

REQUEST FOR PROPOSALS FOR

Fleet Credit Card Program

RFP# 06597

To



The State of Washington

February 2008

Prepared and Submitted By:

Comdata Corporation



February 21, 2008

Neva Peckham
Contracts Specialist
Department of General Administration
Office of State Procurement
210 11th AVE SW Room 201 GA Bldg
Olympia WA 98504-1017

Dear Ms. Peckham:

On behalf of Comdata, we appreciate the opportunity to respond to the State of Washington Request for Proposal for Fleet Credit Card Program for State of Washington agencies.

Comdata is a leading provider of fuel card services and transaction processing. We will work with the State of Washington to provide tax-exempt transactions on refined fuel products and alternative fuels that are dispensed into State agency vehicles.

Comdata will provide all card services, allowing the State to access all related fuel and maintenance work at any location that accepts MasterCard. This will enable the State to continue receiving the necessary data at fueling locations throughout the State of Washington and neighboring states. We will sell fuel to the State, invoice all transactions, and exempt the State from the applicable Federal Exercise Tax on gallons purchased. The card can be used at marinas, airports, and mobile locations coast-to-coast. As a result of this universal acceptance, the State will no longer need a separate card for each one of those functions or to run concurrent dual programs.

The Comdata-supplied MasterCard and fueling program offer the State of Washington several benefits unparalleled in the industry today: **Acceptability, Tax Exemption, National Discounts** and acceptance in Canada. Our team will provide the State with a one-card solution capable of tax-exempt pricing and easy integration with the State's current fleet management system.

Sincerely,

A handwritten signature in black ink that reads 'Brian Truman'. The signature is written in a cursive style with a large initial 'B'.

Brian Truman
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Brentwood, TN 37027
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BIDDER'S AUTHORIZED OFFER

(BID SIGNATURE PAGE)

Request for Proposal #06507 – Fleet Credit Card Program

Issued by the State of Washington

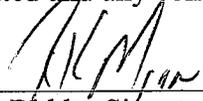
Certifications and Assurances

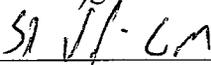
We make the following certifications and assurances as a required element of the Response, to which it is attached, affirming the truthfulness of the facts declared here and acknowledging that the continuing compliance with these statements and all requirements of the RFP are conditions precedent to the award or continuation of the resulting Contract.

1. The prices in this Response have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered. The prices in this Response have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before Contract award unless otherwise required by law. No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit an offer for the purpose of restricting competition. However, we may freely join with other persons or organizations for the purpose of presenting a single Proposal or Bid.
2. The attached Response is a firm offer for a period of 120 days following the Response Due Date specified in the RFP, and it may be accepted by the Purchasing Activity without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 120-day period. In the case of protest, our Response will remain valid for 180 days or until the protest and any related court action is resolved, whichever is later.
3. In preparing this Response, we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to the State's solicitation, or prospective Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this Response. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
4. We understand that the State will not reimburse us for any costs incurred in the preparation of this Response. All Responses become the property of the State, and we claim no proprietary right to the ideas, writings, items or samples unless so stated in the Response. Submission of the attached Response constitutes an acceptance of the evaluation criteria and an agreement to abide by the procedures and all other administrative requirements described in the solicitation document.
5. We understand that any Contract awarded, as a result of this Response will incorporate all the solicitation requirements. Submission of a Response and execution of this Certifications and Assurances document certify our willingness to comply with the Contract terms and conditions appearing in Appendix B, if selected as a contractor. It is further understood that our standard contract will not be considered as a replacement for the terms and conditions appearing in Appendix B of this solicitation.

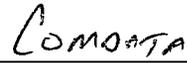
6. The authorized signatory below acknowledges having read and understood the entire solicitation and agrees to comply with the terms and conditions of the solicitation in submitting and fulfilling the offer made in its Bid.
7. By submitting this Bid, Bidder hereby offers to furnish materials, supplies, and/or equipment in compliance with all terms, conditions, and specifications contained in this solicitation.

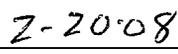
The signatory below represents that he/she has the authority to bind the company named below to the Bid submitted and any contract awarded as a result of this solicitation.



Bidder Signature


Title



Company Name


Date

THIS BID RECEIVED AND OPENED
IN ACCORDANCE WITH THE TERMS
AND CONDITIONS NOTED ON THE
FACE HEREOF: 

Executive Summary

The Comdata Team offers a compelling and high-value proposal to the State of Washington that will allow the State to take advantage of universal card acceptance, an ever-expanding network of discount locations, financial incentives, robust reporting and controls, and the ability to purchase fuel products net of applicable taxes.

Comdata Corporate Overview

Comdata is redefining the movement of money and information through technology for businesses, their customers and employees. Comdata has over 37 years of experience in transaction processing and the fueling industry.

Founded in 1969, Comdata has been a premier service provider in the transportation industry for over three decades. Comdata is a subsidiary of Ceridian Corporation (CEN on NYSE) and is headquartered in Brentwood, TN. Comdata serves more than three million cardholders, transfers more than \$12 billion in funds annually for more than 21,000 fleet customers who employ more than one million professional drivers. Comdata's fueling network is the largest in North America.

Comdata's philosophy involves listening to our customers' needs to enhance the core business, while also moving beyond the transportation industry with our core competency: enabling businesses to cut costs and improve efficiency in payment services and data transactions through "trust-enabled" protocols that ensure authorization and authentication according to each individual business' rules. Comdata is divided into multiple divisions that come together as a cohesive unit to service our current and potential customer base. Comdata has various business units that make us diverse in all areas of card processing. Business units include ~~Transportation Services, Fleet Services, Business Services, Merchant Services, Regulatory Compliance, Payment Services, Payroll Distribution and SVS (Stored Value Systems).~~

The Business Services Division represents the Comdata MasterCard Fleet Card product, which is the primary product offering to the State of Washington. The Comdata MasterCard brings many of the conveniences of the Comdata solution to the government fleet environment. Cardholders enjoy the universal acceptance of the MasterCard product with the additional security and data capture features. The card may also be used in Comdata's proprietary truck stop network. Additionally, Comdata has expanded the Business Services card to include travel and entertainment, procurement and management of mobile fueling, bulk fueling, onsite and

propane, aviation-related fueling and services and other forms of energy purchasing.

Comdata's primary business objective is to be the single-source transaction processing and reporting tool for all energy-related and fleet maintenance purchases for our customers. Comdata excels in building synergies between our company and other third-party vendors to achieve successful partnerships for the benefit of each other and our mutual customers. Today, Comdata processes fueling transactions for all grades of diesel, unleaded, propane, aviation and other fuels through a multitude of purchase methods including our proprietary network of travel plazas, mobile fueling providers, bulk fuel providers, automated card locks and MasterCard locations through a single piece of plastic. In addition, all fleet and/or maintenance procurement activity regardless of grade or purchase method can be provided back to the client in one invoice.

Combined Strengths

The Comdata Team has combined strengths to form a collaborative relationship that will provide supply chain management solutions for fueling at the retail, wholesale and bulk levels. The Comdata Team is a licensed provider of gasoline and diesel with the ability to supply and distribute refined petroleum products on a nationwide basis.

Executive Summary - Key Points to Consider in Proposal Criteria and Evaluation

1. Experience

While other fleet card vendors may claim their company as the leader in state experience, the fact is Comdata is the true leader in state government experience and overall fleet experience. Comdata has been in business since 1969, longer than any other fleet card company in the industry today and has been listening to customers and providing true solutions to customer needs, not just talk.

Also, with Brian Truman and Tom Gustin assigned to your State contract, the State will have more experience than all other companies combined. Brian Truman has been involved in the fleet card industry for 16 years with the entirety of that experience concentrated on state government and State solutions. Tom brings 28 years of government experience: 14 years as a purchasing manager and 14 years as a fleet manager for the State of Montana. He has both the experience of releasing an RFP and knowing the criteria but also of managing a state fleet and all the nuances that come with state fleets. He knows your business from the inside and

no other vendor can make that claim. With Brian and Tom we bring over 44 years of experience to the table. As you can see, Comdata, along with Brian and Tom, bring the most experience to the table to implement your account and to provide true solutions. We don't just talk the talk we actually walk the walk.

2. Fuel Card Implementation

We contend that if the State talks with the most recently implemented Comdata customers, they will see the true reason that fleets have made the switch to Comdata. One of those reasons is expert implementation. For example, United Parcel Service was implemented by issuing 70,000 cards in 45 days and no other competitor can make that claim. We encourage the State to ask UPS the reasons why they made the switch to Comdata from Wright Express. Comdata offers a complete program for government and educational institutions and financial incentives to make the best program for the State .

3. Alternative Fuel Reporting

Brian Truman and Tom Gustin have attended several conferences and given presentations on alternative fuels from E-85 and Propane to Bio-diesel, to see what the future holds and to provide the State with the best information in the marketplace today. With the incessant demands on agencies to provide alternative fuel reporting to the Legislature and the Governor's Office, we know it is important for to the State to provide accurate and timely data. At Comdata, we offer a means for the State to receive the correct information in order to report the true volume of alternative fuel purchased while enabling agencies to purchase alternative fuel from a much wider range of merchants due to the universal acceptance of the Comdata MasterCard.

4. Cost/Discounts

Comdata provides the State with the flexibility to choose retail pricing. We offer a large network of discount locations—a cost-saving means that agency fleets have sought for many years—that our competitors have been unable to effectively provide, due in part to the high costs that merchants must pay to accept the competitors' proprietary cards. Private sector and commercial transportation fleets have long known the value of utilizing fueling discount networks and these fleets would cease to exist if forced to pay retail pricing without the benefit of a widespread discount network.

Legislatures and agency budget analysts alike are continually demanding that State agencies "operate more like a business". By utilizing a network of discount locations--oftentimes, the very same locations currently used by State fleets--cost savings are immediate, measurable and widespread. The wide variety of discount locations in our network encompasses all brands, even though our competition would have you believe that it consists only of the highest priced marketers—a statement that is far from the truth. In most cases, the discounts are offered by many of the lowest priced marketers, thereby adding to the savings for the State . Our discount network continues to grow and we are able to provide this immediate cost-savings solution to the State.

In terms of sound fiscal practices throughout the life of the contract, please take into account the overall cost of a program, not just to the State, but to its taxpayers and marketers in the State's revenue base.

Less Interchange Rate - We offer a greater economic benefit to the State through an interchange rate that is nearly half of the rate charged by our competitors' proprietary card acceptance. This provides for better merchant relations with the State and allows for the State 's volume to leverage strategic supplier discounts. The Comdata MasterCard rate to merchants is between 1.8 and 2 percent.

5. Federal Diesel Tax Exemption

Comdata was the first universal fleet card issuer to provide Federal Diesel Tax exemption and continues to offer tax exemption on both gas and diesel transactions and did not need to seek legislative help to accomplish this task.

6. Comdata MasterCard Universal Acceptance

The Comdata card is accepted anywhere that MasterCard is accepted giving the State the most widely accepted card for both Fuel and Maintenance. We can also limit the State to 100 percent level three locations, a feature which our competition does not and cannot offer.

Comdata contends that the proposal evaluation process will demonstrate that we are the best fuel card provider for the State , offering the highest value and cost savings, the smoothest and most timely implementation process and fully meeting your needs.

We believe if the State is looking for a fuel card vendor that offers the best product and solutions today, and in the future, then Comdata is

the choice for the State . The following are many other benefits, features and solutions that distinguish Comdata from our competition and offer reasons why Comdata is the best choice for the State.

Other Distinguishing Benefits to Manage Fleet Costs

Some other advantages that will help reduce the State's fleet costs include these following areas:

CARD ACCEPTANCE

1. Better rural coverage and merchant relations because:
 - a. Merchant fees are about half of the competitor's proprietary card
 - b. Most widely accepted business-to-business card worldwide
 - c. Merchant receives full settlement for the transaction as the Comdata Team applies for the taxes instead of the station or wholesaler
2. Card is universally accepted for all fuel products, enhancing the State's ability to purchase alternative fuels, such as E85 and Bio-diesel
3. Card is widely accepted at Marina and Aviation locations thus no need for carrying multiple cards
4. Card is accepted in Mexico and Canada, thus precluding the need for dual cards or programs
5. The State can use the same card for Retail fuel as well as Bulk, On-site and Mobile fueling and receive one invoice.

MAINTENANCE PURCHASES

1. Card is widely accepted at maintenance and non-fuel locations and may be used for all fleet related purchases such as car washes, oil changes, tires, auto parts and service merchants, etc.
2. Comdata has the ability to pass data from maintenance locations for comprehensive reporting of service, parts and labor provided
3. State is not bound by a \$75 threshold, but has the ability to have separate dollar limits for car washes, oil changes, tires, etc.
4. The Comdata card can be used as a "virtual card" for expenditures.

TAX EXEMPTION

1. Federal Excise Tax on diesel is exempted at the transaction level, not posted as a lump sum credit in the month following
2. Fuel taxes are exempted at accepting merchants including independent fuel merchants

3. The Comdata Team files for the refund, the wholesaler and merchant are not burdened with the task of documenting and filing for each tax exempt sale

ACCOUNT AND DATA MANAGEMENT TOOLS

1. Smart Buy-- an online tool showing the least expensive retail and wholesale pricing, in real-time, across the state and the country
2. Ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, has exceeded limits, etc.
3. Comprehensive data capture and reporting for both vehicle cards and driver cards
4. Can interface with mobile re-fuelers to capture data from fueling at remote locations
5. Technical services support provided to "map" transaction data directly into fleet management software
6. Ability to assign General Ledger coding to transactions and map the corresponding data to the agency's financial system
7. Comdata provides 15 levels of Hierarchy and reporting

CONTROLS

1. Cards can be reassigned/moved without having to reissue plastic
2. Pre-determined controls/purchase profiles may be assigned to a single card or an entire fleet
3. Controls allow for a one-time override with automatic reset to previous levels
4. Both soft-limits and hard-limits may be applied on the same card
5. All authorizations and transactions—on-site and retail—are processed internally by Comdata for greater control and more accurate data capture, thus eliminating third party "finger-pointing"
6. Comdata process all transactions internally providing more control and accurate data.

FINANCIAL INCENTIVES

1. Implementation cost sharing of on a per card basis for cards with transaction activity within 60 days of contract signing.
2. Volume incentive rebates, based on the total volume of fuel and maintenance purchases, which easily turn an agency fleet into a revenue-generating operation.
3. Early pay incentives for payments made twice monthly or for payments made daily.

4. A discount of up to \$.02/gallon at a network of conveniently located commercial locations and travel plazas throughout the entire country.

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post, and immediately determine if a driver enters the wrong PIN number, swipes the card incorrectly, exceeds agency limits, etc. One important feature is the ability to view authorizations and declines in real-time and if a transaction is declined, for whatever reason, the authorized agency fleet manager, would be able to go online immediately and see why the transaction failed. In addition to citing the reason for the decline, the system suggests a corrective action. For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online *as it occurs*. The driver could be informed while still present at the station. Under the State's current system, the vendor must be contacted via phone or email, the vendor must research the information and then get back to the person that posed the question, sometimes taking hours or days to accomplish. This functionality is available online to agency-authorized users. With the online enhancement, the customer will be able to view transaction authorizations, declines and settlements as they occur in the field. Various queries/reports can be generated from the data provided. If the State is concerned about an employee, the fleet manager can watch, via computer, every step of the transaction in real time by that individual.

Smart Buy

Comdata's Smart Buy Fuel System gives you greater control of your fuel cost by helping you make better fuel buying decisions. With this system, you can find the best-priced stations, negotiate discounts and benchmark fuel purchases for your fleet. The Smart Buy Fuel System displays OPIS pricing for regular unleaded gasoline and diesel, by retail station for the entire United States. Using several search options, you can obtain a list of stations by state and city or for a specific zip code, within a three, five or 10-mile radius. Your search results will show all the locations on a map and a list of locations in order by price. You can also obtain rack-to-retail margins for each location giving you key information to negotiate discounts with chains and individual stations.

E-Learning

This product came about from customers wanting their drivers to be trained on the Comdata fleet card program and wanting to see if they really understood the product and all the tools to manage their own accounts.

Comdata has a real-time internet product called IConnectdata.com that customers can use for all their account management function, gathering reporting, and access to other real time tools. Beyond having access to a help section that describes each section and function the new E-Learning tool actually is now in audio and walks the customer/driver through each module of the internet product. With E-Learning, the fleet manager can receive a list of those of who went through the E-Learning process and which modules were completed, how long it took them to go through each module, and it also has a test at the end. Again, the fleet manager can receive a report showing the score of each person and which questions they missed so they can then have that customer/driver go through that section again, if necessary.

Best fuel price notification via Cell Phone

Comdata, using the fuel pricing data received on a daily basis through the Smart Buy product, will now be able to send directly to a driver in the field, via a GPS-equipped cell phone, where the lowest price fuel location is, nearest to that driver. Working with a cell phone company, the fleet manager can view Smart Buy and see where the lowest fuel price is that day in the driver's area and then select a button and the phone then sends a text message to the driver advising of the nearest location to purchase the lowest price fuel.

Daily Exception reports

Comdata pioneered the distribution of exception reports via daily emails. Daily emails containing Excel files containing exceptions can be automatically emailed to specified users. This occurs by Comdata gathering the information in the evening and then emailing out to the customer, the next morning, their exception report based on the parameters they have requested. This way, each morning, the fleet manager can open an excel spreadsheet with the exceptions and then take the appropriate steps for correction.

IRS Approved Process - Diesel Tax Exemption

The Comdata Team sought and received a letter ruling from the Internal Revenue Service (IRS) that permits the Comdata Team to claim credits or receive refunds of federal taxes for certain sales of gasoline and *diesel fuel for tax exempt entities*. Through this strategic alliance tax-exempt

customers, such as the State of Washington, are given the unique opportunity to purchase retail and bulk fuel at a contracted price exclusive of applicable taxes. The Comdata MasterCard Fleet Card is the purchasing mechanism that initiates the transaction and captures the detail to be provided for re-pricing. In addition, the Comdata MasterCard provides cardholder with controls and validation (PINs), mileage capture, line item detail and the ability to purchase fuel and/or other products.

This proposal summary highlights the financial and administrative benefits that can be achieved through the implementation of the proposal offered by the Comdata Team. A brief description of the key product features are included, as well as recommendations for implementation.

MasterCard Enhanced Merchant Data Reporting (EMR)

The State will have the ability to track purchases from socio-economic categories and other demographic profiles of the organization's merchant base with MasterCard EMR. The web-based application provides comprehensive purchasing card transaction data with regular updates that enable organizations to view and download critical data in customized formats, including:

A comprehensive merchant category profile with information on 1099 status, business owner (e.g. minority-owned, woman-owned, or disabled-owner) and whether a company is a small business, disadvantaged, or has a specific certification

Other critical data like total spend, average ticket size, industry sector spending, mandated supplier spend and large ticket spend that can help an organization manage its purchasing operations

Reports are available as PDF files, or in files that can easily imported into a database.

EMR is refreshed on a monthly basis and merchant and transaction data are retained for a rolling 16-month period; completed reports and files are maintained on the site for 3 months. To ensure accuracy of merchant socio-economic data, EMR uses validated data on over 14 million merchants supplied by.

MasterCard has ongoing activities in place to ensure tax identification data is verified, accurate, and consistent and delivered in a timely manner. MasterCard works with Acquirers to review validate and correct this information on a quarterly basis.

MasterCard has applied to become a QPCA designated payment card organization to better serve its customers in soliciting accurate merchant

data. As a QPCA, MasterCard will have the authority to act on behalf of cardholders and merchants, will undertake TIN solicitation activities, participate in the IRS TIN Matching Program and provide IRS validated merchant data wherever possible.

Comdata Processes All Transactions Internally

Unlike most card issuers, Comdata processes all MasterCard and proprietary transactions internally on our HOST systems. We do not use an external financial institution or acquiring bank for processing. The benefit to the State of Washington is that this enables Comdata to control and view all pre-authorizations in a real-time environment and may alleviate some of the delays with providing authorization and settlement data to our customers. Comdata does not receive batched information nightly, therefore providing better control over the data processed and reported.

Innovation

Based upon industry standards, corporations and other entities that implement a managed fuel card program can expect 10-15% in fuel management cost savings per month (source: Automotive Fleet magazine). This figure represents improvements ascertained through improved driver productivity, asset/driver management, fraud prevention, and efficiencies achieved in administration through consolidation in the fuel management environment.

Increased Driver Productivity

- Driver convenience and increased productivity with the consolidation to a one-card fuel purchasing system (can be used for bulk, mobile, State owned card lock, truck stop and traditional retail fueling)
- Universal acceptance of the MasterCard allows a driver to purchase fuel at over 177,000 nationally.
- Allows a driver to choose lower cost fuel given the abundance of station options.

Analyze Vehicle Cost Performance

- With data capture, obtain better knowledge of vehicle cost analysis at the asset and fleet levels
- Use fuel data and data capture to feed preventative maintenance programs

Reduce Exposure and Manage Purchase Exceptions with "Real-Time" Tools

- **Card-level controls and profiles for all validation and data capture items. Each card can have unique purchase limits and restrictions.**
- **Real-time PIN/Vehicle ID validation at POS/terminal fuel site**
- **Fuel or Fuel/Maintenance restriction capabilities**
- **Restrict fueling hours — card can be open for specific days and times**
- **Monitor purchasing exceptions by vehicle via Comdata's automated email delivery process, which allows individual users to receive exceptions from the previous day's transactions through, scheduled email delivery.**
- **Re-priced reporting exclusive of applicable sales and/or federal taxes provided in a timely and consolidated form**
- **Real-time card maintenance when utilizing a vehicle card (i.e. card blocking, purchasing profile changes in times of emergencies such as hurricanes and earthquakes.**

Reduced Administrative Expenses through Consolidation

- **Consolidated invoice for fueling transactions that reflects the re-pricing of the fuel at the contracted prices and exclusive of applicable state and/or federal taxes.**
- **Reduce management of manual fueling receipts and logs as all detailed transactions are consolidated to one statement.**

Portfolio Management

Additional savings may be achieved through an increased opportunity with discounts, hedging and cost/margin management. The Comdata Team's business relationship also includes proactively working together to improve the cost/margin structure throughout the bulk and retail network.

- **Consolidated buying power through a universal card system provides leverage for rebate/discount programs with retailers.**
- **The Comdata Team provides improved fueling costs through supply chain management/margin management. Detail tax-exempt costs can be managed to the asset level.**

Comdata Implementation and Support Strategy

Comdata will be the primary day-to-day support provider to provide optimal support for the State of Washington. Comdata will provide a project manager that will coordinate the implementation efforts between Comdata

and the State of Washington. The project manager will manage the entire implementation and serve as liaison between all internal and external parties. A Comdata systems engineer will also be partnered with the project manager to lead the file transfer communications and serve as technical liaisons. Comdata will also assign a team within our Customer Relations department that will be instrumental in the implementation and long-term support of the account. The customer relations team may consist of a senior customer relations representative (CRR), and a lead technical relationship representative (TRR). Comdata associates may be added to the team as warranted by the account.

Project Manager

The Comdata project manager and systems engineer will follow through leading the entire implementation until all cards and fuel supply services are activated in the field and all implementation issues have been resolved. At that time, the Comdata customer relations team will assume full support of the State of Washington account.

During implementation, the project manager will create a detailed project plan and supporting documentation to assist the flow of the implementation. Project planning meetings/conference calls will be conducted on a weekly basis (or as often as needed). The project manager will submit weekly status reports to all members of both teams to keep everyone abreast of the current accomplishments as well as possible reasons for delay. The project manager will work with the State of Washington to develop a card distribution plan, custom collateral (if desired) and will be the main point of contact throughout the initial implementation. The goal of the project team is to make the implementation of the Comdata MasterCard program a success. The team is flexible and will adjust to the needs of the State.

Card Level Controls

Comdata's system allows card level controls that allow the customer to manage the purchase habits for each user and/or vehicle. The options for card control are virtually limitless. Customers can restrict (by individual card, company standard (grouping), CUST ID or account) the following:

- Purchases to fuel locations only
- Fuel and maintenance locations
- Merchant Category Code restrictions
- Purchase amounts
- Purchasing times (off-hours, days, weekends)

- Velocity (number of transactions per day, per week, per cycle, etc.)
- Combination of all of the above
- Level 3 (auth prompt/data capture) merchant restrictions
- Limited network capabilities allowing cards to be restricted to particular retail chains, marketers/vendors or individual stations by merchant ID

Reporting and Other Online Features

Comdata provides a variety of reports in many formats to detail the settlement and transaction activity through the card. For the marketer/vendor, settlement reports are available in electronic and print formats, depending upon the needs of the client. Report options are detailed within the RFP.

Virtual Card

Comdata recently launched the virtual MasterCard. The virtual card is available in an online Internet format or can be integrated directly into the State of Washington's financial system. The virtual card allows the State of Washington to initiate "one-time" MasterCard number (no plastic) to make payments for specific amounts. The virtual card has a limited window of availability with expiration dates of 30-90 days. Most importantly, the virtual card interface provides a user interface for the State of Washington to enter transaction-specific data before the card can be created and issued. The data elements include vehicle, PO number, GL, Warranty Information, etc. The data that is populated follows the transactions through to settlement and can be invaluable for today's fleet management.

Recommendations

Based upon our experiences with similar government entities and private sector customers, we would welcome the opportunity to meet with you at our Brentwood, TN office, or at your State offices to discuss the program in greater detail. If you wish to arrange such a meeting or have questions about our response please feel free to contact Brian Truman at 615-370-7663.

Comdata Executive Summary

For nearly four decades, Comdata has been at the forefront of payment innovations. Comdata pioneered the concept of electronic payments for transportation, and in the process launched the Comdata Card - a payment solution that helped drive an industry. Comdata provides custom solutions for a wide range of industries such as transportation, retail, government services, aviation, construction, service businesses, restaurants and hospitality.

Comdata serves more than one million cardholders, transfers more than \$30 billion in funds annually for more than 25,000 fleet customers who employ more than one million professional drivers. Comdata's fueling network is the largest in North America. Comdata's philosophy involves listening to our customers' needs to enhance their core business, enabling them to cut costs and improve efficiencies while ensuring authorization and authentication according to each individual business' rules. Moving beyond the transportation industry with our core competency of enabling business through "trust-enabled" protocols we have taken payment innovation to new levels earning the business of multi-billion dollar corporations for multiple areas of spend including T&E, Purchasing and fleet-related expenditures.

Over the past five years Comdata has experienced double-digit revenue and bottom-line growth. During this timeframe, Comdata has earned the business of five of the top 10 U.S. fleets as ranked by Automotive Fleet. As a MasterCard branded product, Cardholders have true universal acceptance of the MasterCard product with enhanced security and data capture features. The card may also be used in Comdata's proprietary truck stop network (5,200 truck stops and over 1,700 diesel discount locations nationally).

Transition and support

Product and process excellence is one aspect of our offering. An equally important facet is program transition and support.

Comdata's success in providing innovative value-added payment and information solutions is evident in our many customer transitions in the past 30+ years. Comdata follows a detailed process, based on the customer needs, to effectively and efficiently transition their fleet card program. Comdata has successfully transitioned seven state fleet programs in the past two years which validates our ability to identify needs, manage a complex project, and work with the customer for a smooth transition to a new provider. Comdata currently services 5 of the top 10 private and commercial fleets in the United States. In 2007, Comdata implemented over 75 mid and large market customers including 4 state governments. In addition, we implemented over 4,000 small market customers throughout our various business lines.

The Comdata Fleet Card data can transform how you negotiate with vendors, track spending, and ensure spending is consistent with your policy.

In addition, we also offer the following unique features and benefits:

- Proprietary system – we process and authorize our own transactions giving us more control over the complete transaction process
- Online real-time authorizations gives immediate transaction decline reasons
- Validate Vehicle ID or Driver ID at the POS (or capture only if customer desires)
- Add or delete vehicle IDs or driver IDs online
- Proprietary products to optimize program success
- Smart Buy – an online, real-time guide that Agency fleet managers can use to find service stations with the lowest prices

- Fuel Consortium Discount Network- includes fuel management leaders from our largest corporate and public sector clients
 - ◆ Added several mid-range merchant chains to program, each providing a 2-cent per gallon discount fleet customers
 - Robust online reporting, maintenance and application tools
 - Efficient and established fraud and risk management
 - Ability to restrict cards to a closed, level III data, network allowing the State of Washington to receive transaction detail and prompting with every transaction
 - Ability to maximize tax savings through net billing
 - Expanded merchant acceptance with both MasterCard acceptance as well as the Comdata proprietary network, all available with one card
 - Fleet Team -Virtual Maintenance Network

Comdata Best Practices

Best practices are innovations that the State of Washington can readily incorporate into their card program. In the pages that follow, the Comdata Team describes best practices that are currently saving customers millions of dollars a year through reductions in cost and labor and improvements in quality.

Comdata Fleet Card Best Practices

Comdata has developed best practices based on its experience providing fleet cards to customers throughout the public and private sectors.

Comdata Best Practice 1: Driver Training

Beneficiary: United Parcel Service (UPS)

E-Learning is an audio tutorial that walks the driver through each module of IConnectData.com, our Internet-based, desktop management tool for account management, reporting, and real-time tools. With E-Learning the fleet manager can receive a list of E-Learning participants, modules completed, duration for completion of each module. E-Learning also incorporates a test at the end of each module.

RESULTS

The fleet manager can read the score of each driver, determine individual areas that need improvement and schedule retests.

Comdata Best Practice 2: Fleet Card For Immediate Access To Authorization Information

Beneficiary: Multiple government and commercial organizations

Before Real-Time Authorization was available to fleet managers, they might have to wait as much as 72 hours to learn the reason for a rejected transaction. In many instances, the problem was the driver's having entered an incorrect PIN. With Real-Time Authorization, the fleet manager can see in real time why a transaction was rejected and call the driver while he or she is at the station and provide the correct PIN.

RESULTS

Because fleet managers can view approval and rejection of fueling transactions in real time and take immediate corrective action, the organization saves time that would have been expended in calls to customer service and delays getting vehicles refueled.

Comdata Best Practice 3: Fleet Card to Identify Inappropriate Spending Patterns

Beneficiary: Multiple government and commercial organizations

Daily Exception Reports were developed to give customers timely access to transaction information. During the course of the day, Comdata gathers data on any transaction that falls outside customer-defined parameters. The data is encapsulated in an Excel file, and a Daily Exception Report is emailed to the fleet manager at close of business.

RESULTS

In addition to enabling fleet managers to take prompt corrective action for an individual transaction, these reports provide data that can be used to formulate more strategic changes, such as spending controls by MCC or individual supplier.

Comdata Best Practice 4: Fleet Card Access to Current Fuel Costs

Beneficiary: Multiple government and commercial organizations

Teaming with OPIS (Oil Price Information Service), Comdata developed a real-time online product guide called Smart Buy. Fleet managers can use the information on Smart Buy to find service stations with the best prices and use that information to establish price benchmarks. Search options allow managers and drivers to determine stations with the best prices in specific locations and along planned travel routes.

Smart Buy also calculates rack-to-retail margins for each location, providing fleet managers with valuable data to negotiate discounts with chains and individual stations.

RESULTS

Fleet managers report Smart Buy has led to savings of 1.5 to 2 cents per gallon for gasoline and diesel.

Appendix B – Model Contract Document

Comdata has reviewed Appendix B, Model Contract Document and has no changes or additions to the contractual document.

APPENDIX D - BIDDER INFORMATION

1. Bidder Authorized Representative

Company Name:	Comdata Network Inc. DBA Comdata Corporation	
Company Address:	5301 Maryland Way	
Company Phone/Fax:	615-370-7663	615-376-6960
Representative Name:	Brian Truman	
Representative Phone/Fax:	615-370-7663	615-376-6960
Representative Email:	btruman@comdata.com	
Federal Tax ID Number:	62-0813252	
UBI Number:	601067263	
Website URL:	www.comdata.com	

2. Payment Options:

Do you offer a Prompt Payment Discount? If yes, please provide below. YES NO

Prompt Payment Discount **See Attached** % net 30 days.

Do you accept Electronic Funds Transfer (EFT)? YES NO

What other forms of payment do you accept? Please list below.

3. Minority Owned?

YES NO % of Minority Owned Business

4. Women Owned?

YES NO % of Women Owned Business

MWBE Certification Number

Self-Identified MWBE? YES NO

5. Other Options:

Please indicate services/options that would be available on the web site for users of this contract:

On line Account Set Up On-line payment Other

If "Other", please provide a brief description on a separate page.

Brief Overview of company information requested in Section 4.1 "Bidder Profile" (attach)

Describe Bidder's Organizational Capabilities requested in Section 4.2 (attach)

APPENDIX E – SCOPE OF WORK

E1. Services Defined

Fleet Management and Reporting Overview

Comdata's proprietary internet based software, iConnectData, is designed to provide Program Administrators with real time access to account information. iConnectData is internet based and is accessed via a standard web browser and internet connection. Program Administrators use this module to manage purchasing profiles, spending, velocity limits, and other general account maintenance such as changing MCC profiles, block or close an account and reopen blocked accounts. Comdata's iConnectData software provides immediate, real-time access transaction data, including declined transactions. Program Administrators can see the reason a transaction is declined at a point of sale (POS) immediately, and can create a one time or temporary override of the authorization system and approve the transaction. Comdata's iConnectData gives the State of Washington the ability to manage your Fleet program and save time and labor otherwise expended on calls to customer service and the merchant.

Program Administrator's have the following capabilities:

- Establish hierarchies to access online account information based on span of control
- Order, block, and unblock cards real-time
- Increase or decrease spending limits real-time
- Authorize one time, temporary and emergency purchases
- Make corrections while the driver is at the point-of-sale (POS)
- Real time transaction processing limits the number or dollar amount of a transaction for a day, week, month or cycle
- Restrict card usage to merchants that provided Level III data –requiring a prompt to authorize transactions
- Validate vehicle ID or driver ID at the POS
- Restrict purchases to specific hours of the day and days of the week
- Email notification of exceptions to customer defined parameters
- Card Account set up online, individual card purchasing profiles (real-time, set for future, or temporary)
- Close or re-open an account
- Override the authorization system and approve a transaction
- Report cards lost or stolen
- Search accounts by account number or asset name
- Maintain reporting hierarchy
- Order replacement cards

Card Controls/Purchasing Limits

The Comdata MasterCard offers the flexibility of card level control. There are virtually no limits regarding the number of controls allowed per card. Individual cards can have unique setup limitations and restrictions. Comdata can also establish limits by sub-account or Customer ID or by customer standards within a Customer ID. For example, a Customer ID may have various

company standards based upon vehicle type. For example, a standard established for a Dept. of Transportation transport truck may be able to purchase up to \$500.00 per day, and a State Police pursuit vehicle may have a standard that allows for purchases of up to \$150.00 per day. Both company standards can reside in the same Customer ID.

Comdata has pre-defined many of the most common limits/restrictions. And, all restrictions and features can be controlled at the card level, company standard level or Customer ID setup.

Fleet Card Purchasing Limits:

Fleet cards can be restricted by MCC (merchant category code). A card can be completely open to purchase at any MasterCard location or can be restricted to a specific location type such as service stations. Purchase limits can also be set at the MCC level. For example, a driver may be able to purchase \$50.00 per day at 5541/5542 locations (service stations), but may only be able to purchase \$25.00 per day at auto repair facilities. Also, a driver may have a limit of \$10.00 for car wash, \$25.00 for oil change and \$200.00 for tires. The dollar amounts may vary by card, by MCC or a variety of ways.

The Card Can Also Be Restricted to the Following Categories:

- **Fuel Locations Only** – A fuel only restriction limits non-fuel purchases, as a restriction code is embedded into the magnetic stripe that declines the non-fuel transaction at the point-of-sale.
- **Fuel and Maintenance** – A fuel and maintenance card is designed primarily for fuel purchases and minor low cost maintenance repair items such as oil, car washes, windshield wipers, etc.

Additional Limits and Restrictions Can Be Applied to the Cards:

- **Transaction limits** – Cards can be restricted to a set number of transactions per day or a set dollar amount per transaction. Thus, a driver may not be able to make a purchase to exceed a specific dollar amount.
- **Daily purchase limits** – A total purchase amount for the day can be setup on the card.
- **Cycle purchase limits** – Purchase limits can be set within a cycle time (weekly, daily, monthly), so that a driver can only make a set number of purchases within the cycle.
- **Block weekends/hours** – Cards can be restricted to only allow purchases on specific days or hours within a day. Weekend purchases (either Saturday or Sunday or after normal working hours) can also be blocked.
- **Level III Only** – Cards or accounts can be restricted to Level III merchants only. Should a transaction be attempted at a location that does not provide authorization prompts, the card will be declined.
- **Limited Network/Merchant Restrictions** – Comdata has the ability to block merchants by chain or by individual merchant ID, thus giving the customer the ability to create a “limited network” by design.

In some instances, having too many card-level controls can cause administrative complications. Therefore, Comdata recommends that customers establish purchase profiles for each agency or department or class of vehicle, based on specific need. Comdata recognizes vehicles/drivers can usually be categorized into purchase types. For example, cars may have one purchase profile, while light duty trucks may need expanded purchase power. Profiles reflect the purchase and control habits of a group of cards/vehicles. Prompting, daily purchase limits, daily transaction

limits, weekly limits, cycle limits can all be associated to a profile. In addition, Comdata can restrict the hours of operation for a set of cards. This feature allows the customer to restrict purchase after hours or on weekends, as specified by the account. Customers can set a maximum of 999 profiles per CUST ID.

Comdata also has a "one-time" override capability online allowing an authorized user to "open" all restrictions on a card for a one-time purchase for a particular dollar amount. Once the purchase is made, the original cards restrictions are automatically reset on the card.

Comdata will work with the State and its agencies during implementation to set-up the appropriate limits. The limits can be placed at the card, department, agency or account level and may be changed online or via customer service, in real-time, by agency-authorized personnel.

Exception Monitoring

Daily Exception Emails

At the direction of each authorized user can be setup to receive daily exception reporting from iConnectData.com, via email. The reports display transaction information for exceptions on reporting levels product type, high-grade fuel purchases, etc. The report can be automatically emailed to various users and contains an Excel spreadsheet attachment detailing the exceptions.

Exception Reporting

Comdata currently provides two methods of receiving exception reports on soft limits and hard limits. Soft Limits are limits set forth by the state, but allow a transaction to occur and are reported after a transaction has occurred. Hard limits decline a transaction at the point of sale and the decline appears on an exception report.

Authorized users may access reports via iConnectData (www.icconnectdata.com), and generate exception details for a specified period of time. Reports can be displayed in Print or Excel formats. In addition, the Exception Tracking interface can be used to integrate into a tracking database with the State of Washington. Daily exception report emails containing Excel files can be automatically emailed to specified users.

The following is a sampling of exception data elements that are available:

Merchant Category Code Exception	Time of day
Multiple Transaction Same Day Exception	Saturday Only Purchases
Miles per Gallon	Sunday Only Purchases
Cost per Gallon	Duplicate Transaction
Daily Dollar Limit Exceeded Exception	Exception by Fuel Product
Daily Transaction Limit Exceeded Exception	After Hours Exception

Reporting Options

Comdata's iConnectData (www.icconnectdata.com) offers a unique report feature called Report Builder. Report Builder is a web-based feature that allows customers to generate customized reports of recent account cardholder activity. View a report online, print it, or download it to a PC in Microsoft Excel format. Report Builder begins to accumulate data as soon as transactions occur. Using Report Builder, customers access transaction data using predefined templates displayed in HTML, PDF, and Microsoft Excel formats.

Through iConnectData customers decide which reports are beneficial, and customize the user display eliminating the need for unnecessary navigation. The data can be imported into Microsoft Excel or Access to use for other management activities such as trend evaluation and usage statistics. Data is available only to those individuals who have customer-granted access.

A list of available reports is shown in a query list on the Report Builder home page. The report name is the link to the Report Builder form — the data entry screen — for each report. When the report query is chosen, the system displays the entry form for that query. By choosing from the screen selections, customers can define the level of detail for the report (for example, activity for all cardholders or a particular cardholder). Data accessed through the Report Builder module will reflect only card transactions that were recorded during the date range selected. There are multiple sorting and viewing options available that allow customization to meet specific needs. The Comdata team can provide these reporting elements and is doing so for many customers today.

The reports can be provided on a monthly basis or can be accessed using our online product and the report builder tool that is mentioned below and Comdata can provide them to State in a variety of formats. Comdata will work with the state in the implementation phase to provide the reports that the State needs.

ConnectData's Report Builder Features

- **Account Level or Hierarchical Reporting:** All reports can be queried by account level with data pulled by account code and/or Customer ID (CUST ID). In addition, users have the new option of querying reports by hierarchy, as specified by the customer.
- **Descriptors for Account, CUST and Hierarchy levels:** Comdata has added relevant descriptions to define the Account Code and CUST ID's. Pop-up windows allow the user to select an Account Code, CUST ID or Hierarchy level. Customer-defined descriptions such as the Division name, Location/City name and/or department (examples) are now associated with the Account Code/CUST ID.
- **Download Functionality:** Header information is included in all downloaded files. Downloads are created in an EXCEL format (excel is limited to 65,536 rows).
- **Summary Report Options:** The Summary feature allows users to select a "summary" report for print only. The summary will generate totals at the Account, CUST or hierarchy level, omitting the details of the transactions. Detailed transactions reports can still be generated in print or file format.

Ad Hoc /Customizing reports can be generated via the web by our customers by selecting the data fields listed. Once fields are selected, name the record/report and save template for future needs for this report or select frequency of when you would like the report to run and the time you want it to run.

The following is a screen shot of the queries available on Report Builder

The screenshot displays the iConnectData web application interface. At the top, the COMDATA logo is visible with the tagline "Payment Innovation". Below the logo is a navigation menu with options: Home, Tools, Report Builder, Administration, Help, and Log Out. The main content area is titled "Accounts Reports Module" and contains a list of report templates. A descriptive sentence reads: "This application will generate real-time ad-hoc reports on account activity based on several pre-defined report templates." The list of reports includes: Card Listing Report, Cardholder Activity - Fleet, Cardholder Activity Report General, Cardholder Group Summary, Cardholder ID Report, Cardholder Usage Report General, Cash Transaction Activity - All Activity, Cash Transaction Activity - Company Activity Only, Execution Listing, Fuel and Maintenance MCC Report, GL Code Listing, ID Report, Merchant Location Activity, MCC Summary Report, HES Report, Product Summary, T&E Cardholder Activity Summary, T&E Cardholder Airline Activity, T&E Cardholder Car Rental, T&E Cardholder Hotel Activity, Temporary Virtual Card Listing, Transaction Listing, THR Individual Transaction Price Detail, THR Individual Transaction Price Summary, Vehicle Listing, and Vehicle Report. At the bottom of the page, there is a copyright notice: "© 1993-2007 Comdata Corporation. All rights reserved." and a status bar showing "Done" and "Internet" with a 100% zoom level.

1. Cardholder Activity – Corporate: Transaction detail by cardholder including product information, prompting data, odometer, and vehicle data.
2. Cardholder Activity – Fleet: Transaction detail by cardholder including product information, prompting data, odometer, and vehicle data.
3. Cardholder Activity Report – General: This report provides a “one line” transaction recap by card. Basic line item detail is provided including transaction date, merchant name, product and line item detail. The report “breaks” by card.
4. Cardholder Usage Report – General: This report provides a “one line” transaction recap by card. Basic line item detail is provided including transaction date, merchant name, product and line item detail and the shipping address for the cards. The report “breaks” by card. Card numbers are truncated on the report, so only the last 4-digits are viewed.
5. Cardholder Group Summary- Displays purchasing totals by MCC Grouping (spend category). MCC Groups include Maintenance, Hotels, Rentals, Airline, Travel Miscellaneous, Restaurants, Business Services, Financial Services, Medical and Miscellaneous. The report is sorted by Card, with a secondary sort by CUST ID.
6. Card List Report- This report displays all Comdata MasterCard's queried by active, blocked or both card types. Reports can be sorted by card number, department number, last name, last activity, etc.
7. Exception Listing- Displays transactions are deemed “exceptions” based upon the exception parameters are established by the customer. Exceptions include high costs, after-hours/weekend purchasing, multiple purchases per day and transaction limits exceeded.
8. Exception Tracking Interface- Provides an interface for review of exceptions, tracking comments and escalation procedures to be interfaced with customer database and tracking system.
9. Fuel and Maintenance MCC Report- Transaction detail, including card, vehicle, product and line item information sorted by Fuel and Maintenance MCC Groups.
10. GL Codes Listing- Displays all transaction activity by GL Code. To use this report, the customer must use the GL coding process featured within the BusinessLink option. Customer GL codes must be uploaded into the online system and transactions coded for report display.
11. ID Report- Report subtotals transactions for each vehicle by the ID number provided at the point-of-sale. Transactions are sorted by Merchant Category Code (MCC) and provide a summary by merchant for each MCC where the transaction occurred. Customer prompts for ID/Trip uses this report.
12. MCC Summary- This report summarizes Comdata MasterCard purchases by MCC Code. MasterCard places merchants into different Merchant Category Codes (MCC) based on their business type.
13. MPG Report- This report calculates each vehicle's Miles Per Gallon (MPG) and Cents Per Mile (CPM), based upon the fueling data and odometer information collected at the point of sale.
14. Product Summary- This report summarizes all purchases by product description.

15. Merchant Location Activity Report- Report summarizes transaction data by individual merchant and chain.
16. Temporary Virtual Card Listing- This listing provides detailed data on virtual cards issued, cards used, and cards unused.
17. Transaction Listing Transaction listing displays Comdata MasterCard purchases for the date range specified, including transaction and line item detail. The report is similar to the Cardholder Activity and Vehicle Reports.
18. Vehicle Listing- This report provides detail of vehicles within an Account Code and/or Customer ID, with the corresponding Vehicle Description, Miscellaneous 1 and Miscellaneous 2 fields, with the option to define primary and secondary sorting.
19. Vehicle Report- Transaction detail by vehicle including product information, prompting data, odometer, vehicle and driver data.

Comdata will work with the State of Washington during implementation to structure the reporting to the states specific needs.

Fleet Tax Net Billing

Comdata and its tax reclamation partners provide net billing, for fuel purchases that capture appropriate fuel product detail (i.e. Level II or Level III data). Today, such detail is provided by 138,000+ retail fueling locations, more than 5,200 truck stops and over 1,000 card lock locations and most mobile fuel providers. Comdata currently serves seven state fleet programs and various other public sector accounts and has extensive experience with tax net billing. Complete reporting and management tools are available throughout the process.

E2. Project Work/Training Plan

Fleet Card Transition

TRANSITION AS INCOMING CONTRACTOR

In determining how to plan, manage, and execute transitions, Comdata uses a template consisting of the following six principal elements:

1. Needs Assessment

Comdata plans to meet onsite with the State of Washington to analyze all operational setup, collateral, technology, and hierarchy needs (both billing and reporting). We will begin discussions immediately after the task order award. During these discussions, Comdata will gather all necessary operational and technical data (including existing hierarchy setup, file feeds, billing contacts, vehicle data, etc.) in order to ensure a seamless transition and to match the technical setup of the current program.

We anticipate the analysis period will take approximately 30 days. To determine high-level customer requirements, Comdata performs a needs assessment that involves the following steps:

A) Situation Assessment

The Situation Assessment takes into account these factors:

- The State of Washington policies and procedures
- Key the State of Washington participants and incumbent contractor staff

B) Gap Analysis

The Comdata team will work with the State of Washington to identify current versus future functionality and procedures. The goal of the gap analysis is to determine if there are any significant differences between the current policies and processes which are specific to the State of Washington that require unique processes to be developed within Comdata.

C) Technology Assessment

We will work with the State of Washington to establish technology needs including:

- Master file transition
- File interfaces: current, new, standard and custom
- Data transmission methods and encryption
- Reporting requirements: current, new, standard, and custom

2. Project Planning

A master project plan will be defined for the State of Washington, and will include sub-project plans established at the central bill vs. individual bill program levels, Program Administrator levels and billing company levels, etc. The plan will be customized for the State of Washington to ensure that all individual parties' requirements are met. All project plans will be finalized once the analysis has been completed, approximately 30 days after the needs assessment is complete.

The Project Planning phase involves two steps: A) Project Plan and B) Communication Plan.

A) Project Plan

Comdata will develop a detailed project plan that:

- Defines tasks, roles and responsibilities for the State of Washington and Comdata
- Incorporates key milestones such as the requirements definition, requirements approval, roll out schedule for cards, accounts, and customer service
- Determines dependencies between tasks and resource planning for all parties

B) Communication Plan

Comdata will establish a communication plan that outlines:

- Agreement on the types of meetings, which will be held during transition, attendees, meeting objectives and level of detailed discussion
- Comdata will establish an Executive Steering Committee comprised of key personnel and Comdata senior management to review progress of the transition plan on a biweekly basis.
- Joint project review with the State of Washington program transition teams
- Meeting with the State of Washington's other travel/purchasing/fleet partners to review transition status
- Establish the transition teams preferred communication methods, e.g., face-to-face meetings, phone conferences, email distribution lists, and transition reports
- Escalation procedures in the event Comdata or the State of Washington transition teams run into roadblocks
- Feedback channels and transition surveys to evaluate the success of the transition process

3. Requirements Gathering

In order to avoid disruption to the State of Washington and your cardholders, Comdata will obtain all program parameters for the existing setup including hierarchy, file feeds, billing contact, vehicle data, etc. Once each Program Administrator has provided confirmation that the information is accurate, Comdata will begin the program build. Detailed requirements gathering will take approximately one month to complete.

Because no two transitions are identical, a critical element in transition planning is understanding and then documenting, the State of Washington's requirements. The requirements gathering phase involves the following steps:

A) Accounts Review- Data Migration

Partnering with the State of Washington, the Comdata EC-EDI Coordinator will incorporate quality rigor to ensure the Master File is uploaded accurately.

- Meet with the State of Washington and current provider to obtain and understand Master File specifications
- Coordinate receipt of Master File
- Scrub Master File using technology that identifies duplicate or invalid data elements and file anomalies
- Review scrubbed file with the State of Washington
- Upload Master File

B) Hierarchy Definition

Comdata will partner with the State of Washington to collect the following information in order to understand hierarchy requirements:

- Units, contacts, and addresses of each bureau
- Limits, billing structure, and payment options

C) Program Forms

The transition tailors the use of program forms to capture specific data. Examples include:

- Adding a new Program Administrator (authorization form)
- Batch processes for setting up large numbers of card accounts

D) Data Transmission and Storage

Comdata protects customer account data and cardholder privacy. During the transition, we will determine the State of Washington requirements for data transmission and storage. Examples include:

- Selection of an appropriate encryption methodology
- Transfer to Comdata of account and driver or vehicle data from the State of Washington.

E) Electronic Access System

This phase includes a detailed review of the technologies provided by Comdata and determines the functionality that the State of Washington will utilize at the initiation of the program.

- System configuration
- User profiles and permissions
- Communication and training requirements

- Access to the State of Washington sensitive data such as account number

4. **Build**

Once the appropriate stakeholders have provided their approval on the program parameters, a dedicated team of builders and a quality verification team will create the structure and accounts. At key stages in the build process the verification team performs thorough quality checks of the work performed compared to the requirements documented and approved in the Requirements Gathering phase.

During the Build phase, the Comdata Team will execute the following key steps:

A) Fleet Management and Reporting Setup

- Configuration of the system to fit the unique use by the State of Washington personnel
- Establish user access to the iConnectdata.com
- Test user profiles to ensure accuracy
- Develop communication plan to Fleet Management and Reporting users with their login details

B) Interface files

Our EC-EDI Coordinator will:

- Develop the technical requirements for layouts and formats
- Document system and security interface requirements
- Complete the setup of data transmissions and encryption methods
- Ensure interfaces are fully tested prior to release
- Update documentation for ongoing support of all interfaces

C) Quality Assurance

The transition process has Quality Assurance built into key project milestones:

- Certification of contractor readiness
- Validation of card quality prior to delivery
- Coordinated card delivery schedule to minimize impact on the State of Washington resources and customer service

Comdata tests card quality, program forms, card setup, card creation, and delivery to ensure the quality of all processes and our adherence to contract terms and conditions. With test cards, we validate acceptance and declines and monitor transactions on the processing platform.

5. **Rollout**

Cards and accounts will be issued by billing company after each billing company has been built and quality checked. Fleet cards will be sent to the appropriate the State of Washington location in a deactivated status.

A) Training

Using a variety of methods we can ensure scalability to effectively train Program Administrator in an orderly and timely fashion. Training methods include instructor led training, live training at a designated facility, live web conferencing, self paced computer based training, and hard copy training manuals. Training content will cover all aspects of card program use including:

- Invoice reconciliation and payments
- Fleet Management and Reporting
- the State of Washington Policies
- Responsibilities of Program Administrators' and cardholders
- Reporting and replacement of damaged, lost, or stolen cards
- Reporting and resolving disputed transactions
- Program Administrator best practices to detect and eliminate fraud, waste, and abuse
- Customer service support processes (Call center and Internet)

Comdata will work with the State of Washington to develop a training plan and determine the number of locations and number of users in each locale, and make recommendations on the most cost effective and efficient method to train all users.

B) Card Delivery and Account Activation

Activities include:

- Bulk shipments of cards to the appropriate location or locations based on the State of Washington needs
- Individual shipment of fleet driver or vehicle card, based on the State of Washington needs

We will work with the State of Washington to improve cardholders' understanding of their responsibilities and the card's capabilities. A welcome packet will accompany each card package upon delivery. The packet will be customized based on the State of Washington fleet needs and can include a welcome brochure, an overview of benefits, card capabilities, terms, as well as activation instructions.

6. Transition to Ongoing Support

The Transition team will continue to work with the State of Washington to ensure all aspects of the program are working optimally after card rollout through ongoing servicing. A formal introduction of the Account Manager will take place on or about 90 days after card rollout. This provides a smooth transition from on boarding to ongoing support. The Account Managers provide specialized support for the Program Administrators' and works with Customer Relationship Managers on specific customer programs, providing proactive servicing, supporting small projects, addressing technical questions, special needs, program support, and any escalations that may arise

Training

During the Implementations phase, Comdata will develop a Training Plan for the State of Washington that addresses your specific training needs.

MODES OF TRAINING

Training will be provided using various methodologies and delivery channels including:

- Instructor Led Training (ILT) - on site and Web-based conference calls with live facilitators
- Printed (hard-copy) training materials
- Self-paced training using CD-ROMs, DVDs or online courses

Comdata's experience shows that a combination of training methods works most effectively, as determined in conjunction with the customer's needs. For example, we have successfully used the following training plans:

- State of Florida – Multiple on-site training sessions for specific state agencies rolling out the fuel card program initially. This was followed by numerous web cast sessions.
- State of Texas - All training for Texas agencies was conducted via web cast. Texas had the largest attendance of web users due to the size of state agencies and number of iConnectData users.
- State of Montana - All training for Montana agencies was conducted via web cast.
 - State of Maine - All training for Maine agencies was conducted via web cast

TRAINING CURRICULUM

Program Administrator's training will include the following components:

- How does the Comdata MasterCard fleet card program work
- How to build your account to meet your needs
- Basic card functionality: a) driver card vs. vehicle card, b) prompting, c) profiles, d) exception limits and tracking
- How to use the card at the point of sale device (provide instructions and pictures)
- Card maintenance: a) add a card, b) edit a card, c) replace a card
- Report Builder: a) reporting options and functionality, b) reporting issues with merchants
- Real-Time Transaction History: a) real-time authorizations and declines, b) decline reasons in real-time to assist with cardholder issues
- Invoicing: Net billing and reclamation

TRAINING MATERIALS

Comdata understands the importance of effective training. The material in our training library was developed by card experts and training professionals and is updated regularly based on customer feedback.

PROGRAM ADMINISTRATOR GUIDE

Our Program Administrator guide will provide instruction on the use of the Fleet Management and Reporting module of the EAS, highlight key reports available for program management and provide examples of actions and timelines for Program Administrator's to address delinquency, disputes and other requirements.

FLEET SPECIFIC GUIDES:

Comdata will provide a Merchant Network Guide with these enhancements:

- Service stations and maintenance locations providing level II and level III data
- Merchants that provide discounts to Comdata fleet card users
- Online Smart Buy guide to locations with the lowest fuel prices

Comdata will distribute a copy of the Merchant Network guide to each participating Program Administrator upon request.

CARD USE INSTRUCTIONS FOR FLEET

Comdata currently provides customers with step by step guides, such as the ones described in the RFP. We have found that, due to the complexities of prompts at the pump, detailed training guidance is required to ensure drivers enter the right information. By following these procedures, drivers will reduce or eliminate transactions that fail at the pump.

Comdata's e-learning tool can help users understand how to use the Comdata MasterCard Fleet card. In response to customer requests, we provide a handy guide to train drivers on features and functionality of the Comdata Fleet Card. Card instructions outline:

- Cardholder responsibilities
- Authorized uses for the card
- Toll Free or collect-call customer service numbers
- How to use numeric key pads at fuel pumps and cash registers with PIN pads to enter driver or vehicle ID or odometer reading
- Procedures for required additional product and service offerings (tier 1) and value adds product and service offerings (tier 2).

We will distribute these instructions to each Program Administrator upon request.

TRAINING REVIEWS AND SURVEYS

Comdata will develop surveys that contain the questions and distribute these surveys to all who have been trained for the State of Washington. We will follow up by email and phone to encourage training participants to complete and return the surveys.

E3. Fuel/service Sites

Acceptance

The Comdata fleet card is accepted anywhere that MasterCard is accepted. The combined reach of Comdata's proprietary network and the MasterCard association will greatly enhance acceptance. The Comdata MasterCard fleet card is accepted at more than 180,500 US fueling locations including 3,036 in Washington. Level III data is currently captured at approximately 138,000 of these locations, and we are working continually to increase that number. Comdata is committed to the continuous improvement of data and expansion of merchant acceptance. In an effort to increase acceptance of accurate, detailed data capable at fuel merchants, Comdata established a data integrity task force with MasterCard International in 2005. Today, this task force continues to be successful in upgrading data acceptance at both small and large merchants used by our customers.

The Comdata MasterCard Fleet Card is accepted anywhere MasterCard is accepting, including many retail locations already familiar to The State of Washington. In addition to numerous independent fuel merchants, locations include:

Shell/Texaco	7-Eleven
Chevron	Arco
Union 76	Astro
Exxon Mobile	Circle K
Safeway	Tesoro
Mirastar	Albertson's
Cenex	Time Oil
Smitty's	Kwik Fuel

Acceptance for the surrounding states is as follows:

State	Fuel	Maintenance
California	22673	44271
Idaho	1641	2057
Montana	1383	1730
Nevada	1839	2374
Oregon	3548	4904

Maintenance and Repair Services

The Comdata MasterCard can be opened on a card-by-card basis to allow purchasing at maintenance and repair locations. The card is universally accepted and can be used at any merchant that accepts MasterCard. Likewise, over 8,275 Maintenance locations within Washington accept the card. Please see the Maintenance Site Listing in Appendix B for a complete listing of Maintenance locations.

In addition to MasterCard acceptance, Comdata also has a proprietary network in excess of 8,000 locations which consists of mostly truck stops. Comdata's unique proprietary processing capabilities and ability to expand upon our own network gives us additional acceptance opportunities in the retail marketplace as well as bulk fueling, mobile fueling, fleet maintenance and aviation. Comdata can negotiate proprietary rates with merchants that do not typically accept MasterCard or other branded cards in order to increase acceptance for the State of Washington. All proprietary transactions provide full fleet data capture and reporting.

Truck Stops

For the Comdata MasterCard only, our proprietary network of over 5,200 US truck stops and 41 in Washington focus on meeting the needs of the transportation industry. Our network provides real-time, comprehensive Level III data for all transactions, which helps fleet operators, control their variable expenses.

Mobile Fueling and Propane

Comdata's network of nearly 100 mobile fuel suppliers provides Level III data.

Aviation

The Comdata MasterCard Fleet Card is currently accepted at 80 aviation and 27 marina locations in the State of Washington. Comdata is currently building a network of Fixed Based Operators that accept the Comdata card for general aviation purchases and streamline all purchases into a single invoice, thus eliminating the need for the State of Washington to have separate cards for aviation fueling. The Comdata MasterCard Fleet card is currently accepted at 2,888 FBOs and is providing Level III data.

Canadian Coverage

The Comdata MasterCard Fleet Card is accepted at more than 23,000 locations, thereby eliminating the need for additional cards or dual card programs for international fueling.

Fleet and Maintenance

Comdata's fleet maintenance network of 13,700 service and maintenance retailers provide Level III data, generate service reminders and generate reports, providing fleet managers with a complete maintenance picture of their fleet.

Fleet Team is Comdata's proprietary point of sale maintenance solution, which allows our Fleet customers to collect enhanced data from participating maintenance merchants. The Fleet Team solution allows our Customers to establish a dedicated network of 3rd party repair facilities who will act as their individual virtual shops. We provide the ecommerce tools to connect the Fleet to the merchant and provide the financial settlement and reporting capabilities.

Marinas

The Comdata MasterCard Fleet card is also accepted at 10,398 marinas throughout the U.S.

If the State of Washington chooses, the Comdata MasterCard can be limited to acceptance at merchants that are Level III capable. All transactions at any other vendor not passing Level III data will be declined. As an industry standard there is no other fleet card vendor that can provide the State a 100% Level III network. On average, our fleets are currently experiencing 98% and higher Level III coverage. And, in rural areas, the likelihood of an independent station accepting a Comdata MasterCard is much higher.

E4. Card Management

New Card Account Setup

After the initial implementation, Comdata offers several methods to establish new accounts - via paper application, email, direct Program Administrator entry in iConnectData, or for large numbers of new accounts, via a batch upload file.

Replacement cards

If the State needs to order replacement cards, the Program Administrator can do so by either ordering them in real time either through our iConnectData or by calling the Comdata customer service department at the toll free number. Support is available 24 hours a day, 7 days a week through our customer service department.

PINs can be cancelled via iConnectData or by calling customer service 24 hours a day 7 days a week.

NOTE: Anyone may report a LOST/STOLEN card to Comdata. However, only authorized State of Washington personnel may approve the replacement of that card.

Comdata ships all card orders via Federal Express; 2-day delivery is standard. If cards are ordered before 11 a.m. Central time, we can have cards delivered within 48 hours. If the cards are ordered after 11 a.m. Central time, then it generally takes 72 hours before the cards arrive. Comdata can ship cards overnight within 24 hours. There are no costs associated with card shipments.

E5. Card Security

Fraud Prevention

In partnership with the State of Washington, we will initiate an ongoing dialogue that leverages the Comdata team's substantial industry experience identifying and eliminating or mitigating risks to our customers' card programs.

Comdata utilizes IRIS for Fraud management and prevention. IRIS provides Comdata with a "Best in Class" fraud risk management system that effectively mitigates fraud related losses while supporting business growth as well as the introduction of new products. IRIS is a 24x7 real-time fraud prevention system that prevents fraud by intercepting fraudulent transactions online and generating case reports for subsequent offline investigation. IRIS identifies fraud with advanced artificial intelligence to detect fraud patterns as soon as they emerge, analyze how they can be thwarted, and install countermeasures, all within a matter of hours. IRIS is based on fuzzy logic and a number of further artificial intelligence techniques like machine learning, which gives the system unique advantages. In addition, IRIS also has a low false positive rate, fast learning, adaptation, and real time operations.

Email Alerts

E-mail alerts for potential fraud related issues or fleet purchasing anomalies can be initiated by the Comdata Fleet system based on parameters defined by the State of Washington Program Administrator. Those parameters can include; time of day restrictions, weekend restrictions, premium fuel purchases as well as dollar amounts. Notification to the Program Administrator will be performed via e-mail as appropriate when suspicious activity is detected

Authorization Controls

Comdata processes fleet transactions internally on its host systems. This enables Comdata to control and review all pre-authorizations in real time and eliminates delays providing authorization and settlement data to customers. Card level controls allow administrators to manage purchases for each user and vehicle.

Default Limits

Default purchasing profiles, and spending limits can be set for each account. Adjustments can be made at any time. Limits may be set on a temporary basis and revert on the expiration date.

Dollars per Transaction

Dollars per transaction limit, also known as single purchase or single transaction limit may be designated for purchases in an account. This limit may be set on a temporary basis and revert on the expiration date.

Velocity Limits

Our Fleet Management and Reporting will allow Agencies to designate these velocity limits:

- Dollars per month for all purchases by MCC
- Transactions per day for all purchases by MCC
- Transactions per month for all purchases by MCC.

Merchant Category Code Restrictions

An Program Administrator can include or exclude specific MCCs and establish MCC profiles Agency-wide or at the individual account level. An MCC profile may include a range of MCCs that can be further controlled by velocity limits per day, month, quarter or other period.

ADDITIONAL AUTHORIZATION CONTROLS FOR THE FLEET CARD

Fleet management and Reporting for the Comdata fleet card has these additional authorization tools:

- Prompt for odometer reading at the point of sale (POS)
- Validate Vehicle ID or Driver ID at the POS (or capture only if customer desires)
- Add or delete vehicle IDs or driver IDs online
- Restrict card use to POS that provides Level III data, requiring a prompt to authorize the transaction
- Set driver or vehicle profile to limit card use to specific days and hours
- Restrict fleet to specific merchants thus creating limited fleet networks

Lost and Stolen cards

If a Comdata card is lost or stolen, or should otherwise need to be canceled or deactivated, it should be reported to Comdata immediately. Comdata cards can be canceled in real time either through our Internet product www.iconnectdata.com or by calling the Comdata customer service department at the toll free number. Support is available 24 hours a day, 7 days a week through our customer service department. The State of Washington will notify Comdata immediately of any loss, theft or unauthorized use of the account or of any Card. The State of Washington will

not be liable for unauthorized charges that occur after the State notifies Comdata of the loss, theft or possible unauthorized use of a Card.

E6. Customer Service

A Customer Relationship Manager (CRM), will oversee support and training for the State of as the Agency's primary contact. The CRM helps you further design and support your program objectives and coordinates the resources you will need during the tenure of your program.

During normal business hours, Program Administrator's first contact point for customer service is their designated Customer Relations Representative on Customer Relations team. Should there be a time when the designated CRR is busy, calls are routed to another Customer Relations team member. If all Public Sector support team members are busy, calls are automatically routed to our 24 hour customer service representatives. These associates are available 24/7/365 and are the same service team that handles cardholder calls.

Cardholder Support

Customer Service offers a tiered approach for cardholders:

- Option 1 -Toll Free—The interactive voice response (IVR) system will guide cardholders through specific options, such as access to recent transactions, point of sale declines, locating level III locations and report lost or stolen cards.
- Option 2 - Toll Free to Customer Service Representatives (CSR)—This service is provided 24x7 with CSRs trained to handle the State of Washington cardholder inquiries.

Comdata offers 24x7 customer service with live representatives in English or Spanish. We have access to a professional language service that can provide translators for more than 150 languages.

E7. Reports

Fleet Reporting

The reporting module provides standard reports and ad hoc query capability for Fleet accounts and transactions. Report Builder and a complete listing of reports can be found under section "E1 Services Defined".

Data Mining

Comdata's Business Intelligence tool is a 100% web-based reporting tool from Business Objects that can be accessed anywhere through the Fleet Management and Reporting module of the EAS. Comdata's Business Intelligence tool offers full ad-hoc reporting capabilities using drag-and-drop technology. Reports can be scheduled for inbox delivery or pushed to designated recipients via email. Dashboards, charts, graphs and customized exception reporting can all be developed with this tool. Business Intelligence provides an easy-to-use interface with powerful query features. Users can ask spontaneous and iterative business questions of your company's card activity. The versatile semantic layer ensures they have controlled and secure information access, reducing the report backlog and ensuring business decisions are made in a timely manner. The State of Washington administrators can have full access to all data available throughout the tool for report creation or reports can be created by Comdata's technical services group for distribution and use by the AOPCs.

Strategic Sourcing

Comdata's Smart Buy Fuel System draws fuel pricing information from an OPIS (Oil Price Information Service) database of nearly 100,000 fuel retailers nationwide to create an online, real-time guide that Agency fleet managers can use to find service stations with the lowest prices. Search options allow managers and drivers to determine stations with the best prices in specific locations and along planned travel routes.

Smart Buy also provides the amount paid by the retailer and the respective markup for each location, providing fleet managers with valuable data to negotiate discounts with chains and individual stations.

E8. Volume Sales Report (VSR)

Comdata agrees to provide the VSR report as described by the State of Washington.

E9. Investigative Assistance

Comdata has a multitude of ways to address fraud concerns, as outlined in Section E5. To recap, some of the methods that Comdata applies to address fraud:

- Mail interception can contribute to fraud and/or counterfeit cards. In order to mitigate the risk of fraud or counterfeit cards – all cards are mailed out using Federal Express to cardholders or to the Project Manager.
- We emboss certain fraud control features on the faces of our cards.
- We include an algorithm within the magnetic stripe, which can help reduce the problem of card reproduction

Support is available 24 hours a day, 7 days a week through our customer service department. The customer would not be liable for unauthorized charges that occur after Comdata has been notified of the lost or stolen card. The State may use the online program iConnectData.com to cancel cards as well.

Investigative Services Division

Comdata has a fully staffed Investigative Services division and must abide by specific compliance rules and regulations set forth by MasterCard. Comdata reports suspected fraud and/or stolen card information through MasterCard's SAFE (System to Avoid Fraud Effectively) program. We receive reporting through SAFE and statistical reports detailing fraud activity throughout the MasterCard network. We also create internal reports that track card activation and number of transactions processed daily.

In addition, all cards have the ability to be placed in various status modes such as "blocked", "fraud," and "lost/stolen." All of these status codes prevent further transactions from occurring with the cards. Authorization controls, such as transaction/dollar limits, MCC restrictions and product code restrictions decrease the ability to fraudulently use the services of the card.

Comdata does have the capability to set specific parameters for monitoring activity based upon customer needs. A representative from our Investigative Services department would work together with a representative from the state or each agency in order to ascertain the requirements and provide a solution.

Comdata can also monitor cards/transactions by various means. The most common thresholds or variables would be dollar amounts, number of daily or monthly attempts, high-risk MCC (merchant classification codes), card number, sub-account (CUST ID), etc.

With the assistance of the State of Washington, parameters may be established to assist Comdata with the identification of potential fraud. Once potential fraud activity is detected (based upon the parameters), the customer would be notified within the next business day. However, Comdata also relies on our customers to report suspected fraudulent activity to us. Replacement cards can be mailed out within 2-3 days or overnight if requested.

E10. Transaction Dispute Process

Dispute Policy

Comdata has a dispute process for charges that may be questionable or fraudulent. Upon reviewing the Card transaction detail, the State of Washington may register a dispute by using the online system or may call customer service to research a questionable purchase. If the State of Washington chooses to dispute the item, then the following procedures are enacted.

The State of Washington must notify Comdata in writing of any disputed item within sixty (60) days from the date of the statement, or it will be deemed undisputed and accepted by the State of Washington.

If there is a dispute on a transaction, the cardholder should first attempt to resolve the issue with the merchant. This is often the most efficient and timely way to resolve disputes. The next step is for the cardholder to complete a dispute form by contacting their agency Program Administrator. The Program Administrator can either fax the dispute form to Comdata, or file the dispute on iConnectData. The total invoice including the disputed charge is to be paid to Comdata while in dispute. When a dispute is resolved, a credit will be issued to that account and a letter or a call will be made to the Program Administrator.

Register Dispute Online

As has been mentioned the State may also wish to register the dispute through iConnectData.com. Below is a screen shot of what the page looks like along with instructions.

1. On www.icconnectdata.com you can dispute charges.
2. Key in username and password
3. Go to the Transaction Activity Key in Account Code and Select "Transaction Date" as Date
4. Type Submit
5. After Submit, displayed will be all transaction detailed selected for the selected date range.
6. With mouse, place cursor over transaction "Posted Date" and left click once. This will take you to the disputed section of the process.
7. Fill out the form and complete issues.
8. Once you submit again, the dispute is filed and will be reviewed by Comdata.

Transaction Activity Maintenance Selection

Account Code: TE999 COMDATA CORP

User Profile: PROFILE 2

Customer Id: All Customer IDs

Employee Number:

Card Number:

Cardholder Last Name:

Total Cost:

Date Type: Transaction Date Posted Date Invoice Date

Start Date: 09 11 2005

End Date: 07 28 2005

* Date Range is limited to 45 days.
* Latest available posted date is 07/28/2005.
* Latest available invoice cycle ended on 2005-09-27.

Invoice Date: 2005-09-27

Reviewed Status: All Transactions Reviewed Unreviewed

Tax Paid Status: All Transactions Tax Paid Tax Not Paid

GL Code Status: All Transactions Assigned Unassigned

ZW096 STYLE: Select All

DOC ACCT: Select All

TUTORIAL: Select All

DELETE ME: Select All

Primary Sort: Card Number

Secondary Sort:

Submit

E12. Invoicing

Invoices; both summary and detail are available online thru the IConnectData (www.iconnectdata.com). Invoices are also available thru data files (electronic invoices) based on the State of Washington's interface requirements set forth during transition. Invoices are also available in hard copy (paper) format via the EAS or through the mail. Additionally, invoice notification will be made to identified state of Washington resources when an invoice is made available for delivery after cycle close.

E14. Account Changes

Comdata will work with the State of Washington to ensure all changes made are performed by an authorized representative of the State of Washington.

E15. Payment

Check, Warrant or Electronic Funds Transfer (EFT) are acceptable means of receiving payment from the State of Washington. Below is listed the payment terms for early pay. Early pay incentives for payments made twice monthly or for payments made daily

- A. Signing Bonus — Comdata is pleased to offer an upfront signing bonus of \$20,625 for the selection of the Comdata MasterCard as the exclusive payment brand for the State of Washington Fleet Card program.
- B. See the following chart for the Comdata offer of speed-of-pay incentive

Pmt Terms	bps	Rebate Amt
30/15	25	\$46,063
30/10	30	\$55,275
30/7	35	\$64,488
30/3	40	\$73,700
30/1	50	\$92,125
15/15	35	\$64,488
15/7	55	\$101,338
7/7	70	

\$128,975

E16. Secure Website

Comdata's online product, www.icconnectdata.com provides the State with real-time features and access. Comdata's Account Services option enables users to perform basic account and card maintenance activities such as card ordering, card blocking and vehicle/ID modifications.

The following services are available:

- Cardholder Card Maintenance: This function allows a user to add new employee cardholders and edit existing cardholder information, such as the status of the card.
- Vehicle Card Maintenance: This function allows a user to add new vehicle cardholders and edit existing vehicle card information, such as status of the card.
- Cardholder Replacement Card: This function allows a user to replace an existing cardholder card with a new card.
- Vehicle Replacement Card: This function allows a user to replace an existing vehicle card with a new card.
- ID Number Maintenance: This function allows a user to add, edit and delete Driver ID numbers.
- Vehicle Maintenance: This function allows a user to add, edit and delete vehicle information.
- User Profile: This function allows an authorized user to add, edit and delete his/her profile for on-line account access to www.icconnectdata.com.
- Change Address: This function allows an authorized user to change invoice and physical address information about your account.

E17. Miscellaneous Expenses

Comdata will be responsible for miscellaneous expenses incurred by Comdata or its representatives.

E18. SALES & SUBCONTRACTOR REPORTS

Comdata agrees to provide quarterly reports to the office of State Procurement as outlined in section E18.

E19. OTHER REQUIRED REPORT(S)

Comdata will work with the State of Washington to ensure all required reporting needs are met.

APPENDIX F – SUBCONTRACTORS

If applicable, bidder shall identify below all subcontractors who will perform services in fulfillment of contract requirements, including their name, the nature of services to be performed, address, telephone, facsimile, email, federal tax identification number (TIN), and anticipated dollar value of each subcontract:

Subcontractor 1

Name: Mansfield Oil

Services: Tax Exempt & Reclamation Preparation

Address: 1025 Airport Parkway, SW
Gainesville, Georgia 30501

Telephone: 800-695-6626

Fax: 678-450-2300

Email: Jepperson@mansfieldoil.com

Fed ID: _____

Estimated \$: _____

MWBE certified: Yes No

Percentage of Certification

Subcontractor 3

Name: _____

Services: _____

Address: _____

Telephone: _____

Fax: _____

Email: _____

Fed ID: _____

Estimated \$: _____

MWBE certified: Yes No

Percentage of Certification

Subcontractor 2

Name: _____

Services: _____

Address: _____

Telephone: _____

Fax: _____

Email: _____

Fed ID: _____

Estimated \$: _____

MWBE certified: Yes No

Percentage of Certification

Subcontractor 4

Name: _____

Services: _____

Address: _____

Telephone: _____

Fax: _____

Email: _____

Fed ID: _____

Estimated \$: _____

MWBE certified: Yes No

Percentage of Certification

APPENDIX G – REFERENCES

List a minimum of three (3) references for this type of solicitation from different entities for which Bidder has performed or provided comparable services as listed in the scope of this document.

Reference #1	
Company Name:	State of Florida Fleet
Authorized person providing reference:	David Bennett
Authorized person phone:	850-921-4072
Authorized person email:	david.bennett@dms.myflorida.gov
Authorized person facsimile:	850-488-5498
Type of Service(s) provided:	Fleet Card Services, Value Add; Real-time Authorizations
Volume spent with Bidder:	\$32,303,356.00
Reference #2	
Company Name:	State of Texas
Authorized person providing reference:	John Deschene
Authorized person phone:	516-463-5704
Authorized person email:	j.dechene@dir.state.tx.us
Authorized person facsimile:	512-475-4759
Type of Service(s) provided:	Fleet Card Services
Volume spent with Bidder:	\$79,000,000.00
Reference #3	
Company Name:	Federal Express (FedEx)
Authorized person providing reference:	Cheryl Yates
Authorized person phone:	901-395-7091
Authorized person email:	ccyates@fedex.com
Authorized person facsimile:	901-395-7101
Type of Service(s) provided:	Fleet Card Services, Value Add; Real-time authorizations, SmartBuy and Daily Exception Reports
Volume spent with Bidder:	\$435,530,520.00

APPENDIX H – DESIRABLE PRODUCTS AND SERVICES

(Responses will be scored on a scale of 1 through 4 for each element by the Evaluation Committee)

H1. Unique card features

Proprietary Network

Comdata authorizes and processes all of its own transactions, giving us more control over the complete transaction process. In addition to the 180,000+ MasterCard accepting locations, the Comdata proprietary network boasts an additional 8,000 locations that consist predominantly of truck stops. This gives Comdata the ability to expand acceptance in the retail marketplace.

Real-Time Authorizations

Comdata customers have the ability to view transactions and authorizations in real-time without having to wait 48-72 hours for a transaction to post. This allows fleet managers to view declines immediately to see why a transaction may have failed and provide a suggestion for corrective action.

For example, if the driver's assigned PIN number is "12345" and the driver mistakenly enters "12354", the system will capture that information and display it online as it occurs. The drivers to enter correct the information while still present at the station.

SmartBuy

Comdata's SmartBuy Fuel System gives you greater control of your fuel cost by helping you make better fuel buying decisions. With SmartBuy, program administrators and drivers can find the best priced stations, negotiate discounts and benchmark fuel purchases. SmartBuy displays OPIS pricing for regular unleaded gasoline and diesel, by retail station throughout the United States.

SmartBuy provides several search options that provide fueling locations by city and state or a specific zip code. Searches can be further narrowed to a 3, 5 or 10 mile radius and results are displayed on a map, listed by price. Additionally, rack to retail margins is displayed, giving fleet managers key information to negotiate discounts with chains and individual stations.

Fuel Consortium Network

Fuel Management leaders from our largest corporate and public sector clients, including several mid-range merchant chains that provide a 2-cent per gallon discount to our fleet customers.

H2. Advances in electronic controls of purchases

Virtual Card

Comdata's Virtual MasterCard® application seamlessly integrates with your procurement system to deliver unparalleled control over the vendor settlement process. With Virtual Payment, Comdata® electronically generates a unique MasterCard account number for every purchase order and vendor settlement. This account number is linked to your system generated purchase order. Comdata's Virtual Payment application is safe, secure and easy to administer. It is ideal for organizations focused on achieving business process efficiency, cost savings, and incremental margin improvement. The process is as simple as initiating a payment request from your Purchase Order system. With Comdata's integrated settlement solution, authorized personnel electronically request a Virtual MasterCard account number that is displayed in the user application. This MasterCard account number is then given to the supplier and processed as any other MasterCard payment. Vendor settlement is received within 24-48 hours.

- Accepted at millions of MasterCard merchants worldwide.
- Leverages your existing procurement system to automate the payment and reconciliation process and is linked to system-generated PO numbers.

- All account numbers are limited by dollar value, expiration date and merchant type.
- Integrated with procurement applications like JD Edwards, Infinium, PeopleSoft, Oracle, and SAP.
- System integration to popular transportation maintenance systems, including Cetaris, Dossier, ICC Fleet Assist and TMT Transman.

H3. Reconciliation software

iConnectData

To help facilitate transaction reconciliation, Comdata's web-based online reporting tool, iConnectData offers easy-to-view account statements which can be downloaded monthly, or by any date range selected. Program Administrators can choose to receive email notifications when their statement is ready for viewing and simply log on to iConnectData to retrieve the statement, which is presented in Adobe PDF format.

H4. Specially created and informative management reports not previously identified herein in Appendix E

Business Intelligence

Comdata's Business Intelligence tool is a 100% web-based reporting tool from Business Objects that can be accessed anywhere through the Fleet Management and Reporting module of iConnectData. Comdata's Business Intelligence tool offers full ad-hoc reporting capabilities using drag-and-drop technology. Reports can be scheduled for inbox delivery or pushed to designated recipients via email. Dashboards, charts, graphs and customized exception reporting can all be developed with this tool. Business Intelligence provides an easy-to-use interface with powerful query features. Users can ask spontaneous and iterative business questions of your company's card activity. The versatile semantic layer ensures they have controlled and secure information access, reducing the report backlog and ensuring business decisions are made in a timely manner. State of Washington program administrators can have full access to all data available throughout the tool for report creation or reports can be created by Comdata's technical services group for distribution and use by program administrators.

H5. Point of Sale Information

Open or Closed Network

The Comdata "closed network", refers to our ability to restrict the cards to fueling locations that have the ability to prompt for a driver ID or PIN. These Level III locations will provide the State of Washington with enhanced data including product description, gallons, odometer reading, prompted value, etc.

The Comdata MasterCard Fleet card is accepted at over 180,000 fueling locations including aviation and marinas. More than 145,000 of these locations provide enhanced Level III data and therefore makeup the "closed network". The State of Washington will have the option to have cards on both the "open network" and "closed network" or any combination of the two based on the specific needs of each the State of Washington or its additional participants.

Comdata has extensive experience working with various fleet programs to determine unique program needs and employ strategies to make our customers' fleet programs as effective and efficient as possible. For example, we collaborate with our customers to determine their "network" needs. Although gathering enhanced data is extremely important to an organization; product delivery, timeliness and driver inconvenience also play a role. During set up and through the first several months of a new program, we suggest initially setting all cards to be accepted at all locations (Level 1, 2, and 3).

Comdata, partnering with the customer, analyze transaction data to determine areas or vendors where Level III detail is typically received versus areas or locations where only Level 1 and 2 transaction data is received. The areas where Level III data is limited are often rural areas but could be typical "routes" for the State of Washington's drivers. With this data analysis complete, we are able to identify specific cards that can be restricted to Level III locations to assure the most complete data capture while also having a subset of cards that remain open to all locations.

H6. Editable user identification field

Comdata offers two editable fields available for customer specific information within iConnectData. The two fields each are 15 characters in length with the contents being reported on all iConnectData reports.

Below is a screen shot of iConnectData and the two customizable fields.

*indicates a required field

Card Number: **SEARCH**

Employee/Vehicle Number:

[View Card List](#)

Account Code: XD001 **UPDATE CARD**

Customer ID: 58967

Card Number: 5600171577975693 [Company Standards](#)

*Employee Number: [BusinessLink eCash Options: \\$0.00](#)

First Name: [Pin Reset](#)

Last Name: [Card Transfer](#)

Status: Active [Move](#)

Company Standard: No

Unit Number:

Trip Number:

Trailer Number:

Driver License Number:

Driver License State/Province:

One Time Cash:

One Time Purchase:

Misc #1:

Misc #2:

Last Activity Date: 00/00/00

Last Activity Time: 00:00

H7. Smart Card Technology

Comdata is continually launching innovative products and solutions to meet our customer's needs; however we do not currently offer Smart Card Technology with our Fleet Card offering.

H8. Unique card security features

In addition to the items discussed in section "E5, Security", Comdata offers additional card control features be embossed on the face of the card. Additionally, an algorithm in the magnetic strip complicates card reproduction by counterfeiters.

H9. Fuel Hedging Capabilities

Comdata does not currently have fuel hedging capabilities; however our partner (subcontractor) Mansfield does provide fuel hedging. We will work with the State of Washington address any fuel hedging needs.

H10. PIN number capabilities

This additional level of customization is one of the strongest features of the Comdata fleet card program. The level of customization produces some of the data and information that appear on program reports, providing key metrics affecting program management and cost control. The program administrator should set the appropriate authorization prompts based on information that needs to be gathered and your organization's reporting requirements.

The following data elements can be prompted for automatically at MasterCard Level III point-of-sale locations:

- The Odometer Reading prompt is used to capture the odometer reading for a specific vehicle. The odometer reading is not validated in the authorization request.
- The Vehicle Number prompt is used when drivers have access to multiple vehicles. It is typically used when driver cards have been issued. It helps to identify the expense associated with vehicle use when individuals from different cost centers, departments or project numbers have access to the same vehicle. The authorization request validates the vehicle number against an established pool of your vehicle numbers on the Comdata host system. This means the proper vehicle number must be supplied for the transaction to be authorized. The vehicle number can be associated on the Comdata host with other vehicle-related information such as VIN number and vehicle description. This allows you to receive more robust reporting on transactions containing the Vehicle Number prompt.
- The Driver (Employee ID) Number prompt identifies the employee who performed a fueling transaction. It is typically used with vehicle cards and for vehicles that have multiple drivers. The driver number is validated in the authorization request. The driver number is associated on the Comdata host with other driver-related information, such as driver name. This allows you to receive more robust reporting on transactions containing the Driver Number prompt.
- The ID Number prompt identifies drivers and populates a field other than Driver Number on Comdata's reports and data feeds.

Prompt options available at MasterCard Level III locations will appear at cashier stations and at attended and unattended automated dispensers. During account setup, you will choose which of the following prompt options you want to use:

- ID Number and Odometer
- Vehicle (Unit) and Odometer
- Driver (Employee) and Odometer
- Odometer Reading Only
- No Prompts—Your driver will not be requested to provide any additional information at the point of sale.

H11. Capability to adjust billing cycle by participant

Comdata will partner with each participant who falls under the terms of the contract with the State of Washington to set up specific billing requirements. Each participant or entity can choose monthly, semi monthly or weekly invoicing. Additionally, those entities billed monthly or weekly can choose a specific day of the month or week for invoicing to occur.