

**Council Meeting: October 28, 2008****SUBJECT: Award of a Contract for Handheld Data Entry Devices and Related Technical Support for the Water Pollution Control Plant (F0605-105)****REPORT IN BRIEF**

Approval is requested for the award of a contract in the amount of \$120,331 to DataSplice LLC, of Fort Collins, CO to provide handheld data entry devices and related technical support for the Water Pollution Control Plant (WPCP) as required by the Public Works Environmental Services Division.

BACKGROUND

The Water Pollution Control Plant uses MAXIMO running on an Oracle database as a computerized equipment maintenance and parts inventory system for the pumps, motors, engines and other mechanical devices located at the facility. MAXIMO is used to generate and track work orders for repairs, issue and inventory replacement parts used in repair operations, and keep a complete repair history of all the equipment loaded into the MAXIMO database.

The scope of work for this project will be to furnish eighteen (18) handheld data entry/barcode reading devices and all related professional services, software and support required to insure functionality with the existing MAXIMO system. The handheld devices will be used for field entry into the system, including capturing operating data, such as hours, temperature, and pressure as well as opening and updating work orders. This will allow functions that previously had to be done at the PC in the office to be done by WPCP operators and mechanics at the equipment in the field for more efficient and accurate operations.

DISCUSSION

Request for Proposal specifications were prepared by Public Works and Purchasing staff, and Request for Proposals No. F0605-105 was issued in August 2007. The RFP document included a proposer checklist, to be completed by the proposing firm, which included a feature and functionality rating system, from 0 (not offered) to 5 (complies fully) on a number of items including administration and ease of use, bar code reading capabilities, work

order generation as well as application issues like equipment records, inspection fields and inventory tracking. Award of contract criteria included an on-site product demonstration for WPCP operations staff, overall system functionality, proposer implementation plan, the quality of the training program, ongoing maintenance and support, proposer references, and cost to the City.

Proposals were direct mailed to the five known regional MAXIMO system integrators and broadcast to other potential proposers through the Demandstar by Onvia public procurement network. Sixteen firms requested proposal documents.

Proposals were publicly received on August 22, 2007 from the Supply and Service Company, in conjunction with Syclo, of Tempe AZ in an amount not to exceed \$172,960, and DataSplice, LLC of Fort Collins CO in an amount not to exceed \$120,331.

Proposals were reviewed by the Environmental Services Division and MAXIMO implementation consultant, and evaluated by a panel of Public Works and Finance Division staff. In addition, detailed product demonstrations were set-up for both proposing firms. Staff recommends awarding a contract to DataSplice based on their proposal of a superior handheld device, a more comprehensive implementation and support program, and less cost to the City.

The recommendation for contract award has taken an extended period of time for several reasons. In addition to scheduling detailed on-site product demonstrations with plant operators and IT staff present, the proposer's hardware solutions have required lengthy evaluations. This has been complicated by an ongoing review of the City's MAXIMO application by both Public Works Environmental Services and Information Technology. The City's current revision (4.1) is an older software version with factory support discontinued effective 9/30/2008. The software company (which has been purchased by IBM) released version 5.0 sometime back and has announced version 7.0 as a web-based application. Decisions on the handhelds were put off while the City considered operational efficiencies/cost affectivity of upgrading to version 5.0 or version 7.0, and if not, then third party maintenance support options for the existing application now that factory support is no longer available. All these decisions will impact the programming required to make the hand held devices integrate smoothly into the City's MAXIMO environment.

FISCAL IMPACT

In addition to the products and services proposed by DataSplice, a file server with associated software will be required to synchronize the handheld devices with the City's MAXIMO application. These items are not included in the DataSplice proposal and will be competitively bid and awarded under separate purchase orders, but they should be included in total project costs.

Project costs are as follows:

Handheld devices and related technical services (DataSplice)	\$120,331
Dedicated synchronization server with operating system	\$10,000
VMware software	\$8,000
Maintenance and support	<u>\$2,000</u>
Total Cost	\$140,331

Initial funding of \$74,695 for the project will come from Capital Project No. 823221 with the balance coming from Program 344 – Wastewater Treatment. Ongoing expenses will be absorbed in the current year operating budget for Program 344 and accounted for in the FY 2009/2010 operating budget process.

PUBLIC CONTACT

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall, in the Council Chambers lobby, in the Office of the City Clerk, at the Library, Senior Center, Community Center and Department of Public Safety; posting the agenda and report on the City's Web site; and making the report available at the Library and the Office of the City Clerk.

RECOMMENDATION

It is recommended that Council award a contract, in substantially the same form as the attached draft and in an amount not to exceed \$120,331, to DataSplice, LLC to provide handheld data entry devices and related technical support as required by the Public works Environmental Services Division.

Reviewed by:

Mary J. Bradley, Director of Finance
Prepared by: Pete Gonda, Senior Management Analyst, Finance

Reviewed by:

Cuong Nguyen
Director of Information Technology

Reviewed by:

Marvin Rose
Director of Public Work

Approved by:

Amy Chan
City Manager

Attachments

A. Draft Consultant Services Agreement

DRAFT

**CONSULTANT SERVICES AGREEMENT BETWEEN THE CITY OF SUNNYVALE
AND DATASPLICE LLC FOR HANDHELD DATA ENTRY DEVICES AND RELATED
PROGRAMMING, TRAINING AND CONTINUING TECHNICAL SUPPORT**

THIS AGREEMENT dated _____ is by and between the CITY OF SUNNYVALE, a municipal corporation ("CITY"), and DATASPLICE LLC, a Colorado corporation ("CONSULTANT").

WHEREAS, CITY is in need of specialized services in relation to handheld data entry devices and related programming, training and continuing technical support for field data entry into MAXIMO CMMS, version 4.1.1; and

WHEREAS, CONSULTANT possesses the skill and expertise to provide the required services;

NOW, THEREFORE, THE PARTIES ENTER INTO THIS AGREEMENT.

1. Services by CONSULTANT

CONSULTANT shall provide services in accordance with Exhibit "A" attached and incorporated by reference. CONSULTANT shall determine the method, details and means of performing the services.

2. Time for Performance

The term of this Agreement shall be from contract execution to December 31, 2009, unless otherwise terminated. CONSULTANT shall deliver the agreed upon services to CITY as specified in Exhibit "A". Extensions of time may be granted by the City Manager upon a showing of good cause.

3. Duties of CITY

CITY shall supply any documents or information available to City required by CONSULTANT for performance of its duties. Any materials provided shall be returned to CITY upon completion of the work.

4. Compensation

CITY agrees to pay CONSULTANT at the rate shown on the DataSplice Revised Cost Proposal dated July 1, 2008 (Exhibit "B"). Total compensation shall not exceed One Hundred Twenty Thousand Three Hundred Thirty and 56/100 Dollars (\$120,330.56). CONSULTANT shall submit invoices to CITY to be paid in accord with the procedures set forth in Exhibit "B" attached and incorporated by reference.

5. Ownership of Documents

CITY shall have full and complete access to CONSULTANT's working papers, drawings and other documents during progress of the work. All documents of any description prepared by CONSULTANT shall become the property of the CITY at the completion of the project and upon payment in full to the CONSULTANT. CONSULTANT may retain a copy of all materials produced pursuant to this Agreement.

6. Conflict of Interest

No officer or employee of CITY shall have any interest, direct or indirect, in this Agreement or in the proceeds thereof. During the term of this Agreement CONSULTANT shall not accept employment or an obligation which is inconsistent or incompatible with CONSULTANT's obligations under this Agreement.

7. Confidential Information

CONSULTANT shall maintain in confidence and at no time use, except to the extent required to perform its obligations hereunder, any and all proprietary or confidential information of CITY of which CONSULTANT may become aware in the performance of its services.

8. Compliance with Laws

- (a) CONSULTANT shall not discriminate against, or engage in the harassment of, any City employee or volunteer or any employee of CONSULTANT or applicant for employment because of an individual's race, religion, color, sex, gender identity, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, pregnancy, age, cancer or HIV/AIDS-related medical condition, genetic characteristics, and physical or mental disability (whether perceived or actual). This prohibition shall apply to all of CONSULTANT's employment practices and to all of CONSULTANT's activities as a provider of services to the City.
- (b) CONSULTANT shall comply with all federal, state and city laws, statutes, ordinances, rules and regulations and the orders and decrees of any courts or administrative bodies or tribunals in any manner affecting the performance of the Agreement.

9. Independent Contractor

CONSULTANT is acting as an independent contractor in furnishing the services or materials and performing the work required by this Agreement and is not an agent, servant or employee of CITY. Nothing in this Agreement shall be interpreted or construed as creating or establishing the relationship of employer and employee between CITY and CONSULTANT. CONSULTANT is responsible for paying all required state and federal taxes.

10. Indemnity

CONSULTANT shall indemnify and hold harmless CITY and its officers, officials, employees and volunteers from and against all claims, damages, losses and expenses, including attorney fees, arising out of the performance of the work described herein, caused in whole or in part by any negligent act or omission of CONSULTANT, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, except where caused by the active negligence, sole negligence, or willful misconduct of CITY.

11. Insurance

CONSULTANT shall take out and maintain during the life of this Agreement policies of insurance as specified in Exhibit "C" attached and incorporated by reference, and shall provide all certificates or endorsements as specified in Exhibit "C."

12. CITY Representative

Dan Hammons, Water Pollution Control Plant Maintenance and Facility Manager, as the City Manager's authorized representative, shall represent CITY in all matters pertaining to the services to be rendered under this Agreement. All requirements of CITY pertaining to the services and materials to be rendered under this Agreement shall be coordinated through the CITY representative.

13. CONSULTANT Representative

Scott Kunze, President shall represent CONSULTANT in all matters pertaining to the services and materials to be rendered under this Agreement; all requirements of CONSULTANT pertaining to the services or materials to be rendered under this Agreement shall be coordinated through the CONSULTANT representative.

14. Notices

All notices required by this Agreement shall be in writing, and shall be personally delivered, sent by first class with postage prepaid, or by sent by commercial courier, addressed as follows:

To CITY: Dan Hammons, Water Pollution Control Plant
Public Works/Environmental Services
CITY OF SUNNYVALE
P. O. Box 3707
Sunnyvale, CA 94088-3707

To CONSULTANT: Scott Kunze, President
DataSplice LLC
414 East Oak Street
Fort Collins, CO 80524

Nothing in this provision shall be construed to prohibit communication by more expedient means, such as by telephone or facsimile transmission, to accomplish timely communication. However, to constitute effective notice, written confirmation of a telephone conversation or an original of a facsimile transmission must be sent by first class mail or commercial carrier, or hand delivered. Each party may change the address by written notice in accordance with this paragraph. Notices delivered personally shall be deemed communicated as of actual receipt; mailed notices shall be deemed communicated as of two days after mailing, unless such date is a date on which there is no mail service. In that event communication is deemed to occur on the next mail service day.

15. Assignment

Neither party shall assign or sublet any portion of this Agreement without the prior written consent of the other party.

16. Termination

If CONSULTANT defaults in the performance of this Agreement, or materially breaches any of its provisions, CITY at its option may terminate this Agreement by giving written notice to CONSULTANT. If CITY fails to pay CONSULTANT, CONSULTANT at its option may terminate this Agreement if the failure is not remedied by CITY within thirty (30) days from the date payment is due.

Without limitation to such rights or remedies as CITY shall otherwise have by law, CITY also shall have the right to terminate this Agreement for any reason upon ten (10) days' written notice to CONSULTANT. In the event of such termination, CONSULTANT shall be compensated in proportion to the percentage of services performed or materials furnished (in relation to the total which would have been performed or furnished) through the date of receipt of notification from CITY to terminate. CONSULTANT shall present CITY with any work product completed at that point in time.

17. Entire Agreement; Amendment

This writing constitutes the entire agreement between the parties relating to the services to be performed or materials to be furnished hereunder. No modification of this Agreement shall be effective unless and until such modification is evidenced by writing signed by all parties.

18. Miscellaneous

Time shall be of the essence in this Agreement. Failure on the part of either party to enforce any provision of this Agreement shall not be construed as a waiver of the right to compel enforcement of such provision or any other provision. This Agreement shall be governed and construed in accordance with the laws of the State of California.

IN WITNESS WHEREOF, the parties have executed this Agreement.

ATTEST:

CITY OF SUNNYVALE ("CITY")

By _____
City Clerk

By _____
City Manager

APPROVED AS TO FORM:

DataSplice LLC ("CONSULTANT")

By _____
City Attorney

By _____

Name and Title

By _____

Name and Title

Section 3. Overall System Functionality

This section describes the devices and software that DataSplice shall provide to accommodate the stores, maintenance, and operations personnel at the Water Pollution Control Plant:

- 7 mechanics on 1 shift
- 5 operators in 3 shifts per day with overlap from backup shifts
- 1 storekeeper in 1 shift per day
- Maximo® version: 4.1.1 -49 4.1.1p06
- Oracle database version: 9i
- Equipment count: 7,500
- Parts inventory count: 6,500
- Work order count (annual): 16,000

3.1 Overview

The DataSplice Mobile Integration Suite software provides standard commercial off-the-shelf (COTS) work order, asset, and inventory modules that integrate with Maximo® software versions 4.1.1, 5.1, 5.2, and MXES. The DataSplice software can be configured to access other legacy databases without the use of triggers.

- The software is driven by business rules built into Maximo® and integrates through the Maximo® Business Objects (MBO).
- The software is upgradeable to accommodate future versions. We presently have an integration path to MXES. We plan to continue supporting the ongoing versions of Maximo® software.

DataSplice software utilizes the Microsoft .NET framework's ADO.NET components to communicate with Enterprise level database platforms such as MS SQL and Oracle.

DataSplice software works in both real time mode (wireless and LAN connected) and batch mode (store-and-forward or offline). When working offline, users can download data on the mobile units and then upload changes to the main database, or work with a live link to the database via a wireless connection.

- DataSplice software provides a save function that saves information input by the user. It then synchronizes that information with the MMS database when the wireless connection is established, or when the hardware is docked and connected to a LAN or WAN network.
- DataSplice software users can operate in real-time or offline mode without data conflicts and switch between the modes during a user session.

DataSplice remote client software for hand held computers operates on Microsoft Windows CE based operating systems (version 3.0 and up) such as Window CE .NET 4.0, Pocket-PC, Pocket-PC 2002/2003, Windows Mobile 5 and 6. This includes devices such as the ruggedized CN3, 751 Mobile Computers by Intermec and the Motorola/Symbol MC9090, as well as Hewlett Packard IPAQ. The DataSplice remote client can also operate on Windows Desktop operating systems (Windows 2000/XP/Vista) running on full size desktop computers, Fujitsu tablets and lightweight laptops, and Dell laptops.

DataSplice's provisioning software and services enable Windows operating systems (including WIN CE Handheld PC and Pocket PC handheld devices) to have central management of the distribution of the DataSplice client application software. DataSplice software provisioning can be set up to manage the following on handheld devices:

- Installs and updates the DataSplice remote client software
- Automatically repairs the installed software
- Manages registry settings
- Creates shortcuts and cleans up the program menus

3.2 Feature and Functionality Rating (Form 1)

Legend

5 =	Complies fully
4 =	Complies substantially
3 =	Modification at no cost to City
2 =	Modification at city cost
0 =	Not offered

Feature	Rating	Qualifying Statement (All ratings under "5" require qualifying statement)
Administration and Ease of Use		
1. Supports Maximo® version 4.11 running with Oracle	5	
2. System supports Maximo® user permissions	5	
3. Local administrator may customize look and feel of handheld without vendor intervention	0	The handheld client offers a flexible UI for presenting data to the user, but the "look and feel" cannot be changed beyond the customizations described in item #4.
4. Local administrator may add or remove fields, change tab order, otherwise modify operation without vendor intervention	5	Complies, but proper training is required for the administrator.
5. Multiple users may share handheld device by logging out / logging in	5	
6. When changing users, how much time is required for full data upload / download	N/A	Depends on the amount of data being synchronized, but it's typically in the 1-10 minute range.
7. Client may define fields that must be entered before leaving form	5	
8. All screens and functions are customizable by the customer's administrator	4	Again, considerable flexibility is built into the application, but it is not possible to arbitrarily change all parts of the user interface.

Feature	Rating	Qualifying Statement (All ratings under "5" require qualifying statement)
9. View and enter data into user defined Maximo® fields	3	This requires simple modifications to the built-in DataSplice software views. The standard version of the DataSplice software is already configured to read and write to most Maximo® field that are necessary
10. All data entry may be made from pull down menus (except meter reads, measurement points and editing pull down comments)	5	
11. System supports access to long description and other text-memo type fields	5	
12. Supports handwriting recognition for data entry in text or memo fields	5	This is not provided by the DataSplice application, but the operating system for the handhelds selected includes text recognition.
13. Device downloads all code and other data changes at each data download	5	
14. Permits equipment look up by location hierarchy	5	
15. Permits browsing of data on handheld (or in wireless connection to database)	5	
16. Supports all Maximo® query functions in work order, equipment and inventory modules	5	DataSplice software is capable of querying any of the fields available in Maximo® from the handheld, and in any combination.
Bar code reader		
17. Supports all common bar code formats	5	
18. Reads equipment number bar code and pulls up equipment data	5	
19. Reads equipment number bar code and permits creation of work order	3	This is not a standard function, but could easily be added.
20. Reads equipment number bar code and permits entry of measurement point or meter data for that equipment	5	
Work orders		
21. Supports multiple view/filters of all data	5	
22. Tracks time on work order with start/stop work order	5	
23. System uploads time by individual employee into labor transaction table	5	
24. Permits interrupting one work order to work on another	4	Might require some customization to handle the specific work process in mind.
25. Can create a new work order	5	
26. Can create a follow up work order	5	
27. Enter problem-cause-remedy codes with comments	5	

Feature	Rating	Qualifying Statement (All ratings under "5" require qualifying statement)
28. Enter materials used	5	
29. Enter contractor costs	3	
30. View work history on equipment	5	
31. View attached documents	0	Support for viewing related documents and files will be added in the next major release of DataSplice platform software scheduled for 2008.
32. View attached drawings/photos	0	See item #31.
33. View safety procedures/lock out-tag out	5	
34. View work procedure/job plans	5	
35. View MSDS sheets	0	See item #31.
36. Supports routes with multiple equipment for lubrication, valve exercising, etc.	4	There is a default method of doing this, though it is typically modified to support the specific needs of a customer.
37. Change equipment up/down status from handheld	5	
38. Change operational/non-operational status from handheld	5	
39. Displays job plan steps and permits "check off" as each completed	3	Not part of standard package, but could be added.
40. Display planned labor, materials, services	5	
41. Produce after-the-fact work orders	5	
Equipment		
42. Create or modify equipment records from the handheld in the field	5	
43. Add equipment vendor/manufacturer from handheld	5	
44. Add meters or measurement point from handheld	5	Actual geo-coordinates can be added if required, by using GPS add-on to the handheld.
45. Add faceplate or other operating data to specifications according to Maximo® templates	5	
Inspections and condition monitoring		
46. Supports routes with multiple equipment and/or read points	5	
47. Record meter readings for specified equipment	5	
48. Record other data as measurement points	5	
49. Using Maximo® user-defined fields, create custom check lists and field reports to be completed in field with handheld	3	Would require slight modifications to the base views.

Feature	Rating	Qualifying Statement (All ratings under "5" require qualifying statement)
Inventory		
50. Create inventory records directly from handheld	3	Not a standard feature, but can be added.
51. Receive to inventory directly from handheld	5	
52. Receive to work order directly from handheld	3	Not a standard feature, but can be added.
53. Perform inventory counts and update inventory directly from handheld	5	
54. Reconcile inventory discrepancies from handheld	5	
55. Issue parts to work orders directly from handheld	5	
56. Transfer and return parts from handheld	5	

3.2 Narrative Questions (Form 2)

1. Explain licensing model. Are licenses by named user, by handheld unit, other?

DataSplice provides perpetual licenses for concurrent use. We supplement these licenses with annually renewable subscription maintenance that provides product updates, maintenance releases, patches and telephone support.

"Concurrent" is synonymous with simultaneous use. Organizations that manage shift operations only require enough concurrent use licenses to support the users of a single shift. Second and third shifts utilize the respective licenses of the shift that worked before them. Large mobile enterprise systems are managed more cost effectively with concurrent user licensing than named or device user licensing. Named user licensing would require a user license per each user in an organization on every shift. Device licensing would require a user license for each device that the client software is installed. DataSplice allows the licenses to be shared.

The concurrent licensing fees paid for the DataSplice software include:

- DataSplice client software for Microsoft Windows operating systems, mobile devices, tablet PCs, desktops, etc.
- DataSplice server software required for the Microsoft Windows server.

The cost advantage of concurrent use licenses is most apparent as the organization's use grows. Presently, the City of Sunnyvale Water Pollution Control Plant has requested licenses for:

- 7 mechanics on 1 shift
- 5 operators in 3 shifts per day with overlap from backup shifts
- 1 storekeeper in 1 shift per day

The City of Sunnyvale has requested a quote for 18 licenses for 18 users in the initial purchase. As the use grows to, for example, 100 users, 100 concurrent licenses could actually support 200 or 300 users (or be less than 100 concurrent licenses).

An added benefit of concurrent use licenses is license compliance that requires less IT oversight and is less time consuming. The server automatically manages the license availability for the organization's users to share.

2. What changes to handheld programming will be required if plant upgrades to Maximo® 5.x?

The Maximo® 4.x integration packages use a stored procedure-based backend to commit modifications to Maximo®. The version 5 and 6 packages integrate directly through the MBO layer. The upgrade would essentially require the same customization steps against the Maximo® 5 views to tailor the application specifically for this project. The default Maximo® packages for the different version provide a very similar interface to the user in terms of the elements they see, so the end result would work much the same as against Maximo® 4.x and require little retraining.

3. Provide assurance that the handheld data entry units and related programming provided in this proposal will permit a seamless transition to wireless connectivity without additional programming, handheld equipment "add-ons," support or licensing costs. If City will incur additional costs related to the handheld units, detail those costs.

The DataSplice client is always capable of working online or offline. Offline usage is typically the only mode that requires extra consideration during implementation. If offline usage is considered from the beginning of the project, during design, it should be trivial to switch to an online mode and have the same functionality. There are certain modes of operation that can streamline online work processes, so it's important to keep this in mind during the project design phase. These cost are included in the hours estimate in Section 10, Cost Schedule (Item 9)

4. How much "typing" on the handheld will be required to complete work orders, inspection and other functions? How much data entry can be reduced to pull down menus?

We strive to reduce end user input on the handheld. The default views allow the user to select from a pick-list or other simplified input method wherever possible. Additionally the views are designed so the default options are automatically filled in wherever possible. This means the user does not have to enter any data in the most common input case. However, certain fields (such as descriptions, remarks, etc) still require the user to type in data if it's required.

5. How different will the "look and feel" be from what the workers are used to in Maximo® screens? Supply screenshot examples from handheld software.

DataSplice has chosen a "look and feel" that is appropriate for the various screen sizes and form factors that represent many different handhelds, laptops, notebooks and monitors. Since these applications all are distinct from the Maximo® applications for or from which they collect data, we have chosen to optimize the applications for the use of the field operator or engineer. The applications provide a view of the data that is more like a table or Microsoft Excel format, with a lot of view options and function keys that are readily available to the user. In addition, all DataSplice applications work with the same "look and feel", so it is very easy for users to learn new or additional applications.

To give the City of Sunnyvale an idea of the actual user interface, we have provided an excerpt of screen views from one of our User Manuals that explains the COTS Inventory application – its fields and its interface.

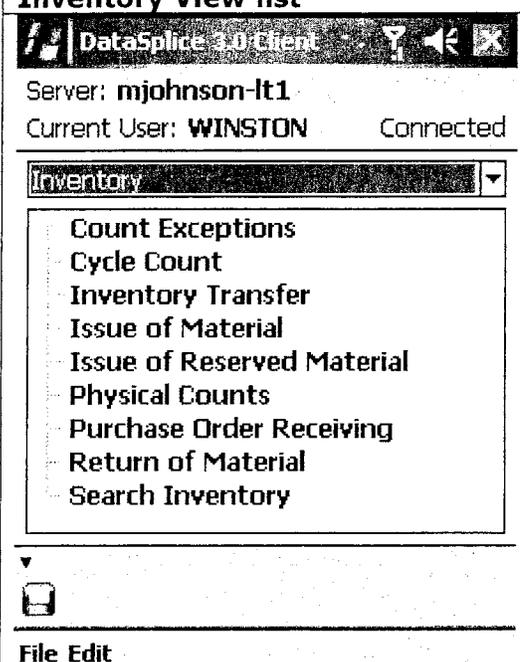
Issue of Material View

This view is designed to easily issue material to a work order, general ledger account, location, or piece of equipment.

Fields in the View

Field Name	Description
Item	The unique identifier for a piece of inventory in the system.
Issue Unit	The unit of measure used when referring to the quantity of this item.
Description	Description of the item in question.
Quantity	The current balance since the last reconciliation.
Issue To	The labor code to issue this unit to.
Work Order	The work order related to this transaction.
Bin	Physical bin where the item is located.
Storeroom	Physical storeroom where the item is located.

Using the View

Inventory View list	
	<p>To access the Issue of Material screen, double tap the name with the stylus, or select the name and press the Enter key.</p>

Searching for Records	
	<p>The Issue of Material screen initially displays a pre-defined filter for starting an issue transaction.</p> <ul style="list-style-type: none"> ▪ Key in or scan the desired item to issue, the work order to issue, then press the Enter key. ▪ Optionally, you can tap on the Add New Record button .

Single Record Display / Edit Mode	
	<p>A new issue transaction starts.</p> <ul style="list-style-type: none"> ▪ Enter the Quantity (number of items) being issued. ▪ Optionally, you can select, key in, or scan the labor code of the person receiving the parts in the Issue To field. ▪ Tap the Filter  button to return to the filter screen to issue more items.

Return of Material View

This view designed to easily return material back into inventory.

Fields in the View

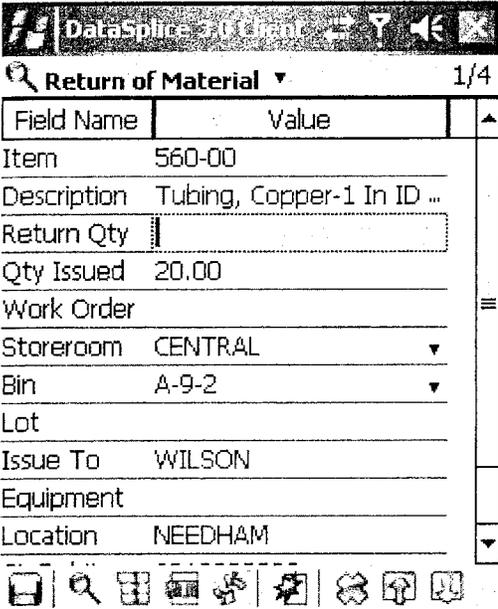
Field Name	Description
Item	The unique identifier for a piece of inventory in the system.
Description	Description of the item in question.
Quantity	The quantity of the particular item to return into inventory.
Work Order	Work order number responsible for this return.
Storeroom	Physical storeroom where the item is located.
Bin	Physical bin where the item is located.
Lot	Physical lot where the item is located.
Issue To	Labor code this return is from.
Equipment	Unique identifier for this piece of equipment.
Location	Unique identifier for this location.
GL Account	Unique identifier for this general ledger account.

Using the View

Inventory View List	
 <p>Server: mjohnson-It1 Current User: WINSTON Connected</p> <p>Inventory</p> <ul style="list-style-type: none"> Count Exceptions Cycle Count Inventory Transfer Issue of Material Issue of Reserved Material Physical Counts Purchase Order Receiving Return of Material Search Inventory <p>File Edit</p>	<p>To access the Return of Material screen, double tap the name with the stylus or select the name and press the Enter key.</p>

Searching for Records	
<p>Return of Material ▾</p> <p>Item = <input type="text"/></p> <p>Work Order = <input type="text"/></p> <p>Storeroom = CENTRAL ▾</p> <p>File Edit Navigation Filter</p>	<p>The Return of Material screen initially displays a pre-defined filter for previous issue searches based on Item and Work Order.</p> <ul style="list-style-type: none"> Key in or scan the desired values to search for, and then press the Enter key. Optionally, you can tap either of the display mode toolbar buttons: <ul style="list-style-type: none"> Display results in Grid Mode. Display results in Single Record Mode.

Grid Mode Display	Single Record Display																																												
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<p>There are three editable fields on this screen:</p> <ul style="list-style-type: none"> ▪ Return Qty. The amount/quantity currently being returned to stock. ▪ Storeroom. The storeroom/warehouse the item is being returned to. ▪ Bin. The bin the item is being returned to. <p>Enter the quantity currently being returned, the storeroom (if other than default), and the bin where the part is being put away.</p>	

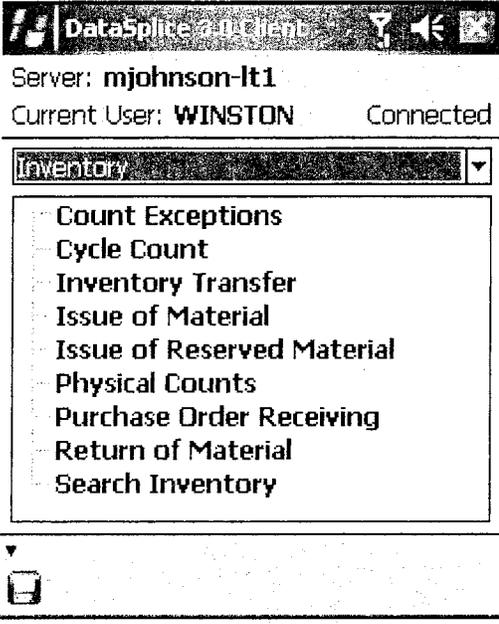
Physical Count

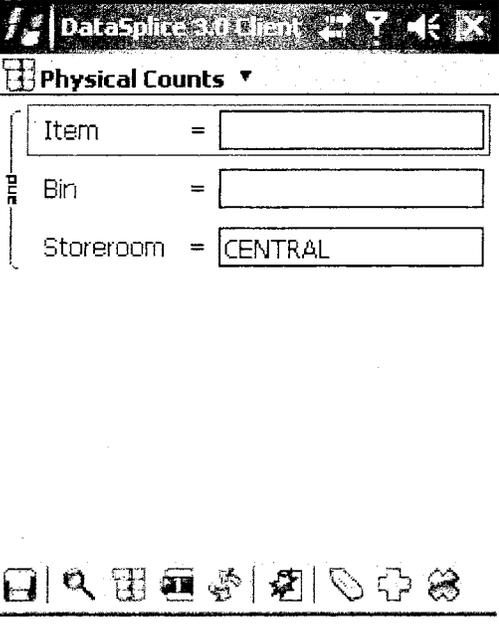
This view is designed to provide an efficient means of counting items in inventory. Fields

Fields in the View

Field Name	Description
Item	The identification number of the item being counted.
New Count	The new count of the item taken by the user.
Last Count	The last actual count of the item.
Current Balance	The current balance of the item.
Bin	The bin in which this item is located.
Description	A brief description of the item.
Issue Unit	The unit of measure of the item.
Average Cost	The average cost of the item.
Catalog Code	The catalog code number of the item.
Manufacturer	The manufacturer of the item.
Model Number	The model number of the item.
Vendor	The name of the item vendor.
Count Date	The date and time that the count took place.
Storeroom	The store location where the item resides.
Lot	The lot where the item resides.
Reorder Point	The point where the item should be reordered.
Category	The category of the item.
Max	The maximum amount of items on hand.
Reconcile	If set to Y, this item will reconcile when submitted.

Using the View

Inventory View List	
	<p>To access the Physical Counts screen, double tap the name with the stylus or select the name and press the Enter key.</p>

Searching for Records	
	<p>The Physical Counts screen initially displays a pre-defined filter for inventory item searches based on Item, Bin, and Storeroom.</p> <ul style="list-style-type: none"> ▪ Key in or scan the desired values to search, and then press the Enter key. ▪ Optionally, you can tap on either of the display mode toolbar buttons: <ul style="list-style-type: none">  Display results in Grid Mode.  Display results in Single Record Mode.

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6. **What is the battery life in the handheld units between charges? How might shared use affect battery life in the field? Because of crew overlap two days per week, handheld units would be in nearly constant use for 16 hours with limited charging. Would extra batteries be recommended?**

Most of the devices are capable of operating for an entire shift on a battery charge, assuming normal levels of use. If 16 hours of continuous use is required then extra batteries will definitely be needed to accommodate this. We have added extra batteries for the 5 shift operators in our price quote in Form 9 (Section 10). Sharing devices during a particular shift would increase the time it is active and using the battery, so this would negatively affect the battery life as well. Wireless communications are another factor to consider, as having the radios enabled will decrease the battery life.

7. **How do "shared" units work in a cradle up/down load environment? How long will data up/down load take on a cradle? How do individuals login on to shared handheld units?**

Users need to synchronize their data changes and log out prior to a different user logging in. The DataSplice Remote Client only allows a single user session at a time. Upload and download times are subject to how much data is being requested and/or modified. However, typical synchronization times run from 1 to 10 minutes.

8. **Describe planned program enhancements. What improvements are planned in the next 18 to 24 months?**

DataSplice 3.1 is scheduled to be released in the next 6 months. It will include many improvements and new features, most notable of which are:

- **Scripting API:** This will provide a JavaScript API for customizing client and server events related to the mobile data that is available. The API will support creating fine-tuned behaviors that specifically walk the user through various mobile tasks.
- **Multiple View Displays:** Each view will support multiple displays for the underlying data so the user sees only data that is relevant to the context of the current process. For instance, there might be a default, simplified work order display that contains only the essential fields a user typically needs to access. However, there might also be a more complete display allowing the user to access less commonly used data. These displays will also support incorporating data from multiple views on the same screen, as well as displaying attached documents, images, etc.
- **Web Interface:** This version will add a Web Services gateway to the DataSplice server that will support capabilities not present in the current application. This includes creating simple Web forms for displaying and entering data over the Web, and committing it using the already configured DataSplice views. It also includes connecting other services and applications to DataSplice software using Web Services, and tunneling DataSplice connections over HTTP and HTTPS.

9. **Describe all Maximo® equipment, work order, inspection/condition-monitoring data that CANNOT be entered using the handheld device. What might field workers using handheld devices need to enter directly into Maximo® at a computer?**

DataSplice software is capable of accessing almost all data available in Maximo®. This means that if data is necessary for a mobile process, the base views can be configured to support it. However, any tasks requiring large amounts of text-based data input, such as adding equipment records in the field or inputting detailed long descriptions for work orders, tend to be too tedious for handheld use and are better suited for a desktop environment. Additionally, DataSplice software does not display attached documents and other related files, so these need to be accessed through Maximo®.

Section 4. Hardware and Equipment (Form 3)

The DataSplice software is capable of and compatible with the following types of mobile units. The DataSplice software application will size automatically to best fit the screen real estate made available by individual hardware type.

Notes:

- The DataSplice software is capable of operating in both the wireless and disconnected environments, as well capable of using GPS receivers. DataSplice software has been tested with Trimble GeoXT hardware.
- We've included specifications for any "rugged" units for field use.

Item	Description	Manufacturer and Specification
CN3 Mobile Computer CN3B1A84000E100	CN3B, Mobile, QWERTY backlit keypad, Area Imager, 804, Bluetooth, Windows Mobile 5.0, WWE	Intermec: the CN3 meets rugged, standards-based environmental specifications and provides features that meet the needs of mobile workers performing mission-critical tasks. The CN3 has 128 MB RAM and is available with an ultra-slim extended battery that delivers easy-to carry, all-day power. Because of the length of the information, complete specifications are available at: http://www.product-catalog.com/intermec/cn3.pdf
CN3 Mobile Computer CN3B2H84000E100	CN3A, mobile, numeric backlit keypad, Area Imager, 802.11B/G, Bluetooth, Windows Mobile 5.0, WWE	Intermec , same description and specifications as above
SD CARD	Secure Digital Card, 256MB RoHS ¹	Intermec
CN3 Battery Pack	Battery pack, CN3, extended capacity, RoHS, 1 extended capacity, 14.8 watt hours	Intermec
CN3 Single Dock	Single dock, CN3, requires power supply 851-082-003, center, spec AC power	Intermec
CN3 Single Dock Ethernet Module	Ethernet module, CN3 single dock, requires 871-025-001	Intermec

RoHS = Reduction of Hazardous Substances

Item	Description	Manufacturer and Specification
CN3 Single Dock Power Supply	Universal power supply, 12 VDC 50W FW5012, CN30A, PB42,CN2,RoHS	Intermec
CN3 Multi-Dock	Multi-dock, CN3, RoHS (requires power supply 851-075-003 + AC power cord)	Intermec
CN3 Multi-Dock Power Supply	Universal Power Supply, 12VDC, 72W, 3SKT Output, ROHS	Intermec
AC Power Cord	AC power cord, US, RoHS	Intermec
CN3 Scan Handle Kit	Scan handle kit (for the CN3)	Intermec
Belt Holster, CN3	Belt holster (for the CN3)	Intermec

4.1 System Requirements for the DataSplice Server

4.1.1 Operating System

- Microsoft Windows (2000, XP, Windows Server 2003 or Windows Vista)
- Terminal Server: DataSplice software can be installed on Microsoft Terminal Server.

4.1.2 Server Hardware

- The hardware required to run the DataSplice server effectively depends on the number of client connections it needs to support.
 - For small installations (< 10 clients) the server does not need to run on its own dedicated machine - it could easily run on the same hardware as the database.
 - For larger installations the server should have a minimum 500Mhz processor and 256M RAM. To ensure optimal performance under heavy traffic, the more RAM available the better.
- In addition, the server must have network connectivity so DataSplice clients can connect.

4.1.3 Hard Disk or Memory Card

- 512 MB available (minimum) for configuration file storage and caching
- Additional space may be required for off-line synchronization cache for large data sets (proportional to number of clients)

4.1.4 Additional Software

The following components are installed along with the DataSplice Server:

- Microsoft .NET Framework version 1.1 SP 1
- Oracle's ODP.NET data provider version 10.2 (if accessing Oracle data base)

4.2 System Requirements for the Administration Client

4.2.1 Operating System

- Any current Microsoft Windows® desktop operating system capable of running the .NET framework version 1.1, including:
 - Windows 98
 - Windows NT
 - Windows 2000
 - Windows XP
 - Windows Server 2003
 - Windows Vista
- *Recommended:* Windows 2000 or better.

4.2.2 Workstation Hardware

- Any Microsoft Windows desktop machine capable of running the .NET framework version 1.1 is sufficient.
- In addition, the client must have network connectivity to the server.

4.2.3 Hard Disk or Memory Card

- At least 5M of available space is required to install the client.

4.2.4 Additional Software

- The user interface components require Internet Explorer Version 6 or later.
- If the Administration Workstation is going to be used to install handheld software, ActiveSync 3.6 or greater will be needed

4.3 Summary Table

Requirements	DataSplice Server	Administration Client
Supported Operating Systems	<ul style="list-style-type: none"> ▪ Microsoft Windows Vista ▪ Microsoft Windows 2000 (Professional, Server, or Advanced Server) service pack 4 or later ▪ Microsoft Windows XP (Home or Professional) service pack 2 or later ▪ Microsoft Windows Server 2003 family 	<ul style="list-style-type: none"> ▪ Microsoft Windows Vista ▪ Microsoft Windows 2000 (Professional, Server, or Advanced Server) service pack 4 or later ▪ Microsoft Windows XP (Home or Professional) service pack 2 or later ▪ Microsoft Windows Server 2003 family
Processor Requirements	1 GHz or faster	500 MHz (1 GHz or faster recommended)
Memory Requirements	512 MB RAM (1 GB or more recommended)	256 MB RAM (512 MB or more recommended)
Available Storage Requirements	250 MB (1 GB or more recommended)	36 MB
Additional Required Components	<ul style="list-style-type: none"> ▪ Microsoft Data Access Components (MDAC) version 2.8 or higher ▪ Microsoft .NET Framework version 1.1 ▪ Oracle ODP.NET provider 10 for Oracle 8i, 9i and 10g access 	<ul style="list-style-type: none"> ▪ Microsoft .NET Framework version 1.1 ▪ Microsoft Internet Explorer version 6 service pack 1 or newer
Supported Networks	<ul style="list-style-type: none"> ▪ TCP/IP networks (Ethernet, 802.11x, CDPD, etc.) ▪ ActiveSync connection (USB, serial, etc.) ▪ Access to port 4100 (or other port if altered from default configuration) 	<ul style="list-style-type: none"> ▪ TCP/IP networks (Ethernet, 802.11x, CDPD, etc.) ▪ ActiveSync connection (USB, serial, etc.) ▪ Access to port 4100 (or other port if altered from default configuration)

Section 5. Maintenance and Support Program (Form 4)

This section looks at the type of support DataSplice provides to its customers.

5.1 Support Strategy

DataSplice Subscription/Maintenance Service is designed for organizations that need rapid, easy access to information and assistance. Our team will ensure that technical help is available when you need it. DataSplice Subscription/Maintenance Service offers customers the following benefits:

- DataSplice "standard module" telephone assistance available during DataSplice working hours on a five-day-a-week basis; 8:30 am to 5:00 pm Mountain Time US & Canada (GMT-7:00); second and or third shift or 24/7 support is also available on request.
- Product updates, maintenance releases and patches.
- Dedicated telephone assistance can be provided for "non-standard module" DataSplice solutions (See "Dedicated Telephone Support Services"). Dedicated telephone assistance is not included as part of the Subscription/Maintenance service program and/or fees.

Subscription/Maintenance Service Fees are due and payable annually in advance of a Support Period, unless otherwise stated in an Purchase Order Form, ordering document, or payment contract with DataSplice. Subscription/Maintenance Service pricing reflects a 12-month support period.

Because no two organizations or computing environments are exactly alike, DataSplice provides configurable support packages to meet customer requirements. The goal of the **Portfolio/Client Configuration Support** programs is to ensure a customer's systems are operating smoothly, regardless of the level of Subscription/Maintenance support chosen. Portfolio /Client Configuration Support includes:

- Training/Deployment Optimization, DataSplice Client Configuration, Project Deployment/Management, and On-Site/Off-Site Design and Implementation Services.
- Portfolio/Client Configuration Support Programs are executed by Statement of Work (SOW) contracts describing the exact deliverable required to support the customer requirements.

5.1.1 Handheld Device Provisioning, Configuration, and Management Services

DataSplice's provisioning services enable WIN CE Handheld PC and Pocket PC handheld devices to centrally manage the distribution of all compatible software applications to the handhelds. DataSplice installs the initial handheld application software on each handheld device, provides comprehensive testing of the handheld hardware, and then distributes the handheld hardware to the appropriate customer site.

DataSplice's provisioning services can manage any handheld application software that provides installation processes. DataSplice manages each handheld device's

configuration information, service contract, and repair maintenance requests. DataSplice Handheld Device Provisioning offers customers the following benefits:

- Provide a single logistics control of the initial and on-going configuration management and procurement of handheld devices and handheld application software.
- Manage the initial and on-going handheld hardware and software maintenance requests.
- Provide on-going provisioning of software updates and new software application installations for each handheld device.
- Logistics control does not include software-specific end user help desk services.

5.1.2 Dedicated Telephone Support Services

Dedicated DataSplice personnel provide telephone assistance for on-going support of customers who require project implementation assistance by telephone. Dedicated telephone assistance can also be provided to customers whose requirements deviate from DataSplice's "standard modules." Dedicated resources are assigned to these types of projects to provide the customer with continual project continuity. These DataSplice dedicated resources provide the customer with the specific project guidance necessary as projects evolve from "proof of concept" to production roll-out. Normal technical support service hours are from 8:00 AM to 6:00 PM, Mountain Standard Time.

5.1.3 Extended Hours Technical Support

24 hour, 7 days per week technical assistance is available for customers who want around the clock coverage. This is available as an extra-price option.

5.2 Technical Support Policies

5.2.1 Support Terms

DataSplice provides Technical Support is for problems that are demonstrable in the current release of a DataSplice licensed Program. The program must be running unaltered on an appropriate hardware and operating system configuration, as specified in the documentation.

5.2.2 License Set

A License Set is a logically related group of Program licenses installed on the same system(s) and/or used with the same application. A License Set must include at least one full use license for each product included in the License Set. All licenses in a License Set must be under the same support level and supported by the same Customer Technical Contact(s).

5.2.3 Technical Contacts

The customer may designate one primary employee and one backup employee ("Technical Contacts") per License Set, to serve as liaisons with DataSplice Technical Support. Alternatively, with each additional 1000 concurrent device License Set, the customer has the option to designate an additional one (1) primary and one (1) backup Technical Contact. The Customer's designated Technical Contacts are the sole liaisons

between the Customer and DataSplice Technical Support of Programs, and are based at the Customer's premises.

To avoid interruptions in support services, the Customer must notify DataSplice Technical Support whenever its Technical Contact responsibilities are transferred to another individual.

5.2.4 Program Updates

A Program "Update" means a subsequent release of the Program. DataSplice generally makes this release available for Program licenses at no additional license fee, other than media and handling charges, provided the Customer ordered Subscription/Maintenance Service for such licenses for the relevant time period.

The Program Update does not include any release, option or future program that DataSplice licenses separately. For any Program Updates, DataSplice ships to the specified Customer location one Update copy for each operating system for which Customer's Program licenses were ordered. The Customer is responsible for copying and installing the Updates on the Designated System(s) for which these Programs are licensed.

5.2.5 Termination

All Subscription/Maintenance Services ordered for a Support Period shall be non-cancelable and non-refundable.

5.3 Obtaining Support

5.3.1 Information Customers Need When Calling Support

Before DataSplice Technical Support can begin work on any Technical Assistance Request (TAR), Support requires information about the nature and location of the problem. Whenever a call comes through the DataSplice Support Center, the following information must be provided:

- The area code and phone number listed under the Technical Support Contract.
- Operating system (including version) on which DataSplice Programs are installed.
- The DataSplice Program component and version number that the TAR concerns.
- The relevant Program version(s).
- Any Program error numbers associated with the TAR.
- Detailed description of the problem.
- Severity of the problem.

Section 6. Proposed Implementation Schedule (Form 5)

On the following pages you will find an Example Implementation Plan showing typical project tasks and duration.

All project tasks are monitored by the site project leader/implementer, **Mike Johnson** (Senior Systems Engineer and Implementation Leader). Mr. Johnson has 5+ years experience in implementing DataSplice Mobility Systems into Maximo® environments and had site responsibility for monitoring all tasks and deliverables listed in the Example Implementation.

As part of the DataSplice methodology, a specific implementation will be created for the City of Sunnyvale project.

6.6. 1 Example Implementation Schedule Plan

ID	Task Name	Finish	31	M
1	DataSplice Example Project Implementation	Fri 2/2/07		
2	Project Orientation	Tue 1/9/07		
3	Project Kick-off Meeting	Tue 1/9/07		
4	Team Identification / Roles and Responsibilities	Thu 1/4/07		
5	Review Statement of Work	Thu 1/4/07		
6	Create Project Schedule	Mon 1/8/07		
7	Determine Change Control Procedures	Tue 1/9/07		
8	Identify Constraints and Assumptions	Tue 1/9/07		
9	Deliverables	Tue 1/9/07		
10	Finalized Statement of Work	Tue 1/9/07		
11	Finalized Project Implementation Schedule	Tue 1/9/07		
12	Business Process & Requirements Analysis	Mon 1/15/07		
13	Task Steps	Mon 1/15/07		
14	Identify Business Process Needs	Mon 1/15/07		
15	Determine Business Process Workflow	Wed 1/10/07		
16	Deliverables	Mon 1/15/07		
17	Business Process Requirements Specification	Mon 1/15/07		
18	Technical Environment/Infrastructure Planning	Thu 1/18/07		
19	Task Steps	Thu 1/18/07		
20	Review System Environment/Infrastructure	Tue 1/16/07		
21	Review Existing Work Practices	Tue 1/16/07		
22	Review Requirements for the Mobile Solution Elements, Software, Hardware & Communications	Thu 1/18/07		
23	Plan/Design the Integration, Configuration, Implementation, Training, Rollout Schedule	Thu 1/18/07		
24	Deliverables	Thu 1/18/07		
25	System Readiness Report	Thu 1/18/07		
26	Requirements Review and Signoff	Thu 1/18/07		
27	Gap Analysis	Fri 1/19/07		
28	Tasks	Fri 1/19/07		
29	Compare Requirements Specification with Standard DataSplice Functionality	Fri 1/19/07		
30	Deliverables	Fri 1/19/07		
31	Gap Analysis	Fri 1/19/07		
32	Specification Development	Wed 1/24/07		
33	Task Steps	Wed 1/24/07		
34	Review the Business Process & Requirements	Tue 1/23/07		

Project: ProjectTemplate_sik
Date: Mon 5/15/06

Task
 Split
 Progress

Milestone
 Summary
 Project Summary

External Tasks
 External Milestone
 Deadline

ID	Task Name	Finish	31 M
35	Gap Analysis & Develop Functional Specification	Tue 1/23/07	
36	Develop Design Specifications	Wed 1/24/07	
37	Deliverables	Wed 1/24/07	
38	Finalized Business Process Requirements	Wed 1/24/07	
39	Detailed Design Specifications	Wed 1/24/07	
40	Application Design & Development	Fri 2/2/07	
41	Task Steps	Fri 2/2/07	
42	Develop Application Integration Modules (NET Modules, etc...)	Fri 1/26/07	
43	Configure Standard Facility (Equipment) & Work Order Modules	Fri 1/26/07	
44	Configure DataSplice Views	Wed 1/31/07	
45	Work Order Tracking	Wed 1/31/07	
46	Work Order List displayed/Downloaded Automatically on User Login. DataSplice Configured to Auto-display/Load Work Orders Based Upon Ass	Mon 1/29/07	
47	Work Order Review/Update. DataSplice Configured to Allow Updates of Specified Fields & Enable Navigation to Facility (Equipment), Location, I	Mon 1/29/07	
48	Work Plans. DataSplice will be configured to allow viewing/updating of;	Mon 1/29/07	
49	Tasks (OP Steps) including measurement points	Mon 1/29/07	
50	Planned/Actual Labor	Mon 1/29/07	
51	Planned/Actual Material	Mon 1/29/07	
52	Planned/Actual Tools	Mon 1/29/07	
53	Work Order History. DataSplice Configured For Viewing Previous Work Orders for Location or Equipment.	Mon 1/29/07	
54	Work Order Failure Reporting. DataSplice Configured to Allow Users View/Edit the Problem, Cause, and Remedy Failure Codes for Work Order	Mon 1/29/07	
55	Work Order Safety Information. DataSplice Configured to Allow Users View Safety Information, Hazards & Precautions Tagout/Lockout Procedu	Mon 1/29/07	
56	Work Order Long Description. DataSplice Configured to Allow Users View/Edit Work Order Long Description	Mon 1/29/07	
57	New Work Order (Standard, Child, and Follow-Up). DataSplice Configured to Allow Users to Create New Work Orders in the Field.	Mon 1/29/07	
58	Duplicate Work Order. Allow users to copy(duplicate) an existing work order under a new work order number.	Wed 1/31/07	
59	Assign Work Order. Allow user(s) to assign work to other users (Labor Codes)	Mon 1/29/07	
60	Facility (Equipment)	Mon 1/29/07	
61	Create/Update Facility (Equipment)	Mon 1/29/07	
62	Create/Update Facility (Equipment) Specifications	Mon 1/29/07	
63	Update/Enter measurements for Measurement Points	Mon 1/29/07	
64	Locations	Mon 1/29/07	
65	Update Location Data	Mon 1/29/07	
66	Update Location Specification Data	Mon 1/29/07	
67	Unit Test Views & Integration Modules	Mon 1/29/07	
68	Deliverables	Fri 2/2/07	
68	Mon 1/29/07	Mon 1/29/07	

Project: ProjectTemplate_sik
Date: Mon 5/15/06

Task Split Progress

Milestone Summary Project Summary

External Tasks External Milestone Deadline

ID	Task Name	Finish	31 M
69	Configured DataSplice Views	Mon 1/29/07	
70	System Integration Modules	Mon 1/29/07	
71	Unit Test Acceptance/Signoff	Mon 1/29/07	
72	Software Installation and Tuning	Wed 1/31/07	
73	Task Steps	Wed 1/31/07	
74	Install and Configure Mobile Server	Tue 1/30/07	
75	Install and Configure Desktop Administration	Tue 1/30/07	
76	Install and Configure Handhelds	Tue 1/30/07	
77	Create Test Plans for Use Cases	Wed 1/31/07	
78	System Testing	Wed 1/31/07	
79	Acceptance Testing Review	Tue 1/30/07	
80	Rollout/Deployment Planning	Wed 1/31/07	
81	Update System Readiness Report	Tue 1/30/07	
82	Deliverables	Tue 1/30/07	
83	Configured Mobile Solution	Tue 1/30/07	
84	Configured Mobile Units, ready for Acceptance	Tue 1/30/07	
85	Test Plans	Tue 1/30/07	
86	Rollout/Deployment Plan	Tue 1/30/07	
87	Acceptance Testing Document Completion	Tue 1/30/07	
88	Implementation Team Orientation and Training	Thu 2/1/07	
89	Task Steps	Thu 2/1/07	
90	Develop Training Materials	Thu 2/1/07	
91	Determine Training Schedule, Admins, End Users, Train-the-Trainer	Tue 1/30/07	
92	Train the Admins, Users, Trainers	Thu 2/1/07	
93	Rollout support and user mentoring	Thu 2/1/07	
94	Deliverables	Thu 2/1/07	
95	Training Materials	Thu 2/1/07	
96	Training Schedule	Thu 2/1/07	
97	Post Implementation Assessment Report	Thu 2/1/07	
98	System Start-Up	Fri 2/2/07	
99	Transition Devices/Solutions to Users from Test Environment to "Live" Environment	Fri 2/2/07	
100	System Acceptance / Signoff	Thu 2/1/07	

Project: ProjectTemplate_slk
Date: Mon 5/15/06

Task
 Split
 Progress

Milestone
 Summary
 Project Summary

External Tasks
 External Milestone
 Deadline

Section 7. Training Program (Form 6)

DataSplice will provide a training plan that enables complete operator, user, and system administrator training for approximately 26 City of Sunnyvale Water Pollution Control Plant personnel to ensure comprehensive understanding of all elements of the total mobile solution. The basic training elements are as follows:

- Establish a training plan that defines timelines, roles, responsibilities, and participants.
- Determine use of classroom versus field-based training.
- Define and deliver end user training objectives for all coursework.
- Segment attendees per training session, training dates and times.
- Create tailored training materials and define timeline for completing.
- Develop and use of training evaluation forms.
- Document changes to business and workflow procedures.
- Determine use of online help files.
- Deliver ongoing training for new system functions/features.
- Develop individual department user manuals.

7.1 Technical and User Support Training

DataSplice Administration training will include the following but not limited to:

- DataSplice Architecture—what modules are included and how they work together.
- Implementation plans, requirements, testing procedures.
- Defining attributes and the variety of ways they can be used to establish important functions within DataSplice software.
- DataSplice software sessions—how to manage online and offline user sessions.
- Views—how they control the presentation of information on the handheld.
- Installing DataSplice server files and client files, how they are created and managed.
- Add-on files, if needed, and how to manage them.
- Device provisioning functionality and how it supports handheld device management, software changes and upgrades for the handhelds.
- DataSplice software configuration—how to connect to the server and the basic settings.
- Connection profiles—how to create them and enable user's access to specific data.
- Authentication for users and groups, and the pertinent information.
- Monitoring and maintenance of current connections and how to clear out old sessions.
- Setting up of View structures, workflows and custom views.
- Offline data—how an application works offline, how to build offline data and how the user interacts for the correct data for job tasks.
- Permissions for views available to individuals or groups.
- Remote client administration tasks.

- Basic SQL statements.
- Database connections tips.

7.2 End user Training

The training will relate specifically to the context of each department's "day in-the-life" data access use. Comprehensive administrator training for the technical and support staff will occur in advance of the user training. This allows the user to be easily trained and to have a user-friendly field mobility experience, relevant to the performance of his or her job function.

User training will include the following but not limited to:

- Standard client features—explain the general operation/navigation of the screens and toolbar.
- View usage—explain how each view is used, the workflow and work process it supports or enhances, and the manual process that the new mobility replaces.
- Basic operation of the DataSplice software on the handheld hardware.
- Train-the-Trainer will include the above Administrator and End user training plus any additional customized training that would be needed for the various groups.

Section 8. Acceptance Test Plan (Form 7)

8.1 Acceptance Testing

The purpose of testing is to validate that the mobile solution meets the business requirements and system design specifications. Most of our projects involve two levels of testing: (1) unit testing and (2) system/integration and user acceptance testing.

Both testing levels require a well thought out and communicated test plan, and continuous management. Together these techniques ensure that all participants understand the test goals, test activities, timelines, and acceptance criteria.

8.1.1 Use Cases

Software development is driven by **use cases** that are defined early in the development process. Each use case tells a story from the user's perspective, a story that describes the work they need to do, their goals, and the problem that must be solved ... without presupposing the solution. Because the software must be designed to address those goals and problems, the technical requirements for the software can be derived from the use cases.

8.1.2 Types of Testing

Test plans follow naturally from the use cases. These are concrete examples of the abstract use cases. Because DataSplice software is customized to meet the customer's specific workflow, developers **unit test** the pieces until they are satisfied that all components necessary to achieve customer business goals are functional.

End users perform **acceptance testing** of the completed system in an isolated test environment. We sometimes refer to acceptance testing as integration testing because all components of the entire system must function together. Acceptance testing also includes verification from the users (customer) that their needs are met.

A successful project requires continuous management and willingness to take ownership of problems. Use cases provide a tool at the beginning of the project to identify the customer's requirements and goals. From use cases through acceptance testing, these techniques ensure that all participants understand the metrics that define success.

8.1.3 Planning for Testing

DataSplice assists its customers in carefully planning the following items:

- Define use cases that cover the set of problems to be solved by the software.
- Identify test plans that exercise those use cases.
- Manage timeframes to develop and write test scripts.
- Establish a test environment.
- Load test case data into the testing environment.
- Identify test participants and assign roles and responsibilities.
- Establish timeframes for conducting and completing the test.
- Devise a process for tracking and re-testing failed test scripts.

- Determine system acceptance criteria and approval processes.
- Planning deployment to production once approved

8.1.4 Deliverables for Testing

The testing deliverables include:

- Use case definition
- Overall test plan
- Unit testing (performed iteratively throughout the development process)
- Acceptance testing and sign off
- Rollout/deployment plan

8.2 Performance Monitoring and Tuning

DataSplice can also provide the following performance monitoring and tuning strategy:

Two modes of operation require performance monitoring:

- On-line performance tuning and monitoring will focus on the DataSplice server component and its target Oracle database.
- Off-line performance tuning and monitoring will focus on the hand-held client and off-line SQL CE database.

A sample data set will be created to represent user load. Client has specified the following:

- 7,500 equipment records
- 6,500 parts inventory records
- 16,000 work order records

Note: it is still to be determined what subset of data will be available offline. Not all records will be needed for a given user. Also, it will be important to limit the number of fields taken from the table to only those necessary to perform the task at hand. The work order table (for example) contains over 250 fields and not all of those would be used.

On-line application response time objectives will be agreed upon based on the performance time of the base Maximo® application. Then, taking network bandwidth into consideration we shall agree upon a percentage of time in addition for DataSplice software to consume.

Off-line response objectives are governed by user expectations. It will also need to be scaled by device (older slower devices should not be considered comparable to modern devices with greater CPU speeds and memory resources).

On-line performance monitoring and tuning will examine all layers of the application and technology stack. Besides the DataSplice server itself, database, web-server and network bottlenecks may arise. DataSplice will cooperate closely with administrative personnel to diagnose and resolve any performance issues. Stress test of On-line (server) performance can be achieved using DataSplice remote clients performing the "Sync with Server" function to obtain a large quantity of off-line data. Multiple clients can synchronize simultaneously to stress the server.

Off-line performance testing will involve large offline datasets. Timing tests for searches, sorts, inserts and updates will be applied. DataSplice client has a special plug-in for use during development to log statistics of number of calls, average, min and max time of calls to test any hotspots in the application that may arise. Tuning is achieved utilizing offline index settings and client side query cache.

Note: DataSplice now has improved server and client side logging capabilities that greatly aid in diagnosing and resolving performance issues.

Section 9. Supplemental Information (Form 8)

This section includes supplemental information that distinguishes our product and processes from the competition.

9.1 Configuration

- DataSplice software connects to the Maximo® database without the use of triggers. Connections to data sources are handled by a specialized plug-in. Plug-ins use ADO.NET to provide increased flexibility and data source connectivity possibilities. This format uses specific native drivers to connect to different databases. Connection profiles are managed by the data source plug-in.
- Configurations for the data sources are handled in the configuration section of the ADO.NET data source plug-in. In this manner, the structure is very flexible. Additional plug-ins can be developed as needed for a virtually endless combination of capabilities and features, allowing for future upgrades and expansion as needed.
- DataSplice software can interface with many GIS applications.

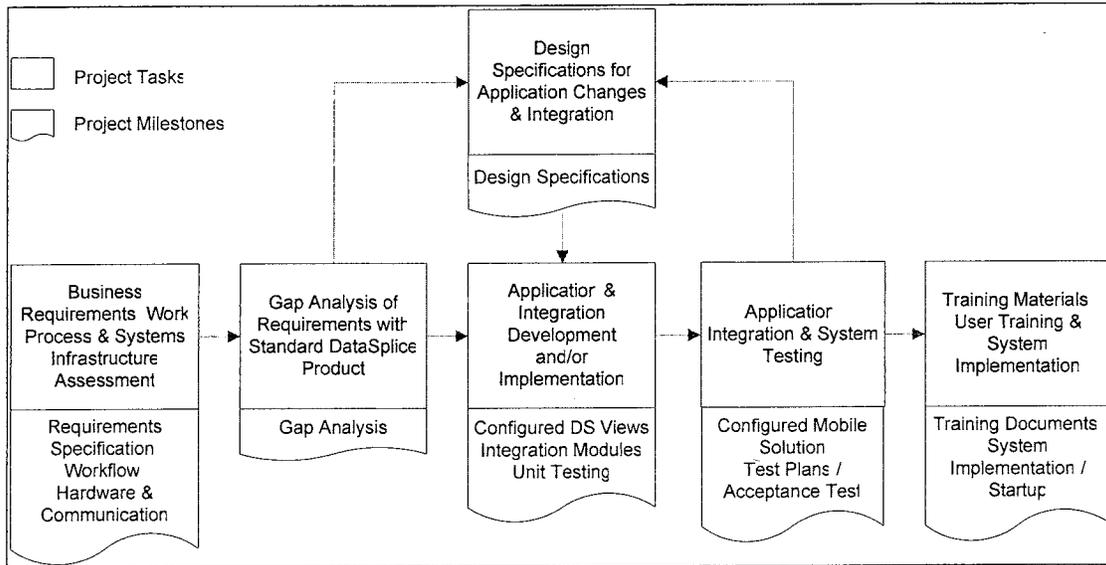
9.2 Technical Architecture

- DataSplice Remote Client Software can run from either the devices' main memory or a PDA Storage Card memory. A minimum of 32M card is required, with a 64M card or more being recommended.
- DataSplice software uses ADO .NET to query and display data to the end user clients. Similarly, DataSplice software uses ADO .NET to connect to the Maximo® database to query and download the target data to the client device. The DataSplice integration package for Maximo® 4 uses stored database procedures to enforce Maximo® business rules. For Maximo® 5 and up, DataSplice software processes all data modifications via Java RMI (Remote Method Invocation). All DataSplice data transactions are processed in this method ensuring compliance with Maximo® business rules and any additional processing, e.g. MEA, Rules Manager, etc. However, where required, DataSplice software can use .NET integration modules, web services, direct data access, and/or database stored procedure calls to accomplish required functionality not covered through MRO's Java API.
- There are no limitations to what data or information that DataSplice software can download for offline client sessions, with the exception of the physical memory limitation of the actual client device. DataSplice software can be configured to download data based on values from any searchable fields in the Maximo® database. Additionally, DataSplice software can download data from any table, view, or join of tables.

9.3 Quality Control Plan

9.3.1 Business and Quality Process Project Methodology

Here is the DataSplice Project Methodology Diagram:



DataSplice uses a Business Process Project Methodology specifically designed for mobile solutions to provide our customers consistent quality. We use this methodology directly or indirectly on all of our projects. Included in this methodology are the following: project management, risk management, business analysis and design, system development, testing and quality assurance, change control, and implementation strategies.

The components of DataSplice's Business Process Project Methodology guide us on every system we implement. These components include:

- project planning & management
- progress monitoring and reporting
- risk and change management activities
- systems infrastructure assessment
- business requirements and process definition
- mobile application and workflow design
- business rules/procedures and process changes
- application & integration development
- system, application, and integration testing
- user acceptance testing
- end user training
- system implementation

9.3.2 Project Management

At DataSplice, we believe that one of the critical success factors in a project is the quality of the project management and the administration of the project team members. A well-managed project uses a structured approach where the project is planned out to clearly identify roles, responsibilities, task assignments, deliverables, communication methods, and acceptance criteria. These factors are critical in mitigating the risks associated with the implementation of a mobile solution.

9.3.3 Project Team

DataSplice's consulting team brings to each project not only expertise in the systems integration area, but practical working knowledge as well. DataSplice's project team has the skills and experience needed to successfully perform all project roles. We are experts in the key disciplines required for the project including project management, work process analysis, workflow, mobile application system development and implementation activities. Additionally, we work closely with our customer to analyze, design, develop, train and implement a solution that best meets their strategic business and financial goals. This approach allows us to form a partnership with our clients, while enabling client self-sufficiency through knowledge transfer and hands-on training.

9.3.4 Project Monitoring

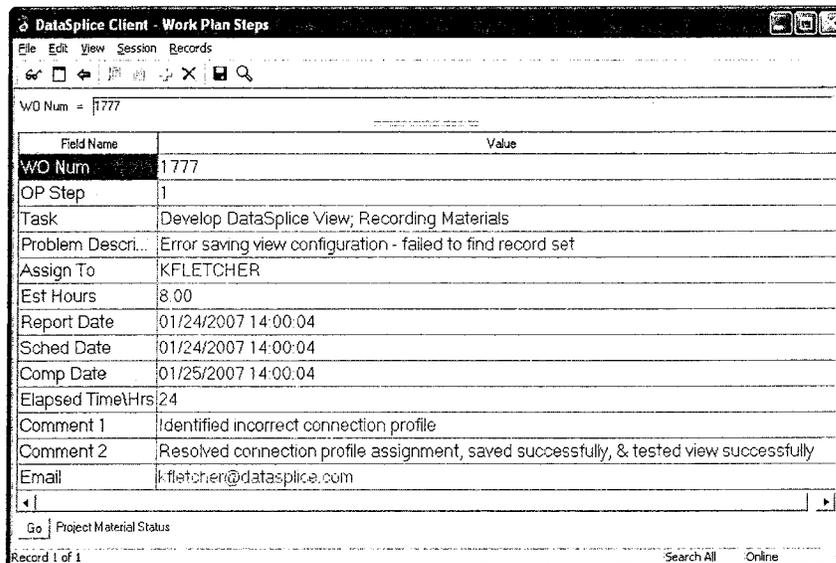
There are multiple levels of monitoring that ensure compliance with the Contract requirements by two DataSplice management representatives:

- **Scott Kunze, DataSplice President and Project/Contract Manager**
Mr. Kunze has over 20 years of project/contract experience in industry maintenance best practices combined with the 5 plus years experience of managing every project/contract in DataSplice's implementation portfolio (See Section 11, "References" for a list of references and project descriptions).
- **Ken Fletcher, Senior Software Engineer and Quality Assurance Manager**
Mr. Fletcher has 15+ years of professional application and project development experience and has responsibility and authority for all aspects of the DataSplice application (MAXIMO) integration packages.

Both management representatives are responsible for identifying and preventing deficiencies in the quality of the services that DataSplice provides. They are responsible for monitoring project deliverables based upon the deliverable frequencies identified as a milestone date and listed on the project implementation plan.

Their responsibilities include the services performance, schedule, and technical value associated with each deliverable to ensure they meet the DataSplice Business and Quality Process Methodology. DataSplice uses a database, rather than forms, to monitor all tasks and deliverables associated with the Statement of Work and implementation plan. As tasks and/or deliverables become issues or are completed (status changes), an automatic email is forwarded to the appropriate manager.

Here is a screen capture of the monitoring system DataSplice uses, along with an example set of information. This information provides a record of the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action.



Field Name	Value
WO Num	1777
OP Step	1
Task	Develop DataSplice View; Recording Materials
Problem Descri...	Error saving view configuration - failed to find record set
Assign To	KFLETCHER
Est Hours	8.00
Report Date	01/24/2007 14:00:04
Sched Date	01/24/2007 14:00:04
Comp Date	01/25/2007 14:00:04
Elapsed Time\Hrs	24
Comment 1	Identified incorrect connection profile
Comment 2	Resolved connection profile assignment, saved successfully, & tested view successfully
Email	k.fletcher@datasplice.com

9.3.5 Project Deliverables

DataSplice monitors the following project deliverables through a Project Implementation Plan:

1. Finalized Statement of Work (Refined Work Scope)
2. Project Implementation Schedule
3. Business Process Requirements Specification
4. System Readiness Report
5. Requirements Review and Signoff
6. Gap Analysis
7. Finalized Business Process Requirements
8. Detailed Design Specifications
9. Configured DataSplice Views
10. System Integration Modules
11. Database Scripts for Object & Procedure Creation
12. Unit Test Acceptance/Signoff
13. Configured Mobile Solution
14. Configured Mobile Units, Ready for Acceptance
15. Test Plans
16. Rollout/Deployment Plan
17. Acceptance Testing Document Completion
18. Training Materials
19. Training Schedule
20. Post-Implementation Assessment Report

9.4 DataSplice Processes ... we care about customers and quality!

This section focuses on unique processes and business behaviors DataSplice practices to create quality products and keep our customers happy.

9.4.1 Project Communication

Open and thorough team communication is one of the critical success factors to any project. At DataSplice, we believe it is important for our clients to understand the progress of the project at all times. To ensure this, on every project we have ongoing informal and regularly scheduled meetings with appropriate client staff members. Both the DataSplice and client project team members are encouraged to share information with the entire team to ensure that everyone has a working knowledge of the project progress, issues and timelines.

Written communication provides an audit trail of the progress, issues, and risks on the project. As part of our regular team communication, DataSplice prepares a project status report prior to each meeting, documenting the accomplished tasks and date of completion; scheduled items that could not be completed and the reason; upcoming tasks; areas of concern or outstanding issues; budgetary items; and project schedule impacts or changes. This information is shared with our client management to ensure that they have a thorough understanding the project progress.

9.4.2 Project Planning

A good project plan provides a framework for managing, monitoring, and accomplishing tasks during all phases of the project. Each of the project assignments are administered and monitored in accordance to timeframes identified in the project plan. Included in each project plan are the following:

- project start and end dates
- project activities and tasks including start and end dates for each task
- project staffing and resource assignment for each task
- project milestones and deliverables

As part of the project management, DataSplice monitors and maintains the project plan to ensure it reflects the customer's defined scope and goals, and keeps the entire team informed as to the project progress and direction.

9.4.3 Business Process Analysis and Design

Throughout the project we work closely with our customer to analyze, design, develop, train and implement a solution that best meets our client's business and financial goals.

9.4.4 Business Process Analysis

During the business requirements and analysis phases, we conduct a series of interviews and working sessions with our client's business users to better understand their work environment, work processes, goals, motivations and frustrations ... all leading to a better understanding of their mobile solution needs. Our interactive working sessions are intended to solicit the business process information and requirements from our clients while we assist the client in understanding the capabilities and features available with our mobile solution technologies.

9.4.5 Solution Design

Incorporating a mobile solution into an organization re-designs the way business is conducted. That's why it's important that system design decisions be considered strategically rather than simply as technical solutions. Using the information from the Business Process Analysis sessions and client's business requirements, DataSplice will design a solution to incorporate data, workflow, legacy systems and automated processes into a comprehensive and maintainable mobile solution. We review the design with our clients to ensure that it meets the business, strategic and financial requirements of the organization.

9.4.6 Business Process Improvement

Incorporating a mobile computing solution into an organization provides an opportunity to take a fresh look at the existing business practices, flow of information, and infrastructure to determine how these items can be optimized. During the project, DataSplice assists the client in understanding and recognizing the inefficiencies in their current manual processes. We then re-engineer the paper-based processes to employ more efficient work practices and better utilize the automated features available in the mobile solution.

9.4.7 Mobile Application & Integration Development

DataSplice's programming conventions standardize the applications developed, and facilitate software maintenance and compatibility throughout the system's lifecycle. Where possible, naming conventions, standards, error handling, etc. follow our customer's development policies. In cases where our customer's standards do not apply or are not applicable, DataSplice uses Microsoft Application Development Standards. Programming standards are used for all application development and include the following:

- program and data field naming standards
- structured programming conventions
- system edits and program verification methods
- common error handling
- maintenance of online help
- use of version control software
- code reviews of developed software, database tables, system integration components
- unit test process and criteria for acceptance
- standard system test environments

EXHIBIT "B"

**Response to City of Sunnyvale RFP #F0605-05
by DataSplice, LLC**

Revised Pricing Cover Letter

Date: July 1, 2008

To: David Gakle
Senior Buyer,
City of Sunnyvale
And,

Dan Hammons,
Maintenance & Facilities Manager,
Sunnyvale WPCP

This is a response to your request for a review of our proposal costs to the Sunnyvale RFP #F0605-05 because the 90 day cost proposal has elapsed. We have checked all the prices and have attached a new version of the Appendix B, which contains a line item accounting for each cost. There have been a few minor changes, but none that are consequential. Here is an explanation of the changes in New Appendix B:

1. Line item 6 – Item number change; price uplift \$.02; reflected in total
2. Line item 7 – Item number change; price uplift \$.02; reflected in total
3. Line item 8 – Change of manufacturer, price (down - \$55.13 to \$19.99), reflected in total
4. Line item 12, 13 – Change in item number
5. Line item 18 – Change in price for 1 year service plan – \$85.21 to \$85.22, reflected in total

A more important inclusion is a set of recommended services that were not included in the original quote. DataSplice has decided that including these options, without cost, will make your installation more effective. These items have been added to New Appendix B, and are described below:

5. DataSplice Provisioning Services- Initial service (Line Item 19) - For handhelds procured thru DataSplice, DataSplice provides an optional service to test, configure, and install the initial handheld application software on each handheld device. The "ready-to-use" handheld is then shipped to the appropriate customer site. This service provides the following advantages:
 - Provides a comprehensive multipoint test of each handheld in advance of delivery to customer site.
 - Provides the initial installation of all software applications to meet customer device configuration requirements.

Under this service, each new handheld device will have the device settings configured, and the software installed and tested before it will be released to the customer site. During this process minor issues are sometimes found and must be addressed to be certain the device is performing in an optimal manner when supplied to the eventual users. The *DataSplice Initial Device Setup and Provisioning Service* provides the following to insure that no problems are encountered by the field worker:

**Response to City of Sunnyvale RFP #F0605-05
by DataSplice, LLC**

- Load storage card into device
- Power on device and check power settings
- Change basic device settings (e.g. brightness levels, menu items, network connection settings)
- Test ActiveSync connection
- Test Ethernet connection (NOTE: Depends on whether the device/cradle has the capability)
- Test wireless connection
- Install DataSplice Remote Client and related components (e.g. SQL Data Store, Remote CE Display)
- Make sure all program shortcuts are in correct areas (e.g. START menu)
- Launch DataSplice Remote Client and see if plug-ins loaded correctly
- Test additional accessories (e.g. scan handle, Ethernet adapter)
- If all operations are complete and all tests are positive, power off device and package for shipping

6. **DataSplice Provisioning Services - Annual service (Line Item 20)** The DataSplice Annual Subscription Service for Handheld Device Provisioning provides a way to update and manage handheld devices over any network connection – there is no need for your IT Department to touch each handheld, individually, to maintain the devices. The provisioning service provides:

- Administers each handheld device's initial configuration information, service plan, and warranty.
- Software Update Management - It's difficult to ensure that software gets updated in the field, especially if your devices are spread over a large geographical area. The provisioning service automatically notifies users that updates are available and perform the upgrades without involving an administrator. This update management works for DataSplice updates as well as any other software or OS updates for the device.
- Device Repair in the Field - Handheld devices have a tendency to break down; their batteries die, users accidentally break configuration settings. The DataSplice Annual Subscription Service for Provisioning automatically detects and repair problems on devices. If a storage card has been configured on the device, it can even be used to completely restore a handheld after a hard reset. (A hard reset (some device manufacturers call it a "cold boot"), which usually occurs because of an operator error, restores the device to factory settings, and results in an unusable device.)
- Settings and Shortcut Management - You need a way to manage registry settings, create shortcuts, and clean up program menus. The provisioning service lets you do this.

The DataSplice Annual Subscription Service can use any network connection to operate, including wireless and Ethernet, as well as ActiveSync. ActiveSync is especially useful for managing the wireless network configuration settings within the device.

When the handheld manufacturer's service plan is purchased along with the *DataSplice Setup and Provisioning Service*, DataSplice provides the customer with a "single point of contact" for any hardware and/or software related issues. For this purpose DataSplice also administers all information about the customer's service plan and warranty. In the event of a hardware issue, the following procedure is set in motion:

- Customer calls DataSplice Technical Support
- DataSplice documents symptoms of problem
- DataSplice attempts to resolve the problem with internal technical support, or if necessary, handheld manufacturer tech support
- If device must be exchanged or sent to the factory for repairs, DataSplice requests an RMA (Return Merchandise Authorization) from Manufacturer
- DataSplice contacts customer and provides detailed and specific return instructions for the RMA

**Response to City of Sunnyvale RFP #F0605-05
by DataSplice, LLC**

- DataSplice monitors progress of repair and return tracking information
- DataSplice verifies return of fully operational unit to customer and satisfaction of customer

This reduces the customer's involvement in the process to just one call to DataSplice.

Finally, given our discussion on the phone, we need to verify that VPN access will be provided by your IT Group, such that we can work with the speed and efficiency that we quoted for the DataSplice Professional Services. We would like to organize a conference call with the IT Group, so that we can clarify our needs and understand any issues that we will need to clarify to make the effort successful.

Given the minor changes (the price for the original bid has actually gone down), and the included provisioning options, the City of Sunnyvale should have all the information necessary to complete this procurement. This revised quotation expires 90 days from today, July 1, 2008. If you have any questions or need clarification, please call me.

Thank you very much for your continued interest in DataSplice,

Rick Hessdorfer
Phone: 970-232-1083
Cell: 970-443-5051
Email: rhessdorfer@datasplice.com

**Response to City of Sunnyvale RFP #F0605-05
by DataSplice, LLC**

Revised Appendix B. DataSplice Detailed Pricing Schedule

For clarity, this table shows a breakdown of the values defined in Section 10, "Cost Schedule (Form 9)."

DataSplice Proposal for City of Sunnyvale-GSA Pricing

Line Item	Description	Item Number	Price Ea.	Qty	Extended
DataSplice Software for CN3 Reference DataSplice GSA GS-35F-0498T					
1	DataSplice Mobile Inventory CMMS_EAM Module Concurrent User License	148-500-019	\$1,474.50	1	\$1,474.50
2	DataSplice Mobile Assets and Equipment CMMS_EAM Module Concurrent User License	148-500-021	\$1,474.50	7	\$10,321.50
3	DataSplice Mobile Work Order CMMS_EAM Module Concurrent User License	148-500-022	\$1,474.50	10	\$14,745.00
	Subtotal				\$26,541.00
Annual Subscription Maintenance					
4	DataSplice Annual DataSplice Software Subscription Maintenance (20% of license set) ¹	148-520-001	\$294.90	18	\$5,308.20
5	DataSplice Uplift for 24/7 Subscription Maintenance (additional 20%) ⁴	148-520-001	\$294.90	18	\$5,308.20
	Subtotal				\$10,616.40
Handheld Hardware, GSA Reference Synnex/Intermec GS-35F-0143R					
6	CN3 Mobile Computer, Qwerty, AImg,804,WM5 WWE (Must order Battery Pack separately) ^{2,3}	CN3BQH84000E100	\$1,374.95	17	\$23,374.15
7	CN3 Mobile Computer, Numeric, AIMG,804,WM5 WWE (Must order battery pack separately) ^{5,4}	CN3BNH84000E100	\$1,374.95	1	\$1,374.95
Handheld Hardware Accessories					
8	High Capacity 1 GB, Secure Digital Memory Card	SDM1GB	\$19.99	18	\$359.82
9	CN3 Battery Pack, Lithium, EXT Capacity, one (1) extended 14.8 watt hours battery pack for CN3, five (5) extra batteries for shift operators	318-016-002	\$137.84	23	\$3,170.32
10	Single Dock, CN3, AD10, RoHS. Requires Power Supply 851-082-003 and country-specific AC power cord. Optional: Single Dock Ethernet (871-025-101) or Modem (871-025-102) Modules. ⁵	871-025-001	\$133.24	6	\$799.44
11	Ethernet Module, CN3 Single Dock, AA12. Requires Single Dock 871-025-001.	871-025-101	\$45.95	6	\$275.70

¹ After the first year of the term of this Agreement, Licensor may change the fees for the Maintenance Services hereunder upon thirty (30) days advance written notice to Utilities; however any price increase shall not exceed the lesser of three percent (3%) or the Consumer Price Index – All Urban Consumers - U.S. city average (or an equivalent index in the event that such index is no longer available).

² Number of units based on the assumption of five cradle locations, 1 store room operator, 1 senior mechanic, 1 senior operator, 6 mechanics and 9 operators.

³ Field, QWERTY Keypad

⁴ Stores, Numeric Keypad and Handle

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by DataSplice, LLC**

12	Univ Power Supply, 12VDC 50W FW5012 RoHS. Use with CN3 Single Dock (871-025-001) or CN3 Quad Battery Charger (852-065-001). Order country-specific AC power cord separately.)	851-082-103	\$68.92	6	\$413.51
13	Multi-Dock, CN3, RoHS. Requires Power Supply 851-075-003 and country-specific AC power cord. ⁵	871-026-001	\$454.86	3	\$1,364.58
14	Univ Pwr Supply, 12VDC, 3Skt Output RoHS. Use with CN3 Multidocks (871-026-001 & 871-026-002). Order country-specific AC power cord separately.	851-075-103	\$68.92	3	\$206.75
15	AC Power Cord, US RoHS	1-974028-025	\$5.51	9	\$49.62
16	CN3 Scan Handle Kit	203-839-001	\$96.48	1	\$96.48
17	Belt Holster CN3	815-060-001	\$32.16	18	\$578.88
	Subtotal				\$7,947.62
Standard 1 Year Service Plans; GSA Pricing					
18	Intermec Mobile Computers; 1yr., starting Day 1, 5 Day Depot turnaround ⁵	CN3B-BRZD1	\$85.22	18	\$1,533.96
19	Initial Device Configuration, Setup and Provisioning - one time charge per handheld	148-510-018	\$150.00	18	No charge
20	Annual Device Configuration, Setup and Provisioning - annual charge per handheld	148-520-003	\$200.60	18	No charge
DataSplice Professional Services					
21	DataSplice Professional Services	148-510-004	\$191.25	160	\$30,600.00
22	DataSplice Travel Day Expenses (Per trip, as incurred)	148-510-008	\$2,500.00	3	\$7,500.00
23	Admin and User Training, including preparation and materials	148-510-013	\$191.25	60	\$11,475.00
Total Software, Hardware, Services, and Maintenance					\$120,330.56

⁵ Standard Warranty Coverage: Manufacturing Defects Only

EXHIBIT "C"

INSURANCE REQUIREMENTS

CONSULTANT shall obtain, at its own expense and from an admitted insurer authorized to operate in California, the insurance coverage detailed below and shall submit Certificate(s) of Insurance to the City of Sunnyvale, Purchasing Division, 650 West Olive Ave, PO Box 3707, Sunnyvale, CA 94088-3707; fax (408) 730-7710.

CONSULTANT shall take out and maintain during the life of the contract **Workers' Compensation and Employer's Liability Insurance** for its employees. The amount of insurance shall not be less than \$1,000,000 per accident for bodily injury or disease.

CONSULTANT shall take out and maintain during the life of the contract such **Commercial General Liability Insurance** as shall protect CONSULTANT, CITY, its officials, officers, directors, employees and agents from claims which may arise from services performed under the contract, whether such services are performed by CONSULTANT, by CITY, its officials, officers, directors, employees or agents or by anyone directly or indirectly employed by either. The amount of insurance shall not be less than the following: Single Limit Coverage Applying to Bodily and Personal Injury Liability and Property Damage: \$1,000,000.

The liability insurance shall include, but shall not be limited to:

- Protection against claims arising from bodily and personal injury and damage to property, resulting from CONSULTANT's or CITY's operations and use of owned or non-owned vehicles.
- Coverage on an "occurrence" basis.
- Broad form property damage liability. Deductible shall not exceed \$5000 without prior written approval of CITY.
- Notice of cancellation to CITY's Purchasing Division at least thirty (30) days prior to the cancellation effective date.

The following endorsements shall be attached to the liability insurance policy, and copies shall be submitted with the Certificate(s) of Insurance:

- The policy must cover complete contractual liability. Exclusions of contractual liability as to bodily injuries, personal injuries and property damage must be eliminated.
- CITY must be named as additional named insured with respect to the services being performed under the contract. *Simply indicating on the certificate that the certificate holder is named as additional insured is not acceptable; an endorsement must be provided.*
- The coverage shall be primary insurance so that no other insurance effected by CITY will be called upon to contribute to a loss under this coverage.

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