

Form C

**EXCEPTIONS TO PROPOSAL, TERMS, CONDITIONS,
AND SOLUTIONS REQUEST**



Company Name: Syntech Systems, Inc.

Any exceptions to the terms, conditions, specifications, or proposal forms contained in this RFP must be noted in writing and included with the Proposer's response. The Proposer acknowledges that the exceptions listed May or may not be accepted by NJPA or included in the final contract. NJPA will make reasonable efforts to accommodate the listed exceptions and may clarify the exceptions in the appropriate section below.

Section/page	Term, Condition, or Specification	Exception	NJPA ACCEPTS
	N/A		

Proposer's Signature: Dan C. Phillips Date: 2/20/17

NJPA's clarification on exceptions listed above:

Review and Approved:

[Signature] 5/31/17
NJPA Legal Department

Contract Award
RFP #022217

FORM D



Formal Offering of Proposal
(To be completed only by the Proposer)

FLEET MANAGEMENT AND RELATED TECHNOLOGY SOLUTIONS

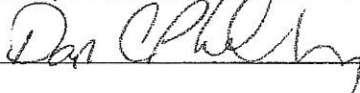
In compliance with the Request for Proposal (RFP) for FLEET MANAGEMENT AND RELATED TECHNOLOGY SOLUTIONS, the undersigned warrants that the Proposer has examined this RFP and, being familiar with all of the instructions, terms and conditions, general and technical specifications, sales and service expectations, and any special terms, agrees to furnish the defined products and related services in full compliance with all terms and conditions of this RFP, any applicable amendments of this RFP, and all Proposer's response documentation. The Proposer further understands that it accepts the full responsibility as the sole source of solutions proposed in this RFP response and that the Proposer accepts responsibility for any subcontractors used to fulfill this proposal.

Company Name: Syn-tech Systems, Inc. Date: February 20, 2017

Company Address: 100 Four Points Way

City: Tallahassee State: Florida Zip: 32305

Contact Person: Dan Phillips Title: Vice President for Sales & Marketing

Authorized Signature:  DAN C PHILLIPS
(Name printed or typed)

FORM E
CONTRACT ACCEPTANCE AND AWARD



(Top portion of this form will be completed by NJPA if the vendor is awarded a contract. The vendor should complete the vendor authorized signatures as part of the RFP response.)

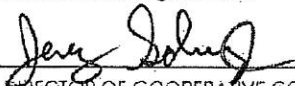
NJPA Contract #: 022217-SYS

Proposer's full legal name: Syn-tech Systems, Inc.

Based on NJPA's evaluation of your proposal, you have been awarded a contract. As an awarded vendor, you agree to provide the products and services contained in your proposal and to meet all of the terms and conditions set forth in this RFP, in any amendments to this RFP, and in any exceptions that are accepted by NJPA.

The effective date of the Contract will be June 1, 2017 and will expire on June 1, 2021 (no later than the later of four years from the expiration date of the currently awarded contract or four years from the date that the NJPA Chief Procurement Officer awards the Contract). This Contract may be extended for a fifth year at NJPA's discretion.

NJPA Authorized Signatures:



NJPA DIRECTOR OF COOPERATIVE CONTRACTS
AND PROCUREMENT/CPO SIGNATURE

Jeremy Schwartz
(NAME PRINTED OR TYPED)



NJPA EXECUTIVE DIRECTOR/CEO SIGNATURE

Chad Coauette
(NAME PRINTED OR TYPED)

Awarded on June 1, 2017

NJPA Contract # 022217-SYS

Vendor Authorized Signatures:

The Vendor hereby accepts this Contract award, including all accepted exceptions and amendments.

Vendor Name Syn-tech Systems, Inc.

Authorized Signatory's Title Vice President for Sales & Marketing



VENDOR AUTHORIZED SIGNATURE

Dan C. Phillips
(NAME PRINTED OR TYPED)

Executed on June 1st, 2017

NJPA Contract # 022217-SYS

Form F

PROPOSER ASSURANCE OF COMPLIANCE



Proposal Affidavit Signature Page

PROPOSER'S AFFIDAVIT

The undersigned, authorized representative of the entity submitting the foregoing proposal (the "Proposer"), swears that the following statements are true to the best of his or her knowledge.

1. The Proposer is submitting its proposal under its true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, the Proposer possesses, or will possess before delivering any products and related services, all applicable licenses necessary for such delivery to NJPA members agencies. The undersigned affirms that he or she is authorized to act on behalf of, and to legally bind the Proposer to the terms in this Contract.
2. The Proposer, or any person representing the Proposer, has not directly or indirectly entered into any agreement or arrangement with any other vendor or supplier, any official or employee of NJPA, or any person, firm, or corporation under contract with NJPA, in an effort to influence the pricing, terms, or conditions relating to this RFP in any way that adversely affects the free and open competition for a Contract award under this RFP.
3. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request, and other documents in this solicitation and affirms that any and all exceptions have been noted in writing and have been included with the Proposer's RFP response.
4. The Proposer will, if awarded a Contract, provide to NJPA Members the /products and services in accordance with the terms, conditions, and scope of this RFP, with the Proposer-offered specifications, and with the other documents in this solicitation.
5. The Proposer agrees to deliver products and services through valid contracts, purchase orders, or means that are acceptable to NJPA Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to NJPA Members under an awarded Contract.
6. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
7. The Proposer understands that NJPA will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statute §13.591, Subd. 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals generally become public data. Minnesota Statute §13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
8. The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify NJPA for reasonable measures that NJPA takes to uphold such a data designation.

[The rest of this page has been left intentionally blank. Signature page below]

By signing below, Proposer is acknowledging that he or she has read, understands, and agrees to comply with the terms and conditions specified above.

Company Name: Syn-tech Systems, Inc.

Address: 100 Four Points Way

City/State/Zip: Tallahassee, Florida 32305

Telephone Number: 800-888-9136

E-mail Address: Dan.phillips@myfuelmaster.com

Authorized Signature: *Dan Phillips*

Authorized Name (printed): Dan Phillips

Title: Vice President for Sales & Marketing

Date: February 20, 2017

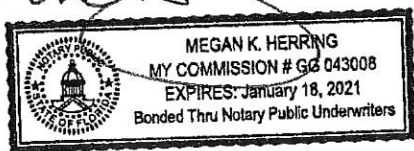
Notarized

Subscribed and sworn to before me this 20th day of February, 2017

Notary Public in and for the County of Leon State of Florida

My commission expires: January 18, 2021

Signature: *Meghan K. Herring*





Form P

PROPOSER QUESTIONNAIRE

Payment Terms, Warranty, Products and Services, Pricing and Delivery, and Industry-Specific Questions

Proposer Name: Syn-Tech Systems, Inc.

Questionnaire completed by: Barbara Reker and Dan Phillips

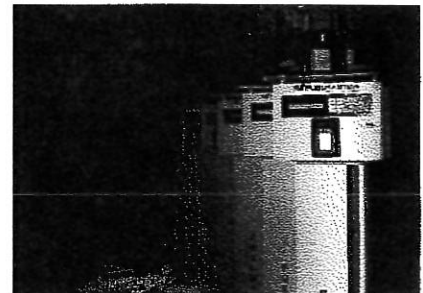
Payment Terms and Financing Options

- 1) What are your payment terms (e.g., net 10, net 30)? *Net 30*
- 2) Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?

We have worked with several financial institutions that provide the availability of leasing to Government Sector Organizations. We would be glad to work with any Government or Education agency on creating a leasing plan and finding the best financial institution to do so.

- 3) Briefly describe your proposed order process. Please include enough detail to support your ability to report quarterly sales to NJPA. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the NJPA Members' purchase orders.

Once we receive the client's purchase order, we provide information forms for the customer or equipment re-seller to complete. Each FuelMaster® terminal is built to the customer's specifications; therefore, we must collect information on how the customer desires the unit configured. One customer may want to use AIM RFID modules, while another may only use keypad entry of data. Syn-Tech Systems, will also notify NJPA when a NJPA member is ready to purchase. Once the system configuration is determined, the order will be entered in the Syn-Tech Systems, Inc. FuelMaster® manufacturing database. Syn-Tech will notify NJPA of the dollar amount of the purchase, and when paid, Syn-Tech will NJPA their portion...



- 4) Do you accept the P-card procurement and payment process? If so, is there any additional cost to NJPA Members for using this process?

Yes however subject to maximum limits.

Warranty

- 5) Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may include in your response a copy of your warranties, but at a minimum please also answer the following questions.
 - Do your warranties cover all products, parts, and labor?

- Do your warranties impose usage restrictions or other limitations that adversely affect coverage?
- Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?
- Are there any geographic regions of the United States for which you cannot provide a certified technician to perform warranty repairs? How will NJPA Members in these regions be provided service for warranty repair?
- Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?
- What are your proposed exchange and return programs and policies?

Basic 1 Year Manufacturer's Warranty:

No Cost

The basic FuelMaster® Warranty for each Fuel Management Unit (FMU) provides coverage for parts and telephonic labor for a period of one year from date of start-up or fifteen months from date of shipment, whichever occurs first.

Under terms of this agreement, Syn-Tech Systems, Inc. FuelMaster® technicians will telephonically diagnose problems, with the assistance of the customer, to determine warrantable conditions, and possible problem solutions. Please note that the Fuelmaster® was designed in modular manner to provide easy and rapid exchange of parts, even by non-technical personnel. This Warranty does not cover site visits by Syn-Tech Systems, Inc. FuelMaster® Technicians for Repair. Support Hours are Monday thru Friday 8 a.m. to 8 p.m., Eastern Standard Time, excluding New Year's Day, Memorial Day, 4th of July, Labor Day, Veteran's Day, Thanksgiving Day, the Day After Thanksgiving, Christmas Eve and Christmas Day. A Flat fee will be charged for after hour calls or weekend calls.



PLEASE NOTE that Damage resulting from Acts of God, User Abuse, Accidents, Faulty Installation or Operation is not covered under the Warranty.

Super Warranty – First Year Basic Manufacturer's Warranty Upgrade

\$ 1,435

The Super Syn-Tech Systems, Inc. FuelMaster® Fuel Management Systems Warranty provides coverage for all parts, telephonic support for all Fuelmaster® components, both software and hardware (does not include equipment on vehicles [AIM units]), and provides free upgrades to software /firmware, as required. This option is ONLY available in conjunction with the first year Fuelmaster® Basic Warranty of one year.

Syn-Tech Systems, Inc. FuelMaster® will provide at no additional charge Certificates of Insurance naming your company as a Certificate Holder.

*Organizations under a super warranty will have access to Syn-Tech Systems, Inc. FuelMaster® technicians to assist in Fuelmaster® operations and diagnostics 24 hours a day, 7 days a week. Service will include a Help Desk that allows the customer the ability to access Fuelmaster® technicians at all times. **THIS WARRANTY DOES COVER SITE VISITS BY FuelMaster® TECHNICIANS FOR REPAIR.** Please note that damage resulting from acts of God (including equipment failures due to electrical surges and lightning damage) are covered under this warranty.*

Limited Maintenance Agreement

\$550 for the first unit, \$275 for each additional unit

Our Limited Maintenance Agreement which provides a means of extending the normal one-year warranty that all FuelMaster® customers receive on software and hardware, and provides free updates software/firmware, upon request. (The exception to this is for those systems operators with customized software. Each customized program will have to be quoted on an individual basis.) The customer can make the decision as to whether he prefers to maintain his current system or update to the new software/firmware. FUELMASTER® hardware parts will be available at a 10% discount. It provides for unlimited telephonic/ electronic diagnostics and support, Monday through Friday, 8 AM to 8 PM your local time, excluding New Year's Day, Memorial Day, 4th of July, Labor Day, Veteran's Day, Thanksgiving Day, and the day after Thanksgiving, Christmas Eve, and Christmas Day. If you call after hours or on the weekend there will be a \$50 charge at each level except the Super Maintenance level. At this level we do not cover acts of God, such as lightning strike. If you choose this option it will cost you \$550 for your first unit and \$265 for each additional unit per year.



Standard Maintenance Agreement – Unit cost per year is \$1,1.75 for a FMU 2500 and FMU 2550 and up is \$1,275. AIM kits are \$6.25 per AIM kit per YR

The Fuelmaster® Extended Maintenance Agreement provides a means of extending the normal one-year warranty that all Fuelmaster® customers receive. It covers parts and telephone support labor for all Fuelmaster® components, both software and hardware, and provides free updates software/firmware, upon request. The customer will be sent replacement parts and a pre-paid shipping label to return the defective parts. **THIS WARRANTY DOES NOT COVER SITE VISITS BY FUELMASTER® TECHNICIANS FOR REPAIR.** Support hours are 8:00 AM – 8:00 PM Eastern, Monday through Friday, excluding New Year's Day, Memorial Day, 4th of July, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day.

Syn-Tech Systems, Inc. will provide at no additional charge Certificates of Insurance naming your company as a Certificate Holder.

Please note that damage resulting from acts of God, user abuse, accidents, faulty installation or operation **IS NOT COVERED** under this agreement. This agreement specifically excludes any indirect, special, or consequential damages to include, but not limited to, loss of product, profit, or litigation fees.

Super Maintenance Agreement – \$2,650 per unit (Any FMU/Satellite), per year and 6.25 per AIM kit per YR

The Fuelmaster® Super Maintenance Agreement provides a means of extending the normal one-year warranty that all Fuelmaster® customers receive. It covers parts and telephone support labor for all Fuelmaster® components, both software and hardware, and provides free updates software/firmware, upon request. The customer will be sent replacement parts and a pre-paid shipping label to return the defective parts. Damages resulting from Acts of God, such as lightning, are covered at this level. **THIS WARRANTY DOES COVER SITE VISITS BY FUELMASTER® TECHNICIANS FOR REPAIR if necessary.**

Organizations under a super warranty will have access to Fuelmaster® technicians to assist in Fuelmaster® operations and diagnostics 24 hours a day, 7 days a week. Service will include a Help Desk that allows the customer the ability to access Fuelmaster® technicians at all times. Syn-Tech Systems, Inc. will provide at no additional charge Certificates of Insurance naming your company as a Certificate Holder.

For sites / locations where STS or a STS trained distributor installed pulsers or valves, replacement parts will be provided upon failure and a site request.

After expiration of any warranty / previous maintenance period, STS will use a three-tier maintenance support system:

Level One: Customer must report problem by telephone to STS. Syn-Tech's Product Support Team will then analyze the problem within 62 minutes of the call. The Product Support Team will diagnose software and hardware remotely with telephonic diagnostic tools. Product Support will assist the customer to diagnose and/or give corrective actions. Seventy-five percent of the problems received by Product Support are resolved at this level. If level One is ineffective in resolving the problem, Syn-Tech Systems, Inc. will move to Level Two service

Level Two: Syn-Tech Systems, Inc. will send replacement parts to customer by the most expeditious means in support of Level One Maintenance. The customer will install the replacement parts, with telephonic assistance and direction from STS, provided that the customer may install them without special tools and within an estimated 30 minutes. The customer will be provided a prepaid shipping container for return of the defective part(s). The defective parts(s) must be returned within seven business days.

Level Three: If Levels One and Two are ineffective in resolving the problem, Syn-Tech Systems, Inc. will dispatch a FUELMASTER® technician and spare parts to the customer's site to effect repairs as required. The customer's system must be required within three (3) working days in the customer's United States after seven (7) days outside the continental United States after notification that a site visit is required. Notification begins 8:00am on the first normal business day after the call is made. If notification occurs on a normal business weekend or a federal holiday, the time starts on the next business weekend or a federal holiday; the time starts the next normal business day. If any types of clearances are necessary, the notification time will not begin until the appropriate clearances have been obtained.



Return and Restocking Policy

Return or exchange of FuelMaster® parts must be approved in advance by Syn-Tech Systems, Inc. in writing. There is a standard 15% re-stocking charge on all parts and equipment returned. For returnable credit all parts must be shipped back to Syn-Tech Systems, Inc. within 30 days of receipt of new parts.

Freight shall be prepaid to Syn-Tech Systems, Inc. 100 Four Points Way, Tallahassee, and FL 32305. Returns that are not authorized with a Syn-Tech Systems, Inc. RMA number (Return Merchandise Authorization), will not be processed. Should the FuelMaster® parts be received in a damaged condition, the credit/payments will be prorated on the basis of refurbishment cost.

Credit or payment by Syn-Tech System, Inc. for returns shall be made after verification that the Fuelmaster® parts have been received without any cosmetic blemishes and in good working order. Credits/payments will be made within 30 days after receipt of the FuelMaster® parts.

- 6) Describe any service contract options for the items included in your proposal.

See Extended Warranty Service Plans above

Pricing, Delivery, Audits, and Administrative Fee

- 7) Provide a general narrative description of the equipment/products and related services you are offering in your proposal.

Our entire Fuel Management and Fleet Management product line is available to NJPA clients. These systems include a wide variety of features and options. Whether your fueling solution requires fixed fueling units, a mobile fueling system, RFID system, credit card, prox card, ProKee, or a tank control module, the product line is complete and available to NJPA clients. Some of these systems feature GPS functionality, real-time application, and/or encrypted security.

- 8) Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the NJPA discounted price) on all of the items that you want NJPA to consider as part of your RFP response. Provide a SKU for each item in your proposal. (Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract. See the body of the RFP and the Price and Product Change Request Form for more detail.)

Our method of pricing for individual line items is based on providing the best price possible to the customer, but still maintaining enough margin so the local equipment dealer/reseller gets a small percentage and remains willing to install and service the equipment. The discount on all FuelMaster® equipment is 10% off the amount listed in the pricing catalogue. Syn-Tech Systems, Inc. FuelMaster® uses parts numbers for equipment and the part number is listed with each item in the pricing catalogue. Our most current price list is attached as Attachment #2

- 9) Please quantify the discount range presented in this response. For example, indicate that the pricing in your response represents is a 50% percent discount from the MSRP or your published list.

Pricing for contracts from NJPA will be discounted 10% off the pricing schedule.

- 10) The pricing offered in this proposal is

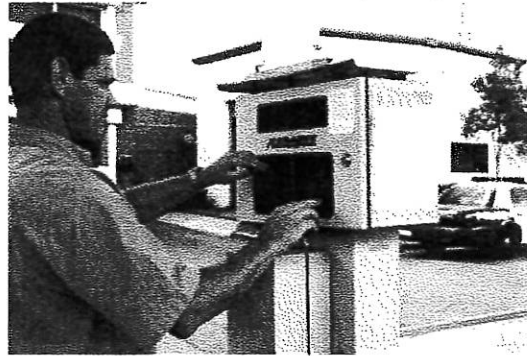
- ☐ a. the same as the Proposer typically offers to an individual municipality, university, or school district.
- ☒ b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- ☐ c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- ☐ d. other than what the Proposer typically offers (please describe).

- 11) Describe any quantity or volume discounts or rebate programs that you offer.

Syn-Tech Systems will provide volume discounts on FMUs (such as the FMU2500Plus, 2550Plus, and 3500Plus). If a customer will purchase 10 FMUs, they will get an additional 2% discount. If they purchase 20 they will receive and an additional 2% discount (for a total of 4%).

- 12) Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.

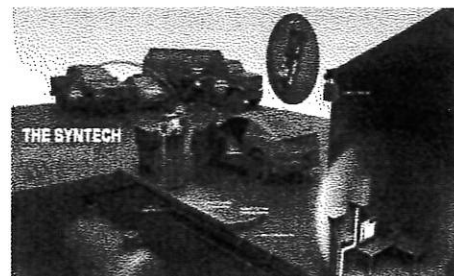
Almost all items required to complete a FuelMaster® installation are included in the pricing catalogue. However, frequently site preparation is required to get a site ready for equipment installation. This is normally accomplished by local Petroleum Equipment Distributor and could entail trenching, the installation of conduit, pulling wires through the conduit, and installation of supporting equipment such as wireless devices, tank monitoring equipment, communication cards, etc. When this type of service is required, or should some related equipment need to be provided, Syn-Tech Systems will collect the price from the organization that will be providing the service or the product and negotiate a 10% discount if at all possible.



Normally a site survey by the local distributor will identify any site preparation services or supporting equipment needs. Syn-Tech will negotiate with its distributor on services and products as needed to maintain the 10% discount. An example of the requirement for a product that Syn-Tech doesn't carry would be if the customer wanted to communicate to a tank monitor console through the Syn-Tech fuel management unit, and the tank monitor did not have a communications card. We will negotiate with the local distributor for pricing on the card or with other petroleum equipment distributors. If needed, Syn-Tech's purchasing department will negotiate with several vendors to get the best price. Although we provide pricing for the actual installation of a fuel management unit on the fuel island, it cannot predict what site preparation will be required to complete the installation.

- 13) Identify any total cost of acquisition costs that are **NOT** included in the pricing submitted with your response. This cost includes all additional charges that are not directly identified as freight or shipping charges. For example, list costs for items like installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

There are several unknown Cost of Acquisition in purchasing a fuel management system. The most common costs beyond Syn-Tech Systems equipment are site preparation, installation and training. Normally the customer already has an existing fuel island with operational fuel tanks, pumps, dispensers, meters, and pulsers. If they also have an existing fuel management system that they are replacing, then normally only installation and training will be required. If there is no existing fuel management system, then it is possible that an electrical contractor will have to trench and install conduit and wire prior to Syn-Tech Systems, Inc. FuelMaster® installation. There could also be a requirement

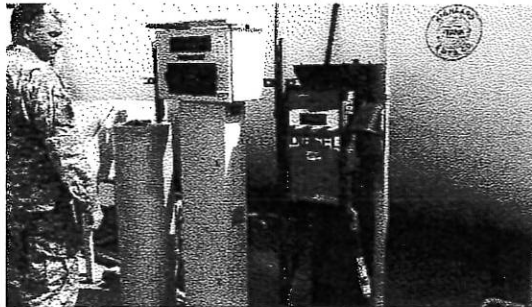


for solenoid valves and pulsers for the dispensers or metering equipment. Training and installation costs could vary depending on location. This will usually be accomplished by a local Syn-Tech Systems, Inc. FuelMaster® Distributor who stocks our line of equipment. Although the sales are through us since we are providing the quote on this contract, we will work with our local Distributors on installation, training, and support.

Equipment pricing is provided on the accompanying pricing catalog. Pricing for installation and training is not listed on the pricing catalog but is described and provided here.

Prior to FuelMaster® technician arriving, the site should be prepared by having wiring run in electrical conduit from each dispenser to the FMU location as well as power (115VAC) and communications wiring. A site planning guide is attached for information on conduit runs and to explain system operation. If no existing FMU is on the fuel island, conduit should be installed in accordance with the system planning guide. Most Government agencies have an electrician who can provide installation of conduit and wiring. In some cases, wireless RF systems may be purchased in lieu of trenching and running conduit and wire.

Installation of a FuelMaster® fuel island fuel management system can vary based on the infrastructure



and what needs to be done to finish the installation. Installation of a FuelMaster® fuel management system can range from \$3,000 for the first Fuel Management Unit and \$2,500 for each additional FMU at a site. This includes replacing an existing fuel management unit by removing the existing unit, installing the FuelMaster®, wiring the FMU to power, an analog, voice-grade phone line or LAN connection, to the dispensers, and tank monitor console, and providing software training.

If the customer is purchasing AIM2 equipment, the charge for a technician to train the organization's mechanics on AIM2 installation is \$3995. This includes the installation of at least 10 AIM2 modules on different types of equipment.

The pricing above does not include site preparation which consists of cutting concrete and installing conduit and wire. This does not include pulsers or valves if required. Normally valves are not required. Some dispensers already have pulsers; however, those that do not will need a pulser. Pulsers can be purchased for approximately \$300 depending on the dispenser make and model.

14) If delivery or shipping is an additional cost to the NJPA Member, describe in detail the complete shipping and delivery program.

- *Shipping costs are specific to weight and location.*
- *Per FuelMaster® Master Unit Zone 1 \$145, Zone 2 \$195, Outside Continental US Call For Pricing (see Product Pricing Sheet page 19 for more details)*
- *Our nationwide network of certified distributors do stock some commonly used parts so that Syntech Systems' customers do realize a cost savings.*

- 15) Specifically describe those shipping and delivery programs for Alaska, Hawaii, Canada, or any offshore delivery.

We have customers in Hawaii, Alaska, US Islands, and Canada. There are additional shipping charges incurred by these customers. Those prices are identified in the Pricing Form. We have distributors who support the sale and support our products in Hawaii, Alaska, and U.S. Islands such as Guam, and we have FuelMaster® equipment in all of these locations. Certified distributors also stock commonly used parts to provide Syntech customers' with cost savings.

- 16) Describe any unique distribution and/or delivery methods or options offered in your proposal.

Syn-tech Systems, Inc. is unique in the method that we bring to the table a nationwide distribution network with over 300 certified distributors. We have the infrastructure in place to install and service a small fleet of vehicles to a nationwide operation with multiple locations across the country and Canada. We work hard to develop distributors to sell, install, and service all equipment through local distribution.

- 17) Please specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with NJPA. This process includes ensuring that NJPA Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to NJPA.

NJPA orders are entered into our database with a specific code so that each order is easily identifiable and tracked in a monthly activity report. Once a quarter, our financial department runs a report through our sales order database. This data is reconciled and presented in a spreadsheet. Then, a check is mailed for payment to NJPA.

- 18) Identify a proposed administrative fee that you will pay to NJPA for facilitating, managing, and promoting the NJPA Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See RFP Section 6.29 and following for details.)

Syn-Tech Systems, Inc. proposes an administrative fee of 2% to NJPA. This fee is consistent with the fee we have been paying to NJPA for our existing Contract.

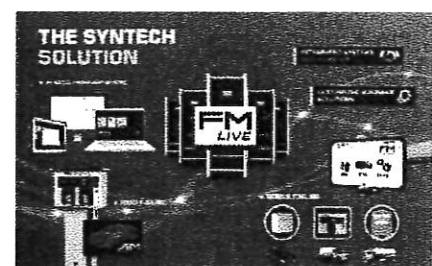
Industry-Specific Questions

- 19) Of the following sub-categories please identify those that you provide solutions in:

- fleet management information systems (bundled providers, including telematics/fuel/motor pool sharing)
- telematics
- fuel management
- fleet sharing

If there are subcategories that are not identified in this list, please provide the subcategory title(s) that best describes what you are offering in your response.

As a pioneer in Fuel Management for more than two decades we've watched the industry ask for additional technology to be integrated in their Fuel Management system. Our FMU and AIM users are asking for more data from our telematics devices to manage fuel distribution, manage fleet and equipment assets,



monitor driver behavior and provide logistical information to dispatchers. The Fuel Management platform is the ideal place to be expanded into these adjacent stakeholder needs. Therefore, our development team has Syntech Systems positioned to offer our products and technology to Fuel Management, Fleet Management and Telematics.

20) Rank the previous subcategories (1 through 4, etc.) based on how strongly you are positioned within each.

- 1. Fuel Management*
- 2. Telematics*
- 3. Fleet Management and Information Systems*
- 4. Fleet sharing*

21) Describe your experience, abilities, and methods for integrating your offering with NJPA members' existing technologies.

Syn-tech Systems, Inc. brings over 37 years of experience with fleets of various sizes, configurations both military and commercial. We are proud of our company's history, performance, and innovation to meet all of our customer needs. With 29 State DOT's and 7000 commercial customers we've had to integrate our products and software to a wide variety of ERP systems and asset management systems. The Syn-tech Systems' FMLive server has provisions that allow for future upgradeability and or integration into our customers' asset and financial management systems by their personnel, including but not limited to SAP, Assetworks/Vehicle Management Information System (VMIS) and Sunflower.

22) Describe your technology support and its practical availability for our members.

Our footprint growth in the Fuel Management field is founded on a philosophy that service is the cornerstone of our products. Maintaining a satisfied customer base is a top priority. This is achieved by providing support services that are unequalled in the industry. This concept is outlined below.

Concept

Due to stringent U.S. Air Force requirements with the Automated Fuels Service Station (AFSS) program, Syn-Tech Systems, Inc. FuelMaster® has continuously maintained its equipment for the commercial sector with the same standards. A study of Air Force sites showed a system affectivity level (SEL) of approximately 99.8%, meaning each Air Force site was operating 99.8% of the time. This extremely high functionality is due to five critical factors:

1) Both Factory and Local Support: Syn-Tech Systems, Inc. FuelMaster® is committed to supporting this program. Syn-Tech Systems, Inc. FuelMaster®, with its well-developed remote diagnostic capability, is a telephone call away from resolving most questions or problems. Factory Support: All calls for support go through Syn-Tech Systems, Inc. FuelMaster®. Because its technicians constantly work with FuelMaster® systems and their efforts in problem solving are directed by the engineers who designed the system and wrote the software, their success in keeping systems up and running is extremely high. Trained FuelMaster® Technicians are available 24 hours a day: Syn-Tech Systems, Inc. FuelMaster® employs 29 customer service representatives, all located in Tallahassee, and 13 Field Service Representatives who are responsible for the installation and trouble-shooting of FuelMaster® systems world-wide. At least one Field Service Representatives is always in Tallahassee.

2) *Highly Developed Statement of Work: FuelMaster® was designed to meet the specifications of a Department of Defense statement of work that described in great detail the functionality and requirements for the fuel management system. This SOW also described 3rd party environmental testing (such as operating from -60°F to +140°F) and support requirements and repair times.*



3) *Use of Advance Remote Diagnostics: Syn-Tech has pioneered this concept and currently 70% of site problems are corrected immediately over voice grade telephone lines or the customer's network using this capability. FuelMaster® technicians can view past LCD messages and perform diagnostics as required to fix equipment problems.*

4) *Use of Line Replaceable Units: Syn-Tech Systems, Inc. FuelMaster® has also pioneered this concept with all its products and the FuelMaster® FMU-2500Plus and 3500Plus are designed for quick component replacement within the island controller, as well as the Automotive Interface Module (AIM). Faulty items can be removed and replaced by a modular component by anyone with simple hand tools (pliers and screw drivers). Most problems do not require a certified technician to replace a component.*

5) *Product Improvement Program: Syn-Tech Systems, Inc. FuelMaster® constantly improves all products based on direct feedback from our customers. This is another reason why factory direct support is essential. The key to product and system improvement is use of a Customer Relationship Management recording program to record service and training from every customer. Thus, a complete history of each site is developed, as well as the ability to determine specific part failure and the need for redesign. Our surveys of both commercial and DoD FuelMaster® equipment maintenance customers indicate a high level of satisfaction.*

Level 1, Customer Satisfaction Representatives

We currently have 21 Customer Service Representatives working at our first level of service. These representatives can dial up any FMU, or connect VPN or through Webex, to run system diagnostics.

2nd Level Support

We currently have 4 Customer Service Representatives working in this capacity. These representatives focus on customer calls that are escalated from our Level I customer service. They also interface with our Engineering department for software updates and patches, as well as the Sales & Marketing department to provide custom software databases and exports. The 2nd level technicians work more complex issues to include database issues and creation of export and import programs.

Level 3 Support

Applications Engineers manage the more complex problems that are elevated from the 2nd level support personnel. These engineers are also responsible for beta sites, as well as the testing of 3rd party equipment and system interface requirements. Application engineers frequently go to customer sites to trouble shoot or to gain customer insight into FuelMaster® equipment performance.

Level 4 Service

This involves using the original software/hardware/firmware design engineers to solve highly technical problems. Problems of this type may require more than 24 hours diagnosing. The Level 3 Service team has more than 35 engineers to address elevated issues requiring this level of assistance.

Time Line for Service

During the Business Day - During normal business hours, response to calls will occur immediately 8:00 AM to 8:00 PM EST, and if extraordinarily busy within one hour. Diagnostics should be completed within 3 hours. Technicians will have any required parts shipped the same business day, up to 6:30 PM for delivery the next business day.

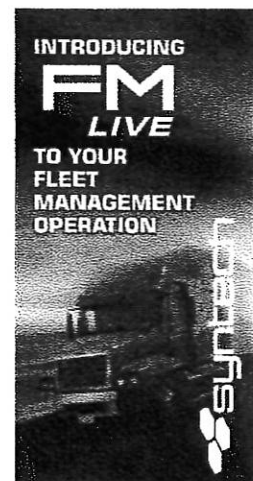
After Hours Service - Syn-Tech Systems, Inc. FuelMaster® operates a 24/7 customer service desk. If an emergency arises, calls will be accepted by the after hour's service. All calls will be returned within one hour. Problem diagnosis should be complete within 12 hours and if parts are required, they will be shipped the next morning during normal business hours. Required parts to get a system back up are sent priority delivery.

Holidays and Weekends - 24/7 customer service desk will answer calls within one hour. Tentative diagnostics completed in 12 hours. Parts will be available for shipment the next business day.

Field service technicians can be dispatched to sites with complex problems requiring on-site support, usually within 24 hours if required.

23) How configurable are your solutions to be adapted for the unique needs of our members?

Syn-tech Systems, Inc. FMLive has been designed to be highly configurable and fully customizable to support our diverse user base and endure the changing business requirements of our customers. Future changes to data elements can be made rapidly and pushed to all clients FMU's, AIM's and PC's through the FMLive provisioning distribution framework noted. At a minimum, the flat file generated by FMLive will produce the following data elements; Bulk Fuel Tank Level, Tank ID Number, Transaction ID Number, User ID, Type/Grade of Fuel Used, Vehicle Identification Number (VIN), Agency/Dept./Office of Equipment, date (day/month/year) and time of transaction, Quantity of Fuel, Site Identification, Equipment Odometer Reading, Hose Number and Serial Number. FMLive is inherently scalable from the single FMU, single user to thousands of FMU's with a single server application and thousands of client instances, and everything in between.



24) Describe your security measures and privacy practices to ensure that customers' data is secure.

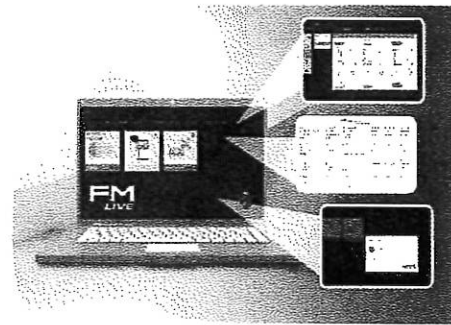
Syn-Tech Systems long history of serving the US Military and Federal Government requires very specific security on all products that are developed.

Syntech Systems FuelMaster® include a new, state-of-the-art Embedded Application Processor, called the EAPro. This embedded system provides the capability to deliver its fuel transaction, bulk fuel tank level, system status, and AIM module vehicle data in real-time, to the centralized data management solution. The EAPro supports many industry-standard I/O interfaces to enable future expandability

should additional peripheral devices need to be connected to the FuelMaster FMU. At the heart of the EAPro is a System on Module (SOM). This removable and upgradable credit-card-sized board possesses all of the necessary components such as the processor and memory to allow for a robust, interchangeable design. This modular design permits FuelMaster® to upgrade only the SOM in the future to take advantage of new technologies at the lowest possible cost to the customer. In addition to flexibility, the EAPro offers military grade security. By using only Federal Information Processing Standards (FIPS) 140-2 validated cryptography, the EAPro ensures all sensitive data in transit is always encrypted using the strictest standards required by the Department of Defense. Unlike most electronic parts, the EAPro was designed from the ground up to use only industrial temperature grade components. This ensures reliable operation when exposed to the temperature extremes that occur.

25) Describe your security practices while data is in transit and while stored in a host facility.

FMLive and its connected systems, are designed, developed to be compliant with many applicable laws, regulations, Executive Orders, OMB Circulars, etc. Specifically, FMLive was developed to comply with cybersecurity controls outlined in NIST Special Publication 800-53r4, Security and Privacy Controls for Federal Information Systems and Organizations as directed by the Federal Information Security Act (FISMA), Public Law (P.L) 107-347, and OMB Circular A-130. Additionally, by requiring PKI based authentication through the use of government issued Personal Identification Verification (PIV) cards, FMLive complies with Federal Information Processing Standards Publication 201-2 (FIPS PUB 201-2) Personal Identity Verification of Federal Employees and Contractors as directed by Homeland Security Policy Directive-12 (HSPD-12) Policy for a Common Identification Standard for Federal Employees and Contractors. Furthermore, through the use of our Automotive Information Module, connected to fleet vehicles, owned by VSCOS, FMLive also ensures compliance with Executive Order 13693--Planning for Federal Sustainability in the Next Decade. This is accomplished through FMLive, as it's utilized as a fleet efficiency management tool as described in section 3(g) sub-section (iii) and (iv) of the executive order.



26) Do your solutions allow for different levels of privileges and permissions with different users?

Access to the web application is controlled through user accounts that can be associated with users' PIV (Personal Identity Verification) Cards for easy sign on as well as a username and password. In addition, Syn-Tech Systems, FMLive, employs role-based access which is used to provide the least privilege required for system users. Finally, the system was developed from the ground up with Information Assurance in mind in order to provide the user a friendly experience that supports compliance with applicable NIST (National Institute of Standards and Technology) Special Publications, Security Technical Implementation Guides, and federal governmental policies.

Signature: _____

Dan C. Phillips

Date: _____

2/20/17