can be returned to Active for remedial work. The Foreman has the option of flagging the job for Shop foreman/supervisor review. |  |
| 5.18 | Maintenance Execution | Foremen and technicians can make adjustments to the Parts on a Work Order- cancel parts, return parts, add parts, change part quantity. |  |
| 5.19 | Maintenance Execution | Allow for the reserve of shop equipment for tasks. |  |
| 5.20 | Maintenance Execution | Delays - track and report on delays, with reason; e.g. "Waiting for Parts", "Waiting for Labour", "Waiting for Tools" |  |
| 5.21 | Maintenance Execution | Audit trail: Billed Work Order line items are never deleted or edited, but are adjusted by additional lines. |  |
| 5.22 | Maintenance Execution | Creation of workforce timesheets by group and employee for approval on a daily basis. |  |
| 5.23 | Maintenance Execution | On Work Orders, technicians and foremen can indicate overtime hours on tasks. |  |
| 5.24 | Maintenance Execution | Overtime labour costs on Work Orders are calculated from business rules. |  |
| 5.25 | Maintenance Execution | The Solution should report actual hours of labour versus actual out-of-service for the work order and unit. |  |
| 5.26 | Maintenance Execution | The Solution should report technician and shopefficiency through comparison with user definedstandards for repair times by repair task andclass. |  |
| 6.01 | Scheduling | Set Resource Capacity targets for each Repair Shop |  |
| 6.02 | Scheduling | Process "Planned" appointments for a time interval, e.g. two weeks:- send appointments to Customer Fleet Representative- adjust status. |  |
| 6.03 | Scheduling | On customer acceptance of appointment adjust status to "Accepted". |  |
| 6.04 | Scheduling | Perform shift patterning and vacation planning for each repair shop; must be able to span calendar days. |  |
| 6.05 | Scheduling | Ability to extending an in-progress appointment e.g. to finish job, starts an approval and notification process:- supervisor to approve- customer to be notified. |  |
| 6.06 | Scheduling | Ability to schedule based for service loaner vehicle, workforce and facility resource schedule. |  |
| 6.07 | Scheduling | Motor pool - booking for courtesy vehicles- for selected equipment type and date, show available units- online/mobile application for booking- billing rates vary for assigned/overdue use |  |
| 7.01 | Parts Management | Manage parts returns to vendors (defective or unused), core charges and credits. |  |
| 7.02 | Parts Management | Update Parts prices from imported price lists/tenders. |  |
| 7.03 | Parts Management | Allow various cost calculations for a part: weighted average, last price, LIFO, FIFO. |  |
| 7.04 | Parts Management | Capture multi-tiered lead time for parts. |  |
| 7.05 | Parts Management | The Solution can generate Purchase Orders from PeopleSoft and receive Invoices using electronic format through integration with PeopleSoft. |  |
| 7.06 | Parts Management | Real-time integration with ERP system, for prices and terms (via API). |  |
| 7.07 | Parts Management | Record warranty types for individual parts brought into inventory. |  |
| 7.08 | Parts Management | For specific equipment types maintain references to SKUs for allowable parts and substitute parts; and prevent selection of parts that are known to be incompatible. |  |
| 7.09 | Parts Management | Non-stock parts: automatically check for existing SKU matching part; prevent multiple SKUs being defined for the same part ordered at different times. |  |
| 7.10 | Parts Management | Parts kits - capability for multiple parts to be requisitioned and issued as a single stock part. |  |
| 7.11 | Parts Management | Non-stock parts and one-time parts; - purchase, receive and issue to Work Orders. |  |
| 7.12 | Parts Management | Update Work Orders when back-ordered parts are available; provide notification when all parts are available. |  |
| 7.13 | Parts Management | Automatically check Parts status for a Work Order to ensure all necessary pieces are reserved and available before beginning the Issue process. |  |
| 7.14 | Parts Management | Ability to issue parts without Work Order, to an equipment unit; use billing code stored for the equipment. |  |
| 7.15 | Parts Management | The application role authorized to issue purchase orders is separate from the role authorized to receive goods. |  |
| 7.16 | Parts Management | Provide report and analysis of stocked parts including min, max, lead time, stock outs, slow moving stock, dead stock. |  |
| 8.01 | Rentals | Track and maintain a motor pool of equipment for short-term use. Allow for the easy reservation/scheduling of motor pool equipment. |  |
| 8.02 | Rentals | Equipment database includes: types, specs, billing rates, approval required. |  |
| 8.03 | Rentals | Solution provides an online listing of stocked rental items, with descriptions, training requirements, rental rates- allow users to select items and generate a rental request for specific dates. |  |
| 8.04 | Rentals | Arrange short-term commercial rentals of non-stock items. |  |
| 8.05 | Rentals | Monitor quantities of items: on hand, on loan, on order; view reservations in calendar view. |  |
| 8.06 | Rentals | Create and maintain rental contracts with customers:- billing details: start date, agreed return date, actual return date, damage assessment, billing type, total fees. |  |
| 8.07 | Rentals | Calculate customer rental charges monthly using rental rates, overdue rates, and post to ERP. |  |
| 8.08 | Rentals | Report on usage of pool items, frequency of requests for non-stock items and types, fees collected, damage and depreciation. |  |
| 8.09 | Rentals | Analyze projected/actual cost for length of rental vs. purchase of dedicated unit. |  |
| 9.01 | Claims Management | Record $ amount claimed for warranty, $ value received; difference to be recorded as cost against unit. |  |
| 9.02 | Claims Management | Display summary of outstanding warranty claims and recently closed claims. |  |
| 9.03 | Claims Management | Submit warranty claims electronically to vendors from reports generated in the Solution. |  |
| 9.04 | Claims Management | Create and track status of insurance claims for accident repairs; gather supporting documentation: Insurance estimates, photographs, City Work Orders, invoices from external vendors. |  |
| 10.01 | Financial | Work Order may have multiple billings; e.g. a Work Order may contain both a repair and a PM activity. |  |
| 10.02 | Financial | Work Order line items may be coded to various billing methods; e.g. at cost, at quote, warranty recoverable. |  |
| 10.03 | Financial | Supervisor roles can override charges/credits for all task resources on a Work Order. |  |
| 10.04 | Financial | Fuel charges are added to monthly bills, based on input from fuel management system(s); multiple fuel types and units will be reported. |  |
| 10.05 | Financial | Prevent changes to charges submitted for billing; use an adjustment process to make corrections and updates, including reason for change. |  |
| 10.06 | Financial | Allow varied posting schedules for costs- Work Order costs are posted monthly- lease/rental and fuel costs are posted monthly- insurance costs are posted monthly. |  |
| 10.07 | Financial | Capital recovery charges are recorded against individual equipment units per the unit's billing model. |  |
| 10.08 | Financial | Record lump sum Capital payments against the equipment unit. |  |
| 10.09 | Financial | Bill customer for an equipment unit’s operating lease and capital payment/lease. |  |
| 10.10 | Financial | Report on $ amounts for work in progress based on specified time period; to allow accrual accounting at month end of open Work Orders. |  |
| 10.11 | Financial | Use effective dating when adding or deleting accounts (cost centres, cost elements, work orders, and composition rates etc.). |  |
| 11.01 | Capital Asset Planning | Assess alternative vehicle purchase financing approaches, e.g. lease vs buy, inflation rates, length of lease. |  |
| 11.02 | Capital Asset Planning | Calculate Projected Capital Account Balances for multiple time periods (e.g. per month) for multiple scenarios. |  |
| 12.01 | Customer Service | Send proposed service appointments to customer's Fleet contact; receive appointment acceptances. |  |
| 12.02 | Customer Service | Receive requests for appointment changes from customers; acknowledge request, and notify appropriate staff. |  |
| 12.03 | Customer Service | Send appointment reminders automatically at a configurable interval:- specify equipment ID, date, time location- may include drop off instructions. |  |
| 12.04 | Customer Service | Send notification of missed appointments to customer Fleet contact and capture metrics on missed appointments. |  |
| 12.05 | Customer Service | Notify customer Fleet contact when vehicle is ready for pickup; may include pickup instructions. |  |
| 12.06 | Customer Service | Support notification of a delay of vehicle return to the customer Fleet contact and approval from the customer that the vehicle can stay at the repair shop for completion of found work. |  |
| 12.07 | Customer Service | Receive online service requests from customers, with Equipment Unit ID, urgency, problem description, location, meter readings and contact information. |  |
| 12.08 | Customer Service | Online service requests may include attached documents or photos. |  |
| 12.09 | Customer Service | Support Service Request entry from mobile/handheld devices either with responsive design or a specific mobile App. |  |
| 12.10 | Customer Service | Send 'Stop Work' orders to customer Fleet contact if equipment is out of compliance with inspection or registration requirements. Initiate towing request and communication with customer. |  |
| 12.11 | Customer Service | Current status of active jobs and estimated release date/time, with filters for facility and customer. |  |
| 12.12 | Customer Service | Provide dynamic daily, weekly and monthly views of Planned Service appointments, by customer. |  |
| 12.13 | Customer Service | Customer-specific views of:- alerts, broadcasts, notices- upcoming appointment reminders- due and overdue rental equipment. |  |
| 12.14 | Customer Service | KPIs for customer, e.g. PM completion rate for week/month, downtime. |  |
| 12.15 | Customer Service | Knowledgebase - equipment specifications and manuals, diagrams, quick reference sheets, videos, WFMA lease agreements. |  |
| 12.16 | Customer Service | Known issues - City-generated notes for specific equipment types and models. |  |
| 12.17 | Customer Service | Detailed monthly billing reports for customer group: monthly equipment allocation charges, Work Order total costs, Fuel charges, Rental Charges, Insurance. |  |
| 12.18 | Customer Service | Summary Cost reports: date range, sort/filter for unit ID, equipment class, Cost code. |  |
| 12.19 | Customer Service | Report of customer's equipment allocation: filter by date range, sort by equipment class and unit ID. |  |
| 12.20 | Customer Service | Availability reports: select date range, equipment class. |  |
| 12.21 | Customer Service | Equipment unit history report: maintenance, repairs and fuel consumption – filter by Unit ID, date range, repair types. |  |
| 12.22 | Customer Service | Report of customer's current rental equipment, with due dates and rental rates. |  |
| 12.23 | Customer Service | Upcoming equipment allocation changes: new units, decommissions, disposals. |  |
| 12.24 | Customer Service | Present customers with a menu of canned and customized reports appropriate for their role. |  |
| 12.25 | Customer Service | Access to reports and dashboard information is secured and restricted to specified user roles. |  |
| 13.01 | Reporting | What reporting or Business Intelligence (BI) systems are supported and what are the available options? |  |
| 13.02 | Reporting | Standard reports to be modified to support the City's needs. |  |
| 13.03 | Reporting | The Solution provides numerous report components and sub-reports to simplify report development. |  |
| 13.04 | Reporting | The Solution can restrict access to a specific report by employee role. |  |
| 13.05 | Reporting | Business users can schedule reports to run at specific times or intervals, subscribe to reports, and receive email notifications of report errors. |  |
| 13.06 | Reporting | Ability to run reports based on all fields including asset class, asset type, customer, insurance. |  |
| 14.01 | Analytics | Enhanced sensitivity analysis allowing the change of one or more assumption/field. |  |
| 14.02 | Analytics | Reliability analysis for optimization of maintenance program; determination of failure-predicting indicators. |  |
| 14.03 | Analytics | Determine equipment usage patterns from telematics inputs, correlate with repairs. |  |
| 14.04 | Analytics | Allocation analysis from usage metrics to optimize fleet usage and extend service life of fleet vehicles. |  |