



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 36 - Vehicles

Proc Folder: 308318

Doc Description: Vehicle Maintenance and Repair Management Services

Proc Type: Central Master Agreement

Date issued	Solicitation Closes	Solicitation No	Version
2017-05-01	2017-05-18 01:30:00	CRFQ 0215 FLT1700000005	1

BIDDER INFORMATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

ARI
 4001 Leadenhall Road
 Mt. Laurel, NJ 08054
 856 778-1500

05/18/17 10:26:56
 WV Purchasing Division

FOR INFORMATION CONTACT THE BUYER

Linda B Harper
 (304) 558-0468
 linda.b.harper@wv.gov

Signature X *Linda B Harper* FEIN # 21-0622527 DATE May 18, 2017

All offers subject to all terms and conditions contained in this solicitation

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: FLT170000005

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ARI

Company

John P. [Signature]

Authorized Signature

May 17, 2017

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012



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RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

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Vendor Name, Address and Telephone Number:

ARI
4001 Leadenhall Road
Mt. Laurel, NJ 08054
856 778-1500

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Automotive Resources International

SEALED BID

BUYER: LINDA B HARPER

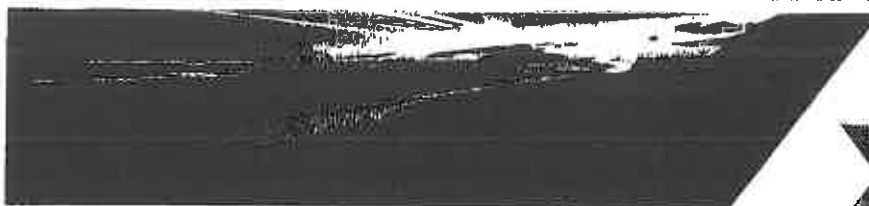
**RFQ. NO.: FLT1700000005 - Vehicle
Maintenance and Repair Management
Services**

BID OPENING DATE: 5/18/2017, 1:30 PM

Submitted by:
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C (513) 288-2287
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Driven.



Vehicle Maintenance and Repair Management Services

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Executive Summary

The ARI team thanks the State of West Virginia for the opportunity to respond to RFQ FLT170000005 Vehicle Maintenance and Repair Management Services. ARI is proud of the 11-year current partnership we have in place with the State and looks forward to the opportunity to continue this partnership.

Evaluating RFQs can be a daunting task and we are detailing below what we believe are true differentiators for ARI. We hope that this will help you with your "apples to apples" price comparisons when evaluating your responses.

Pricing methodology

ARI believes in full disclosure pricing. When pricing our maintenance program, we offer two methods of pricing, taking into consideration the type of 3PV vendor used. There are two types of vendors: National Account Vendors and Independent Vendors. National Account vendors, such as the national chain stores, will remit a rebate to the fleet management company. An independent vendor, such as an individually owned garage, provides no revenue stream to the fleet management company. Therefore, to cover our administrative costs in issuing purchase orders and staffing a call center, we apply a small markup to the repair charge when an independent vendor is used. It has been brought to our attention that the agencies utilizing the fleet management program raised concerns about the markup. Therefore, you will see in our pricing sheet that we have offered an all-in monthly fee, but have eliminated the independent vendor fee.

Vendor Relations

Another thing to take into consideration when comparing the pricing in this RFQ is the way in which vendors are paid. The WV agencies are currently using independent vendors for 80% of their repairs. The relationship the agencies have with these vendors is extremely important. **We pay our vendor 100% of the purchase order, with no short payment, and we pay them within 48 hours.** Some fleet management companies will make up for the lack of revenue from independent vendors by short paying them by as much as 15% of the repair. We have found that this results in higher costs to the end user, because the vendor will mark up his purchase order to that fleet management company to cover the short payment.

We use an open vendor network, rather than a preferred vendor network used by most companies within the fleet management industry. An open vendor network allows the State of West Virginia to utilize the vendors of your choice, without restriction. Currently, our network consists of over 105 National Account shops, and more than 966 independent shops within the State. Additionally, we can add any facilities that your agencies might be utilizing. This will be especially important as the State looks to increase participation with other state agencies. We want your agencies to initially utilize the vendor that is most convenient to them. After we work with the vendor we will provide the agencies a vendor optimization analysis which will identify regional vendors that illustrate their current vendor has the lowest labor rates, etc. or advise other vendors that may be more cost effective in the area.



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Intellifleet Enhancements

ARI invests twenty cents on every dollar earned into technology. As an example of this, we have made significant investment into our internal technician reporting tool, Intellifleet. The design behind our enhancements came down to two areas – cost savings for our clients and technician efficiency. Our new system will use business intelligence and forecasting, marketing intelligence, and real-time supplemental data to provide the ASE-certified technicians in our Technical Resource Centers with the knowledge and tools they need to bring even more value to the repair process. We are highlighting two of the biggest pieces of phase one of our system enhancements.

Parts Sourcing

Repair vendors source parts themselves and then charge their own retail prices, which can be as much as 10 to 40 percent higher than wholesale prices. Under our new maintenance program, ARI will source some parts directly from national accounts suppliers (wholesale), leveraging purchasing volume to get discounts. The parts would be sourced in the same manner as when the shop does it directly; except that the parts will now be purchased by ARI and the shop would not have the opportunity to mark up prices. This new parts sourcing strategy will benefit our clients by:

- Lowering the cost of parts
- Creating a possible opportunity for upgraded parts at discounted prices
- Reducing vehicle downtime by procuring parts faster

ASE Certified Technicians

ARI staffs our three Technical Resource Centers with 343 of the highest caliber technicians that can best meet our clients' maintenance needs. Our service technicians are certified by the Institute for Automotive Service Excellence (ASE), averaging eight certifications each.

ARI employs more World Class technicians than anyone else in the industry at 41 and several more are preparing to reach the same level. By mastering the ASE exams, our technicians exercise the skills required to assist drivers quickly and accurately.

Our technicians control your repair costs by scrutinizing estimates according to published price guidelines. ARI staffs ASE technicians at every level: specializing in car, light duty; medium and heavy duty to ensure the technician with the appropriate expertise is handling the repair. When one of your drivers calls our technical resource center, there is a prompt that directs them according to their type of vehicle. This prompt ensures light duty trucks calls are handled by a light duty truck technician.

One of ARI's Partners in Excellence program goals for the technical resource center is to have our technicians maintain a yearly average of 60% of calls answered within 60 seconds or less.

WEX Fuel Cards

ARI's fuel cards capture detailed level-III electronic information on 99 percent of the transactions—including vehicle number, mileage, PIN, date, time, location, gallons, and more. This information feeds into ARI *insights*, our reporting platform, where it is combined with the rest of your fleet data for a comprehensive look into your total cost of ownership. Through this system, you can view reports, KPIs,



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and alerts on your fuel spend so you can distill all of this transaction data into actionable information to help you control your costs.

WEX Millennium

ARI will be the first fleet management company to transition to the WEX Millennium fuel card platform. This new platform offers several enhancements over the previous one, including:

- More flexible card profiles so you can set multiple velocity controls across the fleet.
- Fuel cards can be transferred across card profiles without requiring you to request new cards.
- Greater control over how the card can be used; you can set the cards to allow for fuel only, general merchandise, oil and fluids, etc. You can also set velocity controls for each one of these buckets or product class.
- Additional product codes so you can have greater transparency into your fuel expenses. For example, the previous WEX platform coded DEF as "fuel other." Now, it will have its own product code.
- The ability to shut off the fuel pump at a certain dollar amount, assuming the merchant adopts the new WEX specifications.
- Restrictions to outside payment terminals. This puts limits non-fuel purchases, but does not allow for in store support,
- Cards will expire every four years instead of every three.
- The option to request a third prompt at the pump in addition to odometer and PIN. This prompt can be any numerical entry, including job number, employee ID, cost center, etc. However, the card does not validate the number before the driver purchases fuel.

ARI plans to start transitioning clients to WEX Millennium in the second quarter of 2017.



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3. Contract Items and Mandatory Requirements

3.1 Maintenance and Repair Services Program.

3.1.1 Vendor must furnish maintenance and repair services program for each vehicle designated in the fleet. These services must follow manufacturers recommendation

ARI complies with this requirement. Details on our maintenance and repair services are shown below in our responses to this RFQ.

3.1.2 Vendor must deal directly with any maintenance and repair service provider concerning the cost and need for any repair. The pre-approval level for repairs will be provided to the successful vendor.

ARI complies with this requirement and our interaction with our service providers are detailed throughout this RFQ response. ARI will work with you to develop detailed maintenance parameters which will highlight any preapproval limits for repairs.

3.1.3 Vendor must furnish a maintenance program for each vehicle that includes program explanations of emergency repairs, towing and services available. Vendor will be provided a list of current vehicles for which the vendor will supply a maintenance mechanism within ten calendar days after contract is finalized. Vendor will supply a maintenance mechanism within five calendar days for new vehicles or for replacement packets.

ARI can comply with this requirement at 10 business or working days, not calendar days. As part of ARI's maintenance management program, each State of West Virginia driver will receive the following with his/her driver packet at the time of vehicle delivery or enrollment in the program:

- Driver introduction letter (customized letter available)
- Coupon book if applicable
- Service / ID card
- ARI/WEX fuel card if State elects to utilize ARI / WEX co-branded card
- Informational pull out regarding how to use the program, communicate with ARI, etc.



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3.1.4 Vendor must facilitate, at no additional cost, the acquisition for tires through the State of West Virginia Statewide Contract.

ARI can assist with this process. We can set up detailed parameters which will instruct our technicians to not purchase tires unless in an emergency situation. If the State has separate contracts with any tire manufacturers, ARI can assist with purchasing these tires and billing the state at their contracted pricing. This can result in huge administrative savings for the State as all costs are captured in one system and separate purchases orders are not required. There is a small fee for this service which is not included in this bid but can be discussed at a further date if the State is interested in having ARI manage this process.

For tires that are purchased, ARI negotiates the best price possible for that tire prior to issuing authorization. ARI's ASE-Certified Service Technicians process each tire replacement and verify tread depth readings to determine the necessity of replacement.

3.1.5 Vendor must provide the State of West Virginia, the capabilities to manually enter maintenance invoices into the vendor database and/or accept other maintenance events that can be uploaded into the vendor database.

ARI complies with this requirement.

3.1.6 Vendor must capture vehicle odometer reading from the service provider at the time service is provided for reporting purposes.

ARI complies with this requirement. This information is captured at the time of the call within our Intellifleet maintenance system and is reportable through ARI *Insights*.

3.1.7 Maintenance and Repair Services Program - Data Management.

3.1.7.1 All data and reports must be available to be exported into Microsoft Excel 2016 or later version.

ARI complies with this requirement and can export files in Microsoft Excel 2016 and later. As a current ARI client, The State of West Virginia has access to a multitude of comprehensive features on ARI *Insights*, ARI's web-based fleet management system including the ability to manage driver, vehicle and compliance management. This real-time fleet management program allows users to manipulate and manage all fleet data, view the data in text or graphical formats, and download into Excel, text files, and other standard formats. All fleet data is available real-time.



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3.1.7.2 Vendor must implement data analytical service management using integrated, browser client-server applications for the following core fleet processes:

ARI *insights* can deliver analytical data for the following core processes identified by the State:

3.1.7.2.1 Fleet utilization management

Through the use of ARI *insights*, each State of West Virginia user can customize their "dashboard," or home page, choosing from numerous displays, individualized menus, a versatile navigation bar, toolbars, and more. Each personalized dashboard can have any combination of menus, toolbars, tabs, zones, reports, key performance indicators (KPIs), alerts, and RSS news feeds. These tools give the ability to manage by exception and receive the information in a timely manner.

ARI's team of consulting analysts will work together to create the best possible applications for The State of West Virginia's fleet needs. Our consulting begins with the development of vehicle specifications. ARI analyzes the specialized fleet requirements including operating conditions, annual mileage, maintenance programs and other variables to ensure we choose the best unit to do a particular job and perform at the lowest cost per mile.

3.1.7.2.2 Vehicle specifications

The State of West Virginia is currently not ordering vehicles through ARI nor is that a requested service in this bid. However if you were to order vehicles through ARI, we would closely work with fleet personnel to develop precise vehicle specifications based on your requirements. These specifications will be built so that the State has a vehicle catalog of specification and be retrieved at any time for vehicle ordering or review.

ARI's own secure, web-based vehicle pricing and ordering system, PriceNet, offers a vast array of features that allow fleet personnel to price and build vehicles using up-to-the-minute equipment and invoice/MSRP pricing. You can compare models, breakdown options or option packages, reference government crash test and rollover data and retrieve vehicle recall data in order to assemble standardized specifications that meet your fleet's requirements at the best price.



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3.1.7.2.3 Maintenance management

ARI's maintenance management program is designed to maximize your fleet availability, and minimize your maintenance expenses. It is ARI's goal that, through our managed maintenance program, we achieve more savings per vehicle, per month, through post-warranty recovery and negotiated savings than the program costs. Over the past two fiscal years, ARI has saved the State over \$380,000 in maintenance related savings. We accomplish this through proactive preventive maintenance, an open vendor network structure, pricing transparency, controlling authorizations for unscheduled maintenance, aggressive post warranty recovery, utilizing predictive analytics on maintenance trends, and focusing on fleet efficiency.

The State of West Virginia is currently enrolled on ARI's Maintenance Management program and currently has the ability to access detailed, real-time maintenance repair information on-line via ARI *insights*, for every repair performed on each enrolled vehicle. This data includes an itemized breakdown of parts and labor for each purchase order including any technician notes and messages related to the repairs.

Capturing critical vehicle maintenance data enables ARI to identify fleet expense trends for proper cycling and specification of vehicles. Data is available for building custom reports for The State of West Virginia that can be retrieved on demand.

3.1.7.2.4 Fleet cycling (replacement management)

ARI's online Vehicle Replacement Analysis Model (VRAM) develops vehicle replacement guidelines based on lifecycle cost and downtime minimization. Customized for each client, the model takes into consideration many different factors, prioritizes the replacement needs of the entire fleet, and recommends what the expenditure should be to optimize the return on investment.



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3.1.7.2.5 Total cost of ownership analytics

ARI *insights* has a Life Cycle Cost Analysis tool that provides ARI clients with all of the necessary information to compare vehicle costs and project operating costs of a vehicle. Results can be saved for future viewing, exported to Excel, and link directly into the vehicle configuration tool without exiting the system. Cost figures can be adjusted through parameters set by the user – geographic location, driving habits, months, miles, fuel price, incentives, and residual and highway versus city driving percentages – to accurately predict fuel costs. This customization provides an accurate prediction of vehicle costs.

The system is based on independent sources of industry data, and includes cost components such as: acquisition price, fleet incentives, depreciation, interest, fuel and maintenance.

3.1.7.2.6 Cost management and cost containment

ARI *insights* gives The State of West Virginia the ability to view and create custom reports using billing detail and summary pages and also display true life of vehicle costs (cost per month and/or cents per mile/km) by expense category. ARI *insights* provides great control for a fleet manager to identify trends, exceptions and expenses and to formulate cost reductions and achieve efficiency increases. ARI also currently assists The State of West Virginia with cost management through annual performance reviews.

3.1.7.2.7 Industry best practice modeling

ARI is consistently reviewing opportunities to assist the state in achieving best in class efficiencies. Through our strategic consulting group, quarterly and annual reviews, ARI will continuously bring up opportunities for savings or efficiency enhancements.

One best practice we recently discussed with the state was loading the entire inventory, whether enrolled onto ARI's maintenance management program or not, to be loaded into ARI's system which will allow a consolidated database. If ARI is capturing fuel transactions through a data feed or a co-branded card, ARI can assist the state with a right-sizing of the fleet exercise as well as other agency benchmarking. This is one example of a recent opportunity discussed.



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3.1.7.3 Vendor must capture, integrate, and provide National Highway Transportation Safety Administration (NHTSA) safety data and vehicle recall information to driver and spending unit fleet coordinator using a browser client-server application. Vendor must have a web based forum that would house and make available safety information from the NHTSA and/or internal vendor data that can track maintenance trends on certain makes and models of vehicles.

Authorized fleet personnel can customize their ARI *insights* "dashboard" to view the following recall-related Key Performance Indicators or have it communicated directly to them:

- Open Recalls – Displays your fleet's open recall status and age of recall.
- Open Recalls By Make - Displays your fleet's open recalls by make of vehicles.

Recall alerts are viewable through ARI *insights*. However, ARI also offers an internal recall notification process that supplements the existing manufacturer recall process. This service is available for Ford, Chrysler and General Motors vehicles purchased through ARI. This service is comprised of three components:

The first is an email reminder pushed directly to the driver, (assuming we have a driver email on file) indicating that there is an open recall on the vehicle, and asking the driver to take the vehicle to the dealer for resolution. These reminders will continue on a monthly basis until the manufacturer closes the recall.

The second component is the tracking mechanism built into ARI's Intellifleet system, which will mark the vehicle with an "open recall" flag. Whenever a technician is speaking with a driver, the flag will remind the representative to verbally let the driver know that there is an open recall on their vehicle, and ask that the driver take the vehicle to a dealer for resolution. Additionally, when the ARI technician is speaking directly with an OEM dealer, he/she will confirm that the recall is being performed.

The third component is the reporting capability built into ARI's data warehouse. The State of West Virginia can be provided with reports for their entire fleet (or filtered by defined criteria) indicating which vehicles in their fleet have an open recall.



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3.1.7.4 Vendor must implement a payment mechanism for vehicle maintenance and repair and the costs associated with these activities.

ARI issues customized preventive maintenance schedules and easy-to-use coupons to The State of West Virginia's drivers that meet both the requirements of The State and the vehicle manufacturer. Drivers can coordinate maintenance directly with a repair facility, and can only request the services printed on each coupon. ARI's network of National Account vendors and independent repair facilities accept these coupons as purchase orders, expediting the process by eliminating pre-authorization from your staff and not burdening drivers with out-of-pocket expenses. Exception reporting identifies outstanding PM work, and email notifications remind drivers when scheduled preventive maintenance is due.

ARI also offers a service card for use at all participating vendors for the purchase of ancillary maintenance items such as windshield wiper fluid, extra oil, etc. The limits on this card can be set by The State of West Virginia.

3.1.7.5 Vendor must implement a preventive maintenance management to establish parameters that follow manufacturer recommendations.

ARI's maintenance management parameters can be tailored to meet the requirements of this objective. These parameters are flexible by each agency's requirements. ARI will continue to work with The State of West Virginia in developing customized parameters that meet all of your needs.

Inside the enhancements to our Intellifleet system outlined in our Executive Summary above, ARI will soon be able to track PM schedules based on vehicle fuel burn. Fuel burn will be the most accurate way to gauge when a PM is due. This will allow the State and ARI the opportunity to manage PM compliance through mileage, hours and fuel burn. Additionally you can track mileage for preventive maintenance by using the WEX-ARI fuel card.



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3.1.7.6 Vendor must implement a browser client-service preventive maintenance application that is driver-centric and can produce maintenance reminders using email or SMS and notify spending unit fleet coordinators when established thresholds are pending or have been exceeded.

ARI sends email notifications to remind drivers when scheduled preventive maintenance is due. These reminders are triggered automatically based on odometer readings or intervals. In addition, ARI's Exception reporting identifies outstanding PM work.

The State of West Virginia spending unit fleet coordinators can set their customized dashboard in ARI insights to receive alerts to display vehicles with overdue maintenance.

3.1.7.7 Vendor must implement a browser client-server maintenance management and repair application that provides real-time, line item visibility of maintenance and repair outcomes (invoices, work orders, or work requests), including narrative comments (if applicable) which contain documented savings in reduced labor rate charges, reduced parts charges, reduced core charges, and any warranty recovery savings. Metrics will be agreed upon with the successful vendor.

The State of West Virginia can access detailed, real-time maintenance repair information on-line via ARI *insights*, for every repair performed on each enrolled vehicle.

This data includes an itemized breakdown of parts and labor for each purchase order including any technician notes and messages related to the repairs. Any negotiated savings as well as warranty recovery activity is highlighted as well.

3.1.7.8 Vendor must implement repair service management based on established thresholds.

ARI will continue to work with The State of West Virginia to set up customized repair thresholds specific to The State of West Virginia's requirements and the requirements of the vehicle manufacturers.



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3.1.7.9 Vendor must implement management of third-party vendors (3PV) includes:

ARI will work closely with The State of West Virginia to manage its third-party vendors. ARI has the unique ability to deliver unsurpassed connectivity for The State of West Virginia's fleet maintenance system needs. Our exclusive approach provides you with a consolidated view of your divergent fleet data through ARI *insights*, fully integrating provider systems and data, interfacing with The State of West Virginia's enterprise resource planning (ERP) systems, and third party providers maintaining a central database for all fleet information. ARI is in the process of engaging with these vendors today.

3.1.7.9.1 3PV provides the lowest repair cost to the state based off The Mechanics Flat Labor Rate Guide or an agreed upon equivalent.

ARI's ultimate goal is to secure the lowest repair prices for The State of West Virginia. ARI's ASE certified technicians control authorization by scrutinizing all repairs requested by the servicing vendor, verifying time to complete the repairs, parts pricing, and labor rates as compared to published national guidelines. The technicians will also examine The State of West Virginia's specific program parameters and vehicle history to verify the appropriateness of the repair.

3.1.7.9.2 3PV executes real-time odometer entry and accounts receivable processing.

ARI receives real-time odometer entry readings when a vehicle is taken to a repair facility as part of the repair process. ARI *insights* provides algorithms to ensure accurate odometer readings. ARI pays the vendors electronically within two to three business days through its Intellipay payment process.

4.1.7.9.3 3PV is within reasonable proximity to vehicle location - five (5) miles.

With over 1,070 vendors in the State, ARI will work to find the closest possible repair vendor.



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3.1.7.9.4 3PV uses Original Equipment Manufacturer (OEM) or equivalent, warranted parts during vehicle warranty period. Post OEM warranty coverage period, the 3PV uses OEM or equivalent after-market parts whichever is most cost-effective.

ARI ensures all vendors use OEM or equivalent after-market parts.

3.1.7.9.5 3PV recovery of one hundred (100%) percent of warranted part's value through part replacement by the 3PL or reimbursement by the part's manufacturer.

ARI ensures all vendors use OEM or equivalent after-market parts.

3.1.7.9.6 3PV payment credit or reimbursement of one hundred (100%) percent of the manufacturer part's warranty value with "Warranty recovery" clearly identified on spending unit invoice or reimbursement check detail if payment is made by check.

In the case where a vehicle is taken to the dealer for warranty ARI is typically not notified by the dealer since no payment is required. In the case where a vehicle goes into a vendor that is not able to perform warranty items, in the course of our normal purchase order review with the vendor, ARI will ensure the State is not paying out of pocket for items covered under manufacturer warranty. In the case where a vendor were to attempt to charge for an item that is covered under manufacturer or extended warranty, ARI will deny the repair and instruct the driver to take the vehicle to a dealer to have the service performed. Where there is a repair on a component that has recently fallen outside the manufacturer warranty, ARI will pay for the item and then attempt to recover the monies directly from the manufacturer. Any monies recovered, ARI will pass 100% back to the State.



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3.1.7.10 Vendor must implement and manage a maintenance management contact center available to drivers and fleet coordinators 24/7/365.

ARI is the only fleet management company that staffs three Technical Resource Centers – in Mt. Laurel, New Jersey, Houston, Texas and Grapevine, Texas – operating 24/7/365 and staffed with ASE-certified technicians who interact with fleet personnel and drivers for maintenance, breakdown and claims issues and with vendors to negotiate pricing and provide approvals.

Our state-of-the-art call center system integrates the three centers seamlessly, fielding calls according to the next available service technician regardless of his/her location.

3.1.7.11 Vendor must implement and manage a 24-hour roadside assistance program with the following core functions:

3.1.7.11.1 Toll-free assistance line.

Through ARI's Roadside Assistance Program, your drivers can call ARI's toll free technical resource center 24/7 to get onsite assistance for concerns such as flat tires, dead batteries, lock-outs, mechanical break downs, and so on. ARI's ASE certified technicians will identify your driver's exact location, and then dispatch an appropriate vendor to provide assistance.

3.1.7.11.2 Emergency towing service.

Our technicians take care to confirm that the vendor has the capability to perform the needed service for the type of vehicle involved. A tow vendor that can handle a sedan or light duty pickup truck may not have the right equipment to tow a Class 8 tractor. The steps we take to match vendor capability to the specific type of vehicle in need of assistance helps to minimize vehicle downtime.

ARI also confirms that the vendor will be able to respond in an acceptable timeframe. This is especially important during weather-related events, when an entire area may be inundated with requests for roadside assistance. We use a closed-loop system to ensure that roadside assistance arrived as promised.

3.1.7.11.3 Tire-changing service.

Yes. ARI's Roadside Assistance program includes a tire changing service.



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3.1.7.11.4 Battery jump service.

Yes. ARI's program also includes a service to jump your existing battery or tow the vehicle to the nearest repair shop for the installation.

3.1.7.11.5 Lockout service.

Yes. ARI's program includes a lockout service for drivers who are locked out of their vehicle.

3.1.7.12 Vendor must implement email and/or phone notification to user group (driver and/or supervisor) on vehicle status that would include approximate repair time and when the repairs are completed.

At this time, ARI does not support estimated repair time and time to completion communication.

3.1.7.13 Vendor must provide, manage, and integrate a browser client-server asset management application with inventory and multi-criteria replacement methodologies, e.g., vehicle age, accrued mileage, life-to-date maintenance costs, predictive maintenance costs by automotive systems, manufacturer, VIN make, and VIN model.

Before a single vehicle is ordered, ARI reviews your current fleet, replacement criteria and schedule, budget, specifications, and usage. ARI analyzes operating conditions, annual mileage, maintenance programs and other variables to ensure that you choose the best unit at the lowest cost per mile. Using our Vehicle Replacement Analysis Model (VRAM), ARI develops replacement guidelines based on life cycle costs and downtime minimization. Additionally, we plan for your purchase/dispositions to coincide with optimum market conditions.



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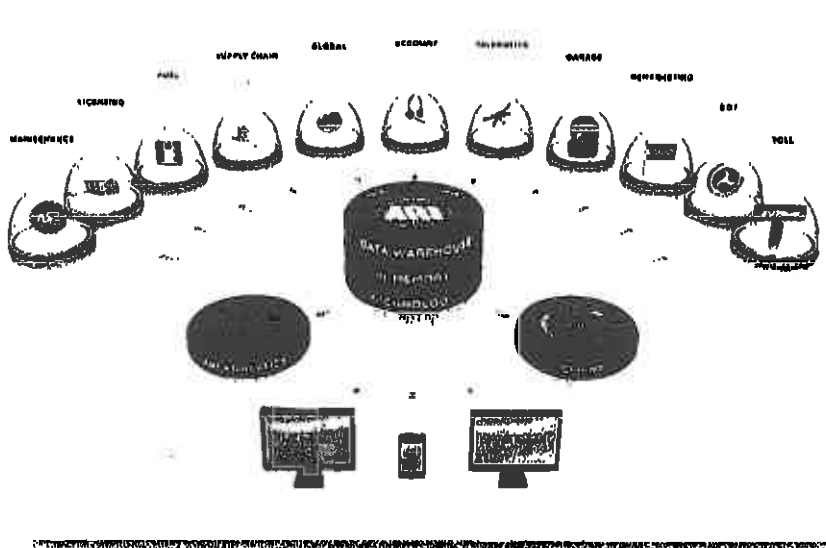


3.1.17.14 Vendor must provide ability to communicate and interface requested information via data feeds to the consolidated ERP Vendor.

ARI has experience integrating with several commercial ERP systems, including Maximus, PeopleSoft, SAP, Infinium, ProMiles, Business Objects, IBM Enterprise Information Portal (EIP), and Autodata just to mention a few. The size and scope of each of our integration projects vary. We've also developed custom fleet integration solutions such as real-time integration with Wright Express Portal, Alert Driving, (for driver risk assessment), Black Book, and vehicle remarketing auctions including AutoIMS, and On-Lane. We are also integrated with chassis manufacturers for ordering, status, and invoicing, as well as several upfitters.

We can also work with the State to map our internal account codes to your accounting code structure so that all charges are presented with The State of West Virginia's internal coding. We have dozens of client code fields available to accommodate The State of West Virginia's coding structure, and can also assign specific cost centers based on ATA coding for repairs.

ARI's IT support team is currently in discussion with West Virginia's fleet and IT personnel to identify and prioritize the different interface needs, agree on file layouts, write the interface, and test. The ARI team consists of experienced SAP integrators, and other developers experienced with systems integration.



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3.1.5.15 Vendor must provide the ability to record splitting unit fleet coordinator name, address, phone number and email associated with each vehicle.

ARI complies with this requirement.

3.1.5.15 Vendor must provide the ability to record the driver first name, last name, and the physical address for each vehicle.

ARI complies with this requirement.

3.1.8 Maintenance and Repair Services Program - Reporting

3.1.8.1 Vendor must distribute standardized reports (i.e.: maintenance by VIN, by 3PV, by vehicle make/model, by maintenance type, by department, etc.) to designated agencies as determined necessary without additional charges. Additionally, the vendor will develop specialized reports unique to each agency's needs.

ARI complies with this requirement.

Your fleet personnel can customize their personal ARI *insights* dashboard to include a KPI for unread reports. Additionally, ARI offers a variety of training options to assist the agencies in learning the ARI system.

Furthermore, ARI's technical reporting team will outline the required information and format, and then build the report through Business Objects Enterprise Server. We will then publish the reports to ARI *insights*, where agencies can view, save, or print them.

We can refresh these reports on demand and can reschedule them to run daily, weekly, or monthly in Excel, PDF, or CSV formats. ARI can also email the reports directly to multiple people, even if they do not have access to ARI *insights*.

3.1.8.2 Vendor must provide a quarterly report to FMO detailing savings recovered by efforts of the Vendor.

ARI complies with this requirement.

3.1.8.3 Vendor must ensure that all reports are mathematically correct. Rounding of individual costs is not acceptable.

ARI complies with this requirement.



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3.1.8.4 Vendor must provide on-line computer access (viewing only) to vehicle maintenance and/or repair expense information. Estimated number of view-only users is approximately 200.

ARI complies with this requirement.

ARI will provide the State of West Virginia users access to ARI *insights*. This tool allows fleet personnel to reach, retrieve and manipulate the State's entire range of fleet data in real time. The flexibility to view data online in text or graphical formats with the ability to export to Excel is unsurpassed in the industry.

The information available through ARI *insights* includes but is not limited to: maintenance and fuel history; fleet drivers and locations; vehicle information and odometer readings; billing and invoices; registration tracking and licensing; new vehicle ordering and status; accident reports and photos; fuel costs and transactions; replacement scheduling; motor vehicle records; and remarketing status and results.

The State of West Virginia personnel can authorize use of the system by others in the organization and tightly control what users can see and do within the system. Within defined parameters, each user can customize the "dashboard," or home page, choosing from numerous displays, individualized menus, a versatile navigation bar, toolbars, and more. Each personalized dashboard can have any combination of menus, toolbars, tabs, zones, reports, key performance indicators, alerts, and RSS news feeds.

3.1.8.6 Vendor must furnish recall notification and other warranty / service information received from any source.

Recall alerts are viewable through ARI *insights*. However, ARI also offers an internal recall notification process that supplements the existing manufacturer recall process. This service is available for Ford, Chrysler and General Motors vehicles purchased through ARI. This service is comprised of three components:

The first is an email reminder pushed directly to the driver, (assuming we have a driver email on file) indicating that there is an open recall on the vehicle, and asking the driver to take the vehicle to the dealer for resolution. These reminders will continue on a monthly basis until the manufacturer closes the recall.

The second component is the tracking mechanism built into ARI's Intellifleet system, which will mark the vehicle with an "open recall" flag. Whenever a technician is speaking with a driver, the flag will remind the representative to verbally let the driver know that there is an open recall on their vehicle, and ask that the driver take the vehicle to a dealer for resolution. Additionally, when the ARI technician is speaking directly with an OEM dealer, he/she will confirm that the recall is being performed.



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The third component is the reporting capability built into ARI's data warehouse. The State of West Virginia can be provided with reports for their entire fleet (or filtered by defined criteria) indicating which vehicles in their fleet have an open recall.

3.1.8.6 Vendor must create and maintain all data records for each vehicle in the database system. The FMO requires that the vendor keep automated maintenance and repair records for as long as the vehicle is enrolled in the vendor's maintenance and repair program and three (3) years after vehicle becomes retired. The vendor must also keep records and supporting documentation that may be needed to satisfy any and all manufacturer's claims or other disputed maintenance and repair issues. Records shall be surrendered to FMO or designated Vendor upon the end of each vehicle's life and upon contract termination or at FMO's request.

ARI complies with this requirement. ARI captures this information through our Intellifleet system.

Intellifleet is ARI's server-based maintenance management system that provides our service and claims technicians with the ability to manage costs, provides administrative relief to our clients, increases productivity, and offers extensive reporting capabilities.

ARI codes client-specific parameters, vehicle maintenance history, dollar approval limits, vendor and parts exceptions, and component warranty information into the system. When any of these pre-established thresholds are breached, Intellifleet interactively warns the ARI technician via a "pop-up" window.

Some value-added benefits include increased reporting capabilities through the utilization of eight-digit ATA coding, quicker vendor search engines and increased vendor rating capabilities. It is the ATA coding that allows ARI's service technicians to recognize repeat component failures, identify increased spending trends and prepare cost per vehicle analysis, all to help a fleet run at maximum efficiency.

3.1.8.7 Vendor must track and report to FMO the vehicles being driven less than a specified number of miles monthly. FMO will provide the specified number of miles for this event to the Vendor upon award.

ARI complies with this requirement. ARI captures this information through our Intellifleet system during each maintenance transaction. Additional mileage information is captured at the fuel pump and collected by the WEX fuel card.



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3.1.9 Maintenance and Repair Services Program - Management and Administration

3.1.9.1 Vendor must send a minimum of one key person as identified by FMO at no additional cost to visit designed agency representatives upon request. No more than four (4) half day visits will be required yearly.

ARI complies with this requirement.

3.1.9.2 Vendor must provide FMO with a list of principal service personnel. List shall include contact names, phone numbers, and email addresses.

ARI complies with this requirement.

The persons dedicated to the State of West Virginia's account will be:

- Pete Gnatowski, District Manager;
 - (513) 288-2287, pgnatowski@artfleet.com
- Dontrell Churchill, Account Executive;
 - (856) 533-9811, dchurchill@arifleet.com
- Nicole Tuohey, Client Administrator
 - (856) 533-9390, ntuohey@arifleet.com

3.1.9.3 Vendor must participate, at FMO's request, at seminars to educate drivers / FMO customers on program requirements in West Virginia at no additional cost to the state. FMO will notify vendor of request a minimum of two weeks prior to the engagement. A maximum of two (2) seminars will be required yearly. Vendor must provide training, as required, for full understanding and utilization of reports and analysis of operating costs and cost trends at no additional cost to the agency.

ARI will comply with this requirement. ARI has supported the State of West Virginia with these in the past and will continue to do so if retained.



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3.1.9.4 Vendor must provide capability for FMO and designee to interact online with vendor for ordering, inquiry, information, updating and reporting purposes. The estimated number of interactive users is a minimum of two hundred (200).

ARI complies with this requirement.

3.1.9.5 Vendor must provide information concerning changes in industry practices, policies, regulations, and/or other related information to FMO. For example: periodic publications for review by the FMO concerning 1) suggestions for prompt and effective maintenance; and 2): national fleet information from manufacturers, consultants, etc.

ARI complies with this requirement.

3.1.9.6 Vendor must allow FMO to periodically visit the vendor to verify / review the program in operation.

ARI complies with this requirement.

3.1.9.7 Vendor must provide a number, list of names and locations of maintenance and repair service providers in West Virginia, Virginia, Kentucky, Ohio, Maryland, and Pennsylvania. This list should be provided with the bid.

ARI utilizes an open vendor network, rather than a preferred network used by most fleet management companies. An open vendor network allows the State of West Virginia to utilize the vendors of their choice, without restriction. Currently, our network consists of over 24,200 National Account shops, and more than 52,000 independent vendors. ARI considers our vendor list to be proprietary and with government RFQs being open to the public, we cannot provide the entire list. We would be happy to disclose this list at a later date with the State. Below is a summary of ARI's network in the following states:



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State	National Accounts	Independent Vendors
West Virginia	105	966
Virginia	622	1,683
Kentucky	379	1,063
Ohio	1,031	2,578
Maryland	465	1,002
Pennsylvania	937	3,411
Total	3,539	10,703

The State of West Virginia can add their preferred facilities to our network at any time.

3.1.9.8 Vendor must have a toll-free line which includes ASE Certified Technicians, 365 days a year, 7 days a week, 24 hours a day to monitor all maintenance and repair requests. If applicable, nights and weekends may be reserved for limited emergency services and handled by the vendor's subcontractor. The primary vendor, however, retains all contractual responsibilities.

State of West Virginia drivers currently dial 1-800-CAR-CARE for required maintenance and repair assistance to speak with the first available ASE certified technician at one of ARI's three Technical Resource Centers located in Mt. Laurel, New Jersey; Grapevine, Texas, and Houston, Texas. All calls are answered by an ARI employee.

3.1.9.9 Vendor must implement narrative and graphical performance reviews for the FMO (consolidated) and state spending units (by spending unit billing code), no less than annually to demonstrate achieved cost savings based upon agreed metrics for the state and spending units as well as identifying other service areas with the potential to achieve increased cost savings or cost containment for the state and spending units.

ARI complies with this requirement. As a current ARI client, we provide you annual performance reviews.



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3.1.10 Maintenance and Repair Services Program - Invoicing

3.1.10.1 Vendor must have the ability to invoice individual agencies as designated by the FMO or accept P-card payment. Agency must designate payment on agency release order. The vendor will pay directly to maintenance and repair service providers all charges, except any assessed taxes, made by drivers and invoice the designated agency on a monthly basis.

ARI complies and can invoice individual agencies as designated by the FMO. ARI will pay all repair charges and in turn invoice The State of West Virginia.

ARI cannot accept P-card as payment.

3.1.10.2 Vendor must ensure that any assessed taxes are not passed along to the FMO or its designated agency for payment.

ARI complies with this requirement.

ARI currently maintains tax exemption certificates for the State of West Virginia and has edits in place to ensure that no taxes are billed.

3.1.10.3 Vendor must reimburse the State of West Virginia for all discounts, rebates, and warranty recovery.

ARI has indicated on pricing summary page the National Account rebates we will return to the State as well as 100% of discounts negotiated specifically for the State of West Virginia by either the Vendor or State and 100% of warranty recovery.

3.1.10.4 Vendor must monitor warranty repairs and seek automobile manufacturer reimbursement. These charges are not to be passed along to the FMO or its designee.

ARI complies with this requirement.

3.1.11 Maintenance and Repair Services Program - VIN Decoder

3.1.11.1 Vendor must provide a browser client-service VIN decoder application to the FMO. The information must, at a minimum, define year, make and model of the vehicle.

ARI complies with this requirement. This is available within the ARI insights system.



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3.1.12 Maintenance and Repair Services Program – Odometer Readings

3.1.12.1 Vendor system must allow odometer readings to be entered manually, by interface from other software, or by data upload per each VIN as needed at no additional cost.

ARI complies with this requirement.

3.1.13 Maintenance and Repair Services Program – Miscellaneous

3.1.13.1 Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State shall consider the Vendor to be the sole point of contact regarding all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract, however, the Vendor is totally responsible for the payment of all subcontractors.

ARI complies with this requirement.

3.1.14 Maintenance and Repair Services Program - Qualifications and Experience

3.1.14.1 Vendor must provide three jobs of similar size and scope to demonstrate recent experience providing and implementing fleet management programs and services for governmental entities.

In the public sector, ARI customizes solutions for the specialized requirements of over 15 federal, state and municipal entities representing more than 75,000 vehicles. In addition to the State of West Virginia, in the table below, we have illustrated a sampling of the clients we have worked with in the past five years with requirements similar to those of The State of West Virginia:



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Government Entity	Number of Vehicles	Programs
State of Wisconsin	5,800 vehicles	Maintenance Management, Roadside Assistance and Accident Management
State of Minnesota	2,330 vehicles	Maintenance Management and Roadside Assistance
City of New York	6,900 vehicles	Maintenance Management and Roadside Assistance
State of New York	16,200 vehicles	Maintenance Management, Accident Management, Roadside Assistance and Leasing
State of Georgia	22,800 vehicles	Maintenance Management, Roadside Assistance and Data Integration

3.1.15 Maintenance and Repair Services Program – Pricing Page

3.1.15.1 Vendor must complete the Exhibit A Pricing Page by quoting one or both of the described scenarios: 1) a per month per vehicle fixed price and then a percentage additional markup if Independent Vendors are used for maintenance services. 2) a per month per vehicle fixed price that includes any markups or fees in this all-inclusive monthly price.

ARI has completed Exhibit A.

3.1.15.2 Please note that only one of the two scenarios will be chosen for this award.

ARI has read and understands.



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3.1.16 Maintenance and Repair Services Program – Fleet Data

3.1.15.1 For the purpose of bidding, the following is data relating to the State of West Virginia's Fleet:

Total # of units for records and data listing	7600
Average # of active units with maintenance	2700
Average # of transactions per month	750
Average \$ spent per month	\$156,000.00

<u>Vehicle Type</u>	<u>Total # of Units</u>
Bus	2
Car	595
Motorcycle	5
SUV	1090
Truck HD	34
Truck LD	671
Truck MD	29
Van	500

ARI has read and understands

3.2 Fuel-Only Credit Cards.

3.2.1 Vendor must provide a secure, fuel-only credit card that must be "universal" and honored by multiple retail franchises, i.e. Exxon Mobil™, BP™, 7-Eleven™, GoMart™, Sheetz®, Shell™, Marathon™ Pilot™, and Speedway™ throughout the continental United States including Hawaii and Alaska.

ARI complies with this requirement.

3.2.2 Vendor must furnish a secure fuel card for each vehicle, specialty vehicle, ancillary equipment, rental, or in some cases as designated by FMO-established program or event; administer and assign unique, secured individual Personal Identification Numbers (PIN) for each driver, operator, location, or event as well.

ARI complies with this requirement.

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3.2.3 Vendor must capture point of sale information at the fuel dispenser. Personal identification number (PIN) and odometers, hours, or power take off (PTO) reading must be entered and verified as an authorized entry (valid PIN [active] and valid odometer, hour, or PTO reading) [no numeric value less than the last recorded odometer, hour, or PTO reading] prior to fuel being dispensed. Reported transaction data must include: the amount of the expenditure, the identity of the driver or operator (PIN), the odometer, hour, or power take off (PTO) reading, fuel type (unleaded, diesel, ethanol [E-85], CNG, LNG, LPG, and hydrogen), grade or composition (regular unleaded, mid-grade, unleaded, premium unleaded, biodiesel [B-5], and biodiesel [B-20]), quantify dispensed, the time of purchase, location of purchase, the identify of the fuel provider, the action and the action codes (accept/decline and reasons).

WEX only validates fuel PIN entries. There are no validations for entries made for odometer, engine hours, PTO readings, or any other third party prompt entries. These other prompts are being scoped for further availability.

3.2.4 Vendor must be able to group specific hierarchy organizations so that one driver PIN will be active across the entire hierarchy level. (Prompt Accounts)

ARI complies with this requirement.

3.2.5 Vendor must create master, central, separate account, subordinate division, subdivision, or location-specific hierarchical organization (chart of accounts) for viewing, reporting, and administration as designated by FMO.

ARI complies with this requirement.

3.2.6 Vendor must create dynamic application filtering between hierarchical organizations and robust user administration to ensure user roles or application permissions can be adjusted by FMO or hierarchical designees.

ARI complies with this requirement.



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3.2.7 Vendor must time-phased initial secure, fuel-only credit card issue as designated by FMO.

ARI can issue fuel cards in almost any matter requested. We would need further definition on how the State would like their cards time-phased in order to fully commit to this request.

3.2.8 Vendor must provide client-defined data fields to accommodate a combination of vehicle/equipment/rental type, location, assigned spending unit, etc. as designated by FMO.

ARI complies with this requirement.

3.2.9 Vendor must provide color-differentiated plastic card stocks to easily separate.

- 3.2.9.1 Vehicle**
- 3.2.9.2 Undercover Vehicle.**
- 3.2.9.3 Equipment**
- 3.2.9.4 Rental**

ARI complies with this requirement.

3.2.10 All fuel-only cards must have an expiration date that extends for the life of the contract. A 90-day notice must be given to FMO prior to any card renewals or expirations.

Cards expire four (4) years after renewal date.

3.2.11 The card program must be a closed-loop proprietary network that can capture Level III data with a minimum of 99.8% accuracy.

ARI complies with this requirement.

3.2.12 The State of West Virginia can accept and encourages discounts, rebates, and incentives offered by the vendor.

ARI complies with this requirement.



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3.2.13 The State of West Virginia intends for historical data to be maintained and subsequently transferred in the event of a vendor change.

ARI complies with this requirement.

3.2.14 The Fuel-Only Credit Card will not be used to obtain or procure any non-fuel purchase card or authorize any payment of non-fuel transactions.

WEX is dependent on merchant coding and compliance to limit non-fuel purchases and cannot guarantee non-fuel purchases will always be declined.

3.2.15 Vendor logo may be displayed on the secure, fuel-only credit card in addition to the card manufacturer.

ARI complies with this requirement.

3.2.16 Vendor must include any costs such as initial set-up-fees, software licensing, and annual software maintenance fees in the monthly, fixed price fee per card.

Custom card stock fees would apply to any cards with custom colors or graphics beyond our standard red and blue cards. Costs have also been included on the pricing page following this questionnaire.

Pricing Example:

Type	# of Cards	Price	Design Fee (If Needed)	Total
WV Off Road	1,000	\$803.00	\$250.00	\$1,053.00
WV Asset	4,000	\$1,909.00	\$250.00	\$2,159.00
WV Rental	1,000	\$803.00	\$250.00	\$1,053.00
WV Undercover	1,000	\$803.00	\$250.00	\$1,053.00
Totals	7,000	\$4,318.00	\$1,000.00	\$5,318.00

*1,000 cards is the minimum order



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3.2.17 Fuel Only Credit Cards – Data Management

3.2.17.1 All data and reports must be available to be exported into Microsoft Excel 2016 or later version.

ARI complies with this requirement and can export files in Microsoft Excel 2016 and later. As a current ARI client, The State of West Virginia has access to a multitude of comprehensive features on ARI *insights*, ARI's web-based fleet management system including the ability to manage:

- **Fuel quantity exceptions – tank capacity violations** – fuel cards that were used to purchase more fuel than the tank capacity of the vehicle it is filling.
- **Inactive fuel cards** – vehicles with inactive fuel cards for 30 days or more (# of days can be customized for The State of West Virginia).
- **Fuel cost exceptions** – vehicles with transactions that cost more than \$100 on a previous day.
- **Fuel transaction exceptions** – vehicles with more than three transactions on a previous day. Tank refill exceptions show vehicles that had three or more recent fuel transactions where the units purchased were at or below a specified percent of the tank's capacity.
- **Non-fuel transactions**
- **Miles per gallon**

This real-time fleet management program allows users to manipulate and manage all fleet data, view the data in text or graphical formats, and download into Excel, text files, and other standard formats. All fleet data is available real-time.

3.2.17.2 All data must be maintained by the Vendor for a minimum of 3 years after the vehicle becomes retired. Vendor must provide access to data and assist in transitioning the data to another Vendor should this contract be terminated for any reason.

ARI complies with this requirement.



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3.2.18 Fuel Only Credit Cards – Reporting

3.2.18.1 Vendor must provide a browser client-server application for real-time exception reporting based on user-selected criteria such as odometer, transactional, fuel quantity, fuel expenditure, and fuel type or grade thresholds or selections.

ARI complies with this requirement.

3.2.18.2 Vendor must provide standardized and customizable reports that will be available through a browser-client application to state agencies without additional charge. Reports should be exportable in comma-separated-value or “.csv” format.

ARI complies with this requirement.

3.2.18.3 Reports must be mathematically correct. Rounding individual transactions and/or other totals are not acceptable.

ARI complies with this requirement.

3.2.18.4 Vendor must provide a browser client-server application for drivers and operators that identify the name, physical address, telephone number, and hours of operations for each participating fuel-only fuel card program authorized retailer. The browser client-server application must be searchable by single or multiple data points, e.g., country, city, state, zip code, or distance from an inputted zip code.

ARI complies with this requirement.

3.2.18.5 Vendor must provide the Contract Administrator with usage reports including a summary of all secure, fuel-only credit cards (regardless of dollar amount) sold under this contract including FMO or designee name, model/part number, item description, date received, order ship-date, and total amount or equal to this. These reports must be provided using a browser client-server application.

ARI complies with this requirement.



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3.2.18.6 Vendor must provide to FMO a Monthly Summary Transaction report that must include but is not limited to: vehicle year, vehicle make, vehicle model, license plate, asset type, account number, department, unit, dollars, gallons/units, miles driven, CPM, MPG, and transaction count or a report equal to this.

ARI complies with this requirement.

3.2.18.7 Vendors must provide to FMO a monthly Gallons and Dollars Summary report that must include but is not limited to: account number, transaction count, gross amount, and active card count or a report equal to this.

ARI complies with this requirement.

3.2.18.8 Vendor must provide to FMO monthly Exemption reports that must include but are not limited to: over tank capacity transactions, delinquent accounts, odometer entry errors, and supreme grade fuel transactions or a report equal to this.

ARI complies with this requirement. This information is also available on the ARI *insights* dashboard.

3.2.18.9 Vendor must provide to FMO Monthly Equipment Card and Monthly Rental Card reports that must include but are not limited to: transaction date and time, account number, card number, gallons purchased, transaction count and dollars, or a report equal to this.

ARI complies with this requirement. This information is also available on the ARI *insights* dashboard.

3.2.18.10 Vendor must provide to FMO Yearly Review of Accounts and Suggestions.

ARI complies with this requirement. ARI provides yearly strategic performance reviews for the State of West Virginia.



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3.2.19 Fuel Only Credit Cards – Management and Administration

3.2.19.1 Vendor must provide on-site user training in West Virginia as required demonstrating a functional understanding of the browser client-server application by the user; utilization of reports; analysis of operating costs; and costing trends at no additional cost. No more than four (4) day visits will be required during annual contract periods.

ARI will comply with this requirement. ARI has supported the State of West Virginia with these in the past and will continue to do so if retained.

3.2.19.2 Vendor must participate, at FMO’s request, (with a 30-day advance notice) at seminars in West Virginia to educate drivers or operators on program requirements at no additional cost to the state. No more than two (2) days visits will be required per annual contract period.

ARI complies with this requirement.

3.2.19.3 Vendor must provide a browser client-server application for FMO and designees (approximately 300-400 users) to interact online for credit card ordering; report lost or stole credit card; information updating and reporting; and requesting personal identification number (PIN).

ARI complies with this requirement.

3.2.19.4 PIN’s must be no less than six numeric digits and unique for each fuel-only credit card. No duplicate PIN numbers are authorized either with client code, business unit, or billing code- no blanket PIN’s.

ARI complies with this requirement.

3.2.19.5 PIN’s must not be made available to or maintained by client, business unit, or billing code designees unless approved by FMO.

ARI complies with this requirement.



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3.2.19.6 FMO must be the only user approved to order new cards, replace damaged or lost cards unless otherwise designated by FMO.

ARI complies with this requirement.

3.2.20 Fuel Only Credit Cards – Invoicing

3.2.20.1 The costs quoted must match the invoice to insure timely payment.

ARI complies with this requirement.

3.2.20.2 Vendor must invoice clients, business units, billing code, etc. as designated by FMO monthly for fuel-only charges made by assigned drivers or operators.

ARI complies with this requirement.

3.2.20.3 Vendor must invoice FMO directly for any management, shipping, report fees that are incurred.

ARI complies with this requirement.

3.2.20.4 Vendor must pay directly to the Fuel-Only Card Provider:

3.2.20.4.1 All charges except Federal Excise Tax and State tax as un "ultimate vendor" or.

ARI complies with this requirement.

3.2.20.4.2 Credit (preferred method) or reimburse the Federal Excise Tax and State tax collected to the invoiced agencies monthly. Invoices for transactions originating outside the continental United States, Alaska, and Hawaii must in U.S. dollars.

ARI complies with this requirement.



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3.2.20.5 Any vendor rebates, incentives, and discounts must be itemized and contained on client, business unit, billing code, etc. monthly invoice or on the monthly invoice following the period for which the rebate, incentive, or discount is offered by the vendor.

ARI complies with this requirement.

3.2.21 Fuel Only Credit Cards - Miscellaneous

3.2.21.1 Additional Requirements

3.2.21.1.1 Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State shall consider the Vendor to be the sole point of contact regarding all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract, however, the Vendor is totally responsible for the payment of all subcontractors.

ARI complies with this requirement.

3.2.21.2 Uninterrupted Fuel Service

3.2.21.2.1 The Vendor must provide secure, fuel-only credit cards for temporary use during card replacement cycles to FMO or designee to ensure uninterrupted fuel service for drivers or operators. The Vendor must describe the procedure on how and when the inventory of temporary-use, secure, fuel-only cards will be restocked.

ARI complies with this requirement. If the fuel card is lost, our maintenance department can issue a onetime use credit card over the phone, only if the gas station will accept it. If the station will not accept it, it will be up to the company if they will allow the driver to expense it. ARI is able to send the card by overnight mailing to expedite the process. The card is received two days after the initial request date with overnight mailing.



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3.2.21.3 Support

3.2.21.3.1 The Vendor must maintain a toll-free technical support telephone number, staffed 24/7, and accessible to all agencies who have received secure, fuel-only credit cards from the Vendor under this contract. Personnel staffing the Vendor's support line must be able to give technical assistance to agencies for all products and services purchased under this contract for the fuel-only credit cards.

ARI complies with this requirement.

3.2.21.3.2 No separate reimbursement will be made to the Vendor for travel or any other expense or service.

ARI has read and understands.

3.2.22 Fuel Only Credit Cards – Qualifications and Experience

3.2.22.1 Vendor must provide three jobs of similar size and scope to demonstrate recent experience providing and implementing fleet management programs and services to governmental entities.

Client	Number of Units	Program
ARI is privately held and cannot disclose specific client names. Large Cable and Internet Provider	35,700	Fuel Card Program
ARI is privately held and cannot disclose specific client names. Large Cable and Internet Provider	11,775	Fuel Card Program
ARI is privately held and cannot disclose specific client names. Large Rental Organization	8,650	Fuel Card Program

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3.2.23 Fuel Only Credit Cards – Pricing Pages:

3.2.23.1 Vendor must complete the Exhibit A Pricing Page by quoting a monthly, fixed price fee per card for all required products and services per Section 3.0. The monthly, per card fee must be all-inclusive. If no fee will be imposed on the FMO, the Vendor must indicate by entering "\$0.00" in the appropriate space provided.

ARI has completed Exhibit A.

3.2.23.2 The Exhibit A Pricing Page contains a list of Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

ARI complies with this requirement.

3.2.23.2.1 The following criteria will be used to evaluate annual cost:

3.2.23.2.1.1 Cost frequency for evaluation will be monthly

ARI complies with this requirement.

3.2.23.2.1.2 Cost will be calculated using 10,000 active, secure, fuel-only credit cards for domestic use.

ARI complies with this requirement.

3.2.23.2.1.3 Cost will be calculated per annum to ensure an "apples-apples" comparison

ARI complies with this requirement.

3.2.23.2.1.4 Cost will be calculated as of the first day of the first billing cycle after an agreement becomes effective.

ARI complies with this requirement.



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3.2.23.3 Example: \$1 per card per month x 10,000 cards per month = \$10,000 per month x 12 months = \$120,000 total annual cost

ARI has read and understands.

3.2.23.3.1 The following criteria will be used to evaluate volume rebate:

3.2.23.3.1.1 Rebate frequency for evaluation will be monthly.

ARI complies with this requirement.

3.2.23.3.1.2 Rebate will be calculated using basis points to ensure "apples-to-apples" comparison.

ARI complies with this requirement.

3.2.23.3.1.3 One basis point is equal to 1/100th of 1%, or 0.01% (0.0001).

ARI complies with this requirement.

3.2.23.3.1.4 Rebate will be calculated as of the first day of the first billing cycle after an agreement becomes effective.

ARI complies with this requirement.

3.2.23.3.1.5 For purposes of evaluation, volume rebate basis points will be calculated using 10,000 active, secure, fuel-only credit cards for use domestically.

ARI complies with this requirement.

3.2.23.4 Example: 10,000 cards = volume rebate of 135 basis points x \$1,000,000 domestic retail transactions = \$13,500 monthly volume rebate x 12 months = \$162,000 total annual volume rebate.

ARI has read and understands.



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3.3 Pool Car Reservation and Kiosk

3.3.1 Vendor must implement a browser client-server application, either the Vendors or a 3PV, that allows users to create, reserve, and manage a pool of vehicles.

ARI complies with this requirement.

ARI's Vehicle Reservation System allows clients to create, reserve, and manage pools of vehicles. Using this tool, renters can easily see what pool vehicles are available to them and reserve vehicles, while fleet managers can build pools, move vehicles, charge back reservations to the renter's cost center, and view reports showing allocated assets, utilization, and open reservations.

The vehicle reservation system lets fleet managers create pools and set reservation parameters based on their specific needs. Fleet managers can create vehicle pools that are assigned to a specific location or are made up of particular types of assets, and each pool gets assigned its own location name and address.

Once the pool is created, fleet managers can set their own reservation parameters, including:

- The times the vehicles can be reserved
- Minimum and maximum number of hours the vehicle can be used
- Hourly rate for usage
- The lead time required for a reservation
- Once the pool is created, fleet managers can easily add or remove vehicles through *ARI Insights*.

The State of West Virginia has full control over who can reserve pool vehicles, including which pools renters can access. Fleet managers can go into *ARI insights* to see a list of all potential renters; their employee ID numbers, billing codes, email addresses, passwords, and other information; and which pools they can use.

Renters reserve an asset by logging into the system and then searching through assets in their assigned pool(s). Once they have found a vehicle, they can check its availability and then reserve it. Renters can also see all of their reservations through a calendar function.

Once renters have placed their reservations, the fleet manager can manage their pools by checking out assets when they are picked up and checking them back in when they are returned. This allows them to document the vehicle's fuel gauge, odometer reading, and any other applicable information, which is all available through *ARI insights*.



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The system offers complete reporting through the ARI *insights* dashboard. We can provide the State with reports on pools, assets within the pools, and billing information for charge back to specific cost centers. We can also build custom reports for you based on your needs. All of this information can be exported to Excel, PDF, or comma delimited file for input into other systems.

3.3.2 Vendor must allow reservation parameters to be set based on specific fleet needs such as reservation times, maximum and minimum hours vehicle can be served, and hourly rate.

ARI complies with this requirement.

3.3.3 Program must be able to email confirmations of reservation.

ARI complies with this requirement.

3.3.4 Vendor must have the capabilities to supply or integrate reservation information from a 3PV Kiosk system for vehicle key retrieval.

ARI complies with this requirement.

3.3.5 Vendor must provide reports based on vehicle occupancy, billing charges and other custom reports as defined.

ARI complies with this requirement.

3.3.6 Program must allow end-users to make reservations and receive email confirmations.

ARI complies with this requirement.

3.3.7 Pool Car Reservation and Kiosk ~ Reporting

3.3.7.1 Vendor must provide a browser client-server application for real-time reporting based on user-selected criteria upon request.

ARI complies with this requirement. This is available within ARI *Insights*.



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3.4 Mileage Entry and Ending Odometer

3.4.1 Vendor must provide a browser client-server application for real-time mileage entry and calculation functionality for official business use, and personal use miles. Total miles and ending odometer readings must be calculated.

ARI complies with this requirement. This is available within ARI *insights* or within the ARI Driver insights mobile app.

3.4.2 Mileage Entry and Ending Odometer – Data Management

3.4.2.1 All data and reports must be available to be exported into Microsoft Excel 2016 or later version.

ARI complies with this requirement.

3.4.3 Mileage Entry and Ending Odometer – Reporting

3.4.3.1 Vendor must provide a browser client-server application for real-time reporting based on user-selected criteria upon request.

ARI complies with this requirement.

3.4.3.2 At a minimum, the Mileage Log must contain the following fields: Driver ID#, Driver First Name, Driver Last Name, Reporting Period, Vehicle #, Starting Odometer, Ending Odometer, Business Miles, Personal Miles, Total Miles.

ARI complies with this requirement.

3.4.4 Pool Car Reservation and Kiosk – Invoicing

3.4.4.1 Vendor must have the ability to invoice individual agencies as designated by the FMO or accept P-card payment.

ARI complies and can invoice individual agencies as designated by the FMO. ARI will pay all repair charges and in turn invoice The State of West Virginia.

ARI cannot accept P-card as payment.



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4. Contract Award

- 4.1 Contract Award: The Contract is intended to provide FMO with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.**

ARI complies with this requirement.

- 4.2 Pricing Pages: Vendor should complete the Pricing Pages by listing a price for the mandatory items they can provide. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bid being disqualified.**

ARI complies with this requirement.

- 4.2.1 The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.**

ARI complies with this requirement.

- 4.2.2 Vendor should electronically enter the information into the Excel version of the Exhibit A - Pricing Pages attached to the solicitation and submit a copy with their bid. Vendor should complete the Exhibit A - Pricing Pages in entirety as failure to complete all areas may result in the Vendor's bid being disqualified.**

If Vendor is submitting their bid through wvOASIS, Vendor is to enter \$0.00 on the commodity line in wvOASIS and must complete the Exhibit A - Pricing Pages and upload into wvOASIS as an attachment. Only pricing submitted via the Exhibit A - Pricing Pages will be evaluated for award.

ARI complies with this requirement and has completed Exhibit A.



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5. Ordering and Payment

5.1 Ordering: Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal / website. If vendor can accept on-line orders, it should include in its response a brief description of how FMO may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

In terms of this bid response, the State can "order" maintenance repairs by using their mobile app. For fuel, your fleet personnel can either call ARI for a replacement fuel card or order a replacement online through ARI *insights*.

5.2 Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

ARI has read and understands.

6. Delivery and Return Payment

6.1 Delivery Time: Vendor shall deliver standard orders within 10 calendar days after orders are received. Vendor shall deliver emergency orders within 5 calendar day(s) after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

All replacement fuel cards ordered through the system will be mailed to the State through regular mail. Requests can be made by phone to expedite the mailing process and shipped overnight.

6.2 Late Delivery: FMO must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency of the State of West Virginia will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

ARI has read and understands.

6.2.1 If FMO seeks to obtain items from a third party under this provision, they must first obtain approval of the Purchasing Division.

ARI has read and understands.



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6.3 Delivery Payment/Risk of Loss: Standard order delivery shall be F.O.B. destination to FMO's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the State of West Virginia separately for such delivery. FMO will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

ARI's maintenance management and fuel card management programs are charged as a per vehicle per month charge. All other charges are pass through.

6.4 Return of Unacceptable Items: If FMO deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall make arrangements for the return within five (5) days of being notified that items are unacceptable. If the original packaging cannot be utilized for the return, Vendor will supply FMO with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. FMO's locations. The returned product shall either be replaced, or FMO shall receive a full credit or refund for the purchase price, at FMO's discretion.

This is not applicable to ARI's maintenance and fuel programs.

6.5 Return Due to Agency Error: Items ordered in error by FMO will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

This is not applicable to ARI's maintenance and fuel programs.

7. Vendor Default

7.1 The following shall be considered a vendor default under this Contract.

7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.

ARI complies with this requirement.



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7.1.2 Failure to comply with other specifications and requirements contained herein.

ARI complies with this requirement.

7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

ARI complies with this requirement.

7.1.4 Failure to remedy deficient performance upon request.

ARI complies with this requirement.

7.2 The following remedies shall be available to FMO upon default.

7.2.1 Immediate Cancellation of the Contract

ARI complies with this requirement.

7.2.2 Immediate cancellation of one or more release orders issued under this Contract.

ARI complies with this requirement.

7.2.3 Any other remedies available in law or equity.

ARI complies with this requirement.

8. Miscellaneous

8.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contain in this Contract

ARI has read and complies.

8.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under their Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

ARI has read and complies.



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8.3 Reports: Vendor shall provide quarterly reports and annual summaries to FMO showing FMO's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of the Contract, the quality purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

ARI has read and complies.

8.4 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Pete Gnatowski, District Sales Manager

Telephone Number: (513) 288-2287

Fax Number: (856) 283-0370

Email Address: pgnatowski@arifleet.com



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Pricing Clarifications

ARI has completed Exhibit A Pricing for Maintenance and Fuel.

ARI would like to note other pricing for programs requested earlier in this RFQ.

- ARI's National Account rebate is
 - 2% up to 75% utilization;
 - 3% up to 85% utilization;
 - and 4% for any utilization higher than 85%
- Fuel rebate is 90 basis points. If the State were to enroll Fuel directly with ARI the basis point rebate would be the equivalent of 110 basis points due to the savings gained from eliminating the data feed charges.
- The 5% Independent Vendor fee does not apply to all maintenance spend, only Independent Vendors. This is capped at a certain amount.
- The State of West Virginia has 30-day payment terms and will receive the fuel rebate even if you choose to pay at day 30.
- State of West Virginia Card Stock - currently the client has five different types of card stock:
 - WV Off Road (588)
 - WV Asset (3,782)
 - WV Rental (454)
 - WV Undercover (97)
 - Pricing Example:

Type	# of Cards	Price	Design Fee (If Needed)	Total
WV Off Road	1,000	\$803.00	\$250.00	\$1,053.00
WV Asset	4,000	\$1,909.00	\$250.00	\$2,159.00
WV Rental	1,000	\$803.00	\$250.00	\$1,053.00
WV Undercover	1,000	\$803.00	\$250.00	\$1,053.00
Totals	7,000	\$4,318.00	\$1,000.00	\$5,318.00

*1,000 cards is the minimum order



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RFQ Exceptions

RFQ FLT1700000005 Specification Deviations & Clarifications

We would like to clarify the following items:

Section 14 - Payment

"Payment: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or service. The Vendor shall submit invoices, in arrears.

Payment terms will remain Net 30 as our current agreement is today.

Section 15 – Purchasing Card Acceptance

"The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

ARI does not accept purchasing cards for payment.

Section 37 – Indemnification: *Except if due to the negligence or willful misconduct of State, the Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any third party claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws. Subcontractor, for the purposes of this agreement, shall be defined as an entity that is directly contracted by Vendor to perform a function which would normally be performed by Vendor under this Agreement and shall not be meant to include third party vendors (i.e. vehicle manufacturers or maintenance/fuel outlets). It is agreed that third party vendors such as manufacturers and maintenance/fuel outlets are independent contractors and are neither the subcontractors nor agents of the Vendor.*

Subcontractors are not meant to include repair/maintenance vendors or other third parties providing services under this Agreement. Need to remove reference to "person or firm" in the third line. Claims should be limited to "third party claims".



ADDITIONAL PROGRAMS				
	Unit Price	Unit of Measure	Estimated Quantity	Extended Price
Pool Car Reservation and Kiosk All inclusive lump sum cost for all Services as defined in the specifications in sections 3.3.	\$1.75	Per Vehicle	100	\$175.00
Mileage Entry and Ending Odometer All inclusive lump sum cost for all Services as defined in the specifications in sections 3.4.	\$1.00	Per Vehicle per Month	7,600	\$7,600.00

Notes:
The quantities provided are for bid evaluation purposes only. Actual quantities may be more or less at the discretion of the Agency.

Vendor Name:

ARI

Point of Contact Name:

Pete Gnatowski, District Sales Manager

Point of Contact Phone:

513 288 2287

Point of Contact Fax:

856 283 0370

Point of Contact Email:

pgnatowski@arifleet.com