

CRFP FLT2600000002 Vehicle Maintenance, Fuel & Repair Management and Telematics

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WV PURCHASING

March 17, 2026

Prepared by:

Matthew Belanger

Client Development Manager

4001 Leadenhall Road, Mount Laurel, NJ 08054

P: 856-394-9554

E: Matthew.Belanger@holman.com



Mike Dalessandro

District Sales Manager

4001 Leadenhall Road, Mount Laurel, NJ 08054

P: 609-678-7763

E: Mike.Dalessandro@holman.com



Holman

Driving What's Right

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Please note: Holman is the first and only full-service, global fleet management provider to be certified as a Women's Business Enterprise (WBE) by Women's Business Enterprise National Council (WBENC). The certification allows our U.S. customers to classify their payments to Holman as Tier 1 Diversity Spend and further diversify their organization's supply chain. The State of West Virginia's payments to Holman will continue to include all passed-through costs from maintenance, fuel, tolls/violations, telematics, and any other vendors, meaning 100% of your entire fleet operation's fixed and operating spend will be considered Tier 1 spend.



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP FLT260000002

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 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.

Automotive Rentals, Inc. t/a Holman

Company



Authorized Signature

March 12, 2026

Date

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

REQUEST FOR PROPOSAL

Department of Administration - Fleet Management Division
CRFP FLT2600000002

SECTION 3: GENERAL TERMS AND CONDITIONS

Terms and conditions begin on next page.

RFP Exceptions

CRFP FLT260000002 Specification Deviations & Clarifications

Holman would like to clarify the following items:

Section 14 - Payment:

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

Section 15 – Purchasing Card Acceptance:

Holman does not accept purchasing cards for payment.

Section 16 – Taxes

Holman is not able to exempt taxes on fuel purchases. Holman will provide reporting to the State and the State can apply for a refund.

Section 27 – Assignment:

Holman must have the ability to assign monies from the State for financing purposes.

*Section 36 - Indemnification: Except if due to the negligence or willful misconduct of the 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 **third party** 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, maintenance/fuel outlets or telematics providers). It is agreed that third party vendors such as manufacturers, maintenance/fuel outlets and telematics providers are independent contractors and are neither the subcontractors nor agents of Vendor.*

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. ~~Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancellation, policy reduction, or change in insurers.~~ The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications below prior to Contract award, regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

Commercial General Liability Insurance in ~~at least~~ an amount of: \$1,000,000.00 per occurrence.

Automobile Liability Insurance in ~~at least~~ an amount Of: \$1,000,000.00 Per occurrence.

~~C] Professional/Malpractice/Errors and Omission Insurance in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.~~

C] Commercial Crime and Third Party Fidelity Insurance in an amount of: _____ per occurrence.

@Cyber Liability Insurance in an amount of: \$1,000,000.00 per occurrence.

~~Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.~~

~~Pollution Insurance in an amount of: _____ per occurrence.~~

~~Aircraft Liability in an amount of: _____ per occurrence.~~

Commented [GS1]: Any Changes will be displayed on an ACORD 25 COI.

Commented [GS2]: Proof of insurance for coverages that are not applicable will not be provided.

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Commented [GS3]: n/a

Formatted: Indent: Left: 0", First line: 0'

Commented [GS4]: n/a

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Diane Marino, Global Contracts Manager

(Address) 4001 Leadenhall Road, Mount Laurel, NJ 08054

(Phone Number) / (Fax Number) 856-727-6998

(email address) Diane.Marino@holman.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Automotive Rentals Inc. t/a Holman
(Company)


(Signature of Authorized Representative)

Bob White, President, Fleet
(Printed Name and Title of Authorized Representative) (Date)

856-787-6530 (x56530)
(Phone Number) (Fax Number)

Bob.White@holman.com
(Email Address)

FLEET MANAGEMENT PROPOSAL

For The State of West Virginia

March 17, 2026

Prepared by:

Matthew Belanger

Client Development Manager

P: 856-394-9554

E: Matthew.Belanger@holman.com

Mike Dalessandro

District Sales Manager

P: 609-678-7763

E: Mike.Dalessandro@holman.com

Holman

Driving What's Right

Executive Summary

The State of West Virginia fleet program has made great progress over the course of our partnership by leveraging empirical data to drive financial and operational successes, particularly over the past year.

Your team's commitment to ongoing strategic reviews helped the State of West Virginia achieve more than \$2.1 million in savings and cost avoidance from 2023–2026, including \$824K in price negotiations, \$729K in repair denials, and \$371K in fleet manager denials.

This highlights the growing cohesion and sophistication of our current partnership, as well as the momentum the State of West Virginia has for further success.

Your trusted account team will continue to help you capitalize on the synergies between your programs and service offerings, so you can achieve even more savings as you focus on consolidating and expanding your fleet.

Why Evolve?

Despite all of these wins, the State of West Virginia knows that you can't become complacent and rest on your laurels. The fleet world is rapidly changing, and you have to evolve too. With that in mind, a continued partnership with Holman provides an opportunity to evolve your fleet, so you can continue to drive down your costs and focus on your goals. **By continuing to work with an FMC with legacy knowledge of your fleet and unparalleled custom integrations, you'll consolidate all your data, keep your drivers safe and on the road, and focus on your customers' success.**

Holman knows it's difficult to make major decisions about your fleet. But with your ambitious fleet goals, now is the perfect time to elevate your fleet operations. Holman is here to provide steadfast and expert fleet management. We hold valuable legacy knowledge of the State of West Virginia's fleet, data, and systems, and we are ready to continue to provide guidance and consulting.

Additionally, Holman's Telematics Partner Integration Network (TPIN) program centralizes telematics data from approved providers into one unified fleet management platform, and Motive serves as the lead integration partner. This collaboration gives Holman customers using Motive's real time telematics data seamless access through Holman's system, enhancing visibility, efficiency, and decision making.

Well Done.

Your fleet has shown continual progress throughout our partnership.

You've identified additional savings opportunities through refreshed PM parameter and schedules.

The State of West Virginia will have ongoing support through your Holman team, ensuring you elevate your fleet program.

The Cost of Change

When the State of West Virginia decided to partner with an FMC, you vetted all the options before reaching consensus and selecting Holman. We have established an intimate working knowledge between our businesses, profound depth in process and fleet reporting, and years of foundational strength that enable today's focus on strategic initiatives with direct value to your business. Continuity minimizes risk of disruption and loss of gains you have made thus far and maximizes the investments and integration upon which the State of West Virginia can build future success.

Further, continuing to work with Holman helps you avoid re-creating the wheel on many fleet processes with a new vendor, such as the following:

- New contract negotiations
- Implementation of vehicles and data
- Multiple process and system changes
- Training on new systems and reporting
- Custom billing/hierarchy construction (including billing from vendors)
- Training of your internal personnel and drivers
- Training of a new FMC's fleet management team to ensure full engagement and strategic support

The Path Forward

While we're pleased with our partnership's accomplishments, Holman is determined to deliver even greater value and better service over the years to come.

For the State of West Virginia, your customers are key partners as you work towards your goals. Holman understands this person-focused mentality. **There's an oft-referenced quote from Holman's founder, Steward Holman, at our corporate headquarters that says, "If you take care of your people, they'll take care of the customers, and the bottom line will take care of itself."** Holman pledges to maintain that people-focused customer service philosophy when taking care of the State of West Virginia's drivers, so you can continue to take care of your customers.

It has been a genuine pleasure working with your fleet team. It's enjoyable for us to work with clients who understand the world in which fleets must operate and help us exceed expectations. We know the State of West Virginia to be hard workers who are good at what they do, and we want to move through real-world challenges and succeed together. Holman and the State of West Virginia know that to be successful, we must come up with good solutions together.

With your renewal, know that you have the full commitment of the Holman-the State of West Virginia team and executive leadership, along with the unwavering dedication of our business and resources to support the State of West Virginia's continued success.

Fleet Management RFP

For State of West Virginia

March 17, 2026

Prepared by:

Matthew Belanger

Client Development Manager

P: 856-394-9554

E: Matthew.Belanger@holman.com

Mike Dalessandro

District Sales Manager

P: 609-678-7763

E: Mike.Dalessandro@holman.com

Holman

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Table of Contents

- 4.2.2 Mandatory Project Requirements..... 3
 - 4.2.2.1 General..... 3
 - 4.2.2.2 Maintenance and Repair Services 4
 - 4.2.2.3 Fuel-Card Program 4
 - 4.2.2.4 Billing/Invoicing 4
 - 4.2.2.5 Telematics 5
 - 4.2.2.6 Defensive Driving..... 5
 - 4.2.2.7 Mileage and Odometer 6
 - 4.2.2.8 Support and Reporting 6
- 4.2.3 Solutions Based..... 7
 - 4.2.3.1 General..... 7
 - 4.2.3.2 Maintenance 9
 - 4.2.3.3 Fuel Card Program 11
 - 4.2.3.4 Billing/Invoicing 13
 - 4.2.3.5 Telematics 14
 - 4.2.3.6 Odometer and Commuting..... 15
 - 4.2.3.7 Driver Safety Program 16
 - 4.2.3.8 Training and Support 18
 - 4.2.3.9 Reporting 18
- 4.3 Qualifications and Experience:..... 19
 - 4.3.1 Qualification and Experience Information:..... 19
 - 4.3.2 Mandatory Qualification/Experience Requirements..... 21

4.2.2 Mandatory Project Requirements

The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. The vendor should describe how it will comply with the mandatory requirements and include any area where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply with, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate.

Mandatory project requirements should service all state agencies and approximately 300-400 users. Requirements are listed below.

4.2.2.1 General

4.2.2.1.1 The vendor must be able to segment the organization data, end user's access and limit the rights of the units within the organization.

Holman's platform fully supports organizational segmentation, controlled data visibility, and restricted user access. Holman Insights operates within a multi-entity architecture that allows agencies, divisions, and business units to function independently within the same system. The platform mirrors your organizational hierarchy, ensuring that data, reporting, and naming conventions align with State of West Virginia's structure.

Holman Insights provides logical and operational separation of data, users, assets, and workflows by business unit, cost center, geography, or supervisory group. Access is managed through a robust Role-Based Access Control (RBAC) framework, allowing administrators to assign permissions at a granular level so users can only view or act on the vehicles, assets, or data within their assigned unit. User-level rights can be tailored for functions such as reporting, asset management, approvals, or administrative changes.

This approach ensures secure, role-appropriate visibility while allowing corporate-level users to view consolidated information across the organization. The system provides flexibility for evolving structures and ensures each unit's data remains isolated, protected, and accessible only to the appropriate end users.

4.2.2.1.2 The vendor must support importing historical data from Flect Managements' current vendor solution.

As your current FMC, Holman already has your historical data centralized in Holman Insights. However, please see our response below for additional details.

Holman is a leader in system offerings, enabling our clients to identify trends, cost savings opportunities, and reduce administration through technology.

Our proprietary, web-based fleet management tools are available 24/7/365 and make it easy to access critical fleet data. Holman's systems integrate with SAP, PeopleSoft, Power BI, and home-grown internal systems to capture the full realm of your fleet spend.

The Holman Insights system is our customers' single system for all their fleet-related information, whether they are enrolled in Holman services, or through a third-party vendor or supplier. Our APIs allow customers to push and pull information on demand to and from Holman Insights for a wide variety of data sources, including asset

inventory, fuel transactions, maintenance spend, accident claims, HR data, and much more. Customers can change their data without depending on Holman to make changes to the interface, which results in more timely updates and reports.

Holman also offers data integrations for more complex data exchanges (and data from our clients' third-party vendors, like PowerBI, etc.). These processes are usually created to initiate a process at Holman based on data included in a file.

All of this allows State of West Virginia to run reports from a single source: our real-time fleet management portal, Holman Insights. Holman is also unique in having a Commercial Service Desk dedicated to address only client-related IT requests.

4.2.2.2 Maintenance and Repair Services

4.2.2.2.1 The vendor must be able to facilitate, at no additional cost, the acquisition of tires and mounting, balance and disposal through the Purchasing Division's West Virginia Statewide Contract for tires. The State of West Virginia statewide tire contract, NTIRE25. May be reviewed through the following link — <https://www.state.wv.us/admin/purchase/SWC/default.html>

Holman has reviewed the State of West Virginia's statewide tire contract, and the terms match what has been established within our system. We confirm our agreement.

4.2.2.3 Fuel-Card Program

4.2.2.3.1 The Fuel Card Program must be a closed-loop proprietary network that can capture Level III data with a minimum of 99.8% accuracy.

As a current client enrolled in Holman's fuel program, the Holman WEX program provides drivers access to fuel at over 95% of fuel stations across the United States on a closed loop network, with Level III data captured at 99% of those stations. Cards are restricted to accepting fuel merchants.

4.2.2.4 Billing/Invoicing

4.2.2.4.1 Vendor must create master, central, separate account, subordinate division, or locationspecific hierarchal organization (chart of accounts) for viewing, reporting, and administration as designated by FMD.

Holman can establish a master, central, separate, or location-specific account hierarchy to match FMD's required chart-of-accounts structure. Our billing system supports multi-level organizational details and flexible invoicing in PDF, EDI, ASCII, or CSV formats with GL and cost-center coding.

Through Holman Insights, State of West Virginia can access billing detail and summary data, create custom reports, and export to Excel. Our invoice structure includes client, division, and subdivision codes, along with multiple client-defined data fields. Invoices can be sorted and subtotaled by criteria such as division, region, department, cost center, or purchase order number. Additional billing lines are also available.

Holman tailors all reporting to client specifications and will work with State of West Virginia to design the required hierarchy and determine preferred file formats and delivery methods.

4.2.2.4.2 Vendor must be able to bill agencies of different bill codes separately for services. The costs on the invoices must match the costs agreed upon in the contract pricing to ensure payments are made in a timely manner.

Holman can bill agencies with different bill codes separately and ensure all invoiced costs match contracted pricing. Our billing system supports multiple levels of organizational detail, allowing invoices to be sorted and subtotaled by bill code, division, cost center, department, region, purchase order, or other client-defined criteria. We offer flexible invoice formats—including PDF, EDI, ASCII, and CSV—and can apply custom GL or cost-center coding as needed. Billing data is also available in Holman Insights, where State of West Virginia can generate custom detail or summary reports and export them to Excel.

To ensure accuracy and timely payment, Holman validates all billing amounts against contracted pricing and applies system controls to reduce errors. Our Billing team reviews the first three months of invoicing for every new client to confirm accuracy of coding, formats, and data. Variable charges (fuel, maintenance, licensing, etc.) flow directly from vendor files and are passed through exactly as invoiced, while leased-vehicle charges are verified monthly to ensure correct capitalization values and incentives. We also support pre-billing data validation, monthly audit reports, and prompt resolution of disputed charges, with all approved adjustments completed by the next billing cycle.

4.2.2.5 Telematics

4.2.2.5.1 Must have a program utilizing cellular and/or satellite.

Holman's Telematics program with Geotab provides both cellular and satellite communication.

Usually, the cellular network is used. And GO Devices have the capability to store the logs in the event of cellular connectivity failure. The GO Device forwards logs to a remote Geotab collection point.

Holman can provide optional additional hardware that can communicate through satellite for areas where there is no cellular service. Note: there are additional hardware and monthly costs for this. Holman is happy to discuss this further during future negotiations to determine how often you will need service in no-service areas, and whether these solutions are a good fit for State of West Virginia.

4.2.2.6 Defensive Driving

4.2.2.6.1 Must have a program that can assess and assign safety modulars.

Holman provides a full suite of safety-related resources, accessible online to your personnel in Holman Insights and to your drivers in Holman Driver Insights. Safety training can also be accessed and completed by your personnel and drivers via the Holman Insights Mobile App.

Holman's Skills Assessments and Safety Training Modules (as well as our Accident Management, Subrogation, and Driver Safety Scorecard) are managed 100% in-house.

ONLINE SKILLS ASSESSMENTS

To identify individual driver skill level (low, medium, high) and automatically deploy training to address driver's areas of deficiency. Using this program, your drivers will be able to simulate real-world driving situations and scenarios. Our system will assess how drivers handle each scenario, identify skills in need of improvement, and prescribe targeted training (modules) based on each driver's specific needs and deficiencies.

ONLINE SAFETY TRAINING MODULES

Use engaging, interactive exercises in English/Spanish/French to help drivers understand how to address a variety of situations, test their comprehension, and certify those that pass, demonstrating you are doing your due diligence to keep your drivers, and the communities they drive in, safe. With over 80 modules, and unlimited use of them, you can ensure your drivers have the training necessary to be safer drivers. This includes any scheduled or ad-hoc allocation, as well as Assessments through Accident, MVR, and Telematics triggers.

CATALOG OF COURSES ATTACHED

Please see our attachment called *Holman Driver Safety Training Modules Catalog.pdf* for a list of the safety modules available to our clients. Please note that all modules are available in English, Spanish, and French.

4.2.2.7 Mileage and Odometer

4.2.2.7.1 Must capture during fueling and maintenance events along with State of WV supplied data for both the odometer and commuting value if applicable.

The odometer is a required field when creating a purchase order. Maintenance vendors typically record this directly from the vehicle. Additionally, we capture odometer readings through fuel card transactions and, when available, telematics data.

Our system uses the full history of entries to validate odometer readings, automatically filtering out any values that are flagged as invalid or outside the expected range.

Additionally, The Holman Telematics solution captures odometer readings using GPS-calculated data from Geotab GO devices and OEM telematics systems, including those from GM and Ford. This information is automatically collected and centralized within Holman Insights, our web-based portal, ensuring consistent and accurate tracking across all assets. Because the data is sourced directly from telematics devices rather than relying on manual driver input, it provides a highly reliable method for monitoring vehicle mileage and usage.

4.2.2.8 Support and Reporting

4.2.2.8.1 Must provide training and continued support. All reports must be accurate and current. State of West Virginia must have the capability for ad hoc reporting.

During implementation, our team worked with State of West Virginia to establish processes and train staff on system use, ensuring a smooth transition. As a current client, ongoing training is available at no cost through our Platform Management team, supplemented by live support from our Commercial Service Desk, which offers assistance Monday–Friday, 8:30 a.m.–5:30 p.m. ET. Holman Insights also includes 24/7 self-guided support through embedded “Walk Me” tutorials, webinars, and online resources.

All reports within Insights are current, with real-time data and automated dashboards that allow users to drill down to vehicle-level detail. Through the Reporting Hub, the State of West Virginia can create and schedule ad hoc reports at any time, or use pre-built templates for faster insights. This combination of live support, on-demand training, and flexible reporting continues to ensure that the State of West Virginia always has accurate data and the tools needed to manage your fleet effectively.

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

Clients can easily download fleet related information, including billing or any standardized or customizable reporting from Holman Insights. Users simply select their desired format, including CSV, PDF or Excel formats.

4.2.3 Solutions Based

4.2.3.1 General

4.2.3.1.1 What are some similar customers (governmental and or size of fleet) that you currently contract to provide vehicle management services and what type of services do you provide?

Please see below regarding two references we are providing at this stage of the RFP process:

State of North Carolina

Robert Riddle

Fleet Director

P: 919-830-1347

E: robert.riddle@doa.nc.gov

Services Provided: Fuel Data Capture, Insurance (including Accident Management), Licensing and Titling, Maintenance

State of Minnesota

Jonathan Carter

Fleet Director

P: N/A

E: jonathan.carter@state.mn.us

Services Provided: Fuel Data Capture, Licensing and Titling, Maintenance

Red Bull North America

Fritz Leon

Fleet Director

P: 303-475-1520

E: Fritz.Leon@redbull.com

Services Provided: EVs, Fleet Administration Plan (FAP), Fringe, Fuel (WEX), Accident Management, Licensing and Titling, Telematics, Maintenance, Toll Management

4.2.3.1.2 Describe the capability to hierarchy the organization and limit user access.

Holman's platform fully supports organizational segmentation, controlled data visibility, and restricted user access. Holman Insights operates within a multi-entity architecture that allows agencies, divisions, and business units to function independently within the same system. The platform mirrors your organizational hierarchy, ensuring that data, reporting, and naming conventions align with the State of West Virginia's structure.

Holman Insights provides logical and operational separation of data, users, assets, and workflows by business unit, cost center, geography, or supervisory group. Access is managed through a robust Role-Based Access Control (RBAC) framework, allowing administrators to assign permissions at a granular level so users can only view or act on the vehicles, assets, or data within their assigned unit. User-level rights can be tailored for functions such as reporting, asset management, approvals, or administrative changes.

This approach ensures secure, role-appropriate visibility while allowing corporate-level users to view consolidated information across the organization. The system provides flexibility for evolving structures and ensures each unit's data remains isolated, protected, and accessible only to the appropriate end users.

4.2.3.1.3 Describe the process of data migration including file formats for data import, the type of data that can be imported, limitations on the volume of data, data mapping, and user acceptance testing.

Holman uses a structured, secure, and flexible process for data migration to ensure an accurate transition from legacy systems into Holman Insights. We support both API-based and file-based imports, depending on the client's preference. Our RESTful APIs allow real-time exchange of vehicle, driver, telematics, fuel, and maintenance data, with full documentation (OpenAPI/Swagger), sample JSON payloads, and a dedicated QA environment for testing integrations before go-live.

Looking ahead, we are enhancing our offerings with a developer portal which will offer centralized access to documentation, sample code, and other resources. Additionally, we are working on an upgraded authentication model that will eliminate the need for IP address validation and give client's **greater control through self-registration**. We are also working on data connectors to popular ETLs, BI tools, and HRIMs, which will make it even easier for your business to connect with Holman and exchange data with us.

For clients who require file-based data exchanges, we offer flat file data integrations. These integrations support various file formats, including .xlsx, .csv, and .txt. This process involves thorough requirement gathering, scoping, coding, testing, and release. Files can be exchanged via SFTP or email with optional encryption for added security. This option can process inbound files, writing the data to our tables and making it accessible through Holman Insights. Outbound files are provided for clients to ingest into their own databases, supporting their reporting and analytics needs.

In scenarios where clients need support with more complex data handling, we provide custom reporting solutions. These reports can include advanced logic, dashboards, summaries, and charts, tailored to meet specific client requirements. Reports can be delivered via email or SFTP.

Lastly, Holman Insights is another powerful tool in our data exchange toolkit. This secure web interface allows clients to access their data and reports on demand. This interface consolidates the data that Holman manages on your behalf through our programs and allows you to manage exceptions via dashboards or drill-down to vehicle level details. Through the Reporting Hub, clients can use build and schedule their own reports, as well as access pre-built templates. An accompanying mobile app ensures that clients and their drivers can manage their data on the go, offering convenience and flexibility.

Overall, our data exchange solutions are designed to be adaptable and scalable, meeting the evolving needs of our clients. We are committed to continuous improvement, with a focus on enhancing functionality, security, and user experience. We continuously enhance our offerings to include new features and improvements based on client feedback and technological advancements in an effort to always be easy to do business with.

4.2.3.2 Maintenance

4.2.3.2.1 Please describe the method to facilitate maintenance events by a third-party, state-owned facility and manual entries.

Holman supports maintenance events performed at third-party and state-owned facilities through our open vendor network, which allows State of West Virginia to use any repair provider of your choice—including state-owned garages—without restriction. If a facility is not already in our network, Holman can quickly onboard them by verifying business information, insurance, and agreeing to Holman’s terms and conditions. Once enrolled, the vendor can perform services and submit repair orders through Holman PartnerConnect, where Holman technicians review estimates, validate warranty coverage, and authorize work.

Holman can also accept manually entered service records from the agency. These entries are added directly into Holman Insights so maintenance history, costs, and compliance remain accurate and complete. This approach ensures all maintenance—whether performed by National Accounts, Independent Vendors, or state-owned facilities—is captured in one centralized system with full visibility for reporting, tracking, and analysis.

Holman minimizes the need for manual data entry through automated data collection and integration; however, when manual entries are required—such as for maintenance performed by non-network facilities—agencies can enter those service records directly into Holman Insights. Once entered, the data is incorporated into the vehicle’s maintenance history, cost tracking, and compliance reporting, ensuring accuracy and continuity across the fleet. Real-time cost visibility within the system also helps identify potential issues early and supports proactive fleet and expense management.

4.2.3.2.2 Describe how you address recalls and industry post safety bulletins.

SAFETY RECALLS & BULLETINS

Recall services are included in Holman’s maintenance program. Drivers are notified via Holman Insights and mobile app. Maintenance center technicians also alert drivers to open recalls and arrange service.

Key State of West Virginia stakeholders and fleet personnel with Holman Insights access are able to view open recalls by utilizing the KPIs and Alerts available on the Holman Insights dashboard.

Holman has a process in place with major manufacturers to transfer data on open recalls so we can notify our clients of any issues. Holman’s recall notification process includes the following steps:

- Holman enrolls your vehicles in the manufacturers’ warranty and recall systems.

- We receive regular data feeds from major manufacturers regarding recalls. When there is an open recall, we take the following steps to notify our clients:
 - The first is an email reminder pushed directly to the driver (and designated State of West Virginia personnel), 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 (every 30 days) until the manufacturer closes the recall.
 - The second component is the tracking mechanism built into Holman's CRM system, which will mark the vehicle with an "open recall" flag. Whenever a customer representative is speaking with a driver, the flag will remind the representative to verbally let the driver know that there is an open recall on the vehicle and ask that the driver take the vehicle to a dealer for resolution.
 - The third component is the reporting capability built into Holman's data warehouse. Clients can be provided with reports for their entire fleet (or filtered by defined criteria) indicating which vehicles in their fleet have an open recall.

NOTE: Recalls typically don't have a due date, so Holman updates Holman Insights weekly with open safety recalls and emails the listed driver monthly (every 30 days) for their vehicle recalls, until the recall is performed. Please note that there are specific KPIs available to you within Holman Insights to identify recalls by make and by age.

4.2.3.2.3 Describe how does your organization's platform track and communicate preventative maintenance.

When you work with Holman, you'll make maintenance much more than just the management of repair transactions. Instead, you'll follow a holistic, analytical process that transforms the traditional "break and fix" mindset to a proactive "predict and prevent" approach designed to help you control costs and minimize downtime.

Working closely with your Holman team, you'll customize a preventative maintenance schedule that reflects your organization's parameters, authorization thresholds, manufacturer recommendations, and unique operating conditions. As your fleet and maintenance needs evolve over time, Holman's industry leading subject matter experts will be available to guide you through any challenges you face.

Using the Holman Insights mobile app, your drivers can easily locate maintenance service vendors in their area. Using the driver's location, this functionality provides a map view that can be used to obtain directions or call the vendor.

App Notifications prompt your drivers when preventative maintenance is due via the app's digital coupons (list of PM services), which can be applied to purchase orders and highlights the necessary maintenance.

When unscheduled repairs are needed, you'll have access to our North American call center that is staffed around the clock with ASE-certified technicians committed to minimizing your downtime. They'll match your repair needs with the best qualified vendors, helping you save time, limit additional repair costs, and leverage financial models that support your fleet's operational demands. And, if a failure renders a vehicle inoperable, Holman will confirm the driver is safe, coordinate roadside service or towing logistics, and route the vehicle to a repair facility.

Should your vehicles require significant work, we'll use your data to provide accurate advice on repairs or replacements. This includes examining trends in component failures to help you identify—and proactively mitigate—potential issues across your vehicles.

Additionally, you'll have access to more than 150,000 North American vendors to help manage your repairs. Using the combination of tools like Holman PartnerConnect and our efficient automation, Holman will complete approvals, payments, and maintenance orders quickly, all while effectively controlling your net costs.

We know your drivers' time is valuable, which is why we invested in our Holman PartnerConnect system to streamline the maintenance approval process to get your drivers back on the road, serving your customers. Through this system, we have reduced the timeframe for a repair approval from eight minutes to under two minutes.

4.2.3.3 Fuel Card Program

4.2.3.3.1 Explain how you facilitate credit card ordering, replacing, and identifying the end user.

Holman facilitates credit card ordering, replacement, and end-user identification through a structured, efficient process with WEX. New WEX fuel cards are automatically created for vehicles enrolled in our fuel program after an overnight qualification process triggered when Holman receives the factory invoice or when a vehicle is added to Holman Insights. Cards created by 3:30 p.m. ET ship the same day via express mail; those created afterward ship the next business day. Standard USPS requests mail within two business days. WEX fuel cards renew every four years and are automatically generated and shipped within seven days after the 15th of the month preceding the expiration month.

Fuel cards are assigned at the vehicle level, and drivers are identified through their unique PIN, ensuring accurate tracking of who fueled each vehicle. If a vehicle is reassigned, a new card can be shipped to the new driver, but the card itself remains tied to the vehicle for consistency and security.

4.2.3.3.2 Describe how you address credit cards and fraud alerts.

The Holman/WEX fuel card can be set to allow for fuel purchase only. Holman will also provide State of West Virginia with reports to identify card usage that falls outside acceptable policy parameters. Reports include Fuel Fraud Alerts, and can target things like non-fuel purchases, multiple transactions per day, premium fuel purchases, and purchases exceeding a threshold for number of gallons (tank capacity violations). Our reports include the driver's name, vehicle number, fueling location name and address, date and time of the transaction, and details about the exception event. These reports can be distributed at intervals desired by State of West Virginia.

4.2.3.3.3 What data do you capture at the point of sale? How much of the data is the responsibility of the end user and the merchant?

WEX currently has electronic acceptance at over 99.4 percent of the station locations, capturing level III data across these stations within Holman Insights. EPOS (electronic point-of-sale processing) is offered at 120,000 locations.

Responsibility for data accuracy and fraud prevention is shared between the end user and the merchant, depending on the type of fraud involved. For lost or stolen cards, the customer is responsible for all charges incurred before the card is reported to WEX. In cases of white-plastic skimming, the customer is not liable if WEX's investigation confirms the transactions were the result of third-party fraud. When collusion occurs between a customer, an employee, and a merchant, liability is split, with the station charged back for half the losses and the customer responsible for the remainder. Customers are fully responsible for driver abuse or misuse by their own employees. Holman does not monitor individual client transactions; instead, we provide dashboards and exception reports to help clients review their own activity. WEX monitors for unusual patterns and issues

Increased Activity Reports when suspicious behavior is detected, but no system can identify all fraud. Because only the customer can confirm whether a transaction is legitimate, regular review of fuel activity remains essential.

4.2.3.3.4 Describe the capability to hierarchy the organization with the ability for some drivers to access fueling across a percentage of the organization's hierarchy.

Holman and WEX support full organizational hierarchy configuration, allowing fleet administrators to segment the organization into agencies, divisions, regions, or other defined structures. Within this hierarchy, fueling permissions can be tailored at a granular level so that drivers may access fueling privileges only within their assigned segment—or across a designated percentage or subset of the overall hierarchy if required.

Drivers can be assigned to specific cost centers, business units, or supervisory groups, and their fuel cards can be configured to permit purchases within only those authorized areas. If certain roles (e.g., pool drivers, emergency responders, or shared-service units) require broader access, Holman can expand their permissions to include multiple hierarchy levels or a defined range of the organization. These rules are fully customizable and can be modified at any time to reflect operational changes.

This approach ensures secure, controlled fueling access while maintaining flexibility for drivers who support multiple departments or geographic areas.

4.2.3.3.5 Describe how the fueling cards are defined to accommodate general vehicles, undercover vehicles, and temporary cards.

The Holman vehicle qualification process determines the appropriate type of fuel card stock assigned to each vehicle. This determination is made based on the specific vehicle attributes and operational details entered into Holman Insights. The system evaluates the fields provided and uses this information to automatically assign the correct fuel card stock.

4.2.3.3.6 How do you restrict permissions for requesting cards and account attributes?

Card permissions and adjustments can be accomplished via Holman Insights.

4.2.3.3.7 Describe the process and timeline for new and replacement cards.

Holman issues new WEX Millennium fuel cards for vehicles enrolled in the fuel program following an overnight qualification process triggered when the factory invoice is received or when the vehicle is added to Holman Insights. Cards requested with express shipping by 3:30 p.m. ET are mailed the same day; express requests submitted after 3:30 p.m. ship the next business day. Standard USPS requests are mailed within two business days. WEX automatically generates renewal cards every four years, and they are shipped within seven days after the 15th of the month preceding the card's expiration month.

Lost, stolen, or replacement cards can be ordered or canceled at any time through Holman Insights or with assistance from Holman support. Drivers may also request a replacement through the Holman Insights mobile app. WEX follows the same shipping timelines for replacement cards—same-day express shipment if requested by 3:30 p.m. ET, next-day shipment for later requests, and USPS mailing within two business days. Lost or stolen cards are canceled immediately, and in suspected fraud cases, Holman recommends canceling both the card and the associated PIN. Holman Insights is available 24/7 for immediate card shutoff and reissue, and urgent cases can also be escalated directly to the assigned Holman account representative.

4.2.3.3.8 Describe how you address drivers stranded at the pump

The point-of-sale (POS) override function can be utilized when a driver has reached the maximum number of allowed transactions but needs an additional purchase. In these circumstances, an authorized representative can

temporarily override the POS restrictions to permit one additional fuel transaction. This process helps ensure that the driver is not left stranded at the pump and can continue their route without delay.

In situations where a POS override is not possible, our Maintenance team can provide support by issuing a single-use credit card payment over the phone, if the station is willing to accept it. This one-time payment option serves as an emergency backup measure to ensure the driver can obtain the necessary fuel when standard payment methods are unavailable.

Both procedures are intended for use only when operational necessity requires immediate action to keep the driver mobile and to avoid safety or service interruptions.

4.2.3.4 Billing/Invoicing

4.2.3.4.1 Describe how you invoice based on organization hierarchy and the number of invoices of what each includes.

Holman's system supports multiple legal entities, business units, and operating companies within a single tenant architecture. Our billing system is designed to accommodate multiple organizational levels and provides detailed invoice formatting, including:

- A four-digit alphanumeric client code field
- A two-digit alphanumeric division field
- A four-digit alphanumeric subdivision field
- Six 12-digit and one nine-digit alphanumeric client data fields

Invoices can be sorted and sub-totaled by company, division, subdivision, region, department, employee number, cost center, purchase order number, and other criteria. Additionally, Holman can provide a second line of billing on rental invoices and up to five lines of coding on miscellaneous invoices, ensuring flexibility for complex organizational structures.

4.2.3.4.2 Describe how vehicle manufacturers' reimbursements and fueling transactions discounts are facilitated.

Holman handles various rebates and fleet allowances based on the method of payment available from the applicable manufacturer—either as a credit on the factory invoice including client volume incentives or as payment directly to the customer from the manufacturer on an agreed upon volume incentive, where applicable.

We ensure that the appropriate order/option codes are included with the vehicle order, and when processing the vehicle invoice, Holman ensures the national fleet incentives or client-negotiated incentives, when applicable, appear on each invoice.

Please note: As a current client of ours, State of West Virginia will continue to receive a 2% maintenance rebate at National Account vendors, as well as a 90 basis points fuel rebate based on total fuel spend (credited on a monthly basis).

4.2.3.5 Telematics

4.2.3.5.1 Describe your telematics solution and list of features. Describe how your system addresses pool and assigned vehicles.

Holman maintains a bi-directional integration with Geotab, allowing clients like State of West Virginia to view, manage, and report on all telematics data directly within Holman Insights. Any updates made in Insights sync immediately to Geotab, and changes in Geotab appear in Insights just as quickly. Whether vehicles use Geotab GO devices or OEM-embedded telematics, Holman delivers real-time data flow so your fleet and telematics information can be viewed in one place. This consolidated view enables data-driven decisions on replacements, maintenance planning, driver safety, and overall fleet performance. Holman Insights serves as a single system of record for all fleet data, supported by a dedicated integration team that works with clients and third-party partners to build flexible, secure data connections.

Through our partnership, telematics data flows into Insights for alerts, KPIs, dashboards, and reports, while vehicle and hierarchy information flows back to Geotab for automated device and asset management. Available features include real-time GPS tracking, speed and idle monitoring, geofence management, customizable dashboards, accident detection, engine and diagnostic data, in-vehicle driver coaching with real-time alerts, emissions and fuel reporting, maintenance reminders, and fault-code interpretation—all updated continuously in real time.

Holman Telematics can support your pool vehicles with key fobs and NFC readers that correlate data capture with driver behavior. Holman can also help you manage pooled vehicles for your fleet drivers with our Pool Vehicle Reservation Management program. With this tool, the State of West Virginia can create, reserve, and manage pools of vehicles. Your drivers can then 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 driver's cost center, and view reports showing allocated assets, utilization, and open reservations. We're happy to provide more information on this helpful program.

4.2.3.5.2 Describe reporting capabilities for telematics including exemptions, vehicle log and vehicle/driver scorecard.

Holman Insights provides comprehensive telematics reporting by integrating real-time data from Geotab directly into the platform. Users can access customizable dashboards, KPIs, and alerts that summarize key fleet insights while allowing drill-down to individual vehicles and drivers.

The system supports exemption reporting, enabling agencies to identify and document exempt trips, off-duty usage, or operational exceptions based on configurable rules and telematics inputs. A detailed vehicle log captures GPS location, trip history, idle time, speeding, engine events, and diagnostic information, providing a complete operational record for each unit.

Holman also offers a robust Driver Safety Scorecard that consolidates telematics data—such as harsh braking, acceleration, speeding, idling, and seatbelt usage—with other fleet metrics including MVRs and accident history. Scores are updated in real time, allowing agencies to benchmark drivers, monitor risk categories, and target coaching or training initiatives.

All telematics data is available for export, scheduling, and ad hoc reporting, ensuring the State of West Virginia has full visibility into fleet operations and driver performance through a single, unified platform.

4.2.3.5.3 Describe any additional level of service for first responders.

Geotab integrates with various systems to enhance fleet management for first responders, but specific details about integration with the QUAL system for building daily available first responders tags or lists aren't readily available. However, Geotab does offer robust integration capabilities through APIs and webhooks, which can be used to connect with third-party systems like QUAL.

For use cases such as updating the list of available Emergency Response (ER) technicians on a daily basis, administrators can import a list of designated vehicles or drivers and assign them to a specific Group (e.g., "ER Techs – Daily"). This can be done via MyGeotab's bulk import tool or programmatically through the Geotab API.

4.2.3.6 Odometer and Commuting

4.2.3.6.1 Describe how you capture odometers and the ability to receive and track monthly readings provided by the state of West Virginia.

The following captures odometer readings that feed into Holman's web-based portal, Holman Insights:

FUEL CARD

Primarily, odometer readings are captured through fuel fill-ups when drivers enter mileage at the pump and/or into Holman's Insights mobile app. Additionally, with enrollment in our Fringe Personal Use or Telematics programs, mileage is also collected.

FRINGE (PERSONAL USE)

Through the Holman Insights mobile app, drivers can add odometer readings, enter mileage, and review mileage history right on their mobile devices, then quickly delineate trips for business, personal, or commuter travel. To alleviate administrative burden at year-end and remain compliant with reporting rules, the Holman Insights mobile app automatically notifies drivers with missing mileages and audits all data for validity.

TELEMATICS

Additionally, the Holman Telematics Complete program, for Geotab/OEM Telematics, captures odometer Holman Insights, captures this data, so whether State of West Virginia uses telematics devices or uses OEM telematics data for GM and Ford, all information is captured in one place—Holman Insights. Telematics is likely to be the surest source of accurate odometer information, as it is not dependent upon driver input of data.

DATA INTEGRATION

Holman clients can push odometer readings to our database utilizing our API data set.

4.2.3.6.2 Describe how you capture and track commuting miles.

Through the Holman Insights mobile app, drivers can add odometer readings, enter mileage, and review mileage history right on their mobile devices, then quickly delineate trips for business, personal, or commuter travel. To alleviate administrative burden at year-end and remain compliant with reporting rules, the Holman Insights mobile app automatically notifies drivers with missing mileages and audits all data for validity.

4.2.3.7 Driver Safety Program

4.2.3.7.1 Describe your Driver Safety Program.

Holman offers a full menu of safety services designed to help you improve driver performance, lower accident rates, and streamline administrative efforts and costs. We can help you proactively identify drivers who may be considered high risk, provide online safety training, and test them on their understanding of your company's safety policies. These services are available separately, or they can be combined to offer a more comprehensive program.

In 2014, Holman purchased our own safety company and in 2016 acquired an insurance program manager. This has allowed Holman to provide our clients with auto insurance coverage leveraging fleet and safety data (including telematics data) within our systems for reporting, analytics and reduce a fleet's total cost of risk while also reducing a fleet's exposure to litigation.

Additionally, Holman's fleet insurance products are fully integrated with our driver safety solutions to help customers like State of West Virginia identify risks or gaps in coverage and maximize insurance savings through up front discounts to help reduce premiums.

Holman can analyze and consolidate that data to identify trends and document your risk reduction. With this data we can assure that the appropriate programs are in place and vehicles are spec'd to include the exposures specific to your fleet. Holman's fleet insurance program regularly prices auto insurance premiums more competitively because we understand the safety products and the impact they have for our fleets to reduce their frequency and severity of accidents.

Please see details below on our Total Safety program.

TOTAL SAFETY PROGRAM

The Total Safety Program is an all-inclusive, bundled Safety Program which includes a majority of Holman's safety offerings and Accident Management services into one per driver per month price. With our complete package, the interaction between all the programs results in:

- Cost effectiveness (easy to budget, consistency in billing, unlimited use of training)
- Proactive training distributed (based on a wider base of triggers)
- Data from all programs consolidated in one location (Holman Insights)
- A Driver Scorecard for each driver, division and company

The program components include:

Online Training Modules:

Use engaging, interactive exercises in English or French to help drivers understand how to address a variety of situations, test their comprehension, and certify those that pass, helping you feel confident in the capabilities of every individual you put out on the road. With over 70 modules, and unlimited use of them, you can ensure your drivers have all the training necessary to be safer drivers.

Driver Skills Assessment:

A state-of-the-art risk identification tool that simulates real-world driving situations for cars/light duty vehicles as well as medium duty trucks. It's a highly effective and economical tool that allows you to view each driver to find their strengths and areas for improvement—providing a unique driver specific curriculum of required training modules.

The evaluation includes a combination of interactive driving simulations and theory-based questions pertaining to the safe operation of a motor vehicle. Upon completion of the evaluation, your drivers are placed in a risk level category, given an overall score, and assessed in six key skill categories. Drivers are automatically assigned up to four targeted training modules, based on their individual driving deficiencies. A printable certificate of completion is available at the end of the assessment.

Driver Policy:

Holman will provide access for State of West Virginia to upload their corporate safety or fleet policy for on-line viewable version accessible through Holman's Driver Insights portal. The Driver Insights system requires the driver to acknowledge that they have reviewed the policy. State of West Virginia can view real time status of their drivers' progress. There is no fee for each driver assignment.

Optional: Holman can convert your corporate safety or fleet policy into an on-line Custom Policy Module and test the driver to certify comprehension. The Policy Module can also incorporate a video message or letter from your management demonstrating the importance of the organization's vehicle safety policy. Holman will charge a one-time set-up fee for the creation of the Custom Policy Module (additional charges may be incurred for further customization, additional languages, etc.).

MVR Monitoring:

Your drivers will be continuously monitored to the fullest extent allowed by each state's DMV. You'll see new violations, license status changes, and repeat offenses all within Holman Insights, our web-based fleet management system. This provides the opportunity for you to swiftly address these risky drivers by assigning relevant training or assessing their qualifications for the driving position. With MVR Monitoring, motor vehicle records are continuously scanning for negative driver activity. When negative activity is identified, an MVR is automatically run and housed in Holman Insights for review. MVR Monitoring provides real time visibility into incidents and infractions, which reduces your liability exposure. It also reduces your reliance on self-reporting and reduces the number of MVRs run each year. All state fees are passed through to client.

(Note that MVRs for spouses and children are not included in the Total Safety Program. However, with our standalone MVR Assessment and MVR Monitoring programs, spouses and children can have MVRs run.)

Accident Management:

Our program provides access to a claims technician who takes a comprehensive accident report over the phone in English/Spanish/French. The focus of the program is to prioritize the safety of your drivers — we'll make every effort to get your vehicles back on the road as quickly as possible. As part of the process, our Claims Technician will provide a loss report (FNOL) to you, your risk department, your liability carrier, and anyone else you identify within 60 minutes of taking the call. In addition, the technician will arrange for towing, acquire a loaner vehicle, and schedule and monitor repair work on your behalf, too.

All accident data—including claim and driver details, purchase orders, third-party information, subrogation status, images, and police reports—is captured and readily available at all times via Holman Insights, thereby providing your HSE Team with all the information they need to monitor the repair process with speed and certainty. Subrogation requires an additional fee as a percentage of recovery.

Subrogation: Subrogation is part of the accident management program. Holman retains a fixed percentage of any successfully recovered amounts (with no fee for unsuccessful recovery).

Driver Safety Scorecard: The Driver Safety Scorecard combines data from MVRs, Online Training, Accident Management, Violations, and Telematics to allow for in-depth analysis of driver and fleet performance. Points are applied for negative events such as infractions, overdue training, violations, and/or adverse telematics data. The points applied are completely customizable, as is the amount of time these events remain on a driver's profile. If you choose, drivers can have visibility to this data via the Holman Driver Insights portal and the Holman Insights Mobile App, letting drivers know how their driving actions affect their score and can also be used to promote positive driving behavior.

4.2.3.8 Training and Support

4.2.3.8.1 Describe your training and continued support that will be provided.

As an existing client who received training during implementation, your Account Team will continue to partner with you to support both your tactical needs and strategic objectives.

For ongoing training, Holman boasts a technology help desk and department dedicated solely to support and training for our clients, with additional help available online, right within Holman Insights:

- **Help Desk:** Our Commercial Service Desk (CSD) is our client-facing technology Help Desk — it provides daily telephone support to answer questions and resolve technical hardware/software issues (regarding Holman Insights, Holman Driver Insights, our mobile apps, telematics, etc.). The Commercial Service Desk is staffed at our headquarters in New Jersey and has live operators from 8:30 a.m. to 5:30 p.m. ET, Monday through Friday.
- **Department:** Additionally, Holman's Platform Management Department provides our clients with training on our technologies, at no additional cost, whenever requested.
- **Additional Online Training:** Further, Holman Insights features 24/7 help via the "Walk Me" technology in the Support Center section of the portal (and throughout), which guides new users through our tool. Help and Training sections (with webinars, etc.) are included within the system (to advance your skills or refresh your knowledge), whenever you need them.

4.2.3.9 Reporting

4.2.3.9.1 Explain your solution for integrating inventory, maintenance, fueling, telematics and other vehicle management services into a single platform.

Holman integrates inventory, maintenance, fueling, telematics, and other vehicle management services into a single platform through Holman Insights. Within Insights, State of West Virginia can view, analyze, and report on all key fleet data—driver safety metrics, vehicle status, equipment, fuel card usage, and total fuel spend—all in one place.

The platform provides dashboards, KPIs, and alerts that simplify fuel management by highlighting trends, identifying fraud, monitoring policy compliance, and surfacing cost-saving opportunities. Exception reporting makes it easy to flag inactive cards, tank-capacity violations, daily gallon overages, and premium or non-fuel purchases. All transactions flow into Holman's consolidated billing to streamline expense management. As a single-vendor solution for fuel, maintenance, safety, and telematics, Holman delivers seamless real-time data integration that ensures accurate odometer and hour-meter readings, supports telematics-driven maintenance alerts (such as low oil-life or upcoming PM intervals), and provides additional fuel fraud protection by comparing vehicle location pings to purchase sites. Telematics data also highlights driving behaviors—like harsh braking or speeding—that contribute to higher fuel and maintenance costs. With 24/7 access to consolidated fleet intelligence, Holman Insights gives State of West Virginia a complete, real-time view of your operations and the tools to reduce costs, improve compliance, and simplify overall fleet management.

4.2.3.9.2 Describe what platform(s) are used for reporting.

Holman provides reporting through Holman Insights, our secure, web-based fleet management platform. Insights includes real-time dashboards, KPIs, and dozens of standard reports that can be exported to Excel. Within Insights, the Reporting Hub offers hundreds of pre-built templates and self-service tools, allowing users to build, customize, and schedule reports using a drag-and-drop or wizard interface. For more complex needs, Holman also provides custom report creation through your Account Team. All reporting—standard, ad hoc, and custom—is consolidated within Holman Insights, ensuring a single, unified platform for accessing and analyzing fleet data.

4.3 Qualifications and Experience:

Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

4.3.1 Qualification and Experience Information:

Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

4.3.1.1 The vendor should describe in detail how they plan to help the Fleet Management Division to help meet all project goals and objectives listed above.

Holman will continue to support the State of West Virginia by delivering a unified platform, Holman Insights, that consolidates fueling, maintenance, and telematics data into a single, easy-to-use dashboard with drill-down visibility by division and vehicle. Our solution provides accurate, real-time reporting of operating costs, including cents-per-mile and dollars-per-month metrics, ensuring each agency has transparent insight into its fleet

performance. We will also streamline issue resolution through proactive exception management, clear audit trails, and strong alignment with the state's billing and reconciliation processes.

By integrating telematics odometer data, agency-provided files, and fuel transactions, Holman will enhance data consistency, reduce manual entry, and enable better forecasting and cost control. Throughout the engagement, Holman's account team—supported by specialists in maintenance, billing, telematics, and data integration—will partner closely with agency stakeholders to ensure smooth implementation, ongoing training, and responsive support. Together, this approach provides the State of West Virginia with a modern, stable, and transparent fleet management environment that reduces administrative burden, improves operational performance, and ensures reliable statewide reporting.

4.3.1.2 Vendor should describe how they can meet the project requirements.

Holman will continue to support the State of West Virginia by delivering a unified platform, Holman Insights, that consolidates fueling, maintenance, and telematics data into a single, easy-to-use dashboard with drill-down visibility by division and vehicle. Our solution provides accurate, real-time reporting of operating costs, including cents-per-mile and dollars-per-month metrics, ensuring each agency has transparent insight into its fleet performance. We will also streamline issue resolution through proactive exception management, clear audit trails, and strong alignment with the state's billing and reconciliation processes.

By integrating telematics odometer data, agency-provided files, and fuel transactions, Holman will enhance data consistency, reduce manual entry, and enable better forecasting and cost control. Throughout the engagement, Holman's account team—supported by specialists in maintenance, billing, telematics, and data integration—will partner closely with agency stakeholders to ensure smooth implementation, ongoing training, and responsive support. Together, this approach provides the State of West Virginia with a modern, stable, and transparent fleet management environment that reduces administrative burden, improves operational performance, and ensures reliable statewide reporting.

4.3.1.3 Vendor should describe their experience with working with large and small state fleets.

Holman has extensive experience supporting government fleets of all sizes, currently managing more than 100 state and government clients. These fleets range from small municipal operations to large statewide and federal agencies with more than 100,000 vehicles. We serve a wide variety of asset types, including passenger vehicles, light-, medium-, and heavy-duty trucks, off-road equipment, and alternative-fuel vehicles. Holman understands the operational, budgetary, and compliance pressures unique to the public sector and has developed government-focused solutions that reduce costs, improve transparency, and maintain vehicle availability. Through maintenance cost controls, National Account pricing, and our open vendor network, we help agencies manage aging fleets, minimize downtime, and make informed decisions that support their missions.

Programs for Our Government Clients

Holman has extensive experience with government fleets of all sizes and with all vehicle types. Services we provide to these government clients include all of the service areas noted in State of West Virginia's RFP, and more. Our government clients are on some of the following Holman programs:

- Acquisitions
- Purchasing
- Leasing
- Fuel Card

- Fuel Data Capture
- Licensing, Titling, and Registration Renewals
- Pool Reservation System
- Maintenance Management
- Roadside Assistance
- Accident/Damage Management
- Subrogation
- Remarketing
- and more.

4.3.1.4 The Vendor should provide in detail significant lessons learned from experience at previous projects of similar size and scope, and how the Vendor plans to apply those lessons to help with the Fleet Management Divisions need to provide efficient services for our state agencies.

Holman’s experience supporting large and complex state, county, and municipal fleets has provided practical lessons that directly inform how we will continue to provide robust service to the State of West Virginia. Across fleets of similar size and scope, we’ve learned how to address common challenges such as budget constraints, aging and high-utilization assets, decentralized operations, and the need for transparent, predictable cost control. These projects have reinforced the value of maintenance cost visibility, national account pricing, and an open vendor network—tools we use to reduce downtime and control spend for government clients.

We also bring proven practices from full lifecycle fleet programs—including acquisition, purchasing, leasing, fuel management, licensing and renewals, pool management, maintenance, roadside assistance, accident management, subrogation, and remarketing. By applying these lessons, Holman is able to deliver solutions that streamline workflows, improve compliance, enhance operational efficiency, and support consistent service delivery for the State of West Virginia’s diverse fleet needs.

4.3.2 Mandatory Qualification/Experience Requirements

The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

4.3.2.1 Vendor must have experience working with large fleets and must provide references of large fleets including state fleets that you have worked with or are currently working with. Please provide a contact name, along with their phone numbers and addresses. The State desires to Vendor to have at least 5 years' experience.

Holman was founded in 1924 and began offering fleet management and leasing services in 1948 in the U.S. We are the largest privately-held, family-owned fleet management company in the world. Headquartered in Mount Laurel, New Jersey, Holman manages more than two million vehicles in the U.S., Canada, Mexico, the UK, and Germany.

Please see below regarding two references we are providing at this stage of the RFP process:

State of North Carolina

Robert Riddle

Fleet Director

919-830-1347

1915 Blue Ridge Road, Raleigh, NC 27607

State of Minnesota

Jonathan Carter

Fleet Director

Phone is not applicable; however, Jon's email address is as follows: jonathan.carter@state.mn.us

130 State Capitol 75 Rev Dr Mart Blvd, Saint Paul, MN 55155-0001

Red Bull North America

Fritz Leon

Fleet Director

303-475-1520

1630 Stewart St Ste A, Santa Monica, CA 90404-4020

REQUEST FOR PROPOSAL

Department of Administration - Fleet Management Division CRFP FLT2600000002

Step 1: Lowest Cost of All Proposals / Cost of Proposal Being Evaluated = Cost Score Percentage

Step 2: Cost Score Percentage X Points Allocated to Cost Proposal = **Total Cost Score**

Example:

Proposal 1 Cost is \$1,000,000

Proposal 2 Cost is \$1,100,000

Points Allocated to Cost Proposal is 30

Proposal 1: Step 1 – $\$1,000,000 / \$1,000,000 =$ Cost Score Percentage of 1 (100%)
Step 2 – $1 \times 30 =$ Total Cost Score of 30

Proposal 2: Step 1 – $\$1,000,000 / \$1,100,000 =$ Cost Score Percentage of 0.909091 (90.9091%)
Step 2 – $0.909091 \times 30 =$ Total Cost Score of 27.27273

- 6.8 Availability of Information:** Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3. d.

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Automotive Rentals, Inc. t/a Holman

(Company)

Mike Dalessandro, District Sales Manager

(Representative Name, Title)

609-678-7763

(Contact Phone/Fax Number)

3/12/2026

(Date)

Software as a Service Addendum

1. Definitions:

Acceptable alternative data center location means a country that is identified as providing equivalent or stronger data protection than the United States, in terms of both regulation and enforcement. DLA Piper's Privacy Heatmap shall be utilized for this analysis and may be found at <https://www.dlapiperdataprotection.com/index.html?t=world-map&c=US&c2=IN>.

Authorized Persons means the service provider's employees, contractors, subcontractors or other agents who have responsibility in protecting or have access to the public jurisdiction's personal data and non-public data to enable the service provider to perform the services required.

Data Breach means the unauthorized access and acquisition of unencrypted and unredacted personal data that compromises the security or confidentiality of a public jurisdiction's personal information and that causes the service provider or public jurisdiction to reasonably believe that the data breach has caused or will cause identity theft or other fraud.

~~Individually Identifiable Health Information means information that is a subset of health information, including demographic information collected from an individual, and (1) is created or received by a health care provider, health plan, employer or health care clearinghouse; and (2) relates to the past, present or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (a) that identifies the individual; or (b) with respect to which there is a reasonable basis to believe the information can be used to identify the individual.~~

Commented [DK1]: Not applicable for this contract.

Non-Public Data means data, other than personal data, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential by the public jurisdiction because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information.

Personal Data means data that includes information relating to a person that identifies the person by first name or first initial, and last name, and has any of the following personally identifiable information (PII); government-issued identification numbers (e.g., Social Security, driver's license, state identification card); financial account information, including account number, credit or debit card numbers; or protected health information (PHI).

~~Protected Health Information (PHI) means individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. PHI excludes education records covered by the Family Educational Rights and Privacy Act (FERPA), as amended, 20 U.S.C. 1232g, records described at 20 U.S.C. 1232g(a)(4)(B)(iv) and employment records held by a covered entity in its role as employer.~~

Public Jurisdiction means any government or government agency that uses these terms and conditions. The term is a placeholder for the government or government agency.

Public Jurisdiction Data means all data created or in any way originating with the public jurisdiction, and all data that is the output of computer processing or other electronic manipulation of any data that was created by or in any way originated with the public jurisdiction, whether such data or output is stored on the public jurisdiction's hardware, the service provider's hardware or exists in any system owned, maintained or otherwise controlled by the public jurisdiction or by the service provider.

Public Jurisdiction Identified Contact means the person or persons designated in writing by the public jurisdiction to receive security incident or breach notification.

Restricted data means personal data and non-public data.

Security Incident means the actual unauthorized access to personal data or non-public data the service provider believes could reasonably result in the use, disclosure or theft of a public jurisdiction's unencrypted personal data or non-public data within the possession or control of the service provider. A security incident may or may not turn into a data breach.

Service Provider means the contractor and its employees, subcontractors, agents and affiliates who are providing the services agreed to under the contract.

Software-as-a-Service (SaaS) means the capability provided to the consumer to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

2. Data Ownership: The public jurisdiction will own all right, title and interest in its data that is related to the services provided by this contract. The service provider shall not access public jurisdiction user accounts or public jurisdiction data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract or (4) at the public jurisdiction's written request.

3. Data Protection and Privacy: Protection of personal privacy and data shall be an integral part of the business activities of the service provider to ensure there is no inappropriate or unauthorized use of public jurisdiction information at any time. To this end, the service provider shall safeguard the confidentiality, integrity and availability of public jurisdiction information and comply with the following conditions:

- a) The service provider shall implement and maintain appropriate administrative, technical and physical security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. In Appendix A,

the public jurisdiction shall indicate whether restricted information will be processed by the service provider. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind. The service provider shall ensure that all such measures, including the manner in which personal data and non-public data are collected, accessed, used, stored, processed, disposed of and disclosed, comply with applicable data protection and privacy laws, as well as the terms and conditions of this Addendum and shall survive termination of the underlying contract.

- b) The service provider represents and warrants that its collection, access, use, storage, disposal and disclosure of personal data and non-public data do and will comply with all applicable federal and state privacy and data protection laws, as well as all other applicable regulations, policies and directives.
- c) The service provider shall support third-party multi-factor authentication integration with the public jurisdiction third-party identity provider to safeguard personal data and non-public data.
- d) ~~If, in the course of its engagement by the public jurisdiction, the service provider has access to or will collect, access, use, store, process, dispose of or disclose credit, debit or other payment cardholder information, the service provider shall at all times remain in compliance with the Payment Card Industry Data Security Standard ("PCI DSS") requirements, including remaining aware at all times of changes to the PCI DSS and promptly implementing all procedures and practices as may be necessary to remain in compliance with the PCI DSS, in each case, at the service provider's sole cost and expense. All data obtained by the service provider in the performance of this contract shall become and remain the property of the public jurisdiction.~~
- e)d) All personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of the personal data.
- f)e) Unless otherwise stipulated, the service provider shall encrypt all non-public data at rest and in transit, in accordance with recognized industry practice. The public jurisdiction shall identify data it deems as non-public data to the service provider.
- g)f) At no time shall any data or process - that either belong to or are intended for the use of a public jurisdiction or its officers, agents or employees - be copied, disclosed or retained by the service provider or any party related to the service provider for subsequent use in any transaction that does not include the public jurisdiction.
- h)g) The service provider shall not use or disclose any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.
- i)h) Data Location. For non-public data and personal data, the service provider shall provide its data center services to the public jurisdiction and its end users solely from data centers in the U.S. Storage of public jurisdiction data at rest shall be located solely in data centers in the U.S. The service provider shall not allow its personnel or contractors to store public jurisdiction data on portable devices, including personal computers, except for devices that are used and kept only at its

Commented [DK2]: Not applicable to this contract

U.S. data centers. With agreement from the public jurisdiction, this term may be met by the service provider providing its services from an acceptable alternative data center location, which agreement shall be stated in Appendix A. The Service Provider may also request permission to utilize an acceptable alternative data center location during a procurement's question and answer period by submitting a question to that effect. The service provider shall permit its personnel and contractors to access public jurisdiction data remotely only as required to provide technical support.

4. Security Incident or Data Breach Notification: The service provider shall inform the public jurisdiction of any confirmed security incident or data breach.

- a) Incident Response: The service provider may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as defined by law or contained in the contract. Discussing security incidents with the public jurisdiction shall be handled on an urgent as-needed basis, as part of service provider communication and mitigation processes defined by law or contained in the contract.
- b) Security Incident Reporting Requirements: The service provider shall report a confirmed Security Incident as soon as practicable, but no later than ~~twenty-four~~twenty-four~~eight~~eight (24) hours after the service provider becomes aware of it, to: (1) the department privacy officer, by email, with a read receipt, identified in Appendix A; and, (2) unless otherwise directed by the public jurisdiction in the underlying contract, the WVOT Online Computer Security and Privacy Incident Reporting System at <https://appswv.gov/ot/ir/Default.aspx>, and (3) the public jurisdiction point of contact for general contract oversight/administration. The following information shall be shared with the public jurisdiction: (1) incident phase (detection and analysis; containment, eradication and recovery; or post-incident activity), (2) projected business impact, and, (3) attack source information.
- c) Breach Reporting Requirements: Upon the discovery of a data breach or unauthorized access to non-public data, the service provider shall immediately report to: (1) the department privacy officer, by email, with a read receipt, identified in Appendix A; and, (2) unless otherwise directed by the public jurisdiction in the underlying contract, the WVOT Online Computer Security and Privacy Incident Reporting System at <https://apow.vv.gov/ot/ir/Default.aspx>, and the public jurisdiction point of contact for general contract oversight/administration.

5. Breach Responsibilities: This section only applies when a data breach occurs with respect to personal data within the possession or control of the service provider.

- a) Immediately after being awarded a contract, the service provider shall provide the public jurisdiction with the name and contact information for an employee of service provider who shall serve as the public jurisdiction's primary security contact and shall be available to assist the public jurisdiction twenty-four (24) hours per day, seven (7) days per week as a contact in resolving obligations associated with a data breach. The service provider may provide this information in Appendix A.

- b) Immediately following the service provider's notification to the public jurisdiction of a data breach, the parties shall coordinate cooperate with each other to investigate the data breach. The service provider agrees to fully cooperate with the public jurisdiction in the public jurisdiction's handling of the matter, including, without limitation, at the public jurisdiction's request, making available all relevant records, logs, files, data reporting and other materials required to comply with applicable law and regulation.
- c) Within 72 hours of the discovery, the service provider shall notify the parties listed in 4(c) above, to the extent known: (1) date of discovery; (2) list of data elements and the number of individual records; (3) description of the unauthorized persons known or reasonably believed to have improperly used or disclosed the personal data; (4) description of where the personal data is believed to have been improperly transmitted, sent, or utilized; and, (5) description of the probable causes of the improper use or disclosure.
- d) The service provider shall (1) cooperate with the public jurisdiction as reasonably requested by the public jurisdiction to investigate and resolve the data breach, (2) promptly implement necessary remedial measures, if necessary, and prevent any further data breach at the service provider's expense in accordance with applicable privacy rights, laws and regulations and (3) document responsive actions taken related to the data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
- e) If a data breach is a direct result of the service provider's ~~breach of its contract obligation to encrypt personal data or otherwise prevent its release~~gross negligence or willful misconduct, the service provider shall bear the costs associated with (1) the investigation and resolution of the data breach; (2) notifications to individuals, regulators or others required by state or federal law; (3) a credit monitoring service (4) a website or a toll-free number and call center for affected individuals required by state law — all not to exceed the average per record per person cost calculated for data breaches in the United States in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach (or other similar publication if the named publication has not issued an updated average per record per cost in the last 5 years at the time of the data breach); and (5) complete all corrective actions as reasonably determined by service provider based on root cause. The service provider agrees that it shall not inform any third party of any data breach without first obtaining the public jurisdiction's prior written consent, other than to inform a complainant that the matter has been forwarded to the public jurisdiction's legal counsel and/or engage a third party with appropriate expertise and confidentiality protections for any reason connected to the data breach. Except with respect to where the service provider has an independent legal obligation to report a data breach, the service provider agrees that the public jurisdiction shall have the sole right to determine: (1) whether notice of the data breach is to be provided to any individuals, regulators, law enforcement agencies, consumer reporting agencies or others, as required by law or regulation, or otherwise in the public jurisdiction's discretion; and (2) the contents of such notice, whether any

type of remediation may be offered to affected persons, and the nature and extent of any such remediation. The service provider retains the right to report activity to law enforcement.

6. Notification of Legal Requests: The service provider shall contact the public jurisdiction upon receipt of any electronic discovery, litigation holds, discovery searches and expert testimonies related to the public jurisdiction's data under this contract, or which in any way might reasonably require access to the data of the public jurisdiction. The service provider shall not respond to subpoenas, service of process and other legal requests related to the public jurisdiction without first notifying the public jurisdiction, unless prohibited by law from providing such notice.

7. Termination and Suspension of Service:

- a) In the event of a termination of the contract, the service provider shall implement an orderly return of public jurisdiction data within the time period and format specified in the contract (or in the absence of a specified time and format, a mutually agreeable time and format) and after the data has been successfully returned, securely and permanently dispose of public jurisdiction data.
- b) During any period of service suspension, the service provider shall not take any action to intentionally erase any public jurisdiction data.
- c) In the event the contract does not specify a time or format for return of the public jurisdiction's data and an agreement has not been reached, in the event of termination of any services or agreement in entirety, the service provider shall not take any action to intentionally erase any public jurisdiction data for a period of:
 - 10 days after the effective date of termination, if the termination is in accordance with the contract period
 - 30 days after the effective date of termination, if the termination is for convenience
 - 60 days after the effective date of termination, if the termination is for cause

After such period, the service provider shall have no obligation to maintain or provide any public jurisdiction data and shall thereafter, unless legally prohibited, delete all public jurisdiction data in its systems or otherwise in its possession or under its control.

- d) The public jurisdiction shall be entitled to any post-termination assistance generally made available with respect to the services, unless a unique data retrieval arrangement has been established as part of the Contract.
- e) The service provider shall securely dispose of all requested data in all of its forms, such as disk, CD/ DVD, backup tape and paper, when requested by the public jurisdiction. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the public jurisdiction.

8. Background Checks: The service provider shall conduct criminal background checks in compliance with W.Va. Code &15-2D-3 and not utilize any staff to fulfill the obligations

of the contract, including subcontractors, who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or misdemeanor offense for which incarceration for up to 1 year is an authorized penalty. The service provider shall promote and maintain an awareness of the importance of securing the public jurisdiction's information among the service provider's employees and agents.

9. Oversight of Authorized Persons: During the term of each authorized person's employment or engagement by service provider, service provider shall at all times cause such persons to abide strictly by service provider's obligations under this Agreement and service provider's standard policies and procedures. The service provider further agrees that it shall maintain a disciplinary process to address any unauthorized access, use or disclosure of personal data by any of service provider's officers, partners, principals, employees, agents or contractors.

10. Access to Security Logs and Reports: The service provider shall provide reports to the public jurisdiction in CSV format agreed to by both the service provider and the public jurisdiction. Reports shall include user access (successful and failed attempts), user access IP address, user access history and security logs for all public jurisdiction files and accounts related to this contract.

11. Data Protection Self-Assessment: The service provider shall perform a Cloud Security Alliance STAR Self-Assessment by completing and submitting the "Consensus Assessments Initiative Questionnaire" to the Public Jurisdiction Identified Contact. The service provider shall submit its self-assessment to the public jurisdiction prior to contract award and, upon request, annually thereafter, on the anniversary of the date of contract execution. Any deficiencies identified in the assessment will entitle the public jurisdiction to disqualify the bid or terminate the contract for cause.

12. Data Center Audit: The service provider shall perform an audit of its data center(s) at least annually at its expense and provide a redacted version of the audit report upon request. The service provider may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit. Any deficiencies identified in the report or approved equivalent will entitle the public jurisdiction to disqualify the bid or terminate the contract for cause.

13. Change Control and Advance Notice: The service provider shall give 30 days, advance notice (to the public jurisdiction) of any upgrades (e.g., major upgrades, minor upgrades, system changes) that may impact service availability and performance. A major upgrade is a replacement of hardware, software or firmware with a newer or better version in order to bring the system up to date or to improve its characteristics.

14. Security:

- a) At a minimum, the service provider's safeguards for the protection of data shall include: (1) securing business facilities, data centers, paper files, servers, back-up

systems and computing equipment, including, but not limited to, all mobile devices and other equipment with information storage capability; (2) implementing network, device application, database and platform security; (3) securing information transmission, storage and disposal; (4) implementing authentication and access controls within media, applications, operating systems and equipment; (5) implementing appropriate personnel security and integrity procedures and practices, including, but not limited to, conducting background checks consistent with applicable law; and (6) providing appropriate privacy and information security training to service provider's employees.

- b) The service provider shall execute well-defined recurring action steps that identify and monitor vulnerabilities and provide remediation or corrective measures. Where the service provider's technology or the public jurisdiction's required dependence on a third-party application to interface with the technology creates a critical or high risk, the service provider shall remediate the vulnerability as soon as possible. The service provider must ensure that applications used to interface with the service provider's technology remain operationally compatible with software updates.
- c) Upon the public jurisdiction's written request, the service provider shall provide a high-level network diagram with respect to connectivity to the public jurisdiction's network that illustrates the service provider's information technology network infrastructure.

15. Non-disclosure and Separation of Duties: The service provider shall enforce separation of job duties, require commercially reasonable non-disclosure agreements, and limit staff knowledge of public jurisdiction data to that which is absolutely necessary to perform job duties.

16. Import and Export of Data: The public jurisdiction shall have the ability to securely import, export or dispose of data in standard format in piecemeal or in entirety at its discretion without interference from the service provider. This includes the ability for the public jurisdiction to import or export data to/from other service providers identified in the contract (or in the absence of an identified format, a mutually agreeable format).

17. Responsibilities: The service provider shall be responsible for the acquisition and operation of all hardware, software and network support related to the cloud services being provided. The technical and professional activities required for establishing, managing and maintaining the environments are the responsibilities of the service provider.

18. Subcontractor Compliance: The service provider shall ensure that any of its subcontractors to whom it provides any of the personal data or non-public data it receives hereunder, or to whom it provides any personal data or non-public data which the service provider creates or receives on behalf of the public jurisdiction, agree to the restrictions, terms and conditions which apply to the service provider hereunder.

19. Right to Remove Individuals: The public jurisdiction shall have the right at any time to require that the service provider remove from interaction with public jurisdiction any

service provider representative who the public jurisdiction believes is detrimental to its working relationship with the service provider. The public jurisdiction shall provide the service provider with notice of its determination, and the reasons it requests the removal. If the public jurisdiction signifies that a potential security violation exists with respect to the request, the service provider shall immediately remove such individual. The service provider shall not assign the person to any aspect of the contract without the public jurisdiction's consent.

20. Business Continuity and Disaster Recovery: The service provider shall provide a business continuity and disaster recovery plan executive summary upon request. Lack of a plan will entitle the public jurisdiction to terminate this contract for cause.

21. Compliance with Accessibility Standards: The service provider shall comply with and adhere to Accessibility Standards of Section 508 Amendment to the Rehabilitation Act of 1973.

22. Web Services: The service provider shall use web services exclusively to interface with the public jurisdiction's data in near real time when possible.

23. Encryption of Data at Rest: The service provider shall ensure hard drive encryption consistent with validated cryptography standards as referenced in FIPS 140-2, Security Requirements for Cryptographic Modules for all personal data.

24. Subscription Terms: Service provider grants to a public jurisdiction a license to:

- a. Access and use the service for its business purposes;
- b. For SaaS, use underlying software as embodied or used in the service; and
- c. View, copy, upload, download (where applicable), and use service provider's documentation.

25. Equitable Relief: Service provider acknowledges that any breach of its covenants or obligations set forth in Addendum may cause the public jurisdiction irreparable harm for which monetary damages would not be adequate compensation and agrees that, in the event of such breach or threatened breach, the public jurisdiction is entitled to seek equitable relief, including a restraining order, injunctive relief, specific performance and any other relief that may be available from any court, in addition to any other remedy to which the public jurisdiction may be entitled at law or in equity. Such remedies shall not be deemed to be exclusive but shall be in addition to all other remedies available at law or in equity, subject to any express exclusions or limitations in this Addendum to the contrary.

AGREED:

Name of Agency: _____

Name of Vendor: _____

Signature: _____

Signature: _____

Title: _____

Title: _____

Date: _____

Date: _____

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. Required information not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Service Provider/Vendor: Holman

Name of Agency: _____

Agency/public jurisdiction's required information:

1. Will restricted information be processed by the service provider?

Yes
No

2. If yes to #1, does the restricted information include personal data?

Yes
No

3. If yes to #1, does the restricted information include non-public data?

Yes
No

4. If yes to #1, may the service provider store public jurisdiction data in a data center in an acceptable alternative data center location, which is a country that is not the U.S.?

Yes
No

5. Provide name and email address for the Department privacy officer:

Name: _____

Email address: _____

Vendor/Service Provider's required information:

6. Provide name and contact information for vendor's employee who shall serve as the public jurisdiction's primary security contact:

Name: William Derksen

Email address: William.Derksen@holman.com

Phone Number: N/A

REQUEST FOR PROPOSAL

Department of Administration - Fleet Management Division
CRFP FLT2600000002

Attachment C: Federal Funds Addendum

In implementing the prohibition under Public Law 115-232, section 889, subsection (f), paragraph (1), heads of executive agencies administering loan, grant, or subsidy programs shall prioritize available funding and technical support to assist affected businesses, institutions and organizations as is reasonably necessary for those affected entities to transition from covered communications equipment and services, to procure replacement equipment and services, and to ensure that communications service to users and customers is sustained.

State of West Virginia
Purchasing Division

Vendor Name:

By: _____

By:  _____

Printed Name: _____

Printed Name: **Bob White** _____

Title: _____

Title: **President** _____

Date: _____

Date: **3-5-2026** _____

