

Name	Multiforce Systems Inc.	Trak Engineering, Inc.	E.J. Ward, Inc.
Address	Princeton, NJ 08540	Tallahassee, FL 32301	San Antonio, TX 78217
Years in Business	28	27	34
Type of Organization	Corporation	Individual/Corporation	Corporation
Year began selling FMS	1981	1981	1974
Year began selling FMS to City/Local Govt	1982	1981	1974
Closest support facility/sales office	Norton Shores, MI	Chicago, IL	Chicago, IL
Company Headquarters	Princeton, NJ	Tallahassee, FL	Indianapolis, IN
Sales previous 4 years			
	2007 3.2 Million	3,575,814 Million	10,000,000 +
	2006 3.2 Million	3,125,712 Million	10,000,000 +
	2005 3.3 Million	3,296,487 Million	10,000,000 +
	2004 2.7 Million	2,876,893 Million	10,000,000 +
New FMS installations previous 3 years			
	2007 185	31	16
	2006 211	32	14
	2005 224	28	14
Total number of employees	19	55	53
Employees in each of the following categories:			
Sales/Marketing	3	5	5
Management/Administration	3	6	8
Help Desk Staff	5	6	5
Implementation Staff	4	12	9
Development Staff	4	6	8
Other		20	16
Time current software has been in production	3 years and 4 months	2+ years	Over five years
Agree to two year warranty	Yes	Yes	Yes
If no, what time for "on-site warranty"			
FMS source code provided for software	No	No	No
If no, will it be placed in escrow	Already is	Yes	Yes
Fee for providing source code or placing in escrow	No Fee	\$500-\$800 per year	\$1,000 first year; \$800 each following year
Items FOB delivered, freight prepaid and allowed	Yes	Yes	Yes
Toll free support line available	Yes	Yes	Yes
User group available	No	No	No
Software enhancements provided at no additional charge	Periodic Enhancements to specific version of software licensed will be made available yearly with renewal and payment of annual support agreement	Yes	"Updates" defined as "Bug Fixes", "Patches" or code improvement at Ward's discretion.

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Average response time for service call	15 minutes	Usually answered when placed if not 45 Minutes	24 Hours
Vendors guaranteed maximum response time	4 Business Hours	1 Hour	One hour w/maintenance agreement
Product upgrades provided automatically or demand	Typically, requested, quoted, ordered, and provided on demand	Upgrades are available from website at any time	On demand approach
Upgrades require third party implementation	No, upgrades can be done with 100% vendor employee labor	No	No
How often are product upgrades released	Typically every 2-3 years	Enhancements are made frequently throughout the year and are available to all customers on maintenance or warranty; official releases are done every 6 months.	Approximately every 6 months
How many fully operational FMS systems completed			
Michigan-City Government	0	2	3
Michigan-County Government	0	6	0
Michigan-Other	5	2	0
Nationally-City Government	119	132	58
Nationally-County Government	114	64	14
Nationally-Other	1235	348	89
Vendors commitment to providing FMS to City Govt Mkt	Committed to providing FMS to City Gov't Market	Largest portion of business is conducted with government entities.	Over 34 year commitment in City Market
Plans for major re-write of software or merge software	None are planned	No	No major re-write plans at this time
What systems does software interface with and how	JD Edwards - Import/Export Integration Veeder-Root TLS 350 - Ability to pass through all alarms, inventories, data on the TLS All Major Fleet Mgmt Software Pkgs - Import/Export integration	JD Edwards - Export from Trak system to txt file, ASCII file, currently interface to over 40 applications since we are windows based Veeder-Root - RS232 cable	Ward has interfaced with a large variety of systems including JD Edwards, Veeder Root TLS 350 and other models. Ward proposes to provide the standard file export, but can provide additional interface services once the scope is defined.
Hardware platform FMS software operate on	Multiforce provides the FuelForce FMS hardware platform	IBM or compatible	A hardware platform isn't necessary since no server is needed.
Installations currently implemented using each platform	Several thousand installations	All installations use IBM or IBM compatible platforms	N/A
Operating system FMS operate on	Windows 2000, NT, XP, ME	Windows 95/98 - 2000; NT, XP	Windows Server 2005
Installations currently implemented using operating system	Thousand's	All installations use MS Windows 95/98-2000 NT or XP	100 +
Database environment software operates on	Microsoft Visual FoxPro: 1000+; Microsoft SQL Server: 20+	SQL	Microsoft SQL 2005. Oracle is an option.
Installations currently implemented using database	Not answered	All	100+
Vendor commitment to supporting operating system, etc	Yes	Yes	Yes
Vendor guarantee 98% operating efficiency for first 2 years	Yes	Yes	No
Query tool and report writer	FuelForce Report writer, crystal reports and writer	Any tool used to query an SQL database is appropriate.	Any common report writer will suffice

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	customer wants	Reports can be run using the existing 40 standard reports or can be exported to excel, crystal reports, other	
Hourly skill rate for implementation assistance beyond	\$100/hour - Software/Hardware Training \$100/hour - On-site vendor technician	None	\$185 - Senior Level Business Process \$125 - Technical Support \$100 - Project Management
Can vendor provide true turnkey solution			
FMS, accessories and optional components as described	Yes	Yes	Yes
Hardware	Yes	Yes	Yes
Training	Yes	Yes	Yes
System and Operation Procedure Development	Yes	Yes	Yes
Report Development	Yes	Yes	Yes
Integrations/Interfaces Development	Yes	Yes	Yes
Documentation Development	Yes	Yes	Yes
On-going support	Yes	Yes	Yes
Project Mgmt	Yes	Yes	Yes
Testing	Yes	Yes	Yes
Implementation services provided by third party vendors	Yes	No	No
Which ones:	Local distributor trained for hardware installation		
Vendors system internet enabled	Yes	Yes, Fueltrak	Yes
List those that are not:	Hardware can be used with internet enabled functionality. To the extent in the future the client would like to move to this approach, it can be presented, quoted and software solution in this bid can be migrated to "internet enabled"		
Will vendor contractually agree to:			
Provide on-site staff for training/implementation	Yes	Yes	Yes
Meet insurance requirements	Yes	Yes	Yes
Allow City to approve vendor staff assigned to help with implementation	No	Yes	Yes
2-year warranty during which the annual support conditions apply. The first, annual support payment would occur after warranty period expires	Yes	Yes	Yes
Brand name of products and software proposed	Fuel Force EasyFuel	SentryGOLD Fully-Automated SentryGOLD FuelTRAK Vehicle Monitoring Unit VMU Enhanced Monitoring Unit EVMU  TrakTag Tank Monitor Interface VMU Hand-held programmer WinCC/Central Controller Software Memory Chipkey-Trak Key	Ward FCT-RT Ward CANceiver
Work plan/timeline	System is ordered - 4 week delivery time. System is fully programmed from the factory. Installer/Dist to install the controller and connect to fueling	See attached	See attached

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	dispensers and run communication line to site PC.						
	FuelForce team member arrives for hookup and						
	checkout and customer training and host software						
	training. Also, Fuelforce to train customer on						
	installation of RFID vehicle tags/programming tags.						
Qualifications of staff	Barry Wennegal is Director of Engineering and		See attached		See attached		
	Installations and will be directly responsible for						
	proper installation and checkout of the equipment						
	site.						
	Yaniv Elmwadi is the engineer/developer of the RFID						
	vehicle tags and will be onsite for the tag installation						
	and training.						
Detail of expenses not included above	Hardware installation/wiring will be performed by		None		None		
	Ziller Electred and quote for the job is \$4350.						
Exceptions, issues or alternatives	Key encoder not required by customer		No Exceptions		None		
Information on warranties	Extended two year warranty quoted		See attached		See attached		
Fueling Terminal	\$	8,595.00	\$	6,895.00	\$	6,500.00	
Vehicle Modules and Programmer	\$	2,745.00	\$	3,040.00	\$	2,825.00	
Central Controller	\$	2,730.00	\$	995.00			
Hardware: Hose controls, interface, encoder, keys etc	\$	1,545.20	\$	6,357.25	\$	6,225.00	
Software	\$	2,500.00	Part of Central Controller		\$	4,580.00	
Additional Costs: Installation, training, etc	\$	15,585.00	\$	11,040.00	\$	4,775.00	
Annual Maintenance Agreement	\$	4,100.00	3% of equipment cost/software		\$2400 per year		
Annual Software License Renewal			Included in extended Maintenance Agreements				
Unit Costs for additional VIT's							
	2009	Not given	\$	299.00	\$	285.00	
	2010	Not given	\$	299.00	\$	285.00	
	2011	Not given	\$	308.00	\$	285.00	
Unit Costs for additional keys							
	2009	Not given	\$	2.90	\$	7.50	
	2010	Not given	\$	2.90	\$	7.50	
	2011	Not given	\$	3.77	\$	7.50	
Pricing firm for years requested						Yes - will adjust price to lowest avail published price	
If no, indicate maximum percentage increase for each year							
	2009						
	2010						
	2011						