STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING

NOTIFICATION OF STATEWIDE CONTRACT

July 19, 2016

**CONTRACT TITLE: FUEL CARD w/ RELATED VEHICLE FUEL MANAGEMENT,
TRANSACTION, AND PAYMENT SETTLEMENT/PROCESSING SERVICES**

CURRENT CONTRACT PERIOD:	July 20, 2016 through July 19, 2020	
RENEWAL INFORMATION:	Original Contract Period:	July 20, 2016 through July 19, 2020
	Renewal Options Available:	One, 1-year renewal
	Potential Final Expiration:	July 20, 2020 through July 19, 2021
BUYER INFORMATION:	Name: Laurie Borchelt Phone: (573) 751-1702 Email Address: laurie.borchelt@oa.mo.gov	

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY.**
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **MANDATORY** FOR ALL STATE AGENCIES.

Local Purchase Authority shall not be used to acquire any other fuel credit card. State agencies are advised that the Office of Administration, Division of Accounting, does not allow state agencies to establish multiple credit card accounts with multiple credit card vendors. In addition, if the state agency has special fueling or vehicle service needs that WEX cannot meet, then the state agency may use local purchasing authority but only after first contacting the State Fleet Manager and the Division of Purchasing.

The entire contract document may be viewed and printed from the Division of Purchasing's **Public Record Search and Retrieval System** located on the Internet at http://www.oa.mo.gov/purch.

~ Instructions for use of the contract, specifications, requirements, features are attached ~

CONTRACT NUMBER	SAM II VENDOR NO. / MissouriBUYS SYSTM ID	VENDOR INFORMATION	MBE/ WBE	COOP PROC
CC160898001	8414256160 1 / MB00074278	WEX Bank 7090 South Union Park Center, Suite 350 Midvale, UT 84047 **Contact: Denise Baumgart**, Account Rep Phone No.: (913) 393-3208 Fax No.: (207) 791-1687 Email: denise.baumgart@wexinc.com	No	Yes

CONTRACT NUMBER	SAM II VENDOR NO. / MissouriBUYS SYSTM ID	VENDOR INFORMATION	MBE/ WBE	COOP PROC
		Add'l Contact: Amy Hodgkins, Account Manager Phone No.: (207) 523-6611 Toll Free: (800) 761-7181 X: 6611 amy.hodgkins@wexinc.com		

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
07/20/16-07/19/20	**07/19/16**	**Initial issuance of new statewide contract. Replaces Contract C115076001.**

PURPOSE:

The Division of Purchasing has awarded the above referenced contract for Fuel Card with Related Vehicle Fuel Management, Transaction, and Payment Settlement/Processing Services with WEX Bank. This contract replaces contract C115076001 with WEX which expires July 19, 2016. State agencies shall continue to use their existing cards/accounts. The card and card services are free of charge.

WEX will bill all State of Missouri accounts for purchases made on the WEX card less any fuel tax exemptions, allowed by law. Complete reporting of exempted taxes will be provided and shown on the invoice.

The following is a link to the Office of Administration, Division of General Services, State Fleet Management website: http://oa.mo.gov/general-services/state-fleet-management/contracts/wex-fuel-card. The website is intended to provide additional details regarding the fuel card contract, direct access to the WEXOnline program and includes the Fuel Card Guidelines that all departments must follow.

The state agency is advised that there is an existing statewide contract for tires. All acquisitions for tire replacement shall be made from the statewide tire contract unless the purchase in it is intended for emergency/repair.

SPECIAL NOTE ABOUT COOPERATIVE PROCUREMENT:

WEX will extend the fleet fuel card program to members of the cooperative procurement program. All new cooperative procurement customers should contact WEX directly to set up their account.

SETTING UP AN ACCOUNT:

State agency personnel should consult with their agency Fleet Manager regarding access to a WEX fuel credit card. All new accounts shall be established through their Fleet Manager by contacting WEX directly to set up the account and establish billing options or to resolve any account questions. Accounts are able to be set up based on the state agency's specific needs.

CARD APPLICATION:

Each department should have an assigned program administrator. Please contact your Financial Management Advisory Committee Representative (FMAC) to determine how your program will operate. Those entities not represented on FMAC should direct any inquiry to WEX as listed on page 1.

Any request for fuel cards, including new, replacement, or lost/stolen cards, must be directed to WEX.

CARD AUTHORIZATION:

Cards can be assigned to a vehicle/asset, driver or organizational unit (or cost center) in the fleet. When the card is swiped at the point of sale device, the driver will be prompted to enter a Driver ID (DID) and the odometer reading of the vehicle prior to receiving authorization for any transaction.

Each DID can be assigned to one, many or all cards on the WEX account and can be generated by either WEX at random, or assigned by the fleet customer. The WEX card cannot be electronically activated without entering a valid DID.

CARD SET UP:

Program administrators and/or fleet managers within each department shall work with WEX to establish card limitations.

Custom Control cards permit all types of purchases at WEX accepting locations, including fuel, maintenance and other (such as general merchandise) items. Product type control options shall be selected with this card, allowing certain product categories to be selected.

Fuel only cards permit the purchase of only fuel products, such as gasoline, diesel, or alternative fuels.

Accounts can be comprised of all Fuel Only cards, all Custom Control cards or a combination of Fuel Only and Custom Control cards.

MULTIPLE REPORTING LEVELS:

The WEX system supports seven (7) levels of hierarchy. Program administrators/fleet managers, shall determine the level they prefer to bill and/or report, with the ability to provision users of the online system as appropriate. Organizational units within accounts to support additional card groupings for authorization controls and reporting needs will also be determined by the program administrators.

WEX POINT OF CONTACT FOR FLEET MANAGERS:

Fleet Managers shall contact the Premium Fleet Services (PFS) Account Manager to address day-to-day contract activities. PFS Account Managers will ensure that the program is working smoothly and expedites problems to their quickest resolution. In addition, the PFS Account Managers can assist in creating reports required by the Fleet Managers. These managers can be reached toll-free at (877) WEX-CARD, 8:00 a.m. to 5:00 p.m. Eastern time.

WEX CUSTOMER SERVICE DEPARTMENT:

The WEX Customer Service Department (CSD) is available 24 hours per day, 7 days per week. State Fleet Managers and card users can contact the CSD regarding questions related to the everyday use of the card and are trained to handle questions regarding account billing and reporting. A toll-free number for contacting the CSD is displayed on the back of the WEX card. The customer service representatives along with the PFS Account Manager will manage all day-to-day account maintenance issues.

BILLING:

WEX will invoice state agencies on a monthly basis with the cycle closing date on the last day of the month. Invoices will include a complete list of all transactions for the invoicing period along with subtotals and a final summary. Billing statements may be submitted in electronic form via WEX*Online* E-VAR or WEX*Link*, or through paper VAR (Vehicle Analysis Reports) as requested by the department when setting up the account with WEX. State agencies can view invoices and standard reports for 13 months and view transactional detail for 24 months via WEX*Online*. WEX*Online* electronic E-VAR provides agencies 24-hour access. WEX*Link* files allow customers to perform detailed analysis and reporting on their fleet account and can be merged with existing information management systems.

DISPUTED CHARGES:

WEX does not bill less disputed charges. The state agency will receive a credit if a dispute is found in the State's favor. State agencies shall contact WEX via fax at (800) 395-0809 or by mail at Customer Service, Wright Express, 97 Darling Ave., South Portland, Maine 04106. The disputed charges must be identified and a basis for the dispute must be provided. WEX will commence an investigation to determine the validity of the charge in dispute and then either provide a credit or take no further action if the error cannot be substantiated. In any event, a written explanation of the outcome will be provided.

In the case of a disputed charge, WEX will make every effort to complete the following within 24 hours notice by the state agency or as soon as possible and within a reasonable period of time:

- Resolve questioned/disputed charges appearing on the statement
- Credit the state agency's account, pending resolution of the questioned/disputed item
- Process refunds for items resolved in the state agency's favor

REBATES/DISCOUNTS:

WEX is offering Monthly Retail Transaction Based Rebates and Payment Timing (Early Payment) Rebates as well as Merchant Rebates.

Monthly Retail Transaction Based Rebates:

The monthly retail transaction based rebate is contingent upon the entity paying in full within 30 calendar days of the billing date that appears on the invoice and pays certain basis points dependent upon monthly retail transactions as follows:

Monthly Retail Transactions	Basis Points (Rebate Percentage)
$1 - $1,499,999	130 basis points (1.30%)
$1,500,000 - $2,999,999	145 basis points (1.45%)
$3,000,000 - $4,499,999	150 basis points (1.50%)
$4,500,000 - $5,999,999	155 basis points (1.55%)
$6,000,000+	160 basis points (1.60%)

Payment Timing (Early Payment) Rebates:

WEX's payment timing rebate is contingent upon payment in full within a certain number of days of the billing date appearing on the invoice and pays basis points as follows:

Early Pay Incentive Rebate Due Date	Basis Points (Rebate Factor)
Payment in full within 10 calendar days of billing date appearing on company's invoice	6 basis points (0.06%)
Payment in full within 5 calendar days of date WEX makes company's invoice available (including electronically)	8 basis points (0.08%)

Merchant Rebates:

WEX has negotiated discounts with accepting merchants. The current listing and associated discount is as follows:

Merchant	Cents Off/Gallon
Kum and Go	2.5 cents/gallon gasoline; 3 cents/gallon diesel
Wallis Oil	1 cent/gallon
Warrenton Oil	1 cent/gallon
Rhodes 101	2 cents/gallon
Ayers Oil	3 cents/gallon
Thoele, Inc.	2 cents/gallon
Hy-Vee	3 cents/gallon
Midwest Energy	1 cent/gallon gasoline; 2 cents/gallon diesel
Road Ranger	2 cents/gallon, gasoline only

Merchant Rebates are expressly conditioned on (1) use of the WEX issued card at the location; and (2) continuation of the Merchant Rebate by the merchant. The merchant may suspend, modify or discontinue the Merchant Rebate at any time. Issuer cannot guarantee that the Merchant Rebate will remain the same throughout the life of the contract.

For any rebates earned by a participating governmental entity, the rebate shall be paid in the form of credits made monthly in arrears directly by WEX to such participating entity.

LOST/STOLEN/TERMINATED CARDS:

The account administrator or card custodian should report any lost or stolen cards immediately to WEX by contacting their Customer Service Department (CSD) at (800) 492-0669. Access to the CSD is available 24 hours per day, 365 days per year. Administrators can also notify WEX of lost, stolen or unauthorized use through WEX*Online*. Agencies will be liable to WEX for all unauthorized use of a card until notification of such use. Upon reporting a lost or stolen card, it is immediately invalidated in the WEX system. After cancellation, all electronic authorizations associated with the card are declined at the time a purchase is attempted. Upon receipt of proper notification, agencies will be relieved from any liability for any subsequent charges made to the card.

In addition, the program administrator should contact WEX regarding the termination/cancellation of cards.

Upon request of only the state agency account administrator or manager, WEX will provide a replacement card within 2-3 business days of card cancellation.

REPORTS:

WEX offers their WEX*Online* reporting tool. Four (4) standard reports are available online. WEX also offers customized reports that can be designed in several formats and will provide on an adhoc or regularly scheduled basis. Account Review documents are also available that includes a rolling 13-month review of data for several key data elements. Additionally, WEX will provide an Opportunity Report to assist in identifying areas where the State can realize cost savings by benchmarking purchasing at the zip code level to the WEXIndex average. Merchant Minority and Tax Reports are also available to support 1057 and 1099 requirements.

WEX*Online* SYSTEM:

WEX*Online* is WEX's reporting and analysis tool for Fleet Managers to use in managing their fleets. WEX*Online* provides 24-hour access to actionable account information, expense management, online reporting, and real-time account management functionality.

The dashboard page allows the review of pending actions, authorizations, access accounts and access to favorites/quick links.

WEX*Online* also provides a Fleet Manager module allowing for the management of day-to-day activities related to the fuel card program including administrator functions, account maintenance functions, and invoice and payment functions. Twenty-four (24) months of transaction data and 13 months of invoice data is accessible online.

WEX*Online* offers the Expense Manager module providing comprehensive expense management tools, allowing fleets to set up approval hierarchies and manage accounting functions related to fleet purchases down to the transaction level. In addition, WEX*Online* provides a comprehensive reporting module, including ad hoc reports, standard reports, exception reports and customized reports.

FEE:

There is no charge to use the WEX program. Cards, electronic transfer of data, ad hoc reporting, online account management, 24-hour help line and training are provided free of charge. Access to roadside assistance is also provided free of charge, however any ensuing service performed would be charged.

LOCATIONS:

The WEX card can be used for the purchase of all vehicle fuel types, vehicle repairs and vehicle-related supplies at all WEX accepting locations.

Through the AVCARD program, state agencies can manage aircraft fueling, maintenance and related activities. In addition to the WEX Fleet Card account, WEX will set up an AVCARD account. The AVCARD card allows the purchase of fuel and services from all AVCARD acceptors and/or contract fuel suppliers. A list of acceptors is available at www.avcard.com. For merchants that do not accept the card, AVCARD offers merchants a one-time acceptor option. With an AVCARD account, users automatically participate in the Contract Fuel Program allowing all to receive significant savings on jet fuel purchases anywhere in the world. The AVCARD program is available at no additional charge.

WEX offers an Alternative Fuel Directory identifying accepting merchants supplying Ethanol, natural gas (CNG, LNG), propane (LPG), hydrogen, biodiesel, methanol, and other alternative fuels. The directory is available in CD format, downloadable from WEX*Online*, or can be provided in hard copy for use in agency vehicles.

WEX offers extensive acceptance coverage for service and maintenance needs through the WEX Service Network. The WEX Custom Control cards can be used to purchase tires, transmissions, brakes, mufflers, oil changes, glass replacement, car washes plus other routine vehicle maintenance needs. The WEX card is currently accepted by national brands providing services such as preventative maintenance, glass claim services, major automotive repair, and road and tow.

WEX offers pay-at-the-pump credit card service at all major gasoline brands both nationwide and in Missouri. The following lists the major companies currently participating in WEX's fuel card program.

A complete list of all fueling stations can be found on the WEX website.

ONLINE VENDOR SEARCH:

WEX provides fleet managers and drivers the ability to search for accepting locations and fuel price information directly from the desktop through their "Daily Best Fuel Price" and "Fuel Price Mapping" tools. The Daily Best Fuel Price tool allows drivers to query available locations and receive the following station information in lowest to highest price order:

- Name, address and phone number of site
- Product and price
- Date price was last updated

The Fuel Price Maps have both satellite and standard may views. Real-time prices reflect the most recent WEX transaction and are continually updated. Search criteria include address, city, state, zip code, brand and PPG. A searchable directory is available through WEX*Online* or at the WEX web site at http://www.wrightexpress.com/WEX/wex-universal-locations.cfm. Search criteria include, city, zip code, state, site type (fuel or service), brand name and site name.

SPECIAL NOTE ON TAX EXEMPT PURCHASES:

WEX will process all fuel transactions, including aviation gasoline (av gas), exempt of federal excise taxes. WEX cannot, however, exempt aviation jet fuel.

State agencies are advised to notify the retailer of Missouri's tax exempt status prior to a transacting a purchase for a non-fuel item made with the WEX card. State agencies are further advised to check all receipts and WEX invoices to make sure that the federal excise tax is being exempted.

ROADSIDE ASSISTANCE:

WEX provides card users toll free access to emergency roadside assistance for their fleets, 24 hours per day, 7 days per week. Roadside assistance services include towing, mechanical first aid, jump starts, tire changes, lockout assistance, and fuel/water delivery.

The WEX card is accepted by the National Automobile Club's FLEET RESCUE emergency roadside assistance program. FLEET RESCUE provides card users with a reliable, toll-free, 24-hour, 365 day a year provider of high-quality roadside assistance program. Drivers will have no out-of-pocket expenses at the time of service. FLEET RESCUE offers the same roadside assistance services as described above. Card users can contact FLEET RESCUE toll-free at (866) 329-3471. The actual costs of services performed will appear on the agency's WEX invoice; there is no longer a service charge for Roadside Assistance.

OTHER FLEET MANAGEMENT SERVICES:

As a MasterCard issuing bank, WEX is offering WEXPay. WEXPay is a tool enabling out-of-network purchases at an additional 500,000 merchants in the MasterCard network. WEXPay is typically used for independent or geographically remote fuel and service sites, however provides the control of a fleet card with the convenience of a credit card. Use of WEXPay is intended to reduce the number of sites where card users would have to use an alternative form of payment.

FLEET SERVICES AND REPAIR:

The WEX card can be used for the purchase of vehicle service; however state agencies are advised that all vehicle servicing repair or maintenance must first be referred to the Office of Administration State Garage if the fleet car is part of the agency's Jefferson City fleet. The OA Garage may be contacted by calling 573-751-4286.

WEX has agreements with several repair and supplies vendors where discounts are available for supplies and services.

LATE FEES/ACCOUNT SUSPENSION:

Accounts will be suspended 70 days after invoice date if payment is not received by WEX. WEX will make phone calls and send emails to account/billing contacts prior to suspension. WEX recommends secondary account contacts in case there are staffing changes. At 70 days, the account will be suspended if other arrangements have not been made -- cards will not work. At 120 days, the account will be shutoff.

CLEARVIEW DATA ANAYLTICS PLATFORM:

Wex provides their ClearView Data Analytics Platform - Fuel Analysis Package to include volume and spend, exceptions, community, and admin modules. The package provides for trend and "outlyer" analysis, as well as drill-down to driver and vehicle transaction detail; identifying and acting on product miscodes; identifying and addressing inaccurate odometer entries; and other tools for improved fuel management and saving fuel dollars, at a monthly fee of $0.20 per active card.

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

Contract No.: CC160898001   **Contractor:** WEX Bank

Describe Product Purchased (include Item No's., if available): _____

Rating Scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

Product Rating	Rate 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

_____

Prepared by: _____   Title: _____   Agency: _____

Date: _____   Phone: _____   Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

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