FLEETMAN

PRICING OF LICENSES AND

SERVICES

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2   Executive Summary

Fleetman is a modular cloud-based solution from Konica Minolta IT Solutions Czech, built on the Microsoft Power platform.

This state-of-the-art system significantly simplifies the fleet vehicle management agenda, effectively prevents losses from delays, omissions, or uneconomical operations, and provides a detailed overview of current fleet operating data.

Main benefits of the solution:
- All data concerning fleet vehicle records and management are maintained in one place, including all related documents.
- Comprehensive coverage for fleet vehicle management processes.
- Dashboards are used to provide clear visualization.
- System architecture and the use of the latest technologies facilitate custom modifications and integration if your company has specified needs.

We believe that product-oriented technologies, their flexibility, and the deployment of years of experience at Konica Minolta IT Solutions Czech in using solutions built on the Microsoft Power platform will be convincing arguments in your decision to select a partner to manage your fleet vehicles and all related processes within your company.

This document covers the description of licenses and implementation services offer, as well as pricing of these. Functionalities of the solution can be found in the separate document "Fleetman – Solution description"

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3   Scope of the offer

For a quick set-up of the Fleetman application in the full range of described functions, we recommend using the product deployment service. In addition to the basic version, we offer packages of services to help simplify the definition of needs and roles, the deployment and launch of the product, user training or additional modifications and the development of custom functionalities. These services are specified in Chapter 3.3. Prices are specified without VAT.

3.1 Price composition

Total price of the solution consists of:

- Monthly payments
  - o Product licenses
  - o Microsoft licenses (typically already purchased within organisation or non-exclusive to the product – e.g. Power Platform license)
  - o Product support – SLA based helpdesk
- Initial implementation cost (one-time), that typically include
  - o Implementation package
  - o Additional implementation services (Data migration, Go-live support etc.)
  - o User training
- Customisations (one-time, based on individual needs of the customer)

For further detail see the pricing list or the blogpost on our website about model customer pricing.

3.2 Licenses

There are several types of users in Fleetman application to which different licenses can be bound. For the sake of clarity, we have listed all users, including a very brief description, in the table below. A more detailed description of each user can be found in the following subsections.

User types:

User	Description	Number of users
Technical user	System user necessary for proper functioning of the product.	1
Administrative user	Needed for continuous support, product implementation etc.	1
End user	Fleet manager, back office, etc.	According to customer needs

3.2.1   End user licenses

The table below lists the set of licenses required for application end users such as:

- Fleet manager
- Back-office personnel, such as those responsible for service or insurance policies

Line item	Price (€ / month)	Number of users
FLEETMAN product licenses		
FLEETMAN License	21	As needed
Microsoft product licenses		
Power Apps per app*	4.2	As needed
Microsoft 365 Business Basic**	5.1	As needed

Table 1 End user licenses

* This license is tied to a specific environment; if a user needs access to multiple environments (other than production, for example, test), then the purchase of additional licenses for additional environments is required for such users.
** This item is only mandatory if the customer wants to receive Fleetman system notifications in Microsoft Teams and does not have any license providing access to this service. In other words, the license is required when a user does not have access to Microsoft Teams and wants to use this tool to receive Fleetman notifications.

3.2.2   Technical user license

Application deployment and subsequent ownership, including the execution of automated processes and product business logic, is provided under a technical user (a Non-Interactive user in Microsoft terminology).

This type of user does not require a Power App license once created. However, because of the need to send notifications, this user must be licensed for Microsoft Outlook and Microsoft Teams.

Creating and licensing this user (as per the table below) is absolutely necessary for the correct functioning of the product.

Item	Price (€/month)	Number of users
Microsoft licenses		
Microsoft 365 Business Basic	5.1	1

3.2.3   Administrative user license

The user is needed to perform product parameterization, migration, training and, last but not least, post-implementation support or testing of new customer-specific functionalities.

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Item	Price (€/month)	Number of users
Microsoft licenses		
Power Apps per app[*]	4,2	As needed

This is the user account of the product supplier created to perform the above services. In case the customer decides to deploy the FLEETMAN product on his own, does not require any service from the supplier and does not have an agreed support, this user is not needed. Otherwise, this user is always mandatory.

3.2.4   Add-on Licenses
Add-on modules are optional functional extensions of the basic Fleetman product. These modules can be purchased at any moment during or after the implementation of Fleetman product.

3.2.4.1   Ecofleet module
Ecofleet module can be licensed as an add-on to the Fleetman application license. Module license is not dependent on the number of users, environments, or vehicles. Within one environment you can operate this integration module for one Ecofleet "Customer profile". Ecofleet Customer profile is not part of the license and needs to be purchased from Ecofleet company.

3.2.4.2   T-Cars module
The T-Cars module can be purchased as an additional license to Fleetman. The module is not limited to the number of users, environments, or number of vehicles. This integration module can be run in one environment for one "customer profile" at T-Cars. This customer profile is not included in the license price and must be acquired directly from T-Cars.

3.2.4.3 Tire Management module
The Tire Management module can be purchased as an additional license to Fleetman. The module is not limited to the number of users, environments, or number of vehicles. For a detailed description of the functionality, see the Tire Management chapter in "Fleetman – Solution Description" document.

Line item	Price (€ / month / tenant)
FLEETMAN add-on licenses	
Ecofleet add-on license	60
T-Cars add-on license	60
Tire Management add-on license	50

3.2.4.4 Driver Hub
The Driver Hub module is designed as an application that can be run from within Microsoft Teams. The end-user (driver or fleet manager, if they are to have access to the

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[*]This license is bound to a specific environment. If the customer has a test environment, a license must be purchased for that user and for that environment

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application) must be licensed. In addition, a special type of integration user must be licensed to ensure data transfer between the Driver Hub application and FLEETMAN. To make Driver Hub operational, the implementation service must be purchased.

Line item	Price (€/month)	Users
Driver Hub end-user licenses		
Driver Hub license	3	Dle potřeby
Microsoft 365 Business Basic*	5,1	Dle potřeby
Driver Hub integration user license		
Driver Hub license	-	-
Microsoft 365 Business Basic*	5,1	1

*Necessary only if the user (driver) is no longer licensed. A license for access to Microsoft Teams must be provided for the application to work properly.

3.3 Services and their prices

For the sake of clarity, we have listed the services associated with the implementation of the Fleetman product in the table below, including the items that are mandatory (green) recommended (yellow) or only optional (red) for deployment. A detailed description of these services can be found below in this chapter.
The scope and with it the price of the implementation package and some other services depends on the size of the customer.

The scope, and with it the price of the implementation package or some other services, depends on the size of the customer. Below is an indicative breakdown. The prices shown in Table 3 (Services offered) are for a company of size S.

Customer size chart

Customer size	S	M	L
users	1–5	6–15	more than 15
branches	1–3	4–15	more than 15
vehicles	0-200	201–900	more than 900
Implementation package price (EUR)	1800	2525	individual

Services pricelist
Prices are specified without VAT.

SERVICES	Recommended Optional	Price (EUR)
IMPLEMENTATION PACKAGE		
O365 tenant set-up		
Analytical Workshop		
Testing and production environment product deployment, project management		**from 1800 ***
Organizational structure and user roles set-up		
Product parametrization		
ADDITIONAL IMPLEMENTATION SERVICES		
Deployment in the test environment		**135**
Data migration		**from 1263 ****
Acceptation testing (UAT)		**620**
Implementation / setting of Driver Hub		**470**
Go-live remote support 4 h		**310**
Go-live remote support 8 h		**620**
Go-live onsite support 8 h		**800**
Go-live onsite support 16 h		**1 600**
Go-live onsite support 24 h		**2 400**
TRAININGS		
End-user training		**540**
Advanced training for key users and administrators		**385**
Working with basic Fleetman Power BI report		**76**
CUSTOMISATIONS		
Individual custom modifications (process described here)		**According to the range of functions *****
Creation of printing templates		**According to the range of templates *****
Set of customisations - Development block 1 - 168 hours		**21 470**
Set of customisations - Development block 2 - 100 hours		**13 300**

Table 2 Services offered.

* The price depends mainly on the size of the customer. Some specifics of the customer project, such as the lack of admin rights for the vendor account during product deployment, may affect the resulting price.

** The cost of migration is based on the number of migrated entities. The price shown in the table is for 7 arbitrary tables (for example: Vehicle models, Vehicles, Vehicle contract, Vehicle usage, Insurance contracts, Drivers, Business relationships). All entities for which we provide migration templates by default are listed in the Data Migration chapter. If the customer decides to migrate less than 7 tables, the price remains the same. Each additional entity over the limit of 7 increases the total migration price by 92€.

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*** *For a better idea of the workload, see the chapter "Indicative table of workload for individual tasks".*
A description of the implementation of these requirements can be found in a more detailed description
of the services offered later in this document.

3.3.1 Implementation package

To deploy the product, we provide, within the purchase of a license, a procedure for installing and commissioning the product (Implementation Guide). For customers requiring our aid to implement a product, we offer the implementation package service, which covers the following areas.

3.3.1.1 Setting up and commissioning of the M365 tenant

Before installing the Fleetman application itself, it is necessary to commission and set up your Microsoft 365 tenant (if it does not exist, we will set it up for you). Next, you need to create environments that will host the product instance itself.
The result is a functional tenant and two environments (test and production).

3.3.1.2 Analytical Workshop

In order to be able to deploy and install Fleetman faster and correctly, a mutual meeting is needed.
The meeting will take place in a total length of up to 4 hours. The purpose of the meeting is to define the following:
- Security roles for individual users,
- The structure of the company's organizational units,
- Folder structure for document management,
- Preferred organization settings within the standardization options of the standard product,
- Recipients and notification channels of individual notifications,
- Explanation of the logic of migration templates (for about migrations see chapter "Data migration" in the "Fleetman – solution description" document).

The output is the recorded information for the subsequent parametrization of the product.

3.3.1.3 Deployment of the product in the production environment

Deployment is performed by the system vendor. The result of this phase is an installed product in the customer's environment. The product is ready for further parametrization and is not yet available for use by the customer at this stage.

3.3.1.4 Configuration of the organizational structure and user roles

For the correct operation of the application, it is necessary to set up the organizational structure of individual branches and then assign users to this structure. User security roles are also set at this stage.
The result of this phase is an installed product in the customer's environment, including a defined structure of organizational units (branches). Users are assigned security roles. The product is ready for further parametrization and is not ready for use at this stage.

3.3.1.5 Product parametrization

Fleetman is a comprehensive product that must be properly configured before use. Product configuration uses outputs from the analytical workshop and is completed by the system vendor.
These points are:
- Commissioning of integration on Microsoft SharePoint
- Reflecting the organizational structure for the needs of Microsoft SharePoint
- Creating a predefined folder structure for document management
- Configuring business logic parameters

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- Enabling individual processes performing business logic in the Power Automate tool
- Transferring and setting up product notification templates
- Configuration of notification triggers
- Configuration of recipient lists and their preferred channel for each notification
- Enabling advanced system search tools

The result of this phase is a configured Fleetman product as described in Chapter **Error! Reference source not found.** "Solution description". At this stage, it does not hold data and is not made available to the customer for use.

3.3.2   Additional implementation services

3.3.2.1   Deployment in the testing environment

The deployment is performed by the system supplier. Installing the product in the test environment is a highly recommended service. As a result, you get an environment where you can:

- test new product functionalities
- train new or existing employees without worrying about your production data
- use it for analysis in case of an operational issue

3.3.2.2   Data migration

Following the successful installation and parametrization, it is recommended to execute data migration from previously used fleet management system. Migration takes place with the help of migration templates in the form of .xlsx files.

There are specific aspects to the process of propagating migration templates which are specified to the customer during the initial analytical meeting. **The population of migration templates with data is fully at the customer's responsibility.** The customer then hands over the completed migration templates to the vendor, who imports them into the system. The customer is responsible for the accuracy and quality of the data in the completed migration templates. If the supplied data does not correspond to migration template logic, the customer will be prompted to modify them.

For the Fleetman product, we provide migration templates for the following record types by default, typically divided into several phases:

Phase 1
- Vehicle models
- Cost centers
- Damage types
- Jobs
- Business relationships

Phase 2
- Contacts
- Drivers
- Insurance policies

Phase 3
- Vehicles

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Phase 4
- Contracts
- Fuelling cards
- Vehicle usage
- Cell phones, SIM cards
- ID cards
- Payment terminals
- Vignettes
- GPS modules
- Tire sets

We understand migration as a one-time transfer of data of the above entities. The result is data populated with the above record types. The recommended procedure is the gradual handover of the completed migration templates to the vendor according to the individual phases listed above. This eliminates possible shortcomings in completing the templates for the next stages.

Data delivered after the agreed deadline is no longer obliged to be included in the migration. Any additional modifications to the migrated data are the responsibility of the customer.

3.3.2.3 Pre-commissioning acceptance test (UAT)

Intensive user testing of the application with the support of the vendor. This support is provided by vendor's product specialist for 8 hours on a designated day. The Fleetman product specialist designated by us will be reserved only for you for one day from 9:00 am to 12:00 pm and from 1:00 am to 5:00 pm. The test will take place at the customer's premises with a stable internet connection. The customer will ensure the presence of key users for individual aspects of fleet management, who will test functionality in individual processes and will simulate their daily work in relation to the Fleetman application. Testing takes place on a copy of the production environment (including already migrated data). The vendor will ensure the readiness of the test environment and user profiles. The devices on which the customer will test the application are fully under the customer's control.

The result is the testing of the standard product range by key users.

3.3.3 Training

3.3.3.1 End-user training

We will be happy to organize end user training for you. Training will be conducted remotely using Microsoft Teams, or at the customer's premises with a stable Internet connection and data projector. The training consists of of two 2h blocks within one day. The customer will ensure the participation of end-users of the system and equipment on which users will test. The maximum number of participants in one block of full-time training is 8 people. This training covers:
- General introduction to the Dynamics 365 platform
- Basic terminology Fleetman – introduction of key entities.
  - Vehicle model
  - Vehicle
  - Vehicle in use
  - Vehicle contract

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- o Insurance policies
  - o Insured events
  - o Service
  - o Drivers
  - o Business relationships
  - o Contacts
- User control of the system
  - o Search
  - o Filtering
  - o Deactivate the record
- Main components of the product and their use
  - o Timeline and activity management
  - o Process flows
  - o Dashboards
  - o Document management
  - o Example of notification
- Vehicle life cycle
- Model scenarios that cover workflows in typical scenarios:
  - o Service processing
  - o Insured event processing
  - o Vehicle contract agenda
  - o Vehicle accessory management
  - o Vehicle history, Auditing
  - o Tire management (in case license is purchased)
  - o Advanced search
  - o Creation and sharing of custom views
  - o Export and import using Excel

The training does not include any teaching materials or user documentation.

3.3.3.2   *Advanced training for key users and system administrators*

This key user training focuses on the advanced functionality, set-up, and management of the Fleetman application. Training will be conducted remotely using Microsoft Teams, or at the customer's premises with a stable Internet connection and data projector. The training is in the time range of two 2h blocks within one day. The customer will ensure the participation of end users of the system and equipment on which users will test. If the customer is not able to provide adequate space, the vendor may provide this space. The maximum number of participants in one block of full-time training is 4 people.
Training covers
  - o Advanced search tool
  - o Creating and sharing user views
  - o Creating custom graphs
  - o Creating dashboards
  - o Introduction to the concept of system security (system of organizational units and security roles)
  - o Assigning security roles to users
  - o Creating and using Microsoft Word templates
  - o Notification recipient settings

The training does not include any teaching materials or user documentation. The training will take place in a test environment at the customer's tenant.

3.3.3.3 Advanced Power BI reporting training

The subject of the training is the adoption of the Power BI tool in the area of the supplied standard report for the FLEETMAN product.
Users will learn the basic operation of Power BI so that they are able to work independently with the supplied report.
The length of the training is one hour. The training can be delivered both online and in person at the customer premises or at one of the supplier's branches.

3.3.3.4 Go-live remote support

As part of the Go-live, a Fleetman product consultant selected by the vendor will be available to you in the first days (depending on the selected duration). They will be available through priority online support using Microsoft Teams from 9:00 am to 12:00 pm and from 1:00 pm to 5:00 pm on the given day (if support lasts for more than 8 hours, this is the next consecutive working day / days). On the customer's side, 2 key users will be selected, who will communicate with the vendor's selected consultant using this channel. An online meeting will be created and shared with these key users for support purposes. The key user will be able to log in to the shared meeting and notify the consultant with the help of the chat consultant of their presence and when they can begin resolving queries. The vendor does not commit to resolve all queries directly at the time of the online meeting, especially for more complicated queries, and it may be necessary to cooperate with the solution architect or with other platform specialists.

3.3.3.5 Go-live support on-site

As part of the Go-live, we will be available to you on-site at your workplace (depending on the selected duration). The vendor selected Fleetman product consultant will be available from 9:00 am to 12:00 pm and from 1:00 pm to 5:00 pm on the given day (if support lasts for more than 8 hours, this is the next consecutive working day / days).
Go-live on-site support typically includes these activities:
  o Explanation of some product functionalities
  o Demonstration of working in the Fleetman application with typical end user work tasks in the scope of standard product and platform functionality.
  o Collaborate with key users in product management and set-up
  o Collection of requirements for further customer development (see the "Additional development" sub chapter)
The vendor does not undertake to solve all queries on the spot, especially for more complicated queries, and it may be necessary to cooperate with the solution architect or with other platform specialists.
The goal is to help the customer in the adoption of the newly deployed Fleetman application.

3.3.3.6 Creation of printing templates

Your documents can be transferred to the FLEETMAN product. You will save time and avoid errors when filling them in. The standard functionality of the platform is used to create and print to pre-prepared .docx files.
The implementation or analysis of the ordering and invoicing of this service follows the same procedure described in the chapter "Individual custom modifications" below.

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We will perform an analysis of the documents supplied by you, possibly modifying the product data model (this in case there is information in your documents for which we do not currently have fields). We will then create a template according to your original documents.

In the event that technology does not allow us to accurately reflect the template supplied by you in specific cases, we will consult with you on any changes.

The creation of the template is limited by the data model, i.e., when creating the template, it is always necessary to respect the relationships between tables and their fields.

The supplier assumes no legal responsibility for the documents created.

3.3.3.7 Individual custom modifications

As part of the implementation package, the standard FLEETMAN product will be deployed. However, we offer the possibility of additional extension of selected areas of the FLEETMAN product to cover the specifics of your company or fleet management. Typically, this may include adding new fields, notifications for a specific event, a specific view of data, a dashboard, etc.

The service is intended for minor or a few individual modifications. For larger modifications or entire system adjustments, it is preferable to use the Development Block service described in Section 6.2.3 Additional Custom Modifications in the form of Development Blocks.

Once the order is signed, a portal is made available to the customer to enter requirements. The portal can be used to make requests for product enhancements according to your specifics. The requirement will be analysed the duration of the analysis is proportional to the complexity of the requirement (an indicative estimate of the analysis can be found in the table of indicative workload). The analysis may include additional meetings, requesting documentation or access to third-party services, internal data, etc. The output is a solution proposal with an already accurate estimate of the workload. If the customer agrees to the assignment, the requirement is developed. The resulting time to invoice is composed of the analysis and development of the requirement. In the event that the requirement is not developed, the customer only pays for the analysis part.

Implementation of additional development, especially major modifications, may affect the product deployment schedule. The final deployment schedule will be established after the analysis workshop.

Change requirements to be available at the time of product deployment can be specified no later than the date of the analysis workshop. Requirements registered later may no longer be available at the time of product go-live.

To get a better idea of the size of the individual modifications, the table of individual modifications can be found in chapter "The modifications provided by this service will be delivered as part of the implementation package", i.e. before the product goes live unless otherwise specified.

3.3.4 Service support

After the implementation of a Fleetman solution, every customer is entitled to **Fleetman SLA Basic** via ServiceDesk portal. This support is provided without a guaranteed first response time or request resolution.

3.3.4.1 Service level support with agreed response (SLA)

For customers with higher demands on service support, we offer three levels of support with guaranteed availability of solutions for requirements in three categories:

FLEETMAN SLA	BRONZE		
Priority type	High	Moderate	Low
First response time to request / ticket (in hours)	12	18	40

FLEETMAN SLA	SILVER		
Priority type	High	Moderate	Low
First response time to request / ticket (in hours)	6	12	24

FLEETMAN SLA	GOLD		
Priority type	High	Moderate	Low
First response time to request / ticket (in hours)	4	8	24
Time to resolve request (in hours)[†]	12	24	82

After the product is deployed, the customer is handed over to the support department (regardless of subsequent development blocks). A service level agreement (SLA) is concluded with the customer, which clearly defines the scope of provided services and solution development.

3.3.4.2   Support requests
An account is created for the customer on the Koncia Minolta ServiceDesk web portal. A customer's authorized representatives have access to this portal.

The electronic ServiceDesk portal provides:
- Receipt and registration of tickets / support requests (error messages, development requests and services)
- Acknowledgement of receipt and assignment of ticket numbers
- Ticket analysis
- Ticket solutions
- Ticket escalation
- Monitoring the status of ticket solutions
- Monitoring deadlines and solution statistics
- Notification of state changes or adding a comment to the request (can be disabled on request)

The user of the electronic portal is able to view an up-to-date overview of all requests and their status at any time.

3.3.4.3   Categorization of service requests
Individual service requests are classified into several categories (severities) based on urgency.

[†] This does not apply to cases where Microsoft Support is required to resolve the request.

A

Ticket with very high impact. Product functionality or performance is limited. This situation endangers the fulfilment of the Customer's obligations in its area of trade / services within a period of up to one month.

B

Ticket with significant impact. Some functions of the product are limited; however, these restrictions do not endanger the fulfilment of the Customer's obligations in its area of trade / services within a period of up to one month.

C

Ticket with low impact. There is no restriction or threat to the activities or processes on the part of the Customer. Requests for additional services or change requests are also registered in this category.

The initial classification of a support request is made by the Customer themselves; however, the Support Manager has the option to re-evaluate the classification of the request based on additional information so that it corresponds to the above.

The status of a service request means the current point in the process of resolving the request. A request can have the following basic statuses within the resolution process:

Initial response

Konica Minolta will ensure an adequate response to the Customer's request (based on its SLA level), in form of a proposal for resolution of the request (if the request cannot be fully resolved, the Customer is informed of the next steps). If a request is classified as an **A** severity, the entire team immediately begins working to resolve the request after it is received.

Requests processing occurs during business hours from Monday to Friday, with the exclusion of non-working days in the Czech Republic (national holidays and other important days).

Ongoing

Konica Minolta analyses the request (detailed analysis of the problem is first in the case of an A severity). The Customer is then informed of the proposed solution, the expected period to a resolution, or price, etc.

Resolution of the request

The Customer receives an adequate proposed solution to its request from Konica Minolta. The solution may include an alternative procedure to achieve the requested functionality.

Service support is provided exclusively for the current version of the product. After the release of a new version, the customer can request a new version deployment service via the Konica Minolta ServiceDesk portal or deploy the new version on their own.

3.3.5   Sets of customisations in the form of Development blocks

Additional modifications according to customer requirements can be ordered in the form of development blocks. A development block consists of five interconnected phases.

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Figure 1 Development block phases

A development block has a specific completion deadline. Completion is defined as deployment of the latest version in the customer's production environment. A development consists of the following phases.

Gathering of requirements

- **Description:** This phase begins with a joint meeting, at which the customer prepares their requests to be incorporated into the solution. At the meeting, the vendor and the customer go through the individual requests, explain them, prepare a concept of these requests and determine their priority. After the introductory meeting, the vendor will process the requirements into a proposal with an estimate of the workload. The proposals will then be discussed by the vendor and the customer at the final meeting of this phase, where the proposals will be approved by the customer. This will create a list of prepared requests. The sum of the estimated workload of the prepared requests included in the development will not exceed the capacity of the development phase. If there is an overage, the customer chooses the requests that will be excluded from the development phase. These can be included in some other development block.

- **Phase schedule:** The length of this phase is a minimum of 8 business days, in which two meetings are held, each lasting 4 hours and held at an agreed time. The first meeting is the same as the start date of the development block. The second will be mutually agreed as necessary and implemented no later than the 3rd day of this phase. The customer must have a list of development requests on the project portal ready for meetings. The result will be prepared concepts for all requests. The vendor will then create request proposals from the concepts for all requests by the 6th day of this phase. These request proposals are then transposed into the project portal together with the workload specifications. At the end of the sixth day, an online meeting using Microsoft Teams will be held from 2:00 pm to 4:00 pm during which the proposals will be presented to the customer. The customer then agrees on the project portal with requests that can be included in the development. The customer has two days to go through and approve them. The vendor agrees with the customer to include the requests in the development with respect to development phase capacities.
Phase outcome: A list of prepared requests classified for development.

Development
- **Description:** The actual development of requests classified for development is the responsibility of the vendor. At this stage, the vendor may contact the customer with a request to specify the assignment.
- **Phase schedule:** The length of this phase is 17 business days.
- **Phase result:** Deployment of the requests in the customer's test environment. User documentation enriched with requests developed in the development phase if the modification of the documentation is included in the development block.

Testing
- **Description:** At the beginning of this phase, an in-person (preferred) or online meeting at the vendor's location lasting 4 hours is planned. The meeting should begin at 9:00 am. At the meeting, the vendor will demonstrate to the customer the production requirements included in the development phase. This transition functions as training for the delivered functionalities. The customer then tests the delivered solutions. This phase requires additional engagement on the part of the customer. The customer should set aside sufficient capacities for such testing.
- **Phase schedule:** The length of this phase is three business days. An in-person or online meeting between the customer and vendor will occur on the first day from 9:00 am to 1:00 pm. The next two days are used for intensive testing by the customer in the test environment. If the customer finds an error in the solution, they enter it with a description of how the error occurred while working with the application on the project portal no later than the third day of this phase.
- **Phase result:** Possible errors in the solution entered by the customer on the project portal.

Processing of test results
- **Description:** In this phase, the vendor will process any errors in the solution registered on the project portal from the previous phase and correct them. They will contact the customer if clarification is needed.
- **Phase schedule:** The length of this phase is one day.
- **Phase result:** Processed errors in the solution from the testing of requirements phase.

Deployment of an updated version
- **Description:** The final phase of the development block, during which the tested version will be deployed in the production environment and any parametrization of the production environment necessary for commissioning is completed. Performed by the vendor.
- **Phase schedule:** The length of this phase is one day.
- **Phase result:** Production environment enriched with produced requirements.

3.3.5.1 Example of development block content
The customisation tasks and their workload described below only serve as an indicative overview of what the development block could look like. The listed functionalities are not part of the quotation. The content of the development block may change depending on the current priorities of the customer (for example, requirements for a larger volume of development in one development block), the capacity of the vendor, etc.

3.3.5.2 Table of indicative workloads for individual tasks
The indicative work rates below are used to estimate the size of the development block. This is the net production time. Analysis, testing, and deployment are already planned within the development block.
If we would like to apply the typical workloads below for customer development performed by a development request via the support portal, we need to add item 18 to these workloads, which includes the development-related tasks mentioned above.
Although these labour rates are based on extensive experience with the Power Platform, they reflect fairly accurately the expected labour. It is not possible to determine the

development workload accurately without an initial analysis. In a small percentage of cases, the final workload after analysis may be outside the estimated range.

Line item	Types of customer modifications	Typical workload
1	Creation of new notifications, including notification templates and configuration of recipients *(similarly, the product already contains a notification for roadworthiness inspection expiration)*	**8–16 hours**
2	Modification of the product process flow in the form of adding a section or field (without business logic in the background) *(similarly, the process flow is on the service or insurance event record)*	**4–8 hours**
3	Creation of several fields (up to 10 fields, without business logic in the background), deployment of changes in a section within forms	**2–4 hours**
4	Adjustment of the layout of fields on a form	**1–2 hours**
5	Creation of 5 custom data views	**1–2 hours**
6	Creation of new entities, including forms, views, and addition to the application menu. Does not include business logic	**3–5 hours**
7	Creation of a specific new dashboard *(similar to those already in the product, such as the dashboards for service, insured events or vehicles)*	**3–5 hours**
8	Creation of a button, including an icon in a ribbon on a form or record summary, without business logic	**2–4 hours**
9	Modification of the appearance or content of a notification template (*the appearance of the notification message that the user receives)*	**4–6 hours** (Depending on the complexity of the final appearance)
10	Creation of a migration for entities not included in data migration	**1–2 hours**
11	Creation of a Work document template	**6–16 hours** (Depending on the complexity of the document. Usually, it is needed to be combined with item 3)
12	Automation of the importation of structured data from a file	**20–32 hours** (Depending on the complexity of the data structure and the related business logic)
13	Analysis of third-party services for integration	**8–16 hours** (Depending on the complexity of the service and extent of documentation provided)
14	Integration to GPS tracking system, in the scope of periodic tachometer reading updates. (Assuming that the tracking system is able to provide this information via a web API in a supported form of communication)	**8–24 hours** (Depending on the complexity of third-party services) It is mandatory to combine with item 13.

15	Completely customer-specific requirement to modify the business logic of the product **without the need to create program code**.	**12–64 hours** (Depending on the complexity of required functionality)
16	Completely customer-specific requirement to modify the business logic of the product **with the need to create program code**.	**18–80 hours** (Depending on the complexity of required functionality)
17	Creation of a dialogue window (without business logic, which is resolved per Point 14 or 15)	**6–8 hours** (Depending on the complexity of the dialogue)
18	Requirement analysis (solution design, consultation, deployment into test/production environment). This item no longer needs to be applied to item 13.	**2-16 hours** (Depending on the complexity of the requirement)

Table 3 Indicative workloads for individual tasks

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4 Other Fleetman implementation conditions

4.1.1 Communication

The basic communication language for the project will be English. The description of the requirements created in the Gathering of requirements phase will be written in English. In the implementation phase of the project, the vendor's project portal with access for all consultants, key customer users and project management will be used for effective communication and approval of the proposed development requests. The portal is managed by Konica Minolta IT Solutions Czech s.r.o.

4.1.2 Restricted access

Konica Minolta IT Solutions Czech s.r.o. will be the exclusive partner entrusted with the implementation of the required modifications if this project is implemented. Simultaneous authorization of access for other entities to the development, testing and operational environment is inadmissible with respect to the accepted guarantees.

4.2 Project schedule

4.2.1 Typical deployment and commissioning of the Fleetman product

The expected start date of the product implementation is marked with the letter "T" in the table below. The number of days in the table stands for business days.

Type of service	Description	Beginning	End
Milestone	**Kick-off of product implementation**	**T**	**T**
Optional	Handover of the necessary information to the vendor to create an M365 Tenant and the environments	T	
	Establishment of a tenant	T	T+2
	Introductory analytical workshop	T+2	T+2
	Handover of the migration templates and explanation of template propagation logic	T+2	T+2
	Customer propagation of the migration templates	T+3	T+9
	Deployment of the product in the production environment	T+3	T+6
	Configuration of the organizational structure and user roles	T+3	T+6
	Product parametrization	T+3	T+6
Milestone	**Product prepared**		T+7
	Migration	T+10	T+12
Optional	Backup of the environment for testing purposes	T+12	T+12
Milestone	**Product and data prepared**		T+13
Optional	End user training	T+13	T+13
Optional	Key user training	T+14	T+14
Optional	Pre-commissioning acceptance test (UAT)	T+15	T+15
Milestone	**Go-live of the product**	**T+16**	**T+16**
Optional	Go-live remote support 4h	T+16	T+16

Optional	Go-live remote support 8h	T+16	T+16
Optional	Go-live support on-site 8h	T+16	T+16
Optional	Go-live support on-site 16h	T+16	T+17
Optional	Go-live support on-site 24h	T+16	T+18
Optional	Start of 1st development block	T+21	T+50

Table 4 Expected duration of activities T+

The proposal for the beginning of the development block given in the table assumes the project is started and the development block is ordered at the same time as the implementation package. The development block can also be ordered separately. Then the beginning and end of the development block will be determined by mutual agreement between the vendor and the customer.
These times may vary depending on additional services such as the creation of print templates or the size of custom modifications or also according to the current capacity of the supplier. The final schedule will be sent by the supplier after the completion of the analysis workshop.

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