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THE STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION



Victoria F. Sheehan
Commissioner

William Cass, P.E.
Assistant Commissioner

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

Bureau of Fuel Distribution
August 4, 2021

REQUESTED ACTION

Authorize the Department of Transportation (NHDOT) to enter into a contract with E.J. Ward, Inc. (Vendor #176121) of San Antonio, Texas 78217, in the amount of \$2,203,724.00 for the purpose of procurement of SaaS services, upgrading, and updating the State of New Hampshire Statewide Fuel Distribution System – Fuel Management System (FMS) software, hardware, maintenance and development effective upon Governor and Council approval through June 30, 2028 with an option to extend, at the sole discretion of the State, for up to three (3) additional two (2) year extension periods up to, but not beyond, June 30, 2032, subject to Governor and Council approval. 69% Capital Funds and 31% Highway Funds.

Funding is available in the following accounts for State Fiscal Years (SFY) 2022 and 2023, and are anticipated to be available in SFY 2024 through SFY 2027 upon the availability and continued appropriation of funds in the future operating budgets as follows, with authority to adjust encumbrances in each of the State fiscal years through the Budget Office, if needed and justified.

Funding is available as follows:	<u>FY 2022</u>	<u>FY 2023</u>	<u>FY 2024</u>
04-096-096-960030-93480000 Fuel Management System Replacement			
034-500161 New Construction	\$1,346,974.00	\$171,050.00	\$ 0.00
 04-096-096-960515-31980000 Fuel Distribution			
024-500230 Software License/Maintenance	\$ 0.00	\$ 0.00	\$171,300.00
	<u>FY 2025</u>	<u>FY 2026</u>	<u>FY 2027</u>
04-096-096-960515-31980000 Fuel Distribution			
024-500230 Software License/Maintenance	\$171,300.00	\$171,300.00	\$171.800.00

EXPLANATION

The New Hampshire Department of Transportation 2020-033 Fuel Management System Request for Proposal (RFP) solicited responses to engage one vendor under a 6-year contract to perform the design, testing, installation of software and hardware, along with maintenance services for the Fuel Management System (FMS) for the Bureau of Fuel Distribution, who administers the Statewide Fuel Distribution

System (FDS) per RSA 228:24-a. This memorandum specifically addresses the procurement of the FMS and the related maintenance services under NHDOT-RFP 2020-033.

The initial portion of the contract, estimated to be 10 months, involves the design, development, installation and commissioning of the FMS beginning upon G&C approval. The following project goals were described in the RFP.

- The FDS is critical to SONH operations and must be highly available and reliable
- Quality, consistency, and accessibility of information available to State managers
- Eliminate redundant collection of data and systems
- Maximize the efficiency, accuracy, control and performance of fuel dispensing activities at fuel sites
- Eliminate or minimize clerical or manual processing to maintain data, transaction records, devices, and other monitoring activities
- Interface with existing third party software systems and hardware configurations
- Provide a best practices and/or strategy to modernize technologies that will be compatible with future technologies, needs and goals
- Eliminate sources of disruption to system's functionality and continuous service level
- Provide for current and/or future wireless capabilities to collect vehicle data (maintenance information, auxiliary devices, location, and odometer readings, etc.) and authorize vehicle fueling wirelessly
- Prefer inclusion of compatibility with current billing procedures, maintenance of departmental records, monitoring, and forecasting by product and site
- Provide appropriate reports for strategic, tactical, management and planning needs of the State of New Hampshire

The scope of the maintenance portion of the contract will be for the life of the contract covering all predictive, preventative, and corrective maintenance required to support the FMS.

On August 28, 2020, the Department publicly advertised the subject RFP. During the response period, the Department conducted a mandatory Vendor Conference for all vendors who responded with intent to submit and entertained questions and/or inquiries from the vendors. On October 1, 2020 multiple fuel site visits were held for all interested vendors to physically see the infrastructure, and ask questions regarding actual equipment and layouts. Proposals were received from the following vendors in accordance with the requirements for submission, including the stipulated deadline of November 16, 2020:

VENDOR NAMES

- Asset Works, Wayne, PA
- EJ Ward, San Antonio, TX
- Fleet Data Systems, Redwood City, CA
- Fluid Secure, Tallahassee, FL
- Gilbarco Veeder-Root, Greensboro, NC
- GIR-USA, San Francisco, CA

Proposals from each vendor were reviewed by the NHDOT-FMS RFP Selection Taskforce. Proposals were reviewed for completeness and conducted an initial screening to verify Vendor compliance with submission requirements. On December 2, 2020 the Selection Taskforce performed a preliminary scoring of proposals, where a proposal that fails to receive a minimum preliminary score of 385 points will be disqualified without further consideration. The Selection Taskforce identified two (2) vendors with preliminary scores exceeding 385 and worthy of consideration in the selection process.

On January 25th and February 8th 2021, the Selection Taskforce held interviews with the two vendor teams following a detailed agenda, where each team conducted a presentation describing their team's proposed FMS solution's capabilities, and pertinent aspects of their proposal; provided answers to a specific set of questions targeting each proposal; and participated in an open question and answer period. Following the interviews each vendor was given the same set of data to create a test/demonstration environment of their respective FMS solutions. The Selection Taskforce and members of Fuel Distribution performed hands-on testing which allowed Fuel Distribution to perform a series of scripted and ad hoc tests to help assess how well the proposed products will work for the NH DOT.

On February 24, 2021 the Selection Taskforce performed technical scoring of the remaining proposals. A technical score consists of the preliminary score plus the Hands-on Testing, in addition to refining the scores assigned from the initial review of the proposals based off the information gained from oral interviews and product demonstrations. A proposal that failed to receive a minimum technical score of 485 points was disqualified without further consideration. The two (2) identified vendors performing in the hands-on testing attained technical scores exceeding 485, and continued in the selection process.

The Selection Taskforce used the attached table to rate the aspect of each proposal taking into account the FMS design and technical approach; ability to execute and meet the project schedule; system maintenance and warranty approach; and firm's qualifications, project team, capabilities and references. The cost score accounted for 325 of the total 1,000 maximum points, and was the last portion of the scoring calculations. The vendor with the lowest cost received the entire 325 points, while the remaining vendor received a reduced score calculated from the difference between their cost and the lowest cost.

On May 11, 2021, the Selection Committee met with the Oversight Taskforce to discuss the vendor interviews and ratings of the proposals. The Selection Committee was directed to proceed to negotiate, by the Oversight Taskforce, with the selected vendor. The Selection Taskforce was comprised of the Fuel Distribution Manager for the Bureau of Fuel Distribution, Department of Information Technology Lead in NHDOT, Bureau of Finance and Contracts Financial Analyst, Bureau of Mechanical Services Business Analyst and Bureau of Highway Maintenance Business Analyst.

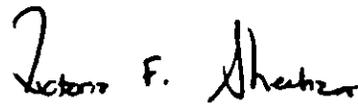
E.J. Ward, Inc. and Gilbarco provided highly technical proposals meeting the RFP requirements as seen by their technical scores. Based on the Selection Taskforce's proposal review, interview process, and price, the committee has concluded that E.J. Ward's proposal meets each of the stated goals and requirements in the RFP. Their system is highly configurable and adaptable which will reduce the potential for change orders over the course of the contract term. The E.J. Ward system is a reliable system that provides redundant components and parallel systems that limit lost transactions. Their demonstrated performance, experience and references acknowledge their ability in meeting performance

measures. Their system solution is user friendly for various users of the FMS system to address system monitoring, reconciliation of files, viewing standard reporting and providing ad-hoc reporting queries. The base price E.J. Ward provided for the FMS solution and maintenance in the proposal was \$1,970,094.00. The overall price also includes maintenance and parts contingency costs for each fiscal year to total \$233,630 (FY2022 \$105,880, FY2023 \$25,250, FY2024 \$25,500, FY2025 \$25,500, FY2026 \$25,500 and FY2027 \$26,000). This money is required for unanticipated repairs and/or replacements of damaged components/fuel control terminals from motor vehicle accidents, replacement tags/fobs and unforeseen maintenance repairs or weather events.

The contract has been approved by the Attorney General as to form and execution and the Department has verified that the necessary funds are available. The Department of Information Technology (DoIT) has reviewed and approved the agreement. Copies of the fully executed agreement are on file at the Secretary of State's Office and the Department of Administrative Services, and subsequent to the Governor and Council approval will be on file at the Department of Transportation.

Your approval of this resolution is respectfully requested.

Sincerely,

A handwritten signature in black ink, appearing to read "Victoria F. Sheehan". The signature is written in a cursive style with a large initial "V".

Victoria F. Sheehan
Commissioner

Attachments

NHDOT RFP-FMS 2020-033 Scoring Results

**New Hampshire Department of Transportation-RFP
Fuel Management System 2020-033
Scoring Table**

VENDORS -->	AssetWorks	Gilbarco	E.J. Ward	Fleet Data	Fluid Secure	GIR
Total Score (Maximum of 1000)		841.00	845.39			
Preliminary Score (Minimum of 385)	375	424	477	200	255	225
Hands on Testing – User Friendliness/Usability and Efficiency (Maximum 125)		92	55			
Technical Score (Minimum of 485)		516	532			
Cost Score (Maximum 325)		325.00	313.39			
Vendor Proposed Cost		3093242.69	3207797.92			
Lowest proposed Cost		3093242.69	3093242.69			
Preliminary Score Categories						
Software Architecture (Maximum 75)	55	60	70	20	40	40
Interface with DOT Environment and Compatibility with State Systems (Maximum 75)	70	60	65	25	40	35
Fit to Business Requirements (Maximum 100)	35	69	67	30	40	30
Optional Requirement (Maximum 75)	35	35	65	30	40	25
Scoring of Vendor Technical, Service, and Project Management Proposal (Maximum 75)	45	65	70	30	30	30
Scoring of Vendor Company (Maximum 75)	70	65	70	25	30	30
Scoring of Vendor Staffing Qualifications (Maximum 75)	65	70	70	40	35	35



STATE OF NEW HAMPSHIRE

**New Hampshire Department of Transportation:
Fuel Management System:
NHDOT – 2020-033**

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FORM NUMBER P-37 (version 12/11/2019)

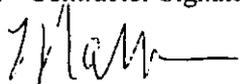
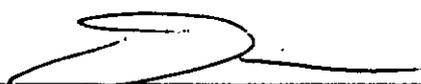
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

I. IDENTIFICATION.

1.1 State Agency Name New Hampshire Department of Transportation		1.2 State Agency Address 7 Hazen Drive, Concord NH 03031	
1.3 Contractor Name E.J Ward, Inc.		1.4 Contractor Address 8620 N New Braunfels, Ste 200 N, San Antonio, TX 78217	
1.5 Contractor Phone Number 210-824-7383	1.6 Account Number	1.7 Completion Date 06/30/2028	1.8 Price Limitation \$2,203,724.00
1.9 Contracting Officer for State Agency Brian L. Pike		1.10 State Agency Telephone Number 603-271-8931	
1.11 Contractor Signature  Date: 7/29/2021		1.12 Name and Title of Contractor Signatory Markay Ward, CEO	
1.13 State Agency Signature  Date: 8/4/21		1.14 Name and Title of State Agency Signatory David Rodrigue Director of Operations	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: <u>Takhmina Rakhmatova</u> On: <u>8/4/2021</u>			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

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2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the

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Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

- 8.1.1 failure to perform the Services satisfactorily or on schedule;
- 8.1.2 failure to submit any report required hereunder; and/or
- 8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall

be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

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12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. CHOICE OF LAW AND FORUM. This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording

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chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the

interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

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The terms outlined in the P-37 General Provisions are modified as set forth below:

A.1 Provision 3, Effective Date/Completion of Services, is updated with the following addition:

3.3 The Term may be extended up to six (6) years(s), (“Extended Term”) at the sole option of the State, subject to the parties prior written Agreement on applicable fees for each extended Term, under the same terms and conditions, subject to approval of the Governor and Executive Council.

A.2 Provision 5, Contract Price/Price Limitation/ Payment, is updated with the following addition:

5.5 The State’s liability under this Agreement shall be limited to monetary damages not to exceed the contract price pursuant to Paragraph 5.2. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State. Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State.

A.3 Provision 8, Event of Default/Remedies, is replaced in its entirety with the following:

- 8.1** Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder (“Event of Default”):
- 8.1.1** failure to perform the Services specified in the Scope of Work satisfactorily to the State or on schedule as mutually agreed between the State and Contractor;
 - 8.1.2** failure to submit report required hereunder; and/or
 - 8.1.3** failure to perform other covenant, term or condition of this Agreement.
- 8.2** Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:
- 8.2.1** give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, forty-five (45) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;
 - 8.2.2** give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default only be paid to Contractor on a prorated basis after cure of the Event of Default;

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8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both;

8.2.5 give the Contractor a written notice specifying the event of Default, terminate the agreement as breached, and procure Services that are the subject of the Contract from another source and Contractor shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

8.3 No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

A.4 Provision 9, Termination, is deleted and replaced with the following:

9. TERMINATION

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, and with written notice, terminate the Agreement for any reason, in whole or in part. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. The State shall be liable for cost of all Services and Deliverables for which Acceptance has been given by the State, provided through the date of termination but will not be liable for any costs for incomplete Services or winding down the Contract activities. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

9.2 Termination Procedure

9.2.1 Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require Contractor to deliver to the State any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

9.2.2 After receipt of a notice of termination, and except as otherwise directed by the State, Contractor shall:

- a. Stop work under the Contract on the date, and to the extent specified, in the notice;
- b. Promptly, but in no event longer than ten (10) days after termination, terminate its orders and subcontracts related to the work which has been terminated, and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the

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approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;

- c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Contractor and in which the State has an interest;
- d. Take no action to intentionally erase any State data until directed by the State;
- e. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State;
- f. Implement an orderly return of State data in a CSV or another mutually agreeable format at a time agreed to by the parties;
- g. Securely dispose of all requested data in all of its forms, such as disk, CD / DVD, backup tape and paper, when requested by the State. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-Special Publication (SP) 800-88 approved methods. Certificates of destruction shall be provided to the State; and
- h. Provide written Certification to the State that Contractor has surrendered to the State all said property and after 180 days has erased all State data.

9.2.3 If the Contract has expired, or terminated prior to the Completion Date, for any reason, the Contractor shall provide, for a period up to ninety (90) days after the expiration or termination, all transition services requested by the State, at no additional cost, to allow for the expired or terminated portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees (“Transition Services”).

9.2.4 This covenant in paragraph 9 shall survive the termination of this Contract.

A.5 Provision 10, Data/Access/Confidentiality/Preservation, is updated with the following addition:

10.4 In performing its obligations under this Agreement, Contractor may gain access to Confidential Information of the State. Confidential Information includes any and all information owned or managed by the State of NH - created, received from or on behalf of any Agency of the State or accessed in the course of performing contracted Services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and Confidential

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Information. The Contractor shall not use the Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Agreement, except as directly connected to and necessary for the performance of the Agreement. Contractor shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively “release”), all Confidential Information.

10.4.1 In the event of the unauthorized release of Confidential Information, Contractor shall immediately notify the State’s Information Security Officer, and the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.

10.5 Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which:

- a. shall have otherwise become publicly available other than as a result of disclosure by the receiving Party in breach hereof;
- b. was disclosed to the receiving Party on a non-confidential basis from a source other than the disclosing Party, which the receiving Party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing Party;
- c. is developed by the receiving Party independently of, or was known by the receiving Party prior to, any disclosure of such information made by the disclosing Party; or
- d. is disclosed with the written consent of the disclosing Party.

10.6 A receiving Party also may disclose the disclosing Party’s Confidential Information to the extent required by an order of a court of competent jurisdiction. Any disclosure of the Confidential Information shall require the prior written approval of the State. Contractor shall immediately notify the State if any request, subpoena or other legal process is served upon Contractor regarding the Confidential Information, and Contractor shall cooperate with the State in any effort the State undertakes to contest the request, subpoena or other legal process, at no additional cost to the State.

10.7 Contractor Confidential Information. Contractor shall clearly identify in writing all information it claims to be confidential or proprietary upon providing such information to the State. For the purposes of complying with its legal obligations, the State is under no obligation to accept the Contractor’s designation of material as confidential. Contractor acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by Contractor as confidential, the State shall notify Contractor and specify the date the State will be releasing the requested information. At the request of the State, Contractor shall cooperate and assist the State with the collection and review of Contractor’s information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be Contractor’s sole responsibility and at Contractor’s sole expense. If Contractor fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State’s notice to Contractor, without any liability to the State.

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10.8 This covenant in paragraph 10 shall survive the termination of this Contract.

A.6 Provision 12, Assignment/Delegation/Subcontracts, is updated with the following addition:

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State which shall not be unreasonably withheld, delayed or conditioned. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

12.3 In the event that Contractor should change ownership for any reason whatsoever that results in a change of control of the Contractor, the State shall have the option of:

- a. continuing under the Agreement with Contractor, its successors or assigns for the full remaining Term of the Agreement or for such period of time as determined necessary by the State;
- b. immediately terminate the Agreement without liability to or further compensation owed to Contractor, its successors or assigns.

A.7 Provision 13, Indemnification, is replaced with the following:

13. Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

A.8 Provision 14.3 is replaced with the following:

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement.

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Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days after the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

A.9 The following Provisions are added and made part of the P37:

25. FORCE MAJEURE

- 25.1 Neither Contractor nor the State shall be responsible for delays or failures in performance resulting from events beyond the control of such Party and without fault or negligence of such Party. Such events shall include, but not be limited to, acts of God, strikes, lock outs, riots, and acts of War, epidemics, acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.
- 25.2 Except in the event of the foregoing, Force Majeure events shall not include the Contractor's inability to hire or provide personnel needed for the Contractor's performance under the Contract.
- 25.3 The State reserves the right, at its discretion, to determine of Force Majeure is applicable.

26. EXHIBITS/ATTACHMENTS

The Exhibits and Attachments referred to in and attached to the Contract are incorporated by reference as if fully included in the text of the Contract.

27. NON-EXCLUSIVE CONTRACT

The State reserves the right, at its discretion, to retain other vendors to provide any of the Services or Deliverables identified under this Agreement. Contractor shall make best efforts to coordinate work with all other State vendors performing Services which relate to the work or Deliverables set forth in the Agreement. The State intends to use, whenever possible, existing Software and hardware contracts to acquire supporting Software and hardware.

28. GOVERNMENT APPROVALS

Contractor shall obtain all necessary and applicable regulatory or other governmental approvals necessary to perform its obligations under the Contract.

29. ORDER OF PRECEDENCE

In the event of conflict or ambiguity among any of the text within this agreement, the following Order of Precedence shall govern:

- i. State of New Hampshire, New Hampshire Department of Transportation Contract Agreement 2020-033.
- ii. State of New Hampshire, New Hampshire Department of Transportation 2020-033 Fuel Management System RFP.

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- iii. Vendor Proposal Response to **New Hampshire Department of Transportation 2020-033 Fuel Management System** dated 08/28/2020
- iv. Additional Contractor Provided Documents (see Exhibit G)
 - a. End User License Agreement (EULA)

30. Limitation of liability:

Subject to applicable laws and regulations, the Contractor's liability to the State shall not exceed two times (2X) the Contract price set forth in P-37, General Provisions, Block 1.8. Notwithstanding the foregoing, this limitation of liability shall not apply to the Contractor's indemnification obligations set forth in Contract Part 1, General Provisions Section 13

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BUSINESS / TECHNICAL REQUIREMENTS AND DELIVERABLES

EXHIBIT B – STATEMENT OF WORK (SOW) BUSINESS AND TECHNICAL REQUIREMENTS AND DELIVERABLES

The Statement of Work, Business and Technical Requirements, and Deliverables are set forth below:

B.1 STATEMENT OF WORK

Fuel Distribution provides NH State Agencies and other Political Subdivision customers (Towns, Counties, etc.) with an easily accessible and adequate supply of multiple motor fuel products. This is accomplished by ordering and maintaining an adequate fuel supply at 89 fueling sites across the state as well as performing regular maintenance and upgrades to equipment. Fuel Distribution also manages the issuance of vehicle and driver devices to track which vehicles are being fueled and by whom. Monthly invoices are sent out to customers and tracked for payments with delinquent accounts being closed. Additionally, DOT needs to ensure compliance with state and federal environmental regulations for fuel system equipment and operations. Fuel Distribution also has access to three compressed natural gas (CNG) sites (not owned by NHDOT) for a system total of 92 active sites. See requirements Appendix C: *System Requirements and Deliverables*, Section C-2: *Requirements*, Table C-2: *General Requirements Vendor Response Checklist*, Section: *Site List tab* for site location and information. Appendix C, Section C-2, Table C-2 is included as an attachment to NHDOT- RFP 2020-033.

The Contractor shall provide NHDOT Fuel Distribution a Fuel Management System as documented in NHDOT RFP 2020-033, which shall be a Hosted, SaaS solution.

For the goals for the System refer to the RFP – FMS-2020-033 Final document, Appendix C, section C-1.

B.2 BUSINESS / TECHNICAL REQUIREMENTS

Business and Technical Requirements are identified in Exhibit G: Attachment 1

A key component for NHDOT is the Pricing/Order/Delivery module. This module will be present and meet NHDOT requirements before software acceptance can begin. The Contractor will be responsible for any and all cost incurred by the State as a result of delivery not accepted by the State or delay in delivery of this module.

B.2.1 Compliance Requirements

Agency Compliance Documents are identified in Exhibit G: Attachment 2 response incorporated by reference

B.3 ACTIVITY, DELIVERABLE, AND MILESTONE

Agency Compliance Documents are identified in Exhibit G: Attachment 3 RFP response incorporated by reference

B.4 DELIVERABLE REVIEW AND ACCEPTANCE

B.4.1 Non-Software and Written Deliverables Review and Acceptance

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The Contractor shall provide a written certification that a non-software, written deliverable (such as the Test Plan) is final, complete, and ready for review. After receiving such certification from the Contractor, the State will review the deliverable to determine whether it meets the requirements outlined in this Exhibit. The State will notify the Contractor in writing of its acceptance or rejection of the deliverable, or its partial or conditional acceptance of the deliverable, within five (5) business days of the State's receipt of the Contractor's written certification; provided that if the State determines that the State needs more than five (5) days, then the State shall be entitled to an extension of up to an additional ten (10) business days. If the State rejects the deliverable or any portion of the deliverable, or if any acceptance by the State is conditioned upon completion of any related matter, then the State shall notify the Contractor of the nature and class of the deficiency, or the terms of the conditional acceptance, and the Contractor shall correct the deficiency or resolve the condition to acceptance within the period identified in the Work Plan. If no period for the Contractor's correction of the deliverable or resolution of condition is identified, the Contractor shall correct the deficiency in the deliverable or resolve the condition within five (5) business days or such longer period as mutually agreed by the Parties. Upon receipt of the corrected deliverable, the State shall have five (5) business days to review the deliverable and notify the Contractor of its acceptance, acceptance in part, conditional acceptance, or rejection thereof, with the option to extend the review period up to five (5) additional business days, or mutually agreed upon timeframe. If the Contractor fails to correct the deficiency within the allotted period, the State may, at its option, continue reviewing the deliverable and require the Contractor to continue until the deficiency is corrected, or give written notice of termination of the Contract, declare the Contractor in default, and or pursue its remedies at law and in equity. In the event of default, any and all costs associated with continuing with current operation will be the responsibility of the Contractor.

B.4.2 Software Deliverables Review and Acceptance

System/Software Testing and Acceptance shall be performed as set forth in the Test Plan and more particularly described in Acceptance and Testing Services described herein.

B.4.3 Number of Deliverables

Unless the State otherwise specifically agrees in writing, in no event shall the Contractor certify for testing and deliver to the State more than three (3) Deliverables for review or testing at one time. As the State accepts a Deliverable, an additional Deliverable may be presented for review but at no time can the Deliverables exceed three (3) at a time without the authorization of the State.

B.4.4 Conditional and Unconditional Acceptance

By accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System Acceptance Testing, and any extensions thereof.

B.5 CHANGE ORDER

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Contractor Initials: FSM

Date: 7/29/2021

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The State may make changes, revisions or request enhancements to the Scope of Work at any time by written Change Order. The State originated changes, revisions or enhancements shall be approved by the Department of Information Technology. Within five (5) business days of Contractor's receipt of a Change Order, Contractor shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, and the Work Plan.

Contractor may propose a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, and the Work Plan. The State shall acknowledge receipt of Contractor's requested Change Order within five (5) business days. The State Agency, as well as the Department of Information Technology, must review and approve all Change Orders in writing. The State shall be deemed to have rejected the Change Order if the Parties are unable to reach an agreement in writing within 30 days of receipt of the Change Order.

Change orders resulting in an increase of Price Limitation, an extension of time for Contract completion or a significant change to the scope of the Contract may require approval by the Governor and Council.

A Change Order which is accepted and executed by both Parties, and if applicable approved by Governor and Council, shall amend the terms of this Agreement.

B.6 IMPLEMENTATION SERVICES

The Contractor shall employ an industry-standard Implementation strategy with a timeline set forth in accordance with the Work Plan:

The Contractor shall manage Project execution and provide the tools needed to create and manage the Project's Work Plan and tasks, manage and schedule Project staff, track and manage issues, manage changing requirements, maintain communication within the Project Team, and Report status.

The Contractor and the State shall adopt a Change Management approach to identify and plan key strategies, communication initiatives, and training plans.

B.7 PROJECT MANAGEMENT

The Contractor shall provide project tracking tools and templates to record and manage Issues, Risks, Change Requests, Requirements, and other documents used in the management and tracking of the project. The State believes that effective communication and Reporting are essential to Project success. The Contractor shall employ effective communication and Reporting strategies to ensure Project success. The Contractor Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

The Project requires the coordinated efforts of a Project Team consisting of both Contractor and State personnel. Contractor shall provide all necessary resources to perform its obligations under the Contract. Contractor is responsible for providing all appropriate resources and personnel to manage this Project to a successful completion.

B.7.1 The Contractor Key Project Staff

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B.7.1.1 The Contractor's Contract Manager

Contractor shall assign a Contract Manager who will be responsible for all Contract authorization and administration, including but not limited to processing Contract documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities. Contractor's Contract Manager is:

Rick Hernandez
210-824-7383
rhernandez@ejward.com

B.7.1.2 The Contractor's Project Manager

Contractor shall assign a Project Manager who is qualified to perform or supervise the Contractor's obligations under this Agreement. Contractor's Project Manager is:

Justin Walker, Pauline Mendes
210-824-7383
jwalker@ejward.com; pmendes@ejward.com

Contractor's selection of the Project Manager shall be subject to the prior written approval of the State. The State's approval process may include, without limitation, at the State's discretion, review of the proposed Project Manager's resume, qualifications, references, and background checks, and an interview. The State may require removal or reassignment of Project Manager who, in the sole judgment of the State, is found unacceptable or is not performing to the State's satisfaction.

Project Manager must be qualified to perform the obligations required of the position under the Contract, shall have full authority to make binding decisions under the Contract, and shall function as Contractor's representative for all administrative and management matters. Project Manager must be available to promptly respond during normal Business Hours not to exceed six (6) hours of inquiries from the State, and be at the site as needed. Project Manager must work diligently and use his/ her best efforts on the Project.

B.7.1.3 Change of Project Manager

Contractor may not replace the Project Manager or change its assignment of Project Manager without providing the State written notice and obtaining the prior approval of the State of the replacement Project Manager. State approvals for replacement of Project Manager shall not be unreasonably withheld. The replacement Project Manager is subject to the same requirements and Review as set forth above. Contractor shall assign a replacement Project Manager within ten (10) business days of the departure of the prior Project Manager, and Contractor shall continue during the ten (10) business day period to provide competent project management Services through a qualified interim Project Manager.

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B.7.1.4 The Contractors Additional Key Project Staff

It is critical to maintain a close working relationship with the vendor and therefore, the State reserves the right to require involvement in removal or reassignment of Key Project Staff.

B.7.1.5 Background Checks

The State may require, and, at its sole expense, conduct reference and background screening of the Contractor's staff assigned to this Contract.

B.7.1.6 Termination for Lack of Project Management and Key Project Staff

Notwithstanding any other provision of the Contract to the contrary, the State shall have the option to terminate the Contract following process defined in 8.2.1, declare Contractor in default and to pursue its remedies at law and in equity, if Contractor fails to assign a Project Manager and/or Key Project Staff meeting the requirements and terms of the Contract or if the State is dissatisfied with Contractor's replacement of the Project Manager and/or Key Project Staff.

B.7.2 The State Key Project Staff

B.7.2.1 The State Contract Manager

The State shall assign a Contract Manager who shall function as the State's representative with regard to Contract administration. The State Contract Manager is:

Brian L. Pike
603-271-8931
Brian.L.Pike@dot.nh.gov

B.7.2.2 The State Project Manager

The State shall assign a Project Manager. The State's Project Manager is:

Brian L. Pike
603-271-8931
Brian.L.Pike@dot.nh.gov

The State Project Manager's duties shall include the following:

- a. Leading the Project;
- b. Engaging and managing all Contractors working on the Project;
- c. Managing significant issues and risks;
- d. Reviewing and accepting Contract Deliverables;
- e. Invoice sign-offs;
- f. Review and approval of Change Orders;
- g. Managing stakeholders' concerns.

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B.8 WORK PLAN

The Contractor's Project Manager and the State Project manager shall finalize the Work Plan within Seven (7) days of the Effective Date and further refine the tasks required to implement the Project. Continued development and management of the Work Plan is a joint effort on the part of the Contractor and State Project Managers.

The preliminary Work Plan created by the Contractor and the State is set forth in this Section.

	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
PLANNING AND PROJECT MANAGEMENT			
1	Conduct Project Kickoff Meeting	Non-Software	7/16/2021
2	Project Status Reports	Written	7/16/2021
3	Work Plan	Written	7/8/2021
4	Infrastructure Plan, including Desktop and Network Configuration Requirements	Written	8/2/2021
5	Security Plan	Written	8/18/2021
6	Communications and Change Management Plan	Written	8/18/2021
7	Requirements Trace ability Matrix	Written	8/18/2021
8	Software Configuration Plan	Written	8/23/2021
9	Systems Interface Plan and Design/Capability	Written	8/23/2021
10	Testing Plan	Written	10/18/2021
11	Data Conversion Plan and Design	Written	10/18/2021
12	Deployment Plan	Written	10/18/2021
13	Comprehensive Training Plan and Curriculum	Written	11/11/2021
14	End User Support Plan	Written	11/11/2021
15	Business Continuity Plan	Written	7/16/2021
16	Documentation of Operational Procedures	Written	7/15/2021
INSTALLATION			
17	Provide Software Licenses if needed	Written	n/a
18	Provide Fully Tested Data Conversion Software	Software	8/6/2021
19	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	Software	8/6/2021
TESTING			
20	Conduct Integration Testing	Non-Software	8/10/2021
21	Conduct User Acceptance Testing	Non-Software	8/10/2021
22	Perform Production Tests	Non-Software	8/8/2021

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23	Test In-Bound and Out-Bound Interfaces	Software	8/17/2021
24	Conduct System Performance (Load/Stress) Testing	Non-Software	8/19/2021
25	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning	Non-Software	8/19/2021
SYSTEM DEPLOYMENT			
26	Converted Data Loaded into Production Environment	Software	8/24/2021
27	Provide Tools for Backup and Recovery of all Applications and Data	Software	8/24/2021
28	Conduct Training	Non-Software	10/31/2021
29	Cutover to New Software	Non-Software	11/11/2021
30	Provide Documentation	Written	10/22/2021
31	Execute Security Plan	Non-Software	10/19/2021
OPERATIONS			
32	Ongoing Hosting Support	Non-Software	10/19/2021
33	Ongoing Support & Maintenance	Software	10/19/2021
34	Conduct Project Exit Meeting	Non-Software	4/07/2022

In conjunction with the Contractor’s Project Management methodology, which shall be used to manage the Project’s life cycle, the Contractor’s team and the State shall finalize the Work Plan at the onset of the Project. This plan shall identify the tasks, Deliverables, major milestones, task dependencies, and a payment Schedule required to implement the Project. It shall also address intra-task dependencies, resource allocations (both State and The Contractor’s team members), refine the Project’s scope, and establish the Project’s Schedule.

B.9 ACCEPTANCE & TESTING SERVICES

Fuel View User Acceptance Testing Check List

	Folder	Screens
<input type="checkbox"/>	Dashboards	Test Dashboards – Fleet Dashboard
<input type="checkbox"/>	Dashboards	Test Dashboards – Fleet Emissions Summary
<input type="checkbox"/>	Status	Test At-A-Glance
<input type="checkbox"/>	Status	Test Tank Status
<input type="checkbox"/>	Status	Test Terminal Status
<input type="checkbox"/>	Status	Test Vehicle At-A-Glance
<input type="checkbox"/>	Status	Test Department At-A-Glance

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<input type="checkbox"/>	Alerts and Alarms	View WatchDogs
<input type="checkbox"/>	Alerts and Alarms	Add\Update\Delete Alert Settings
<input type="checkbox"/>	Alerts and Alarms	View Alert History
<input type="checkbox"/>	Alerts and Alarms	View Service Alerts
<input type="checkbox"/>	Alerts and Alarms	View Service Alert History
<input type="checkbox"/>	Alerts and Alarms - Audit Trail	Updating Correctly
<input type="checkbox"/>	Asset Management	Add\Update\Delete Department
<input type="checkbox"/>	Asset Management	Add\Update\Delete Employee
<input type="checkbox"/>	Asset Management	Add\Update\Delete Odometer Vehicle
<input type="checkbox"/>	Asset Management	Add\Update\Delete Hour Meter Vehicle
<input type="checkbox"/>	Asset Management	Update Administrative Card
<input type="checkbox"/>	Asset Management	Update Site Card
<input type="checkbox"/>	Asset Management	Add\Update\Delete Templates
<input type="checkbox"/>	Asset Management	Update Vehicle Terminal Authorization
<input type="checkbox"/>	Asset Management	Add\Update\Delete Vehicle Types
<input type="checkbox"/>	Asset Management	Assign Vehicle Types
<input type="checkbox"/>	Asset Management	Add\Update\Delete Fueling Authorization Codes
<input type="checkbox"/>	Asset Management	Update Notes Management
<input type="checkbox"/>	Asset Management - Audit Trail	Updating Correctly
<input type="checkbox"/>	Site Management	Add\Update\Delete Site
<input type="checkbox"/>	Site Management	Add\Update\Delete Terminals
<input type="checkbox"/>	Site Management	IoT Terminal Manager
<input type="checkbox"/>	Site Management	Add\Update\Delete Tanks
<input type="checkbox"/>	Site Management	Add\Update\Delete Pumps
<input type="checkbox"/>	Site Management	Add\Update\Delete Manifolds
<input type="checkbox"/>	Site Management	View Terminal Alerts
<input type="checkbox"/>	Site Management - Audit Trail	Updating Correctly
<input type="checkbox"/>	CANceiver Management	Add\Update\Delete CANceiver Configs
<input type="checkbox"/>	CANceiver Management	View CANceiver Events
<input type="checkbox"/>	CANceiver Management	View CANceiver Logs
<input type="checkbox"/>	CANceiver Management	Add\Update\Delete GPIO Definitions
<input type="checkbox"/>	CANceiver Management	Add\Update\Delete GPIO Configurations
<input type="checkbox"/>	CANceiver Management	Add\Update\Delete GPIO Vehicle Maps
<input type="checkbox"/>	CANceiver Management	Add\Update\Delete Network Configurations
<input type="checkbox"/>	CANceiver Management	Assign a Main Config
<input type="checkbox"/>	CANceiver Management	Assign a Network Config
<input type="checkbox"/>	CANceiver Management	Assign an Immediate Config
<input type="checkbox"/>	CANceiver Management	Assign a GPIO Config
<input type="checkbox"/>	CANceiver Management - Audit Trail	Updating Correctly

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<input type="checkbox"/>	TLS Management	Add\Update\Delete TLS
<input type="checkbox"/>	TLS Management	View TLS Alarms
<input type="checkbox"/>	TLS Management	Add\Update\Delete TLS Schedules
<input type="checkbox"/>	TLS Management	View TLS Leak Test Results
<input type="checkbox"/>	TLS Management	View TLS BIR History
<input type="checkbox"/>	TLS Management	View TLS Liquid Sensor Status
<input type="checkbox"/>	TLS Management	View TLS Liquid Sensor Alarms
<input type="checkbox"/>	TLS Management - Audit Trail	Updating Correctly
<input type="checkbox"/>	Transaction Management	Add\Update Transactions
<input type="checkbox"/>	Transaction Management	Add\Update Add Transactions
<input type="checkbox"/>	Transaction Management	Add\Update Pricing Updates
<input type="checkbox"/>	Transaction Management	Add\Update Pricing From Delivery module
<input type="checkbox"/>	Transaction Management	Add\Update Remote Car Washes
<input type="checkbox"/>	Transaction Management	View Remote Gate Openings
<input type="checkbox"/>	Transaction Management - Audit Trail	Updating Correctly
<input type="checkbox"/>	Fuel Management	View Fuels
<input type="checkbox"/>	Fuel Management	Add\Update\Delete Transfers
<input type="checkbox"/>	Fuel Management	Add\Update\Delete Receipts
<input type="checkbox"/>	Fuel Management	Add\Update\Delete Adjustments
<input type="checkbox"/>	Fuel Management	Add\Update\Delete Pump Totalizers
<input type="checkbox"/>	Fuel Management	Add\Update\Delete Orders and Deliveries
<input type="checkbox"/>	Fuel Management	Add\Update\Delete Inventory
<input type="checkbox"/>	Fuel Management	Update Ext. Retail Receipt Errors
<input type="checkbox"/>	Fuel Management	Add\Update Index/Terminal Pricing via Upload (OPIS)
<input type="checkbox"/>	Fuel Management - Audit Trail	Updating Correctly
<input type="checkbox"/>	Reporting	Test Create Reports
<input type="checkbox"/>	Reporting	Test Reports
<input type="checkbox"/>	Reporting	Test Grids
<input type="checkbox"/>	Reporting	View Pivot Grids
<input type="checkbox"/>	Reporting	Add\Update\Delete Scheduled Reports
<input type="checkbox"/>	Reporting	Check Query Form Functionality
<input type="checkbox"/>	Reporting	Check that Print Button Works Properly
<input type="checkbox"/>	Message Management	Add\Update\Delete Messages
<input type="checkbox"/>	Message Management	Add\Update\Delete Messages by Vehicle
<input type="checkbox"/>	Message Management - Audit Trail	Updating Correctly
<input type="checkbox"/>	District	Add\Update\Delete Districts
<input type="checkbox"/>	District Management - Audit Trail	Updating Correctly
<input type="checkbox"/>	Security	Add\Update\Delete Existing User
<input type="checkbox"/>	Security	Add\Update\Delete New User

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<input type="checkbox"/>	Security	Add\Update\Delete Existing Roles
<input type="checkbox"/>	Security	Add\Update\Delete New Roles
<input type="checkbox"/>	Security	View Password Policy
<input type="checkbox"/>	Security	Check Forget Password on a User Functionality
<input type="checkbox"/>	Security – Audit Trail	Updating Correctly
<input type="checkbox"/>	About E.J. Ward, Inc.	View Fuel View User Manual
<input type="checkbox"/>	All Folders and Screens	Test Sub menus within Folders
<input type="checkbox"/>	All Folders and Screens	Test Grid Functionality

B.10 MAINTENANCE, OPERATIONS AND SUPPORT

Cloud Hosted Fuel View IOT Software Application - MS SQL Database Version Guaranteed Lifetime Current Software Version Updates while on a SaaS Agreement.

Lifetime IOT Software / Hardware Warranty - 24x7x365 Call Center Support with onsite parts & Labor while on the SaaS platform - Unlimited Users

B.10.1 System Maintenance

The Contractor shall maintain and support the System in all material respects as described in the Contract, through the Contract Completion Date. The Contractor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.

B.10.2 System Support

The Contractor must perform on-site or remote technical support in accordance with the Contract, including without limitation the requirements, terms, and conditions contained herein.

As part of the maintenance and support structure the Contractor shall provide training to the NHDOT Fuel Distribution Technicians allowing them to become Contractor certified maintenance and repair technicians. Any and all warranties expressed or implied shall not lapse due to NHDOT Fuel Technicians performing support functions. If during any maintenance and repair work it is determined that the level of support needed is beyond the capabilities and training of the NHDOT Fuel Technicians, then the Contractor shall respond adhering to the Key Performance Indicators (KPI) that are outlined in the RFP, Appendix C Table C-2 General Requirements Vendor Response Checklist, Tab #5 Support and Maintenance.

As part of the Software maintenance agreement, ongoing Software maintenance and support levels, including all new Software releases, shall be responded to according to the following:

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Class A Deficiencies – The Contractor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Contractor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request;

Class B & C Deficiencies – The State shall notify the Contractor of such Deficiencies during regular Business Hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action.

B.10.3 Support Obligations

The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications and terms and requirements of the Contract.

The Contractor shall maintain a record of the activities related to Warranty repair or maintenance activities performed for the State;

- a. For all maintenance Services calls, the Contractor shall ensure the following information will be collected and maintained:
 - i. nature of the Deficiency;
 - ii. current status of the Deficiency;
 - iii. action plans, dates, and times;
 - iv. expected and actual completion time;
 - v. Deficiency resolution information;
 - vi. resolved by;
 - vii. identifying number i.e. work order number; and
 - viii. issue identified by; and

- b. The Contractor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information:
 - i. mean time between Reported Deficiencies with the Software;
 - ii. diagnosis of the root cause of the problem; and
 - iii. identification of repeat calls or repeat Software problems.

If the Contractor fails to correct a Deficiency within the allotted period of time stated above, the Contractor shall be deemed to have committed an Event of Default, and the State shall have the right, at its option, to pursue the remedies as defined in the P-37 General Provisions, Provision 8, as well as to return the Contractor's product and receive a refund for all amounts paid to the Contractor, including but not limited to, applicable License fees, within ninety (90) days of notification to the Contractor of the State's refund request.

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B.10.4 Contract Warranties and Representations

B.10.4.1 System

The Contractor warrants that any Systems provided under this Agreement will operate and conform to the Specifications, terms, and requirements of this Agreement.

B.10.4.2 Software

The Contractor warrants that any Software provided as part of this Agreement, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and terms of the Contract.

For any breach of the above Software warranty, in addition to all its other remedies at law and in equity, at the State's option the Contractor shall:

- a. provide the correction of program errors that cause breach of the warranty, or if Contractor cannot substantially correct such breach in a commercially reasonable manner, the State may end its program license if any and recover the fees paid to Contractor for the program license and any unused, prepaid technical support fees the State has paid for the program license; or
- b. the re-performance of the deficient Services, or
- c. if Contractor cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant Services and recover the fees paid to Contractor for the deficient Services.

B.10.4.3 Compatibility

Contractor warrants that all System components, including but not limited to the components provided, any replacement or upgraded System Software components provided by Contractor to correct Deficiencies or as an Enhancement, shall operate with the rest of the System without loss of any functionality.

B.10.4.4 Services

Contractor warrants that all Services to be provided under this Agreement will be provided expediently, in a professional manner, in accordance with industry standards and that Services will comply with performance standards, Specifications, and terms of the Contract.

B.10.4.5 Warranty Period

The Warranty Period will initially commence upon the State issuance of a Letter of Acceptance for UAT and will continue for at least one (1) year.

B.11 DATA PROTECTION

Protection of personal privacy and data shall be an integral part of the business activities of the Contractor to ensure there is no inappropriate or unauthorized use of State information at any time. To

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this end, the Contractor shall safeguard the confidentiality, integrity and availability of State information and comply with the following conditions:

- a. The Contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and non-public information. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the Contractor applies to its own Personal Data and non-public data of similar kind.
- b. All data obtained by the Contractor in the performance of this contract and all Personal Data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the Contractor is responsible for encryption of the Personal Data.
- c. Unless otherwise stipulated, the Contractor shall encrypt all non-public data at rest and in transit. The State shall identify data it deems as non-public data to the Contractor. The level of protection and encryption for all non-public data shall be identified and made a part of this contract.
- d. At no time shall any data or processes – that either belong to or are intended for the use of the State or its officers, agents or employees – be copied, disclosed or retained by the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include the State.
- e. The Contractor shall not use any information collected in connection with the service issued from this Contract for any purpose other than fulfilling the service.

B.11.1 Data Location

The Contractor shall provide its Services to the State and its end users solely from data centers within the Continental United States. All storage, processing and transmission of State data shall be restricted to information technology systems within the Continental United States. The Contractor shall not allow its personnel or sub-contractors to store State data on portable devices, including personal computers, except as specified and allowed by the contract, and then only on devices that are used and kept at its data centers within the Continental United States. The Contractor shall permit its personnel and Contractors to access State data remotely only to provide technical support and as specified or required by the contract.

B.11.1.1 Security Incident or Data Breach

The Contractor shall inform the State of any security incident or Data Breach in accordance with NH RSA Chapter 359-C:20: Notice of Security Breach.

- a. Incident Response: The Contractor may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the Contract. Discussing security incidents with the State should be handled on an urgent as-needed basis, as part of the Contractor communication and mitigation processes as mutually agreed upon, defined by law or contained in the contract.

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- b. Security Incident Reporting Requirements: The Contractor shall report a security incident to the State identified contact immediately if it reasonably believes there has been a security incident.
- c. Breach Reporting Requirements: If the Contractor has actual knowledge of a confirmed data breach that affects the security of any State content that is subject to applicable data breach notification law, the Contractor shall (1) promptly notify the appropriate State identified contact within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the data breach in a timely manner.

11.1 Breach Responsibilities

- B.11.1.2 This section only applies when a Data Breach occurs with respect to State data within the possession or control of the Contractor and/or the third party designee hosting the data as agreed upon by the Contractor and the State.
- B.11.1.3 The Contractor, unless stipulated otherwise, shall immediately notify the appropriate State identified contact by telephone in accordance with the agreed upon security plan or security procedures if it reasonably believes there has been a security incident.
- B.11.1.4 The Contractor, unless stipulated otherwise, shall promptly notify the appropriate State identified contact within 24 hours or sooner by telephone, unless shorter time is required by applicable law, if it confirms that there is, or reasonably believes that there has been a Data Breach the Contractor shall:
 - a. cooperate with the State as reasonably requested by the State to investigate and resolve the Data Breach;
 - b. promptly implement necessary remedial measures, if necessary; and
 - c. document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
- B.11.1.5 Unless otherwise stipulated, if a Data Breach is a direct result of the Contractor's breach of its contract obligation or the third party hosting company to encrypt Personal Data or otherwise prevent its release, the Contractor and/or the third party hosting company shall bear the costs associated with:
 - a. the investigation and resolution of the Data Breach;
 - b. notifications to individuals, regulators or others required by State law;
 - c. a credit monitoring service required by State (or federal) law;
 - d. a website or a toll-free number and call center for affected individuals required by State law — all not to exceed the average per record per person cost calculated for Data Breaches in the United States (currently \$201 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute at the time of the Data Breach; and
 - e. complete all corrective actions as reasonably determined by the Contractor based on root cause; all [(a) through (e)] subject to this Contract's limitation of liability.

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B.12 SOFTWARE AGREEMENT

The Contractor shall provide the State with access to the Software Licenses and Documentation set forth in the Contract, and particularly described Exhibit D: Software Agreement

B.13 ADMINISTRATIVE SERVICES

The Contractor shall provide the State with the Administrative Services set forth in the Contract, and particularly described in Exhibit E: Administrative Services

B.14 MERCHANT CARD SERVICES

The Contractor shall provide a proposal for credit card or ACH payments, for Topic 26 – Credit Card/ACH Processing refer to Appendix C: System Requirements and Deliverables, Section C-2: Requirements, Table C-2: General Requirements Vendor Response Checklist for required criteria.

NH DOT can, at their discretion, decide to implement this optional item at any point during the contract period based on the Contractor's RFP response prices. If this option is utilized, coordination between the NHDOT, the Contractor and NH Department of Administrative Services will be required. NH DOT can also elect to not implement optional items.

Additionally, NH DOT reserves the option to utilize the State contracted acquirer and the Contractor shall work with the State contracted acquirer.

B.15 TERMS AND DEFINITIONS

Terms and Definitions applicable to this Contract are identified in Exhibit F: Terms and Definitions.

B.16 CONTRACTOR'S CERTIFICATES

Required Contractor Certificates are attached in Exhibit G.

B.17 OPTIONAL ITEMS

NH DOT can, at their discretion, decide to implement any of the optional items at any point during the contract period and the Contractor shall provide these optional items at the price proposed in the Contractor's RFP response. NH DOT can also elect to not implement optional items.

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EXHIBIT C – PRICE AND PAYMENT SCHEDULE

EXHIBIT C – PRICE AND PAYMENT SCHEDULE

The terms outlined in the Payment Schedule is set forth below:

C.1 CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the amount indicated in P-37 General Provisions - Block 1.8: Price Limitation. The payment by the State of the total Contract price shall be the only, and the complete reimbursement to the Contractor for all fees and expenses, of whatever nature, incurred by the Contractor in the performance hereof.

The contract limit for payment for the performance of this Contract that is to be paid to the Contractor is \$2,203,724.00. The Price Limitation reflects both the contract price of \$1,970,094.00 for the performance of this Contract, which includes \$80,880.00 contingency for replacement tags/fobs, and the contingency amount of \$152,750. Said Contingencies may only be used at the State's discretion and only for purchases of tags/fobs, spare parts, and maintenance. The Contractor is not entitled to contingency amounts, and understands and agrees that the release of contingency amounts is subject to the discretion of NHDOT

C.2 TRAVEL EXPENSES

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract. The Contractor must assume all travel and related expenses incurred by Contractor in performance of its obligations. All labor rates in this Agreement will be considered "Fully Loaded", including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and any additional out of pocket expenses.

C.3 SHIPPING FEES

The State will not pay for any shipping or delivery fees unless specifically itemized in this Agreement.

C.4 INVOICING

The Contractor shall submit correct invoices to the State for all amounts to be paid by the State. All invoices submitted shall be subject to the State's prior written approval, which shall not be unreasonably withheld. The Contractor shall only submit invoices for Services or Deliverables as permitted by the Contract. Invoices must be in a format as determined by the State and contain detailed information, including without limitation: itemization of each Deliverable and identification of the Deliverable for which payment is sought, and the Acceptance date triggering such payment; date of delivery and/or installation; monthly maintenance charges; any other Project costs or retention amounts if applicable.

Upon Acceptance of a Deliverable, and a properly documented and undisputed invoice, the State will pay the correct and undisputed invoice within thirty (30) days of invoice receipt. Invoices will not be backdated and shall be promptly dispatched.

C.5 INVOICE ADDRESS

Invoices may be sent to:

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EXHIBIT C – PRICE AND PAYMENT SCHEDULE

NHDOT Bureau of Fuel Distribution
 PO Box 483
 Concord, NH 03302-0483

C.6 PAYMENT ADDRESS

Payments shall be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury/state-vendors/index.htm>

C.7 OVERPAYMENTS TO THE CONTRACTOR

The Contractor shall promptly, but no later than fifteen (15) business days, return to the State the full amount of any overpayment or erroneous payment upon discovery or notice from the State.

C.8 CREDITS

The State may apply credits due to the State arising out of this Contract, against the Contractor's invoices with appropriate information attached.

C.9 PROJECT HOLDBACK

The State shall withhold ten percent (10%) of the price for each Deliverable, except Software License fees, as set forth in the Payment Table, until successful conclusion of the Warranty Period.

C.10 PAYMENT SCHEDULE

C.10.1 Contract Type

10.1.1. Activities / Deliverables / Milestones Pricing

This is a Fixed Firm Price Contract. The total Contract value is indicated in P-37 General Provisions - Block 1.8: Price Limitation for the period between the Effective Date through date indicated in P-37 General Provisions - Block 1.7: Completion Date. The Contractor shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow the Contractor to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below:

Item	Deliverable/Milestone	Projected Delivery Date	Costs	Holdback	Payment = Costs-Holdback
1	Notice to Proceed/Conduct Project Kickoff Meeting	7/16/2021	\$62,054.70	\$6,205.47	\$55,849.23
2	Project Schedule (Baseline)/Project Status Reports	7/16/2021	\$12,410.94	\$1,241.09	\$11,169.85
3	Work Plan	7/8/2021	\$12,410.94	\$1,241.09	\$11,169.85
4	Infrastructure Plan, including Desktop and Network Configuration Requirements	8/2/2021	\$12,410.94	\$1,241.09	\$11,169.85
5	Security Plan	8/18/2021	\$12,410.94	\$1,241.09	\$11,169.85
6	Communications and Change Management Plan	8/18/2021	\$12,410.94	\$1,241.09	\$11,169.85
7	Requirements Trace ability Matrix	8/18/2021	\$12,410.94	\$1,241.09	\$11,169.85

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 Contractor Initials: *MM*
 Date: 7/29/2021

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EXHIBIT C – PRICE AND PAYMENT SCHEDULE

8	Software Configuration Plan	8/23/2021	\$12,410.94	\$1,241.09	\$11,169.85
9	Systems Interface Plan and Design/Capability	8/23/2021	\$12,410.94	\$1,241.09	\$11,169.85
10	Pricing/Order/Delivery Module	08/06/2021	\$186,164.10	\$18,616.41	\$167,547.69
11	Testing Plan	10/18/2021	\$12,410.94	\$1,241.09	\$11,169.85
12	Data Conversion Plan and Design	10/18/2021	\$74,465.64	\$7,446.56	\$67,019.08
13	Deployment Plan	10/18/2021	\$12,410.94	\$1,241.09	\$11,169.85
14	Comprehensive Training Plan and Curriculum	11/11/2021	\$24,821.88	\$2,482.19	\$22,339.69
15	End User Support Plan	11/11/2021	\$12,410.94	\$1,241.09	\$11,169.85
16	Business Continuity Plan	7/16/2021	\$24,821.88	\$2,482.19	\$22,339.69
17	Documentation of Operational Procedures	7/15/2021	\$12,410.94	\$1,241.09	\$11,169.85
18	Provide Software Licenses if needed	n/a			
19	Provide Fully Tested Data Conversion Software	8/6/2021	\$62,054.70	\$6,205.47	\$55,849.23
20	Provide Software Installed, Configured, and Operational to Satisfy State Requirements	8/6/2021	\$62,054.70	\$6,205.47	\$55,849.23
21	Conduct Integration Testing	8/10/2021	\$24,821.88	\$2,482.19	\$22,339.69
22	Conduct User Acceptance Testing	8/10/2021	\$49,643.76	\$4,964.38	\$44,679.38
23	Perform Production Tests	8/8/2021	\$37,232.82	\$3,723.28	\$33,509.54
24	Test In-Bound and Out-Bound Interfaces	8/17/2021	\$24,821.88	\$2,482.19	\$22,339.69
25	Conduct System Performance (Load/Stress) Testing	8/19/2021	\$24,821.88	\$2,482.19	\$22,339.69
26	Certification of 3rd Party Pen Testing and Application Vulnerability Scanning	8/19/2021	\$24,821.88	\$2,482.19	\$22,339.69
27	Converted Data Loaded into Production Environment	8/24/2021	\$24,821.88	\$2,482.19	\$22,339.69
28	Field installation 25% complete	12/06/2021	\$37,232.82	\$3,723.28	\$33,509.54
29	Field installation 50% complete	01/17/2022	\$37,232.82	\$3,723.28	\$33,509.54
30	Field installation 75% complete	02/28/2022	\$37,232.82	\$3,723.28	\$33,509.54
31	Field installation 100% complete	03/30/2022	\$37,232.82	\$3,723.28	\$33,509.54
32	Final Hardware Acceptance	04/06/2022	\$62,054.70	\$6,205.47	\$55,849.23
33	Provide Tools for Backup and Recovery of all Applications and Data	8/24/2021	\$12,410.94	\$1,241.09	\$11,169.85
34	Conduct Training	10/31/2021	\$12,410.94	\$1,241.09	\$11,169.85
35	Cutover to New Software	11/11/2021	\$124,109.40	\$12,410.94	\$111,698.46
36	Provide Documentation	10/22/2021	\$12,410.94	\$1,241.09	\$11,169.85
37	Execute Security Plan	10/19/2021	\$12,410.94	\$1,241.09	\$11,169.85
38	Ongoing Hosting Support	10/19/2021	\$0.00	\$0.00	
39	Ongoing Support & Maintenance	10/19/2021	\$0.00	\$0.00	
40	Conduct Project Exit Meeting	4/7/2022	\$0.00	\$0.00	\$124,109.40
	Installation SUBTOTAL		\$1,241,094.00	\$124,109.40	\$1,241,094.00
41	Hosting Cost for FY 2023		\$145,800.00		\$145,800.00
42	Hosting Cost for FY 2024		\$145,800.00		\$145,800.00
43	Hosting Cost for FY 2025		\$145,800.00		\$145,800.00
44	Hosting Cost for FY 2026		\$145,800.00		\$145,800.00
45	Hosting Cost for FY 2027		\$145,800.00		\$145,800.00
	Contract TOTAL		\$1,970,094.00		\$1,970,094.00

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EXHIBIT C – PRICE AND PAYMENT SCHEDULE

Table C-2: Contractor Staff, Resource Hours and Rates Worksheet

Proposed Vendor Staff, Resource Hours and Rates						
Title	Name	Initiation	Implementation	Project Close out	Hourly Rate	Hours X Rate
Project Manager						
Position #1	Justin Walker - Lead Project Manager	12 Hours	280 Hours	8 Hours	\$75.00	\$22,500.00

Table C-3: Contractor Rates Worksheet

Future Vendor Rates												
	SFY 1	SFY 2	SFY 3	SFY 4	SFY 5	SFY 6	SFY 7	SFY 8	SFY 9	SFY 10	SFY 11	SFY 12
Position Title	Initial Term						Extension 1		Extension 2		Extension 3	
Project Manager	\$75/hr	\$76.50	\$80.32	\$80.32	\$80.32	\$88.35	\$88.35	\$88.35	\$88.35	\$88.35	\$88.35	\$88.35

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EXHIBIT C – PRICE AND PAYMENT SCHEDULE

Table C-4: Hardware Cost Worksheet

Hardware Costs														
Hardware Name	Description	Initial Cost	SFY 1	SFY 2	SFY 3	SFY 4	SFY 5	SFY 6	SFY 7	SFY 8	SFY 9	SFY 10	SFY 11	SFY 12
			Initial Term					Extension 1		Extension 2		Extension 3		
FCT-IOT-5H	Fuel Control Terminal	\$729,638.00*	\$8,018.00	\$8,178.36	\$8,587.28	\$8,587.28	\$8,587.28	\$9,446.00	\$9,446.00	\$9,446.00	\$9,446.00	\$9,446.00	\$9,446.00	\$9,446.00
Installation Cost	Remove and install Terminals***	\$318,500.00**	\$3,500.00	\$3,570.00	\$3,748.50	\$3,748.50	\$3,748.50	\$4,123.35	\$4,123.35	\$4,123.35	\$4,123.35	\$4,123.35	\$4,123.35	\$4,123.35
Key Fobs - blank	Key Fobs Qty of 7551	\$76,385.51	\$10.11	\$10.31	\$10.82	\$10.82	\$10.82	\$11.90	\$11.90	\$11.90	\$11.90	\$11.90	\$11.90	\$11.90
Key Fob Encoder	Key Fob Encoder Qty of 5	\$2,700.00	\$540.00	\$550.80	\$578.34	\$578.34	\$578.34	\$636.18	\$636.18	\$636.18	\$636.18	\$636.18	\$636.18	\$636.18

* total of 91 terminals

** total installation of 91 terminals

*** Any existing terminals that are to be removed by the Contractor are owned by the State and shall remain in the State's possession.

Table C-5: Software Licensing, Maintenance, and Support Pricing Worksheet

Software Licensing, Maintenance, and Support Pricing														
Software Module/Component	Description	Initial Cost	SFY 1	SFY 2	SFY 3	SFY 4	SFY 5	SFY 6	SFY 7	SFY 8	SFY 9	SFY 10	SFY 11	SFY 12
			Initial Term					Extension 1		Extension 2		Extension 3		
*IOT-SaaS	Cloud Hosted Fuel View IOT Software	n/a	\$151,200	\$151,200	\$151,200	\$151,200	\$151,200	\$151,200	\$151,200	\$167,400	\$167,400	\$167,400	\$167,400	\$167,400

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EXHIBIT C – PRICE AND PAYMENT SCHEDULE

* Requires Minimum 3 year contract
 Cloud Hosted Fuel View IOT Software Application - MS SQL Database Version
 Guaranteed Lifetime Current Software Version
 Updates while on a SaaS Agreement
 Lifetime IOT Software / Hardware Warranty - 24x7x365 Call Center Support with onsite parts & Labor while on the SaaS platform
 Unlimited Users

Table C-6: Optional Hardware Cost Worksheet

		Optional Hardware Costs												
Hardware Name	Description	Initial Cost	SFY 1	SFY 2	SFY 3	SFY 4	SFY 5	SFY 6	SFY 7	SFY 8	SFY 9	SFY 10	SFY 11	SFY 12
			Initial Term					Extension 1		Extension 2		Extension 3		
Canceiver -*	Vehicle unit	\$246.30/ea.	246.30/ea.	\$251.23	\$263.79	\$263.79	\$263.79	\$290.17	\$290.17	\$290.17	\$290.17	\$290.17	\$290.17	\$290.17
EM Tags	EM-Tag Kit- Internal Antenna	\$54.65/ea	\$4.65/ea	\$55.74	\$58.52	\$58.52	\$58.52	\$64.37	\$64.37	\$64.37	\$64.37	\$64.37	\$64.37	\$64.37
Fob Encoder	Mifare 1434 Key Fob Encoder	\$540.00	\$540.00	\$550.80	\$578.34	\$578.34	\$578.34	\$636.18	\$636.18	\$636.18	\$636.18	\$636.18	\$636.18	\$636.18
Key Fobs	Blank Fob	\$10.11/ea.	\$10.11	\$10.31	\$10.82	\$10.82	\$10.82	\$11.90	\$11.90	\$11.90	\$11.90	\$11.90	\$11.90	\$11.90
Card Encoder	Printer/Encoder for Mag Cards	\$4,173.00	\$4,173.00	\$4,256.46	\$4,469.28	\$4,469.28	\$4,469.28	\$4,916.20	\$4,916.20	\$4,916.20	\$4,916.20	\$4,916.20	\$4,916.20	\$4,916.20
Mag Card	Blank Mag Card	\$2.39/ea	2.39/ea	\$2.44	\$2.56	\$2.56	\$2.56	\$2.82	\$2.82	\$2.82	\$2.82	\$2.82	\$2.82	\$2.82
Hose Module	RF Hose Module Kit	\$340.34/ea	\$340.34/ea	\$347.15	\$364.50	\$364.50	\$364.50	\$400.95	\$400.95	\$400.95	\$400.95	\$400.95	\$400.95	\$400.95

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 Contractor Initials: *MMW*
 Date: *7/29/2021*

STATE OF NEW HAMPSHIRE

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EXHIBIT C – PRICE AND PAYMENT SCHEDULE

* requires additional install cable per Make model and year

Table C-7: Optional Software Licensing, Maintenance, and Support Pricing Worksheet

Optional Software Licensing, Maintenance, and Support Pricing														
			SFY 1	SFY 2	SFY 3	SFY 4	SFY 5	SFY 6	SFY 7	SFY 8	SFY 9	SFY 10	SFY 11	SFY 12
Software Module/Component	Description	Initial Cost	Initial Term					Extension 1			Extension 2		Extension 3	
Custom software	Custom software modules	\$180/hr												

Table C-8: Web Site Hosting, Maintenance, and Support Pricing Worksheet

Web Site Hosting, Maintenance, and Support Pricing														
			SFY 1	SFY 2	SFY 3	SFY 4	SFY 5	SFY 6	SFY 7	SFY 8	SFY 9	SFY 10	SFY 11	SFY 12
HOSTED SERVICES	Description	Initial Cost	Initial Term					Extension 1			Extension 2		Extension 3	
Web Site Hosting Fee		included with Saas hosting fees												
Technical Support and updates		included with Saas hosting fees												
Maintenance and Updates		included with Saas hosting fees												

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Table C-9: Fuel Site Maintenance, and Support Pricing Worksheet

Fuel Site Maintenance, and Support Pricing														
			SFY:1	SFY:2	SFY:3	SFY:4	SFY:5	SFY:6	SFY:7	SFY:8	SFY:9	SFY:10	SFY:11	SFY:12
Equipment Name	Description	Initial Cost	Initial Term					Extension 1		Extension 2		Extension 3		
* Ward hardware	IOT Fuel Control Terminal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

* included with 3 year minimum contract - continued life of contract

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EXHIBIT D – SOFTWARE AGREEMENT

EXHIBIT D – SOFTWARE AGREEMENT

The terms outlined in the Software Agreement are set forth below:

LICENSE GRANT

D.1.1 Reserved

D.1.2 SAAS

During the Subscription Term, the State will receive a nonexclusive, non-assignable, royalty free, worldwide right to access and use the Software solely for the State's internal business operations subject to the terms of this Agreement and up to the number of Licenses documented in the Agreement.

The Parties acknowledge that this Agreement is a Services agreement and Contractor will not be delivering copies of the Software to Customer as part of the Agreement.

D.1.3 Reserved

D.1.4 CUSTOM SOFTWARE

D.1.4.1 Reserved

D.1.4.2 Documentation and Copies

The State shall be entitled to copies of any work product upon request to Contractor. At the conclusion of this Agreement, the Contractor agrees to provide related Documentation, to the State. Contractor shall not retain any work product associated with this Agreement unless authorized by the State in writing.

D.1.4.3 Restriction on Use

Unless specifically authorized by the State, Contractor shall not utilize work product derived as part of this Agreement in any manner other than as required by Contractor to complete its obligations under this Agreement.

D.1.4.4 Software Non-Infringement

Contractor warrants that the Software, including any all component parts thereof ("Contracted Works") are original works of the Contractor that do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

D.1.4.4.1 The warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Contracted Works infringe their intellectual property rights, Contractor shall defend and indemnify the State against the claim provided that the State:

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EXHIBIT D – SOFTWARE AGREEMENT

- a. Promptly notifies Contractor in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives Contractor control of the defense and any settlement negotiations; and
- c. Gives Contractor the information, authority, and assistance reasonably needed to defend against or settle the claim.

D.1.4.4.2 Notwithstanding the foregoing, the State’s counsel may participate in any claim to the extent the State seeks to assert any immunities or defenses applicable to the State.

D.1.4.4.3 If Contractor believes or it is determined that any of the Contracted Works may have violated someone else’s intellectual property rights, Contractor may choose to either modify the Contracted Works to be non-infringing or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Contractor may end the license, and require return of the applicable Contracted Works and refund all fees the State has paid Contractor under the Contract. Contractor will not indemnify the State if the State alters the Contracted Works without Contractor’s consent or uses it outside the scope of use identified in Contractor’s user Documentation or if the State uses a version of the Contracted Works which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Contracted Works which was provided to the State at no additional cost. Contractor will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, data, or material not furnished by Contractor. Contractor will not indemnify the State to the extent that an infringement claim is based upon the combination of any Contracted Works with any products or services not provided by Contractor without Contractor’s consent.

D.1.4.4.4 Viruses

Contractor shall provide Software that is free of viruses, destructive programming, and mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

SOFTWARE TITLE

Title, right, and interest (including all ownership and intellectual property rights) in the Software provided under this Agreement, and its associated documentation, shall remain with the Contractor.

SOFTWARE AND DOCUMENTATION COPIES

The State shall be entitled to copies of any work product upon request to Contractor. At the conclusion of this Agreement, Contractor agrees to provide related documentation, to the State. Contractor shall not retain any work product associated with this Agreement unless authorized by the State in writing.

Contractor shall provide the State with a sufficient number of hard copy versions of the Software’s associated Documentation and one (1) electronic version in Microsoft Word and PDF format. The State shall have the right to copy Documentation within its possession for its internal business needs. To the extent that the State does not have possession of the Software, Contractor shall provide a reasonable

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number of copies associated Documentation upon request. The State agrees to include copyright and proprietary notices provided to the State by the Contractor on such copies.

RESTRICTIONS

Except as otherwise permitted under the Contract, the State agrees not to:

- a. Remove or modify any program markings or any notice of the Contractor's proprietary rights;
- b. Make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or
- c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

VIRUSES

The Contractor shall provide Software that is free of viruses, destructive programming, and mechanisms designed to disrupt the performance of the Software in accordance with the Specifications. As a part of its internal development process, Contractor will use reasonable efforts to test the Software for Viruses.

AUDIT

Upon forty-five (45) days written notice, the Contractor may audit the State's use of the programs at the Contractor's sole expense. The State agrees to cooperate with the Contractor's audit and provide reasonable assistance and access to information. The State agrees that the Contractor shall not be responsible for any of the State's reasonable costs incurred in cooperating with the audit. Notwithstanding the foregoing, the Contractor's audit rights are subject to applicable State and federal laws and regulations.

SOFTWARE NON-INFRINGEMENT

Contractor warrants that it has good title to, or the right to allow the State to use all Services, equipment, and Software, including any all component parts thereof such as third party Software or programs that may be embedded in the Software ("Contracted Resources") provided under this Contract, and that such Services, equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third-party.

The Warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Contracted Resources infringe their intellectual property rights, the Contractor shall defend and indemnify the State against the claim provided that the State:

- a. Promptly notifies the Contractor in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives the Contractor control of the defense and any settlement negotiations; and
- c. Gives the Contractor the information, authority, and assistance reasonably needed to defend against or settle the claim.

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Notwithstanding the foregoing, the State's counsel may participate in any claim to the extent the State seeks to assert any immunities or defenses applicable to the State.

If the Contractor believes or it is determined that any of the Contracted Resources may have violated someone else's intellectual property rights, the Contractor may choose to either modify the Contracted Resources to be non-infringing or obtain a License to allow for continued use, or if these alternatives are not commercially reasonable, the Contractor may end the License, and require return of the applicable Contracted Resources and refund all fees the State has paid the Contractor under the Contract. The Contractor will not indemnify the State if the State alters the Contracted Resources without the Contractor's consent or uses it outside the scope of use identified in the Contractor's User Documentation or if the State uses a version of the Contracted Resources which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Contracted Resources which was provided to the State at no additional cost. The Contractor will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, Data, or material not furnished by the Contractor. The Contractor will not indemnify the State to the extent that an infringement claim is based upon the combination of any Contracted Resources with any products or Services not provided by the Contractor without the Contractor's consent.

CONTROL OF ALL COMPONENT ELEMENTS

Contractor acknowledges and agrees that it is responsible for maintaining all Licenses or permissions to use any third-party Software, equipment, or Services that are component parts of any Deliverable provided under this Agreement for the entire Term of the Contract. Nothing within this provision shall be construed to require Contractor to maintain Licenses and permissions for Software acquired by the State directly or through third-parties which may be integrated with the Contractor's Deliverables.

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EXHIBIT E – ADMINISTRATIVE SERVICES

EXHIBIT E – ADMINISTRATIVE SERVICES

E.1 DISPUTE RESOLUTION

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the Party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by written notice to the other Party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted under the Contract.

The Parties shall use reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the Parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Table E-1.			
DISPUTE RESOLUTION RESPONSIBILITY AND SCHEDULE TABLE			
LEVEL	CONTRACTOR POINT OF CONTACT	STATE POINT OF CONTACT	CUMULATIVE ALLOTTED TIME
Primary	Mike Wade	Fuel Distribution Manager, NHDOT	Five (5) Business Days
First	Rick Hernandez	Director of Operations, NHDOT	Ten (10) Business Days
Second	Robert Kettle	Assistant Commissioner, NHDOT	Fifteen (15) Business Days
Third	Markay Ward	Commissioners, NH DoIT and NHDOT	Fifteen (15) Business Days

The allotted time for the first level negotiations shall begin on the date the Invoking Party's notice is received by the other Party. Subsequent allotted time is days from the date that the original Invoking Party's notice is received by the other Party.

E.2 ACCESS AND COOPERATION

Subject to the terms of this Agreement and applicable laws, regulations, and policies, the State will provide the Contractor with access to all program files, libraries, personal computer-based Systems, Software packages, Network Systems, security Systems, and hardware as required to complete the contracted Services.

E.3 RECORD RETENTION

Contractor and its Subcontractors shall maintain all Project records including but not limited to books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs invoiced in the performance of their respective obligations under the Contract. Contractor and its Subcontractors shall retain all such records for three (3) years following termination of the Contract, including any extensions. Records relating to any litigation

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matters regarding the Contract shall be kept for one (1) year following the termination of all litigation, including the termination of all appeals or the expiration of the appeal period.

Upon prior notice and subject to reasonable time frames, all such records shall be subject to inspection, examination, audit and copying by personnel so authorized by the State and federal officials so authorized by law, rule, regulation or Contract, as applicable. Access to these items shall be provided within Merrimack County of the State of New Hampshire, unless otherwise agreed by the State. Delivery of and access to such records shall be at no cost to the State during the three (3) year period following termination of the Contract and one (1) year Term following litigation relating to the Contract, including all appeals or the expiration of the appeal period. Contractor shall include the record retention and Review requirements of this section in any of its subcontracts.

E.4 ACCOUNTING

Contractor shall maintain an accounting System in accordance with Generally Accepted Accounting Principles (GAAP). The costs applicable to the Contract shall be ascertainable from the accounting System.

E.5 AUDIT

The Contractor shall allow the State to audit conformance to the contract terms. The State may perform this audit or contract with a third party at its discretion and at the State's expense.

E.6 MISCELLANEOUS WORK REQUIREMENTS

E.6.1 Access to State Systems

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), Contractor understands and agrees to the following rules:

E.6.1.1 Computer Use

- a. Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall Contractor access or attempt to access any information without having the express authority to do so.
- c. That at no time shall Contractor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- d. That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Contractor must use utmost care to protect and keep such software strictly confidential in accordance with the

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EXHIBIT E – ADMINISTRATIVE SERVICES

license or any other agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by Contractor Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.

- e. That if Contractor is found to be in violation of any of the above-stated rules, the Contractor may face default and termination under the Agreement and the individual may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.
- f. That computer use shall follow the State standard policy (Statewide Computer Use Policy is available upon request)

E.6.1.2 Email Use

Email and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as “internal email systems” or “State-funded email systems.” Contractor understands and agrees that use of email shall follow State standard policy (Statewide Computer Use Policy is available upon request).

E.6.1.3 Internet/Intranet Use

The Internet/Intranet is to be used for access to and distribution of information in direct support of the business of the State of New Hampshire according to State standard policy (Statewide Computer Use Policy is available upon request).

E.6.2 State Website Copyright

All right, title and interest in the State WWW site, including copyright to all Data and information, shall remain with the State. The State shall also retain all right, title and interest in any user interfaces and computer instructions embedded within the WWW pages. All WWW pages and any other Data or information shall, where applicable, display the State's copyright.

E.6.3 Workspace Requirement

The State will work with Contractor to determine requirements for providing necessary workspace and office equipment for Contractor’s staff.

E.6.4 Workplace Hours

Unless otherwise agreed to by the State, the Contractor’s personnel shall work forty (40) hour weeks between the hours of 8 am and 5 pm (Eastern Time), excluding State of New Hampshire holidays. Changes to this Schedule may be made upon agreement with the State Project Manager.

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New Hampshire Department of Transportation
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EXHIBIT F – TERMS AND DEFINITIONS

EXHIBIT F – TERMS AND DEFINITIONS

The following general contracting terms and definitions apply except as specifically noted elsewhere in this Contract.

TERM	DEFINITION
Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Agreement	A Contract duly executed and legally binding.
Business Hours	Contractor personnel shall work normal business hours between 8:00 a.m. and 5:00 p.m. EST, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this Schedule may be made upon agreement with the State Project Manager.
Data Breach	Data Breach means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Data Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
Security Incident	"Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.

STATE OF NEW HAMPSHIRE
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EXHIBIT F – TERMS AND DEFINITIONS

Confidential Information	<p>Information required to be kept Confidential and restricted from unauthorized disclosure under the Contract. "Confidential Information" or "Confidential Data" means all private/restricted confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Protected Health Information and Personally Identifiable Information.</p> <p>Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of any state agency or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Personal Health Information (PHI), Personally Identifiable Information (PII), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.</p>
Contract	An Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Dates and Times	Dates and times are expressed in terms of State of New Hampshire normal business days and hours Eastern Standard Time.
Deficiency (-ies)/Defects	A failure, shortcoming or error in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, code, or other), provided by the Contractor to the State or under the terms of a Contract requirement.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Enhancements	Updates, additions, modifications to, and new releases for the Software or System, and all changes to the Documentation as a result of improvement in quality, value, or extent.

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EXHIBIT F – TERMS AND DEFINITIONS

Hosted Services	Applications, IT infrastructure components or functions that organizations access from external service providers, typically through an internet connection.
Hosted System	The combination of hardware, software and networking components used by the Application Service Provider to deliver the Hosted Services.
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.
Implementation	The process for making the System Fully Operational for processing the Data.
Non-Public Information	Information, other than Personal Information, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential by the State because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information.
Operational	Operational means that the System is ready for use and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued Acceptance.
Personal Information	“Personal Information” (or “PI”) or “Personally Identifiable Information” (PII) means information which can be used to distinguish or trace an individual’s identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother’s maiden name, etc.
Proposal	The submission from a Vendor in response to the Request for a Proposal.
Software	All Custom, SAAS and COTS computer programs and applications provided by the Contractor under the Contract.

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Software Deliverables	All Custom, SAAS and COTS Software and Enhancements.
Software License	Licenses provided to the State under this Contract.
Software-as-a-Service (SaaS)	The capability provided to the State to use the Contractor’s applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The State does not manage or control the underlying cloud infrastructure including network, servers, Operating Systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.
Specifications	Written details that set forth the requirements which include, without limitation, the RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State Data	All Data created or in any way originating with the State, and all Data that is the output of computer processing of or other electronic manipulation of any Data that was created by or in any way originated with the State, whether such Data or output is stored on the State’s hardware, the Contractor’s hardware or exists in any system owned, maintained or otherwise controlled by the State or by the Contractor.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year (SFY) runs from July 1 of the preceding calendar year through June 30 of the applicable calendar year.
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Contractor which is performing Services under this Contract under a separate Contract with or on behalf of the Contractor.

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System	All Software, specified hardware, interfaces and extensions, integrated and functioning together in accordance with the Specifications.
Term	Period of the Contract from the Effective Date through the Completion Date identified in the P-37 General Provisions or termination.
Verification	Supports the confirmation of authority to enter a computer system application or network.
Warranty	The conditions under, and period during, which the Contractor will repair, replace, or other compensate for, the defective item without cost to the buyer or user. It also delineates the rights and obligations of both parties in case of a claim or dispute.
Warranty Period	A period of coverage during which the Contractor is responsible for providing a guarantee for products and Services delivered as defined in the Contract.

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ATTACHMENTS

All attachments are incorporated by reference

- a. Exhibit B Business and Technical Requirements – Attachment 1 - Appendix C, Section C-2, Table C-2 as an attachment to NHDOT- RFP 2020-033
- b. Agency Compliance Documents – Attachment 2 - New Hampshire Department of Transportation 2020-033 Fuel Management System RFP
- c. Agency Compliance Documents – Attachment 3 - Vendor Proposal Response to New Hampshire Department of Transportation 2020-033 Fuel Management System dated 08/28/2020

CONTRACTOR CERTIFICATES

- a. Contractor's Certificate of Good Standing
- b. Contractor's Certificate of Vote/Authority
- c. Contractor's Certificate of Insurance

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End User License Agreement



END USER LICENSE

THIS END USER LICENSE ("License") is between E.J. Ward Inc. its subsidiary SimplyFuel Solutions LLC ("Licensor" or "Contractor"), both a Nevada corporation with its principal place of business located at 8620 N New Braunfels Suite 200N, San Antonio, Texas, 78217, and ("Licensee" or "Client"), and shall be effective as of the date of initial installation or Licensee uses the Software, Firmware or Hardware for its intended purpose whichever comes first. (the "Effective Date").

RECITALS

WHEREAS, Licensor owns all rights, title and interest to the Hardware, Firmware and Proprietary Software (as defined herein); and

WHEREAS, Licensor desires to convey, and Licensee desires to receive, certain limited rights in the use of the Hardware, Firmware and Software pursuant to the terms and conditions contained in this License.

NOW THEREFORE, In consideration of the mutual promises set forth below in this License and for other good and valuable consideration, the sufficiency of which is hereby acknowledged, Licensor and Licensee agree as follows:

1. Definitions

- A. "Software" means Computer Applications consisting of; but not limited to, mathematical, machine or compiled codes, executable programs, routines, embedded software, firmware, updates, modifications, revisions, other functions and documentation that control, analyze, report on the functions and operation of Licensor Products, as well as any archival copies of such computer programs and documentation permitted by this End User License.
- B. "Computer Applications" means Software designed to perform a group of coordinated functions, tasks, or activities for the benefit of the user.
- C. "Products" means Commercially distributed goods that are an idea, method, information, object or service created as a result of a process and serves a need or satisfies a want. It has a combination of tangible and intangible attributes, benefits, features, functions and uses that Licensor desires to convey, and Licensee desires to receive, certain limited rights in the use of pursuant to the terms and conditions contained in this License.
- D. "Hardware" means a physically tangible electrical or electro-mechanical system or sub-system and associated documentation such as but not limited to Fuel Control Terminals, CANceiver OBDII

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Vehicle Telematic Devices, Passive GPS Antennas, Hose Modules, EM-Tags, EV Charger retrofit modules.

- E. "Use" means: (i) executing or loading the Software or Applications onto a computer, into RAM or other primary memory; (ii) engaging the Software or Applications for its intended purposes; or (iii) copying the Software and Applications for archival or emergency restart purposes.
- F. "Initial Installation" as described in Section 5 (A) and (B)
- G. "Integrated Firmware" refers to any software or programmable code that is embedded or integrated in the Hardware and enables the functionality of the Hardware or Computer Applications.
- H. "End User" means a customer that licenses one or more Integrated Products from Licensor in accordance with the EULA for its own use and not for transfer or resale of any kind.

2. Grant of License

Licensor grants to Licensee conditioned on Licensee timely payment of fees and compliance with all other terms and conditions of this Agreement, a limited, non-exclusive, non-transferable, non-sublicensable, right to install and use the Software. Licensee may make one (1) archival copy of the Software Application per licensed instance in non-printed, machine readable form, in whole or in part, provided that such copy is for Licensee's own use only for archival, emergency restart or development testing and staging environment(s). Licensee will make no other copies of the Software except as authorized herein. All rights, title and interest to the Software will remain vested in Licensor, and nothing in this License will give or convey any right, title or interest therein to Licensee except as a licensee under the terms of this License.

3. Limitations on Use

- A. Licensee agrees that it will not use the Software, Firmware or Hardware for any purpose beyond the scope of this license. It shall not market, distribute, license, or otherwise make available in any form or on or in connection with the internet or any time-sharing, service bureau, software as a service, cloud, or other technology or service, rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer, or otherwise make available for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of Licensor, or that violates any applicable law. This license is for its own business, and not directly or indirectly for the use or benefit of anyone other than Licensee, and only pursuant to the scope of the grant of the License set forth herein.
- B. Licensee agrees that it shall not, directly or indirectly:
 - (i) use (including make any copies of) the Software beyond the scope of this License;
 - (ii) permit any other Person (other than its own Users, Agents or Authorized Sub-Contractors) to use the Software;
 - (iii) modify, translate, adapt or otherwise create derivative works or improvements, whether or not patentable, of the Software or any part thereof;

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- (iv) reverse engineer, disassemble, decompile, decode or otherwise attempt to derive or gain access to the source code of the Software or any part thereof;
- (v) remove, delete, alter or obscure any trademarks or any copyright, trademark, patent or other intellectual property rights notices from the Software, including any copy thereof;
 - a. except as contemplated by this License, copy the Software, in whole or in part;
 - b. use the Software or Documentation in the operation of a service bureau

4. Limitations on Transfer

This License may not be conveyed in any way without the prior written consent of Licensor, which Licensor's consent may not be unjustly withheld without cause. Notwithstanding the preceding sentence, Licensee shall be permitted, upon notice to Licensor, to assign this License in connection with any merger, consolidation, sale of stock, or re-organization of substantially all of the business or assets or equity securities, or otherwise of Licensee. Any purported sale, assignment, transfer, conveyance, license or sublicense without such consent will be null and void ab initio, and will automatically terminate this License.

5. Installation

Licensor hereby permits Licensee to install the following onto the appropriate environment, which Licensee shall perform at any time after the Effective Date:

- A. A single software installation for the production environment
- B. As applicable Licensee hereby permits Licensor to install the following with the assistance of Licensor after the Effective Date:
 - (i) Two (2) additional licensed instance for use in:
 - a. Staging
 - b. or pre-production testing environment

Sections 5 (A) and (B) shall be collectively hereafter be referred to as the "Initial Installation".

6. Term and Termination

- A. The License commences as of the Initial Installation or Licensee uses the Software for its intended purpose whichever comes first, and will remain in force until either party terminates this License pursuant to the terms herein. Upon proper termination of this License, Licensee will: (i) return all copies of the Software to Licensor without demand or notice; or (ii) permanently delete or destroy all copies of the Software in its possession and submit to Licensor a sworn affidavit signed by Licensee attesting to such destruction.
- B. Except as set forth in the provisions of this License that provide for automatic termination in the event of breach of confidentiality or unauthorized use or transfer, if Licensee breaches any other provision of this License, Licensor may terminate this License, provided, however, that Licensor has given Licensee at least forty-five (45) business days written notice of and the opportunity to cure the breach. Termination for breach shall not alter or affect Licensor's right to exercise any other

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remedies for breach.

7. Confidentiality

Except where required by applicable law and applicable federal and local public records laws, Licensee agrees to observe complete confidentiality with respect to the Software, Hardware defined herein and will not copy, reproduce, publicize or otherwise disseminate it to third parties. Licensee shall not make Software and Hardware available in any form to any person other than its employees, or whose job performance requires access and who are under obligations of confidentiality. Licensee shall take appropriate action to protect the confidentiality of licensed products and ensure that any person permitted access does not disclose or use them except as permitted by this agreement. Licensee shall give immediate written notice of any unauthorized disclosure or use of the licensed products as soon as Licensee learns or becomes aware of such unauthorized disclosure or use. Any breach of confidentiality by Licensee will automatically terminate this License. Licensee agrees that Licensor's remedies at law for breach of confidentiality are inadequate and that Licensor will be entitled to equitable relief, including without limitation, injunctive relief, specific performance and/or other remedies to the extent permissible by law.

8. Licensee's Obligation to Notify of Infringement

Licensee will notify Licensor of any infringement or attempted infringement of Licensor's rights in the Software or Hardware of which it becomes aware. Licensee may cooperate with Licensor in any legal or equitable action that Licensor may undertake to protect any of its rights in connection with the Software or Hardware defined in this License.

9. Warranty of Title

Licensor warrants that it is the lawful owner of the Software, Firmware and that it has the complete authority to grant the License specified herein. Hardware is owned by the Licensee.

10. Software Warranty and Disclaimer

Reserved.

11. Limitation of Liability, Indemnification

Reserved.

12. Maintenance

No additional software maintenance is included under the terms of this License unless the Licensee has purchased the Software, Firmware and Hardware as a service (SaaS). However, Licensor is responsible for any patches or repairs to the current version of the Software during the initial one (1) year Warranty commencing on the initial installation date. Licensor's obligations with respect to maintenance and support after initial warranty period, including updates or upgrades, if any, will be set forth in a separate written agreement between the parties for all products not provided as a service, bundled or otherwise.

13. Relation of Parties

Nothing in this License will create or imply an agency relationship between Licensor and Licensee, nor will this License be deemed to constitute a joint venture or partnership between the parties.

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14. Severability

If any term of this License is found to be unenforceable or contrary to law, it will be modified to the least extent necessary to make it enforceable, and the remaining portions of this License will remain in full force and effect.

15. Force Majeure

Neither party will be held responsible for any delay or failure in performance of any part of this License to the extent that such delay is caused by events or circumstances beyond the delayed party's reasonable control.

16. No Waiver

The waiver by any party of any breach of covenant will not be construed to be a waiver of any succeeding breach or any other covenant. All waivers must be in writing, and signed by the party waiving its rights. This License may be modified only by a written instrument executed by authorized representatives of the parties hereto.

17. Venue

Reserved.

18. Notice

All notices and correspondence to the parties must be delivered by hand, emailed, sent by registered or certified mail (RRR), or by Federal Express, Express Mail or other reliable overnight mail service that provides a receipt to the sender. Receipt of a notice by the party to whom the notice is transmitted will be considered to have occurred upon receipt, if hand-delivered or emailed; five (5) business days from the date of mailing, if mailed; or the next business day after transmittal by Federal Express, Express Mail or other reliable overnight delivery service that provides a receipt to the sender. All notices and correspondences shall be delivered to the respective addresses below, or to any other address as a party may notify the other party in writing from time to time:

If to E.J. Ward Inc.:

Robert E. Kettyle
Chief Operating Officer
E.J. Ward Inc.
8620 N New Braunfels Suite 200N, San Antonio, Texas 78217

rkettyle@ejward.com



Corporate Resolution

I, Thomas R. Ward, hereby certify that I am duly elected Clerk/Secretary of *E.J. Ward, Inc.* I hereby certify the following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on June 2, 2021 at which a quorum of the Directors/shareholders were present and voting.

VOTED: That Markay R. Ward, President is duly authorized to enter into contracts or agreements on behalf of *E.J. Ward, Inc.* with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any documents which may in his/her judgement be desirable or necessary to effect the purpose of this vote.

I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract to which this certificate is attached. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

DATED: June 2, 2021

ATTEST: Thomas R. Ward

State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that E. J. WARD, INC. is a Nevada Profit Corporation registered to transact business in New Hampshire on July 15, 1997. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 150854

Certificate Number: 0005374521



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 28th day of May A.D. 2021.

A handwritten signature in cursive script, appearing to read "Wm Gardner".

William M. Gardner
Secretary of State

