



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
DMV100352

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER 304-558-2316

RFQ COPY
 TYPE NAME/ADDRESS HERE
WORKFLOW ONE
220 E MONUMENT AVE
DAYTON OH 45402

DIVISION OF MOTOR VEHICLES
 1317 HANSFORD STREET
 CHARLESTON, WV
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/27/2010	Net 30	US MAIL	TIMONIUM MD	US MAIL

BID OPENING DATE: 07/21/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		966-30		
PRINTING AND MAILING SERVICES THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES, IS SOLICITING BIDS FROM RESPONSIBLE VENDORS, FOR AN OPEN-END CONTRACT TO PROVIDE COMPOSITION, AND MANUFACTURING OF DRIVER LICENSE AND VEHICLE RENEWALS FROM CONCEPT THROUGH FINISHED DOCUMENTS INCLUDING MAILING FOR THE DIVISION OF MOTOR VEHICLES PER THE ATTACHED SPECIFICATIONS MANDATORY PRE-BID A MANDATORY PRE-BID WILL BE HELD ON 06/29/10 AT 9:00 AM AT 5707 MACCORKLE AVE., SE, CHARLESTON WV. ALL INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING. FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN DISQUALIFICATION OF THE BID. NO ONE PERSON MAY REPRESENT MORE THAN ONE BIDDER. AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE. THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER-S						
<i>See Pricing Sheet</i>						

Attended

RECEIVED

2010 JUL 19 AM 9:58

WV PURCHASING DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS		
SIGNATURE <i>Frank Whittaker</i>	TELEPHONE 717-243-2256	DATE July 14 2010
TITLE Digital Specialist	FEIN 52-2254702	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 DMV100352

PAGE
 2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 FRANK WHITTAKER
 304-558-2316

BIDDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

WORKFLOW ONE
220 E MONUMENT AVE
Dayton OH 45402

SHIP TO

DIVISION OF MOTOR VEHICLES

1317 HANSFORD STREET
 CHARLESTON, WV
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/27/2010	<i>net 30</i>	<i>US MAIL</i>	<i>Tennessee MO</i>	<i>US MAIL</i>

BID OPENING DATE: 07/21/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUDE THEIR E-MAIL ADDRESS AND FAX NUMBER.</p> <p>ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE LATE, BUT PRIOR TO THE DISMISSAL OF THE TECHNICAL PORTION OF THE PRE-BID WILL BE PERMITTED TO SIGN IN. BIDDERS WHO ARRIVE AFTER CONCLUSION OF THE TECHNICAL PORTION OF THE PRE-BID, BUT DURING ANY SUBSEQUENT PART OF THE PRE-BID WILL NOT BE PERMITTED TO SIGN THE ATTENDANCE SHEET.</p> <p>ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WEST VIRGINIA PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR ALL TECHNICAL TECHNICAL QUESTIONS IS 07/07/10 AT 5:00 PM. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE</p>						

Answer

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 717-243-9296	DATE July 14 2010
TITLE <i>Specialist</i>	FEIN 52-2254702	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
DMV100352

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF:
FRANK WHITTAKER 804-558-2316

PURCHASING

RFQ COPY
 TYPE NAME/ADDRESS HERE

WEEKFLOW ONE
 220 E. MONUMENT AVE
 DAYTON OH 45402

SHIP TO

DIVISION OF MOTOR VEHICLES
 1317 HANSFORD STREET
 CHARLESTON, WV
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/27/2010	<i>net 30</i>	<i>US MAIL</i>	<i>TIAONIA MA</i>	<i>US MAIL</i>

BID OPENING DATE:

07/21/2010

BID OPENING TIME: *01:30PM*

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
------	----------	-----	----------	-------------	------------	--------

CONTRACT.

RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.

*37 MS
WHL*

CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.

OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)

QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.

ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

DATE	TELEPHONE	DATE
<i>July 14 2010</i>	<i>717 243 9296</i>	

FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
<i>52-2254702</i>	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 DMV100352

PAGE
 4

ADDRESS CORRESPONDENCE TO ATTENTION OF
 FRANK WHITTAKER
 304-558-2316

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

WORKFLOW ONE
220 E MONUMENT AVE
DAYTON OH 45402

SHIP TO

DIVISION OF MOTOR VEHICLES
 1317 HANSFORD STREET
 CHARLESTON, WV
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/27/2010	<i>net 30</i>	<i>US MAIL</i>	<i>TIMONIUM MD</i>	<i>US MAIL</i>

BID OPENING DATE: 07/21/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Spiegel</i>	TELEPHONE 717 243 9286	DATE July 14 2010
TITLE <i>Spiegel</i>	FEIN 52-2254702	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 DMV100352

PAGE
 5

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 FRANK WHITTAKER
 304-558-2316

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

WORKFLOW ONE
220 E MONUMENT AVE
DAYTON OH 45402

SHIP TO

DIVISION OF MOTOR VEHICLES
 1317 HANSFORD STREET
 CHARLESTON, WV
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/27/2010	Net 30	US MAIL	TIMMONS	US MAIL

BID OPENING DATE: 07/21/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
BUYER:				44		
RFQ. NO.:				DMV100352		
BID OPENING DATE:				07/21/10		
BID OPENING TIME:				1:30 PM		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: <i>717-243-0115</i>						
CONTACT PERSON (PLEASE PRINT CLEARLY): <i>JOE MARTIN</i>						
***** THIS IS THE END OF RFQ DMV100352 ***** TOTAL: <i>See Pricing Sheet</i>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]* TELEPHONE: *717-243-9296* DATE: *July 14 2010*
 TITLE: *Spec list* FEIN: *52-2254702* ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

PRICING SHEET

DRIVER LICENSE RENEWALS: (pricing should be based on an estimated annual quantity of 372,000 files)

ITEM	ANNUAL ESTIMATE	COST	TOTAL COST
1. Cost per thousand produced	372,000 FILES	<u>129.20</u> M	<u>\$ 48,062.40</u>
2. Hourly cost for composition changes	40 HRS	<u>0</u> HR	<u>0</u>
3. Hourly cost for data processing changes	40 HRS	<u>0</u> HR	<u>0</u>

VEHICLE LICENSE RENEWALS (pricing should be based on an estimated annual quantity of 1,400,000 files)

1. Cost per thousand produced	1,400,000 FILES	<u>166.20</u> M	<u>\$ 232,680.00</u>
2. Hourly cost for composition changes	40 HRS	<u>0</u> HR	<u>0</u>
3. Hourly cost for data processing changes	40 HRS	<u>0</u> HR	<u>0</u>

CHANGE OF ADDRESS (pricing should be based on an estimated annual quantity of 1,250,000 records checked and 2000 post cards mailed)

1. Cost per record sent through NCOA	1,250,000 FILES	<u>.0025</u> EA	<u>\$ 3125.00</u>
2. Printing, imaging, mailing of Post Cards	2,000 CARDS	<u>.1326</u> EA	<u>\$ 265.27</u>

TOTAL \$ 284,132.67

Cost to Destroy Stock-Driver License Renewals -3months supply \$ 7105.00
 Cost to Destroy Stock-Vehicle Renewals- 3 month supply \$ 32948.00

NOTE: should it become necessary to destroy stock, DMV will reimburse for up to 3 months of stock only.

WORKFLOWONE 7/14/2010

PRICING SHEET

DRIVER LICENSE RENEWALS: (pricing should be based on an estimated annual quantity of 372,000 files)

- | | | |
|--|---------------|----|
| 1. Cost per thousand produced | <u>129.20</u> | /M |
| 2. Cost for FASTForward Service | <u>2.50</u> | /M |
| 3. Hourly cost for composition changes | <u>0</u> | /M |
| 4. Hourly cost for data processing changes | <u>0</u> | /M |
| 5. Cost for destroying stock | <u>7.64</u> | /M |

VEHICLE LICENSE RENEWALS (pricing should be based on an estimated annual quantity of 1,400,000 files)

- | | | |
|--|---------------|----|
| 1. Cost per thousand produced | <u>166.20</u> | /M |
| 2. Cost for FASTForward service | <u>2.50</u> | /M |
| 3. Hourly cost for composition changes | <u>0</u> | /M |
| 4. Hourly cost for data processing changes | <u>0</u> | /M |
| 5. Cost for destroying stock | <u>94.10</u> | /M |

CHANGE OF ADDRESS (pricing should be based on an estimated annual quantity of 1,250,000 records checked and 2000 post cards mailed)

- | | | |
|---|--------------|----|
| 1. Cost per record sent through NCOA | <u>.0027</u> | /E |
| 2. Printing, imaging, mailing of Post Cards
And Electronic Reporting | <u>.1326</u> | /E |

Delete per Addendum #1 7/15/2010
Q+A # 4+5.

WORKFLOWONE 7/14/2010



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**request for
 Quotation**

RFQ NUMBER	NO. 9399	P. 1/4
DMV100352		1
ADDRESS CORRESPONDENCE TO ATTENTION OF		
FRANK WHITTAKER		
804-558-2316		

*806113232 717-243-9296
 WORKFLOW ONE
 220 E MONUMENT AVE
 DAYTON OH 45402

DIVISION OF MOTOR VEHICLES
 1317 HANSFORD STREET
 CHARLESTON, WV
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/15/2010	net 30	US MAIL	Timonium MD	US MAIL
BID OPENING DATE:	07/21/2010	BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 *****						
THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED MANDATORY PRE-BID SIGN IN SHEET, TECHNICAL QUESTIONS AND ANSWERS.						
***** END ADDENDUM NO. 1 *****						
0001	1	LS		966-30		
PRINTING AND MAILING SERVICES						
<i>See pricing page</i>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	717-243-9296	July 15 2010
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
Specialist	52-2254702	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

Back up production facilities

WorkflowOne's four (4) Digital Solutions Group facilities are strategically located across the United States. We deploy redundant systems, equipment, software and hardware in our centers, our corporate offices in Dayton, Ohio and our technology center in Dallas, TX.

With our four (4) facilities working as one (1), we are able to receive large files from customers, process from one (1) system and print and mail simultaneously from all four (4) facilities.

The following locations are our primary print and mail centers:

Salt Lake City, Utah
Cincinnati, Ohio
Columbus, Ohio
Timonium, Maryland

Currently, the pieces are produced and mailed from the Columbus, Ohio facility. Upon renewal, production will move to the Timonium, MD facility, which is identical to the Salt Lake City facility. SLC will act as the first back up production facility, with Columbus acting as a secondary back up facility.

Samples

Attached are samples of two current jobs:

- 1) The current job for DMV DL and VL. At current quantities and service.
- 2) Commonwealth of Virginia, Virginia Employment Commission. Currently in year 4 of a 5 year contract. Vendor since 1998. 3,200,000 images annually.

CASS Certification: Attached

Account Management Structure: Attached

**WV DIVISION OF MOTOR VEHICLES
BUILDING 3
1800 KANAWHA BLVD E
CHARLESTON WV 25317-0009**

RETURN SERVICE REQUESTED

**PRESORTED
FIRST-CLASS MAIL
US POSTAGE PAID
WV DIVISION OF
MOTOR VEHICLES
43218**

Driver's License Renewal Enclosed - Open Immediately

55.1.16008 1 AT 0.357 a8888D14.rpt1

|||||



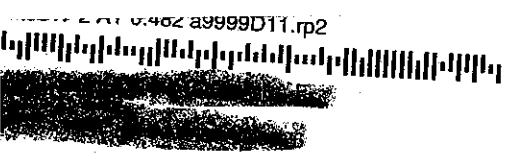
ATTACHMENT B

GINIA DIVISION OF MOTOR VEHICLES
3
AWHA BLVD E
TON WV 25317-0002

SERVICE REQUESTED

PRESORTED
FIRST CLASS MAIL
WV DIVISION
MOTOR VEHICLES
43218

ATTACHMENT C



IMPORTANT CHECKLIST

CASS™ Quality Certification

for

Address Matching Software

This certified software performs the following functions:

ZIP + 4[®] Delivery Point Code Five-Digit Carrier Route
RDI™ Suite eLOT™ DPV™ LACS^{LINK™}

MANUFACTURER

BUSINESS OBJECTS AMERICAS

ACE (8 . 0 0)

Configuration: STD

Platform: SOLARIS

This certificate is valid 03/2009 thru 07/31/2010 for the following areas:

NATIONAL PROCESSING



UNITED STATES
POSTAL SERVICE®

Alice VanJordan

Manager

Address Management



This form may be generated as the output of address matching processing using CASS Certified™ software in conjunction with current USPS® address database files. Any facsimile must contain the same information in the same format as the printed form.

CASS™ Summary Report

See DMM® Section 708 for more information.

A. Software

CASS A1	1. CASS Certified Company Name Satori Software, Inc.	2. CASS Certified Software Name & Version Bulk Mailer Professional v5.5.0.M	3. Configuration WIN
	4. Z4Change Certified Company Name	5. Z4Change Certified Software Name & Version	6. Configuration
	7. DirectDPV™ Certified Company Name	8. DirectDPV Certified Software Name & Version	9. Configuration
	10. eLOT® Certified Company Name Satori Software, Inc.	11. eLOT Certified Software Name & Version Bulk Mailer Professional v5.5.0.M	12. Configuration WIN
MASS A2	1. MASS™ Certified Company Name	2. MASS Certified Software Name, Version & Model No.	3. Configuration
			4. MLOCR Serial No.

B. List

1. List Processor's Name WorkflowOne	2. Date List Processed	3. Date of Database Product Used
	a. Master File 07/14/2010	a. ZIP+4® File 04/15/2010
	b. Z4Change	b. Z4Change
	c. DirectDPV	c. DirectDPV
	d. eLOT 07/14/2010	d. eLOT 04/15/2010
	e. CRIS	e. CRIS
4. List Name or ID No. (If using ID No., number must start with ID #) LIN_Halifax Regional	5. Number of Lists 1	6. Total Records Submitted for Processing 1254

C. Output

Output Rating	1. Total Coded	2. Validation Period		Output Rating	1. Total Coded	2. Validation Period	
a. ZIP + 4/DPV Confirmed	1224	From	To	d. 5-Digit Coded	1254	From	To
		07/14/10	01/10/11			07/14/10	07/14/11
b. Z4Change Processed				e. CRRT Coded	1237	From	To
						07/14/10	10/12/10
c. DirectDPV		From	To	f. eLOT Assigned	1224	From	To
						07/14/10	10/12/10

D. Mailer

I certify that the mailing submitted with this form has been coded (as indicated above) using CASS Certified software meeting all of the requirements listed in the DMM Section 708.		3. Name and Address of Mailer Tod Heppard 3125 Lewis Centre Way Grove City, OH 43123
1. Mailer's Signature	2. Date Signed	

E. Qualitative Statistical Summary (QSS)

For Informational Purposes Only: QSS is solely made available for the list processor's review and analysis. This information is not to be considered by the U.S. Postal Service® personnel in determining rate eligibility under any circumstances.

High Rise Default 5	High Rise Exact 25	RR Default 0	RR Exact 1	LACS Link® 3	EWS 0	Suite Link™ 0
------------------------	-----------------------	-----------------	---------------	-----------------	----------	------------------

Privacy Notice: For information regarding our Privacy Policy, visit USPS.COM®.

Question: Describe the day-to-day operations team that will service the account as well as their functional responsibilities.

Answer: The selection/assignment of the Account Management Team is provided during the on-boarding process based on the needs of each client. The Account Managers servicing our clients have a minimum of five years experience, with the senior management teams at each facility possessing over 15 years of production management experience.

You will receive the highest level of customer service in accordance with industry standards, with prompt resolution of any issues you identify.

Supporting Team Members:
Director of Digital Solution Sales
Account Manager
Account Management Support
Developer
Graphic Artist
Facility Director
Director of Operations
Director of Application Development
Facility Postal specialist

WorkflowOne Business Analyst, (BA) On-Boarding

This analyst is designed to define and implement the implementation of all new applications into the Digital Solutions Group operation centers. This BA is your single point of contact through this critical stage of service. Once the application has been successfully introduced into the day-to-day operations, the Account Manager and their team will be your day-to-day contact.

Support and Responsibilities:

The WorkflowOne Digital Solutions Group sites have been designed, equipped and staffed to provide for multi-site congruency and business continuity in the event of a natural disaster. WorkflowOne will assign a specific account team that will remain with you throughout implementation and on-going processing.

Business Analysts:

Technically and operationally skilled project managers that direct the development of the Solution Summary and application design and execution. These individuals typically have promoted for successful Account Manager roles or were brought on board with significant industry or technical project management experience.

1. Management of Development efforts

Maintain primary technical contact with account management and operations for all topics relating to application development. Qualify prospective customers as to fit within application development capabilities. Project manage internal/external change requests and new application development through management and progress reporting of implementation schedules

Technical Specifications

Perform development assessment of resource/scheduling requirements for both new proposals and major program rewrites. Analyze and document programming requirements for new applications and major rewrites for existing applications utilizing information submitted Technical Business Analysts, Test Data, and Sample Mockup. Prepare and maintain program documentation for existing applications. Coordinate any changing telecommunication needs of existing customer's.

Administration

Develop, document and maintain development specifications of Solution Summary for all applications forwarded to Development for new and revised business. Provide management reporting pertaining to implementation progress to support the Monthly Operational Review Meetings (MORM) process. Provide Project Management to various development projects as assigned by Application Development Manager.

Skill Requirements - Specialized/Technical

Thorough knowledge of file structures, media, and telecommunication methodology overview. Thorough knowledge, training or experience with programming and data processing methodology. Thorough knowledge of graphic design and specifications process for composition. General knowledge and experience in electronic printing, letter shop, finishing and mailing operations. General knowledge and experience with U.S. Postal Service (USPS) regulations. P.C.-based computer literacy. Working knowledge of Windows, MS-Office Suite and MS-DOS.

Skill Requirements - General

Excellent written and verbal communications skills, including:

Solid English grammar and business writing techniques;

Professional appearance and demeanor, resulting in comfort and competency in situations requiring face-to-face Sales and Customer contact.

Excellent listening and interpretation skills.

Strong Customer and Sales Service exposure and experience

Ability to calm, direct and solve customer/sales urgencies

Flexibility to successfully interact with various personality types

Ability to react with urgency while maintaining control of situation.

Establishes and maintains effective working relationships with customers and gains their trust and respect

Is dedicated to meeting the expectations and requirements of both internal and external customers

Strong Business acumen:

The ability to clearly communicate positive, solution-focused thinking

Self-managed individual that prioritizes time well

Good problem solving skills

Requirements - Education & Experience

Bachelor's of Science degree or BA, Continuing education considered

Proven Programming understanding and analytical assessment experience

Minimum of three years experience in Direct Mail/Service Bureau industry. Project Management experience and education.

Dedicated Account Team(s)- Daily Operations

Each team is responsible for daily production monitoring and reporting, issue resolution, communications to operations, updating procedural changes, implementing changes, maintaining inventory and WorkflowOne Performance Reporting. The Account Teams participate in regularly scheduled production meetings to review work schedule, staffing and other operational issues to be sure all work is performed on schedule, and according to your service requirements.

Account Managers:

Develop, execute and implement plans, strategies and application processing design for a given base of accounts. Coordinate the processing and maintenance of all applications surrounding the operational activity of receiving, processing, printing and mailing customer data for ongoing Customer satisfaction. As the principal contact for our customers, this individual manages the timely delivery of customer data and fulfillment of mail pieces to the appropriate delivery point within the specifications of the contract. Primary responsibilities include planning, scheduling, monitoring and directing post sales activities. Time is split between implementation account management duties, specific project tasks for (up-to-several) concurrent new-customer implementations and continuous improvement of existing applications and procedures. As the

focal point of the relationship with the Customer, occasional travel will be required. Average a minimum of 5 years industry experience and focus on the continued operational execution of the defined application.

Application Management

Tasks will include:

Maintain primary contact with Customers and Sales for all programming and operational issues. Coordinate processing schedules -- to ensure that customer delivers production data in a timely fashion and that each production run meets or exceeds the Customer's expectations.

Advise the customer on schedule alterations due to delays in data delivery or internal conflicts arising from unforeseen disruptions in production, research and resolve problems to customer's satisfaction.

Monitor all production and programming specifications to ensure that all performance standards will be met for current and future production runs of each Customer application.

Communicate with Customers and Sales to filter and properly specify all Customer service requests, driving the application change ("Change Management") process.

Project Implementation Team Leader

Tasks will include:

Lead customer implementation meetings as directed by the Operations Manager.

Advise in the determination of project milestones and schedules.

Direct the completion of specific project tasks within times specified by the project plan(s) -- This will include scheduling of technical resources, equipment resources, ensuring timely delivery of production components, establishing postal account(s), creating customer billing accounts, and setting quality standards for successful application processing.

Lead the Customer review & approval portions (including acceptance testing) of projects.

Produce project documentation according to established standards.

Quality Improvement Process Manager

Tasks will include:

Gather and Analyze various operational metrics which will serve to assure that we understand and are demonstrably meeting or exceeding Customer expectations -- this will include measuring: timeliness of data delivery, processing efficiency in each stage of production, remake ratios, error ratios, etc.

Report to Customers and Management the results of operational analysis.

Formulate and test quality-improvement initiatives that serve to streamline operations, lower costs and deliver enhanced services to our Customers.

Skill Requirements - Specialized/Technical

Planning and Organizational skills in Project Management, with the ability to manage multiple projects.

Mathematical and/or accounting proficiency that provides the ability to easily understand the costs and profitability of account relationships and proposed projects.

Working knowledge of electronic printing, letter shop, finishing and mailing operations.

Working knowledge of U.S. Postal Service (USPS) regulations highly desirable.

P.C.-based computer literacy. Working knowledge of Windows, MS-Office Suite and MS-DOS.

General understanding of technical resources, programming and data processing methods.

Knowledge of graphic design concepts sufficient to meaningfully direct and advise Customers and Sales in the design and specifications process for electronic printing & mailing applications.

Skill Requirements - General

Excellent written and verbal communications skills, including:

Solid English grammar and business writing techniques;

Professional appearance and demeanor, resulting in comfort and competency in situations requiring face-to-face customer contact.

Excellent listening and interpersonal skills.

Strong Business acumen:

The ability to work well under pressure and clearly communicate positive, solution-focused thinking.

Good problem solving skills.

Keen customer service orientation.

Requirements - Education & Experience

Bachelor's degree or Associates.

Three years experience in customer service, sales or technical support.

5 years experience in Digital Solutions Groups or Direct Mail industry.

Account Administrators:

Processes the daily paperwork to support production, inventory control, postal funding, billing and job cost analysis reporting. This position utilizes the Pro Mail Administration software to generate customer invoices while monitoring postage usage, purchasing of materials, inventory status as well as billing timeliness and accuracy. Time is split between routine clerical efforts and assisting the Account Manager in monitoring production processing for timeliness and accuracy.

Function/Role Description

Application Administration

Tasks will include:

Maintain schedules as set forth by Account Manager.

Complete necessary documentation to initiate production runs.

Generate material requisitions and forward to material handlers.

Monitor materials inventory, receipts and usage, forward reorder notices to Account Manager.

Process paperwork necessary for material procurement.

Prepare and mail customer invoices.

Quality Control and Tracking

Tasks will include:

Accumulate and document performance metrics for Account Manager -- this will include measuring: timeliness of data delivery, processing efficiency in each stage of production, remake ratios, error ratios.

Monitor applications through the production phase for timeliness and accuracy.

Gather samples and maintain Samples library for on-going applications.

Inspect finished mail pieces and postal postings for accuracy.

Skill Requirements - Specialized/Technical

Strong understanding of general accounting principles.

Excellent Mathematical and analytical skills.

Strong knowledge of U.S. Postal Service (USPS) regulations.

Working knowledge of electronic printing, letter shop, finishing and mailing operations.

P.C.-based computer literacy. Working knowledge of Windows, MS-Office Suite and MS-DOS software applications.

Skill Requirements - General

Excellent written and verbal communications skills.

Detail orientation

Excellent time management skills.

Ability to work in a team environment and take direction from team leader.

Requirements - Education & Experience

Bachelors Degree / Associates or equivalent or 3-5 years experience within WorkflowOne Digital Solutions Groups.

Ideal candidate will have two years experience in Digital Solutions Groups or Direct Mail industry.

U.S. DEPARTMENT OF LABOR ETA

VIRGINIA EMPLOYMENT COMMISSION
EMPLOYER ACCOUNTS UNIT
PO BOX 1358
RICHMOND, VIRGINIA 23218-1358

Official Business
Penalty For Private Use \$300

ADDRESS SERVICE REQUESTED

Presorted
First Class Mail
US Postage Paid
Richmond, VA
Permit No. 419

TO

C94B1P33479**3-DIGIT 244
[REDACTED]
01 DOGWOOD AVE
[REDACTED] VA [REDACTED]

EMPLOYER'S QUARTERLY REPORT FORMS SET

Try iFile!

Introducing the new and improved way to file your VEC
and Department of Taxation information on-line!

<https://www.business.tax.virginia.gov>

Tax Preparers, view your client accounts from your home page!

To avoid a \$75.00 penalty, all employers subject to the Virginia Unemployment Compensation Act are required to complete and submit the tax and payroll report portions of this form by the due date that appears on the tax report.

Virginia's Privacy Protection Act of 1976 protects any information you provide on these reports.

Please visit <http://www.VaEmploy.Com> to obtain valuable information and frequently asked questions about VEC services. If you have any questions about this report or you would like the VEC to provide your company with job placement services, go to the web or dial 1-800-897-5630 to find the location and phone number of the Virginia Employment Commission in your area. Out-of-state employers only, call 804-786-3061.

Deaf and hard of hearing (TDD) 1-800-828-1120, Voice users call: 1-800-828-1140

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: WORKFLOWONE

Signed: [Signature]

Date: July 14 2010

Title: Specialist

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive:

Now ELIGIBLE for preference

RFQ No. DMV 100352

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: WORKFLOW ONE
Authorized Signature: [Signature] Date: July 15 2010
State of Pennsylvania
County of Cumberland, to-wit:
Taken, subscribed, and sworn to before me this 15 day of July, 2010.
My Commission expires 2/4/14, 2014.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature: Deborah A. Railing]

