State of West Virginia
Department of Administration
Purchasing Division

N O T I C E

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

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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	PAGE
DMV100352	1

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

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE
The Standard Register Company
600 Albany Street
Dayton, Ohio 45417

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 Days	Common Carrier	Destination	Additional, will be added to invoice

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	See Pricing Sheet included in bid.	

PRINTING AND MAILING SERVICES

THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES, IS SI 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 DUCUMENTS 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 RESUL 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

RECEIVED
2010 JUL 21 A 10:28
PURCHASING DIVISION
STATE OF WV

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE		TELEPHONE	DATE
	Jerrold A. Beigel	937-221-1000	July 20, 2010

TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President, Commercial BU	31-0455440	

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

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.

2. The State may accept or reject in part, or in whole, any bid.

3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125 fee.

4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.

5. Payment may only be made after the delivery and acceptance of goods or services.

6. Interest may be paid for late payment in accordance with the ***West Virginia Code.***

7. Vendor preference will be granted upon written request in accordance with the ***West Virginia Code.***

8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

10. The laws of the State of West Virginia and the ***Legislative Rules*** of the Purchasing Division shall govern the purchasing process.

11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.

13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at **www.state.wv.us/admin/purchase/vrc/hipaa.htm** and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf.

15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.

2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

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

Request for Quotation

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DMV100352	2

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304-558-2316

VENDOR
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SHIP TO
DIVISION OF MOTOR VEHICLES

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25311 558-0002

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FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUDE THEIR E-MAIL ADDRESS AND FAX NUMBER.

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.

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.

EXHIBIT 3

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.

UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
Jerrold A. Beigel	937-221-1000	July 20, 2010

TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President, Commercial BU	31-0455440	

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Department of Administration
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2019 Washington Street East
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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.

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

SIGNATURE		TELEPHONE	DATE
	Jerrold A. Beigel	937-221-1000	July 20, 2010

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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
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Request for Quotation

RFQ NUMBER	PAGE
DMV100352	4

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VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.

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.

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.

REV. 05/26/2009

NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
BUILDING 15
2019 WASHINGTON STREET, EAST
CHARLESTON, WV 25305-0130

THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:

SEALED BID

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
Jerrold A. Beigel	937-221-1000	July 20, 2010

TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President, Commercial BU	31-0455440	

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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	PAGE
DMV100352	5

ADDRESS CORRESPONDENCE TO ATTENTION OF:
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304-558-2316

VENDOR
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The Standard Register Company
600 Albany Street
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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:

412-503-4075

CONTACT PERSON (PLEASE PRINT CLEARLY):

Dave Chidester

****** THIS IS THE END OF RFQ DMV100352 ****** TOTAL: $266,119.42

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
Jerrold A. Beigel	937-221-1000	July 20, 2010

TITLE	FEIN	
President, Commercial BU	31-0455440	ADDRESS CHANGES TO BE NOTED ABOVE

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

WEST VIRGINIA DIVISION OF MOTOR VEHICLES
DMV100352

SPECIFICATIONS FOR DRIVER LICENSE RENEWALS

Forms Package Make Up

1. The Drivers License Renewal Form must consist of 28# white ledger paper and measure 8-1/2 inches wide x 14 inches long.
2. Form must have a full width horizontal perforation of 3 -1/2 inches from the bottom.
3. Form will be folded 5 inches from the bottom and 5 ¼ inches from the top of the form to create the finished mail piece.
4. To prevent unintentional opening during mailing, any method may be used to seal the mailer, however, mailer must be sealed on all four sides.
5. Form must contain PMS287 blue on the front and back (Duplex).

Forms Imaging

1. Imaging must be in black toner at a minimum of 300 x 300 DPI, non-magnetic ink OCR-A extended font, size 12, laser quality and scannable by equipment designated by West Virginia Division of Motor Vehicles.
2. Imaging will be contained on both the front and back of the form (Duplex).
3. On a monthly basis, West Virginia Division of Motor Vehicles will SFTP the driver license files to the vendor for data processing and imaging purposes. A record layout of the files that will be used is attached (Attachment A). The files will not be altered by the vendor unless approved by West Virginia Division of Motor Vehicles. Data on the files will not be reproduced or sold for any purposes. Driver License renewal information will not be reproduced or sold for any purpose. Security of all information is a major component and all inventories of pre-printed and printed mailers/renewal cards will be maintained in a secure environment to alleviate any opportunity of fraud.
4. The vendor must supply evidence of back-up production facilities in a least one separate geographic location from the primary production facility with the same printing, data processing, imaging and mailing capabilities as the primary production facility. Vendor must designate production facility and must notify West Virginia Division of Motor Vehicles prior to any changes in the facility location.

TESTING AND PROOFS

1. Vendor must provide each month within 10 days of receipt at least 3 data print proofs from each class and one class showing a motorcycle endorsement from the live production tape showing the successful reading of all live data fields. Data print proofs may be sent electronically.
2. Vendor must provide within 2 working days of the monthly mailing a blue line litho proof of both sides of the form prior to live production. Blue line litho may be sent electronically. No changes shall be made without West Virginia Division of Motor Vehicles approval.
3. Vendor must provide with their bid at least 2 samples of driver license renewal forms or similar types of manufacture and composition that the vendor has produced for other states or companies. Similar samples should represent monthly production/mailings at a volume of at a minimum 100,000 pieces.

PROCESSING

1. The Driver License Form must be duplex variable imaged, folded, and sealed in a single production manufacturing process to assure 100% matching of the finished mail piece.
2. West Virginia Division of Motor Vehicles representatives shall be permitted, by appointment, to visit the contractor's plant before or during the time the mail pieces are produced.
3. Vendor must guarantee 100% mail out.
4. Vendor must have a quality control plan in place.
5. All processing, including layout, design, data processing, litho printing, imaging, finishing and mail sorting, must be done in the same plant/facility location. It will be acceptable for the vendor to purchase printed supplies from a subcontractor. West Virginia Division of Motor Vehicles must be notified in advance of any changes in plant location.
6. If a mailing is not processed correctly and the problem is determined to be the fault of the vendor, the repeat mailing and postage will be the responsibility of the vendor.
7. The vendor will provide to the DMV after the monthly mailing a report detailing number of records received, number of records printed and number of records mailed. Number of records received, printed and mailed must be in agreement. Numbers must agree with the monthly invoice.

DELIVERY AND MAILING

1. DMV will SFTP driver license files on or before the fifth day of the month.
2. All regular Driver License Renewals must be mailed by the last working day of the month, unless that day is a holiday, in which case the mailing will occur on the next to the last working day of the month.

3. The vendor must provide the DMV with Audit Verification of the quantity printed 48 hours prior to mailing. Vendor must also provide a report which must include the number received and the number printed. If the number does not match the DMV is to be notified immediately.
4. The vendor must mail all Driver License Renewals at the lowest possible postage rate. In order to ensure that the lowest possible postage rate is used, the vendor must be a licensed user of CASS Certified Sorting software. Vendor should provide certification of their current USPS CASS certification along with their bid.
5. The vendor will work with the DMV to determine the most cost effective alternative to the USPS Move Update Requirements. These may include National Change of Address, Address Correction Requested, and FASTforward options. The vendor will be reimbursed for actual costs associated with Move Update Requirements.
6. The DMV will provide the postage, but the vendor must provide a monthly report of postage used and the remaining available balance with each invoice. It will be the responsibility of the vendor to have at least a three-month supply of postage available for the mailings. Additional postage money shall be requested by a separate invoice form the vendor. The cost of postage for mail that can not be presorted and metered is to be added to the vendor's monthly invoice.

CHANGES TO COMPOSITION AND/OR IMAGING

The DMV changes the scheduling information contained in the renewal form almost on a monthly basis. See blue shaded area on example provided (Attachment B)

1. Any changes to the above specifications must be in writing and mutually agreed on by the vendor and the DMV.
2. Changes requested by the DMV to the composition (Litho Printing) will be reimbursed for time and materials. Changes to data processing (imaging changes to record layout or changes to data processing) will be reimbursed for time and materials. Both of these changes are considered a one-time charge for each change made and must be shown as a separate line item on the invoice.
3. Any changes to the Driver License Renewal form requested by the DMV that result in the destruction of existing inventories of stock will be reimbursed by DMV. In the event stock destruction is required, the DMV will only reimburse the vendor for up to a three month supply of stock.

SPECIFICATIONS FOR VEHICLE LICENSE RENEWALS

FORMS PACKAGE MAKE UP

1. The Vehicle Renewal Form shall be printed on 32# white ledger paper. Sample is attached. (Attachment C)
2. The registration renewal package shall be 11 inches long and 9 inches wide and shall be a two part form. One part is the registration card and the other is the instructions. There will be a perforated line 3 inches up from the bottom of the form.
3. The registration renewal card must detach from the rest of the form at the perforation.
4. The registration renewal card will be a two part form that is 9 inches long and 3 inches high; there will be a vertical perforation 3 ½ inches from the left hand edge. The left side will be 3 inches by 3 ½ inches. The right side of the card will be 3 inches by 5 ½ inches.
5. Name of the vehicle owner must appear on one line.
6. A sample of the registration card is attached (Attachment D). Vendor must reproduce each registration renewal card according to the attached file layout (Attachment E)
7. Renewal package must contain a business reply envelope that will hold the 3 inch by 9 inch registration card without folding the card. The business reply envelope must contain a blue stripe that is 2 inches long and ¼ inch high on both sides of the envelope. The strip must be located in the center of the envelope on the top.
8. Information above the 3 inch perforation will be static laser for each monthly run. Any changes to the above information except the required personal property tax receipt dates will be authorized with a change order.
9. Annually in November, the required personal property tax receipt dates will change
10. The DMV reserves the right to change the forms design and or colors.
11. The vendor has the option of bidding the Vehicle Registration Renewal as either a self-mailer or an envelope carrier.

BAR CODE

1. A barcode will be placed on the back of the owner's portion of the vehicle registration. The barcode will be placed in an area starting at the bottom of the card and extending up one inch.
2. The barcode will be a 2-D PDF 417 and comply with "Bar Code Data Encoding Requirements – AAMVA International Specifications – Motor Vehicle Documents", including the data elements listed in Annex B, "Registration Documents". AAMVA specifications for vehicle registration bar code can be located on the AAMVA web-site at www.aamva.org

FORMS IMAGING

1. Imaging must be in black toner (minimum 300 x 300 DPI), non-magnetic ink, and laser quality and scannable by equipment designated by the DMV.
2. Imaging will be contained on both the front and back of the registration renewal card (duplex).
3. On a monthly basis, the DMV will SFTP the file to the vendor for data processing and imaging purposes. The file may not be altered unless approved by the DMV. Data on the file will not be reproduced or sold for any purpose. Security of all information is a major component and all inventories of pre-printed and printed mailers/registration cards must be maintained in secure environment to alleviate any opportunity of fraud.
4. Vendor must be able to image OCR-A font with a read rate equal to, or greater than 99.5%. Scan line must be readable on a Unisys NDP500 Remittance processor, OCR Reader.
5. Vendor must supply evidence of back up production facilities in a least one separate geographic locations from the primary production facility with the same printing, data processing, imaging and mailing capabilities as the primary production facility.

TESTING AND PROOFS

1. Vendor must confirm with the DMV the number of records received each month before any work begins.
2. Vendor must provide a least one data print proof of each month form each registration class and one proof from each class containing two-year registration. Data proofs must come from the live production tape showing the successful reading of all live data fields. Data proofs may be sent electronically.
3. Vendor must provide a blue line litho proof of both sides of the form prior to live production. No change will be made without DMV approval. Blue line litho proof may be transmitted electronically.
4. When any changes to the composition of the vehicle renewal occur, the vendor must provide at least a live production sample or an electronic production sample no later that the 15th of the month. If any composition change affects the scan line the vendor must provide at least 50 live production samples containing the scan line for reading on DMV designated scanning equipment. Prior to the initial mailing the vendor will provide 250 live production cards containing the scan line to be read on DMV designated scanning equipment.
5. Vendor should provide with their bid at least 2 (two) vehicle license renewal forms produced for other states or similar samples of this type of manufacture and composition produced for other states or companies. Samples should represent monthly production/ mailings at a volume of a minimum of 100,000 pieces.
6. Any changes to the composition and/or design must be approved by DMV.

PROCESSING

1. DMV representatives shall be permitted, by appointment, to visit the vendor's plant/facility before or during the time the mail pieces are produced.
2. Vendor must guarantee 100% mail out. Proof of a quality control plan to ensure quality control procedures are in place and followed shall be provided with the bid response.
3. All processing, including layout, design, data processing, litho printing, imaging, finishing and mail sorting, must be done in the same plant/facility location. It will be acceptable for the vendor to purchase printed supplies from a subcontractor which will include envelopes and blank stock. West Virginia Division of Motor Vehicles must be notified in advance of any changes in plant location.
4. The vendor will provide to the DMV after the monthly mailing a report detailing number of records received, number of records printed and number of records mailed. Number of records received, printed and number mailed must be in agreement. Numbers must agree with the monthly invoice.
5. If mailing is not processed correctly and the problem is determined to be the fault of the vendor, the repeat mailing and postage will be the responsibility of the vendor, or, the cost shall be reimbursed to the DMV for manually updating the records.

DELIVERY AND MAILING

1. The DMV will provide live production tapes on or before the fifth day of the month.
2. All monthly renewals will be mailed by the last working day of the month, unless that day is a holiday, in which case the mailing will occur on the next to last day of the month. EXAMPLE: If the renewal is for the month of March, the mailing would have to be mailed out to the customer at the end of January. This allows the customer nearly a month to process their renewal with the DMV.
3. The vendor must mail all forms at the lowest possible postage rate. In order to ensure that the lowest possible postage rate is used, the vendor must be a licenses user of CASS Certified Sorting software, and must provide their current USPS CASS certification along with the bid.
4. Upon award of the contract the vendor will work with the DMV to determine the most effective alternative to the USPS Move Update Requirements. This may include National Change of Address Service, Address Correction Requested, and FASTForward options. The vendor will be reimbursed for actual additional costs associated with Move Update Requirements. Vendor will not be permitted to change the address on the registration renewal card.
5. The DMV will provide the postage but the vendor must provide a monthly report of postage used and remaining available balance with each invoice. It will be the responsibility of the vendor to have at a minimum of a (3) three-month supply of postage available for the mailings. Additional postage money shall be requested by a separate invoice from the vendor. The cost of postage

for mail that can not e presorted and metered is to be added to the vendor's monthly invoice.

PROJECT MANAGEMENT

1. The vendor must assign a full-time project manager in the production facility to handle all aspects of the project on a daily basis. Vendor must provide a detailed explanation of a project management structure along with the bid.
2. DMV shall be notified immediately if there are any changes to project personnel or changes to project management structure.

CHANGES TO COMPOSITION AND/OR IMAGING

1. The DMV periodically changes the design of artwork on the envelope in addition to the renewal form itself. Any changes to the above specifications must be in writing and mutually agreed on by the vendor and the DMV.
2. Changes requested by the DMV to the composition will be reimbursed at an hourly rate. Changes to data processing (imaging changes to record layout or changes to data processing) will be reimbursed at an hourly rate. Both of these changes are considered a one-time charge for each change made and are to be charged as a separate line item on the invoice.
3. Any changes to the renewal form or mailer requested by the DMV that results in the destruction of existing inventories of stock will be reimbursed. In the event stock destruction is required, the DMV will only pay for up to three month supply of stock.

MOVE UPDATE

1. DMV is asking in this RFQ for the vendor to compare vehicle customer data base files to the USPS NCOA Move update or equivalent software. The vendor must determine using the vehicle file information and the NCOA or equivalent software those customers whose address has changed. The successful vendor will provide the DMV with a list of those addresses that have changed and using that list the vendor will print and mail a postcard to the DMV customers.
2 An electronic file containing approximately 95,000 to 120,000 records will be sent monthly to the vendor's secure SFTP site. The division estimates that 1.4 million records will be processed per year. The file is a sequential file and will consist of the vehicle owners name, address, city, state, zip code and title number of the vehicle. Data on the files will not be reproduced or sold for any purposes.
3. The change of address mailing data files will be sent to the vendor 90 days before the vehicle license file is sent to the vendor for data processing and imaging purposes.
4. The successful vendor will send an electronic report each month of the new addresses. The report will contain the name, street address, city, state, zip code

and vehicle title number. The vendor will also submit a second report of the number of post cards printed and mailed. The number of post cards mailed and printed will be equal to the number of changes on the report.

5. The vendor will print and mail for the DMV a postcard to the customer's new address. A postcard sample is attached (Attachment F). Specifications for the postcard shall be:

   SIZE - 8 ½" X 12" CUT SHEET
   PAPER – WHITE 80# UNCOATED SMOOTH COVER
   PRINTS-BLACK & RED PMS 185 on face/black on black, no bleeds
   (laser friendly inks are a must)
   PERF – 12" long, 4 ¼" from edge (fold perf first, tear off late)
   QUNATITY-20,000 SHEETS YIELD 40,000 POST CARDS
   8 ½" X 12" SHEETS ARE DUPLEX LASER IMAGED
   SHEETS ARE FOLDED TO 4 ¼" X 12", FUGITIVE GLUE SEALED,
   AND CENTER TRIMMED TO A FINISHED SIZE OF
   4 ¼" X 6"

6. The vendor must mail all postcards at the lowest possible postage rate. The cost of postage to mail the postcards and number of postcards mailed must appear on the monthly invoice on a separate line.
7. Vendor will not change any address on the DMV file.
8. Vendor will return the file immediately after checking the address changes to the DOT secure web site. Web site address will be given to the vendor upon award.

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	$117.47 M	$43,698.84
2. Hourly cost for composition changes	40 HRS	$50.00 HR	$2,000.00
3. Hourly cost for data processing changes	40 HRS	$80.00 HR	$3,200.00

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	$148.88 M	$208,432.00
2. Hourly cost for composition changes	40 HRS	$50.00 HR	$2,000.00
3. Hourly cost for data processing changes	40 HRS	$80.00 HR	$3,200.00

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	$0.00263 EA	$3,287.50
2. Printing, imaging, mailing of Post Cards	2,000 CARDS	$0.151 EA	$302.00

TOTAL $266,119.42

Cost to Destroy Stock-Driver License Renewals -3months supply $11,869.59
Cost to Destroy Stock-Vehicle Renewals– 3 month supply $8,939.00

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

PER ADDENDUM 1 DATED 7/15/2010 THIS PAGE IS ELIMINATED. PAGE 14 IS THE CORRECT PAGE.

PRICING SHEET

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

1. Cost per thousand produced _____/M
2. Cost for FASTForward Service _____/M
3. Hourly cost for composition changes _____/M
4. Hourly cost for data processing changes _____/M
5. Cost for destroying stock _____/M

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

1. Cost per thousand produced _____/M
2. Cost for FASTForward service _____/M
3. Hourly cost for composition changes _____/M
4. Hourly cost for data processing changes _____/M
5. Cost for destroying stock _____/M

N/A

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 _____/E
2. Printing, imaging, mailing of Post Cards And Electronic Reporting _____/E

ATTACHMENT A

```
START
 COL  ----+----1----+----2----+----3----+----4----+----5----+----6----+----7----+----8  FLAGS
    7         ************************************************************          03840000
    7         *** DMV DRIVER RENEWAL PRINT LINES                        ***          03840100
    7         ************************************************************          03841000
    8          01  RENEWAL-PRINT-LINE-1A.                                           03850000
   12              05  FILLER                    PIC X(7)     VALUE SPACES.        03860000
   12              05  RENEWAL-NOTES-1A          PIC X(46)    VALUE SPACES.        03870000
   12              05  FILLER                    PIC X(16)    VALUE SPACES.        03880000
                                                                                    03890000
    8          01  RENEWAL-PRINT-LINE-1.                                            03900000
   12              05  FILLER                    PIC X(7)     VALUE SPACES.        03910000
   12              05  RENEWAL-NOTES             PIC X(46)    VALUE SPACES.        03920000
   12              05  FILLER                    PIC X(16)    VALUE SPACES.        03930000
                                                                                    03940000
    8          01  RENEWAL-PRINT-LINE-2.                                            03950000
   12              05  FILLER                    PIC X(7)     VALUE SPACES.        03960000
   12              05  RENEWAL-TYPE-PRT          PIC X(20)    VALUE SPACES.        03970000
   12              05  RENEWAL-YEARS-PRT         PIC X        VALUE SPACES.        03980000
   12              05  FILLER                    PIC X(37)    VALUE                03990000
   16                  '                                                         .  04000000
   12              05  FILLER                    PIC X(9)     VALUE SPACES.        04010000
                                                                                    04020000
    8          01  RENEWAL-PRINT-LINE-3.                                            04030000
   12              05  FILLER                    PIC X(7)     VALUE SPACES.        04040000
   12              05  FILLER                    PIC X(14)    VALUE                04050000
   16                  'RENEWAL FEE: $'.                                         .  04060000
   12              05  RENEWAL-FEE-PRT           PIC X(5)     VALUE SPACES.        04070000
   12              05  FILLER                    PIC X(33)    VALUE SPACES.        04080000
   12              05  FILLER                    PIC X(11)    VALUE SPACES.        04081000
   12              05  FILLER                    PIC X(22)    VALUE                04082000
   16                  'EXPIRED RENEWAL FEE: $'.                                 .  04090000
   12              05  EXP-RENEWAL-FEE-PRT       PIC X(5)     VALUE SPACES.        04100000
   12              05  FILLER                    PIC X(8)     VALUE SPACES.        04110000
                                                                                    04120000
    8          01  RENEWAL-PRINT-LINE-4.                                            04130000
   12              05  FILLER                    PIC X        VALUE SPACES.        04140000
   12              05  FILLER                    PIC X(6)     VALUE SPACES.        04150000
   12              05  LAST-NAME-LINE-PRT        PIC X(17)    VALUE SPACES.        04160000
   12              05  FILLER                    PIC X(9)     VALUE SPACES.        04170000
   12              05  LIC-NO-SEVEN-PRT1         PIC X(7)     VALUE SPACES.        04180000
   12              05  FILLER                    PIC X(13)    VALUE SPACES.        04190000
   12              05  EXP-DATES-PRT             PIC 9(10)    VALUE ZEROES.        04200000
   12              05  FILLER                    PIC X(9)     VALUE SPACES.        04210000
                                                                                    04220000
    8          01  RENEWAL-PRINT-LINE-5.                                            04230000
   12              05  FILLER                    PIC X        VALUE SPACES.        04240000
   12              05  FILLER                    PIC X(5)     VALUE SPACES.        04250000
   12              05  DRIVER-SEX-PRT            PIC X        VALUE SPACES.        04260000
   12              05  FILLER                    PIC X(2)     VALUE SPACES.        04270000
   12              05  DRIVER-WEIGHT-PRT         PIC 9(3)     VALUE ZEROES.        04280000
   12              05  FILLER                    PIC X(2)     VALUE SPACES.        04290000
   12              05  DR-FT-PRT                 PIC 9        VALUE ZEROES.        04300000
   12              05  FILLER                    PIC X        VALUE SPACES.        04310000
   12              05  DR-IN-PRT                 PIC 9(2)     VALUE ZEROES.        04320000
   12              05  FILLER                    PIC X        VALUE SPACES.        04330000
```

```
START
 COL  ----+----1----+----2----+----3----+----4----+----5----+----6----+----7----+----8  FLAGS
  12              05  EYES-DESCR-PRT          PIC X(2)     VALUE SPACES.        04340000
  12              05  FILLER                  PIC X        VALUE SPACES.        04350000
  12              05  DOB-MONTH-PRT           PIC 9(2)     VALUE ZEROES.        04360000
  12              05  FILLER                  PIC X        VALUE SPACES.        04370000
  12              05  DOB-DAY-PRT             PIC 9(2)     VALUE ZEROES.        04380000
  12              05  FILLER                  PIC X        VALUE SPACES.        04390000
  12              05  DOB-YEAR-PRT            PIC 9(2)     VALUE ZEROES.        04400000
  12              05  FILLER                  PIC X        VALUE SPACES.        04410000
  12              05  DR-RESTR-PRT            PIC X(6)     VALUE SPACES.        04420000
  12              05  FILLER                  PIC X(35)    VALUE SPACES.        04430000
                                                                                 04440000
   8          01  RENEWAL-PRINT-LINE-6.                                         04450000
  12              05  FILLER                  PIC X        VALUE SPACES.        04460000
  12              05  FILLER                  PIC X(13)    VALUE SPACES.        04470000
  12              05  SOC-SEC-SLASHES-PRT     PIC X(11)    VALUE SPACES.        04480000
  12              05  FILLER                  PIC X(47)    VALUE SPACES.        04490000
                                                                                 04500000
   8          01  RENEWAL-PRINT-LINE-7.                                         04510000
  12              05  FILLER                  PIC X        VALUE SPACES.        04520000
  12              05  FILLER                  PIC X(4)     VALUE SPACES.        04530000
  12              05  NAME-LINE-PRT2          PIC X(32)    VALUE SPACES.        04540000
  12              05  FILLER                  PIC X(35)    VALUE SPACES.        04550000
                                                                                 04560000
   8          01  RENEWAL-PRINT-LINE-8.                                         04570000
  12              05  FILLER                  PIC X        VALUE SPACES.        04580000
  12              05  FILLER                  PIC X(4)     VALUE SPACES.        04590000
  12              05  PR-STREET-ADDRESS-PRT   PIC X(26)    VALUE SPACES.        04600000
  12              05  FILLER                  PIC X(41)    VALUE SPACES.        04610000
                                                                                 04620000
   8          01  RENEWAL-PRINT-LINE-9.                                         04630000
  12              05  FILLER                  PIC X        VALUE SPACES.        04640000
  12              05  FILLER                  PIC X(4)     VALUE SPACES.        04650000
  12              05  DRIVER-CITY-PRT         PIC X(15)    VALUE SPACES.        04660000
  12              05  FILLER                  PIC X(5)     VALUE SPACES.        04670000
  12              05  DRIVER-STATE-PRT        PIC X(2)     VALUE SPACES.        04680000
  12              05  FILLER                  PIC X(2)     VALUE SPACES.        04690000
  12              05  DRIVER-ZIP-PRT          PIC X(5)     VALUE SPACES.        04700000
  12              05  FILLER                  PIC X(1)     VALUE '-'.           04710000
  12              05  DRIVER-ZIP-EXT-PRT      PIC X(4)     VALUE SPACES.        04720000
  12              05  FILLER                  PIC X(33)    VALUE SPACES.        04730000
                                                                                 04740000
   7      ****************************************************************      04741000
   7      ****          AUDIT COUNT OF RENEWALS                           ****  04741100
   7      ****************************************************************      04741200
   8          01  REG-TRAILER-LINE.                                             04741300
  12              05  FILLER                  PIC X(05)    VALUE                04742000
  18                '******'.                                                  04743000
  12              05  FILLER                  PIC X(23)    VALUE                04744000
  18                'REGULAR DRIVER RENEWALS'.                                 04745000
  12              05  FILLER                  PIC X(01)    VALUE SPACES.        04745100
  12              05  REG-DRIVER-COUNT        PIC 9(08)    VALUE ZEROES.        04746000
  12              05  FILLER                  PIC X(01)    VALUE SPACES.        04746100
  12              05  REG-RENEWAL-DATE        PIC X(10).                        04747000
  12              05  FILLER                  PIC X(85)    VALUE SPACES.        04749100
```

```
START
 COL  ----+----1----+----2----+----3----+----4----+----5----+----6----+----7----+----8  FLAGS

  8         01  CDL-TRAILER-LINE.                                                    04751000
 12             05  FILLER                  PIC X(05)  VALUE                        04751100
 18               '******'.                                                         04752000
 12             05  FILLER                  PIC X(23)  VALUE                        04752100
 18               'CDL DRIVER RENEWALS    '.                                       04752200
 12             05  FILLER                  PIC X(01)  VALUE SPACES.                04752300
 12             05  CDL-DRIVER-COUNT        PIC 9(08)  VALUE ZEROES.                04752400
 12             05  FILLER                  PIC X(01)  VALUE SPACES.                04753000
 12             05  CDL-RENEWAL-DATE        PIC X(10).                              04754000
 12             05  FILLER                  PIC X(85)  VALUE SPACES.                04755000
  7         ************************************************************           04757100
                                                                                     04757200
```

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

[redacted]

RETURN SERVICE REQUESTED

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

Driver's License Renewal Enclosed - Open Immediately

55.1.16001 1 AT 0.357 a8888D11.rp1

[redacted]

ATTACHMENT B

WEST VIRGINIA DIVISION OF MOTOR VEHICLES
BUILDING 3
1800 KANAWHA BLVD E
CHARLESTON WV 25317-0002

RETURN SERVICE REQUESTED

PRESORTED
FIRST CLASS MAIL
WV DIVISION
MOTOR VEHICLES
43218

001012 02
45.1.6012 2 AT 0.482 a9999D11.rp2

[redacted]

ATTACHMENT C

802763

renewlay

Monthly Vehicle Registration Renewal Layout

ATTACHMENT E

```
01  REG-LINE01.
    05  LINE01-TWO-UP              OCCURS 2 TIMES.
       10 FILLER                          PIC X(01).

       10 REG-EXDATE1.
          15 RG-EXMM-1                    PIC X(02).

          15 FILLER                       PIC X(01).

          15 RG-EXDD-1                    PIC X(02).

          15 FILLER                       PIC X(01).

          15 RG-EXYY-1                    PIC X(02).

       10 FILLER                          PIC X(02).

       10 REG-CLASS-1                     PIC X(03).

       10 FILLER                          PIC X(01).

       10 REG-AREA-1                      PIC X(01).

       10 FILLER                          PIC X(02).

       10 REG-LITERAL               PIC X(10).
       10 FILLER                          PIC X(09).

       10 CONST-LITERAL             PIC X(21).
       10 FILLER                          PIC X(21).

01  REG-LINE02.
    05  LINE02-TWO-UP              OCCURS 2 TIMES.
       10 FILLER                          PIC X(01).

       10 CONST-LITERAL-TWO         PIC X(21).
       10 DATE-LITERAL.
          15 FILLER                       PIC X(09).

       10 DATE-FILLER.
          15 REG-RENW-CODE          PIC X(01).
          15 FILLER                 PIC X(02).
          15 REG-TITLE-DATE-1.
             20 PR-ORGTITMO-1                 PIC X(02).

             20 PR-ORGTITDY-1       PIC X(02).
             20 PR-ORGTITYR-1                 PIC X(02).

             20 FILLER                              PIC X(02).

       10 DATE-FILLER2.
          15 REG-EXDATE2.
             20 RG-EXMM-2                  PIC XX.

             20 FILLER                              PIC X.
```

renewlay

```
           20 RG-EXDD-2                          PIC XX.
           20 FILLER                             PIC X.
           20 RG-EXYY-2                          PIC XX.
           20 FILLER                             PIC XX.
        10 REG-CNT-LITERAL.
          15 REG-CLASS-2                  PIC XXX.
          15 FILLER                             PIC XX.
          15 REG-LICENSE-NO-1             PIC X(8).
          15 FILLER                             PIC X.
          15 REG-RENW-CODE1               PIC X.
          15 FILLER                             PIC X.
        10 REG-CNT.
          15 REG-LIC-SERV3                PIC X(4).
          15 FILLER                             PIC X(7).

01  REG-LINE03.
    05  LINE03-TWO-UP                   OCCURS 2 TIMES.
       10 FILLER                               PIC X(18).
       10 REG-LICENSE-NO-2               PIC X(8).
       10 FILLER                               PIC X(05).
       10 REG-AREA-2                           PIC X(01).
       10 FILLER                               PIC X(47).

01  REG-LINE04.
    05  LINE04-TWO-UP                   OCCURS 2 TIMES.
       10 FILLER                               PIC X(01).
       10 REG-DAMAGE-LIT-1               PIC X(19).
       10 FILLER                               PIC X(59).

01  REG-LINE05.
    05  LINE05-TWO-UP                   OCCURS 2 TIMES.
      10 FILLER                                PIC X(8).
      10 REG-VIN-1                             PIC X(20).
      10 FILLER                                PIC X(3).
      10 REG-OPSCAN-DATA.
        15 REG-OP-CLASS                 PIC XXX.
        15 REG-OP-TITLE                 PIC X(7).
        15 REG-OP-LICENSE               PIC X(10).
        15 REG-OP-YR                            PIC X(4).
        15 REG-OP-AMT                   PIC 9999999.
      10 FILLER                                PIC X(15).

01  REG-LINE07.
    05  LINE07-TWO-UP                   OCCURS 2 TIMES.
```

```
                10 FILLER                                renewlay
                                                                 PIC X.
                10 REG-MAKE-1                          PIC XXXX.
                10 FILLER                                        PIC XX.
                10 REG-YR-1                                      PIC XX.
                10 FILLER                                        PIC X(5).
                10 REG-WEIGHT-1                       PIC ZZZZZZ.
                10 FILLER                                        PIC X.
                10 REG-TITLE-1                                   PIC X(7).
                10 FILLER                                        PIC XXX.
                10 REG-MAKE-2                         PIC XXXX.
                10 FILLER                                        PIC XX.
                10 REG-YR-2                                      PIC XX.
                10 FILLER                                        PIC X(5).
                10 REG-WEIGHT-2                       PIC ZZZZZZ.
                10 FILLER                                        PIC XX.
                10 REG-TITLE-2                                   PIC X(7).
                10 FILLER                                        PIC X(01).
                10 REG-DAMAGE-LIT-2                   PIC X(19).
01  REG-LINE08.                                       OCCURS 2 TIMES.
    05  LINE08-TWO-UP                                          PIC X.
                10 FILLER                                        PIC XX.
                10 REG-BODY-1                                    PIC X(7).
                10 FILLER                                        PIC X(3).
                10 FILLER                             PIC X(4).
                10 REG-LIC-SERV1                                 PIC X(3).
                10 FILLER
                10 REG-TITLE-DATE-2.                  PIC XX.
                   15 PR-ORGTITMO-2                              PIC X.
                   15 FILLER                          PIC XX.
                   15 PR-ORGTITDY-2                              PIC X.
                   15 FILLER                          PIC XX.
                   15 PR-ORGTITYR-2                              PIC XXX.
                10 FILLER                                        PIC XX.
                10 REG-BODY-2                                    PIC X(7).
                10 FILLER                                        PIC X(4).
                10 FILLER                                        PIC X(20).
                10 REG-VIN-2                                     PIC X(15).
                10 FILLER
```

renewlay

```
01  REG-LINE09.
    05  LINE09-TWO-UP                    OCCURS 2 TIMES.
      10 FILLER                                 PIC X.

       10 REG-NAME-1                     PIC X(25).
       10 REG-HYPHEN-1                   PIC X.
       10 FILLER                                 PIC X(4).

       10 REG-NAME-2                     PIC X(25).
       10 REG-HYPHEN-2                   PIC X.
       10 FILLER                                 PIC X(22).

01  REG-LINE10.
    05  LINE10-TWO-UP                    OCCURS 2 TIMES.
      10 FILLER                                 PIC X.

       10 REG-NAME-1-CONT                PIC X(25).
       10 FILLER                                 PIC X(5).

       10 REG-NAME-2-CONT                PIC X(25).
       10 FILLER                                 PIC X(23).

01  REG-LINE11.
    05  LINE11-TWO-UP                    OCCURS 2 TIMES.
      10 FILLER                                 PIC X.

       10 REG-ADDRESS-1                  PIC X(26).
       10 FILLER                                 PIC XXXX.

       10 REG-ADDRESS-2                  PIC X(26).
       10 FILLER                                 PIC X(22).

01  REG-LINE12.
    05  LINE12-TWO-UP                    OCCURS 2 TIMES.
      10 FILLER                                 PIC X(01).

       10 REG-CITY-1                             PIC X(20).

       10 FILLER                                 PIC X(02).

       10 REG-CNTY-1                             PIC X(04).

       10 FILLER                                 PIC X(04).

       10 REG-CITY-2                             PIC X(20).

       10 FILLER                                 PIC X(02).

       10 REG-CNTY-2                             PIC X(04).

       10 FILLER                                 PIC X(22).

01  REG-LINE13.
    05  LINE13-TWO-UP                    OCCURS 2 TIMES.
      10 FILLER                                 PIC X(13).

       10 REG-STATE-1                            PIC X(02).

       10 FILLER                                 PIC X(02).

       10 REG-ZIP-1                              PIC X(05).
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           10 REG-ZIP-DASH-1          renewlay
           10 REG-ZIP-FOUR-1            PIC X(01).
           10 FILLER                    PIC X(04).
                                               PIC X(16).

           10 REG-STATE-2                       PIC X(02).

           10 FILLER                            PIC X(02).

           10 REG-ZIP-2                         PIC X(05).

           10 REG-ZIP-DASH-2           PIC X(01).
           10 REG-ZIP-FOUR-2           PIC X(04).
           10 FILLER                              PIC X(22).

    01  REG-LINE14.
        05  LINE14-TWO-UP               OCCURS 2 TIMES.
          10 FILLER                              PIC X(36).

          10 MESSAGE-LITERAL            PIC X(21).
          10 FILLER                              PIC X(3).

          10 REG-LIC-SERV2              PIC X(4).
          10 FILLER                              RIC X(15).

    01  REG-LINE15.
        05  LINE15-TWO-UP               OCCURS 2 TIMES.
          10 FILE-DATE-LITERAL.
            15 FILLER                                  PIC X(01).

            15 FILE-DATE-LIT                     PIC X(22).

            15 TRAILER-FILE-DATE        PIC X(08).
            15 REG-FEE-LITERAL.
              20 RECORD-LITERAL                  PIC X(10).

              20 TOTAL-REC-COUNT                 PIC X(10).

          10 REG-FEE                             PIC $$,$$$.99.

          10 FILLER                              PIC X(4).

          10 REG-SEQ-NO                          PIC X(6).

          10 FILLER                              PIC X(8).
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lp us update our files by following the instructions below.

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help us serve you better in getting your vehicle renewal to
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n't contact us, your vehicle renewal can't be delivered to you.

THANK YOU

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 99 CHARLESTON, WV

POSTAGE WILL BE PAID BY ADDRESSEE

WV Department of Transportation
Division of Motor Vehicles
PO BOX 17140
Charleston, WV 25317

ATTACHMENT F

Please help us update our files by following the instructions below.

It's as easy as 1-2-3

1. Please tear off the section below.

2. Sign you name in space provided on back of card.

3. Drop it in the mailbox.

This will help us serve you better in getting your vehicle renewal to
you in a timely manner.
This notice will apply to your vehicle renewal only.

If you don't contact us, your vehicle renewal can't be delivered to you.

THANK YOU

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Questions/Answers

1. Pg.- Testing and Proofs-Why does DMV need to see a Blue Line form proof of the DLR form each month prior to live production? Wouldn't a Blue Line Proof prior to each re-order of DLR pre-printed shells be sufficient? The form will not change between reorders.

ANSWER: Blue Line Proof will be required at the initial set-up only

2. What scanners are being used to read the PDF 417 Bar Code?

ANSWER: Various scanners are available, specifications required are located on the AAMVA web-site- see AAMVA.org

3. Can you provide the mapping documentation for the data elements in the PDF 417 Bar Code?

ANSWER: See AAMVA.org web-site for mapping documentation

4. Pg. 14 & 15 Pricing Sheets. The two pricing sheets appear to be very similar. Why are there two sheets and can one sheet be eliminated?

ANSWER: Eliminate page 15, page 14 is the correct pricing page

5. Pg. 14, why is it listed as 40 hrs for composition changes and 40 hrs for data processing changes? On page 15 the same question asks for the amount to be expressed on a /M basis.

ANSWER: page 14 is correct

6.Verify the annual quantity of postcards mailed for the MOVE update as 2,000 annually.

ANSWER: Estimate of 2000 postcards mailed is correct

7. Pg 12, MOVE UPDATE, #2 estimates 1.4 million records per year, the pricing page lists 1.25 million. which is correct?

ANSWER: 1.25 million is correct

8. A continuous 9 x 12, 2up, sample is in the packet. This item is not identified in the sample or in the RFQ. What does the sample represent?

ANSWER: Sample does not apply to the RFQ, please disregard

9. Pg 9 - Vehicle License Renewal refers to the form as "two-part". Does this refer to the piece creating two parts or accomplishing two tasks?

ANSWER: Refers to the task, not the piece.

Standard Register®

State of West Virginia
Division of Motor Vehicles
RFQ Number: DMV100352
Due Date: 7/21/10

Standard Register's response to:

Requested Information

Page 6, Forms Imaging, Number 4

The primary print facility is in Charlotte, NC.
The backup print facility would be Tolland, CT.

Page7, Testing and Proofs, Number 3

See the samples included in this bid response.

Page 8, Delivery and Mailing, Number 4

Standard Register uses CASS certified software.

Page 10, Forms Imaging, Number 5

The primary print facility is in Charlotte, NC.
The backup print facility would be Tolland, CT.

Page 10, Testing and Proofs, Number 5

See the samples included in this bid response

Page 11, Processing, Number 2

Please see attached Quality Manual

Page 12, Project Management, Number 1

Project management will be determined upon contract award. It will likely include account management, customer service and production personnel.

Item 3.7 in Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements Document

In response to Requirement 3.7 of the Notice of State of West Virginia Confidentiality Policies and Information Security Accountability Requirements, Standard Register currently cannot meet requirement 3.7 but are very proud of our Security position as an organization, specifically related to the handling of Personal/Sensitive Information on behalf of large clients in the government, financial and healthcare markets. Standard Register regularly handles client sensitive information on behalf of our clients.

We have attached a detailed Security Question & Answer document that provides an overview on our Security position.

In addition to the attached Security Q&A document:

- Standard Register undergoes a SAS70 Type II audit each year and have been very successful in the audit results
- In the event that WV wishes to review the SAS70 Type II audit results:
    - they can if they are on site
    - if the review is the only item that prevents WV from agreeing to choose SR as their vendor for this application, SR can transmit the electronic version when requested
    - SR does not include the SAS70 Type II audit in any RFP response

Please let us know if you have any questions or need any additional information.

Standard Register

Information Security

Questions and Answers

Contact Name: Mike McGill, director business enterprise architecture

Department: Information Technology

Last Review: May 2010

Documentation

The following documentation is included in the appendix section of this document:

- Information Security Policies overview, table of contents is provided in *Appendix A*
- Information technology and security organizational charts, *Appendix B*
- Topics covered in the security training program, *Appendix C*
- Network configuration diagrams for internal and external networks, *Appendix D*
- Pandemic Statement, *Appendix E*

The following documentation can be distributed to current clients or new clients in final stages of due diligence:

- Most recent BCP/DR test dates and results, please provide the name, title and email address of the reviewer. A secure email will be sent to the named requestor directly.
- Most recent results for the SAS 70 Type II audit, please provide the name, title and email address of the auditor who will be reviewing the report. A secure email will be sent to the named requestor directly.

The following documentation is available for full review during an on-site client visit or web meeting:

- Copy of internal or external information security audit report
- Third-party security reviews/assessments/penetration tests
- Security incident handling and reporting process
- Internal vulnerability assessments of systems, applications, and networks

A. Risk Assessment and Treatment

1.	Is there a Risk Committee that regularly meets to monitor, assess and predict risks to the company?	*Yes*
2.	Are associates required to sign a Code of Ethics?	*Yes*
3.	Does Standard Register carry Information Privacy insurance?	*Yes*
4.	Are third party reviews (e.g. SAS 70, audits) performed on the company to validate operational controls and financial performance?	*Yes*
5.	Is there a risk management function in your organization?	*Yes*
6.	Does your company have a risk awareness program?	*Yes*
7.	Do you have an Ethics Officer, or central group responsible for ethics?	*Yes*
8.	Do your employees sign non-disclosure agreements and/or confidentiality agreements?	*Yes*
9.	Do you carry Comprehensive Network Security - Information Privacy insurance with $5 Million limits which covers but is not limited to: Identity theft, cyber-terrorism, information asset network security, web content, errors and omissions, and network business interruptions?	*Yes*
10.	Does your organization ensure service provider relationships have the following agreements in place: Confidentiality Agreement, Non-Disclosure Agreement and Data ownership Agreement *Additional information: These standards are in place for SR preferred providers, if a client requests the establishment of non-preferred provider relationship the level of evaluation would be based on client requirements.*	**Yes*

B. Security Policy

1.	Does the company have an information security policy?	*Yes*
2.	Is this security policy approved by executive management?	*Yes*
3.	Is this security policy published?	*Yes*
4.	Is an owner assigned to be responsible for the maintenance and review of the policy?	*Yes*
5.	Is the security policy communicated to all constituents?	*Yes*
6.	Is there a process in place to review published policies?	*Yes*
7.	Does the company have an Acceptable Use Policy?	*Yes*
8.	Has the policy been reviewed within the last 12 months?	*Yes*
9.	Are there penalties in place for non-compliance with corporate policies?	*Yes*

C. Organizational Security

1.	Is there an information security oversight function that provides clear direction and visible management support for security initiatives within the company?	*Yes*
2.	Is there an individual or group with responsibility for security within the company?	*Yes*
3.	Is an individual or group responsible for the implementation / execution of security processes in support of policies?	*Yes*

4.	Is an individual or group responsible for ensuring compliance with security policies?	*Yes*
5.	Are there reviews of the information security program conducted by independent third parties? *Additional information: Annual reviews are done by different organizations each year to ensure the quality of the program.*	**Yes*
6.	Do the contracts with third party service providers who may have access to target data include the following: Confidentiality Agreement, 'Non-Disclosure Agreement, Compliance references with security standards, Breach Notification and Data ownership?	*Yes*
7.	Is a process in place to regularly monitor the 3rd party service providers to ensure compliance with security standards?	*Yes*
8.	Are security standards and expectations communicated to third party technology service providers? *Additional information: This communication is completed during the contract process for preferred providers.*	**Yes*

D. Asset Management

1.	Does the company have an asset management policy?	*Yes*
2.	Is an inventory of hardware assets maintained?	*Yes*
3.	Is there an inventory of software licenses?	*Yes*
4.	Is ownership assigned for information assets?	*Yes*
5.	Does the company have an information classification policy in place?	*Yes*
6.	Does the company have documented procedures for the treatment and handling of data in storage? *Additional information: Stricter measures can be accommodated when there are client specific needs which need to be addressed.*	**Yes*
7.	Does the company have documented procedures for the treatment and handling of data destruction? *Additional information: Stricter measures can be accommodated when there are client specific needs which need to be addressed.*	**Yes*
8.	Does the company have documented procedures for the treatment and handling of data in transit? *Additional information: Stricter measures can be accommodated when there are client specific needs which need to be addressed.*	**Yes*
9.	Does the company have documented procedures for the treatment and handling of data on removable media? *Additional information: Stricter measures can be accommodated when there are client specific needs which need to be addressed.*	**Yes*
10.	Does the company have documented procedures for the treatment and handling of data encryption? *Additional information: Stricter measures can be accommodated when there are client specific needs which need to be addressed.*	**Yes*

11.	Does the company have documented procedures for the treatment and handling of data labeling? *Additional information: Stricter measures can be accommodated when there are client specific needs which need to be addressed.*	**Yes*
12.	Does the company have documented procedures for the treatment and handling of data access controls? *Additional information: Stricter measures can be accommodated when there are client specific needs which need to be addressed.*	**Yes*
13.	Are documented procedures in place for the disposal and/or destruction of physical media (e.g.: Paper documents, CDs, DVDs, tapes, disk drives, etc.)?	*Yes*
14.	Are documented procedures in place for the reuse of physical media (e.g.: Tapes, disk drives, etc.)?	*Yes*

E. Human Resource Security

***Note: EX**=*Exempt/Salaried* and **NE**=*Non-Exempt/Hourly*		**EX**	**NE**
1.	Does the company have a pre-screening policy for Employees which includes a criminal background check?	*Yes*	*Yes*
2.	Does the company have a pre-screening policy for Employees which includes a credit background check?	*Yes*	*No*
3.	Does the company have a pre-screening policy for Employees which includes an Academic / Professional certification check?	*Yes*	*Yes*
4.	Does the company have a pre-screening policy for Employees which includes reference checks?	*Yes*	*Yes*
5.	Does the company have a pre-screening policy for Employees which includes a drug screen?	*Yes*	*Yes*
6.	Are new hires required to accept an Acceptable Use Policy?	*Yes*	*Yes*
7.	Are new hires required to accept a Code of Conduct / Ethics?	*Yes*	*Yes*
8.	Are new hires required to accept a Non-Disclosure Agreement?	*Yes*	*Yes*
9.	Are new hires required to accept a Confidentiality Agreement?	*Yes*	*Yes*
10.	Do constituents participate in security awareness training?	*Yes*	*Yes*
11.	Are constituents required to undergo information security awareness training upon hire?	*Yes*	
12.	Is there a disciplinarily process in place for non-compliance with Corporate Policy?	*Yes*	
13.	Does the company have a termination policy? *Additional information: An enterprise policy is not in place however SR does have a process and guidelines in place in which all terminations are reviewed with the appropriate HR Director and Corporate Legal.*	**No*	
14.	Does the HR department notify security / access administration of termination of constituents?	*Yes*	
15.	Is there a process in place for the return of assets (laptop, desktop, PDA, cell phones, access cards, tokens, smart cards, keys, proprietary documentation) for terminated constituents?	*Yes*	

16.	Are contractor and temporary resources required to meet the same pre-screening standards? *Additional information: SR partners with providers which commit to providing resources who have been pre-screened before placement at SR facilities.*	**Yes*

F. Physical and Environmental

1.	Do the perimeters surrounding the buildings which house the primary systems have active cameras with recorded activity retained for at least 30 days?	*Yes*
2.	Do the perimeters surrounding the primary systems contain Anti-tailgating / Piggybacking mechanisms? *Additional information: Anti-tailgating / Piggybacking is supported by policy.*	**No*
3.	Do the perimeters surrounding the primary systems contain Security guards at points of entry? *Additional information: Security guards are in place at lobby locations with additional points of entry secured with badge readers.*	**No*
4.	Do the perimeters surrounding the primary systems contain Badge readers or locks requiring a key or PIN at points of entry?	*Yes*
5.	Do the perimeters surrounding the primary systems contain Fencing / Other barriers?	*Yes*
6.	Do the perimeters surrounding the primary systems contain External lighting?	*Yes*
7.	Do the perimeters surrounding the primary systems contain Alarms on exterior doors?	*Yes*
8.	Are all visitors always escorted when inside the company facility?	*Yes*
9.	Are visitors required to sign in and out of the company facilities?	*Yes*
10.	Are secured areas created in order to protect offices, rooms and facilities with special security requirements?	*Yes*
11.	Is there a process in place for granting access to restricted secure areas?	*Yes*
12.	Is a process in place to periodically review access to restricted secure areas?	*Yes*
13.	Is there a segregation of duties between those responsible for the storage and the granting of access devices (e.g.: badges, keys, etc.)?	*Yes*
14.	Is there segregation of duties in granting and approving access to restricted secure areas?	*Yes*
15.	Is a list maintained of all personnel possessing cards / keys to the data centers and facilities?	*Yes*
16.	Is a process in place to report lost access cards / keys?	*Yes*
17.	Is access to the communication cabling termination areas restricted to authorized employees only?	*Yes*
18.	Does the company have a policy for equipment removal?	*Yes*
19.	Does the facility hosting the primary systems have multiple utility feeds that enter the facility through physically separate paths?	*Yes*
20.	Does the facility hosting the primary systems have a UPS to provide "clean" power?	*Yes*

21.	Is a fire suppression system in place for the facility hosting the primary systems?	*Yes*
22.	Are fire extinguishers placed throughout the facility hosting the primary systems?	*Yes*
23.	Does the computer facility hosting the primary systems have dedicated temperature control units?	*Yes*
24.	Does the facility hosting the primary data systems have sensors for smoke, temperature, humidity and other environmental factors placed throughout the facility, including above the ceiling, below the floor and in the usable space of the data center and also set for continuous monitoring?	*Yes*
25.	Are the environmental systems periodically tested to validate effectiveness?	*Yes*
26.	Has there been a "site risk assessment survey" done for the primary computer facility that identifies potential hazards and single-points-of-failure in and around the primary computer facility?	*Yes*

G. Communications and Operations Management

1.	Is a change management / change control policy in place?	*Yes*
2.	Does the company change management / change control process require a Request, review and approval of proposed changes?	*Yes*
3.	Does the company change management / change control process require a Pre-implementation testing procedures?	*Yes*
4.	Does the company change management / change control process require a Post-implementation testing procedures?	*Yes*
5.	Are the production Network changes subject to the company's change control process?	*Yes*
6.	Are the production Systems changes subject to the company's change control process?	*Yes*
7.	Are the production Application changes subject to the company's change control process?	*Yes*
8.	Are the production Code changes subject to the company's change control process?	*Yes*
9.	Are change control logs maintained?	*Yes*
10.	Do developers have the ability to make changes to the production environment? *Additional information: In our fulfillment centers where developers also fill the role of support personnel this access is required. However, a SAS70 approved process is in place to support management review and audits.*	**No*
11.	Is a segregation of duties enforced between those approving access and those implementing the request?	*Yes*
12.	Are there different source code repositories for production and non-production?	*Yes*
13.	Is the production environment logically segregated from non-production environments?	*Yes*
14.	Will any additional third party vendors have access to target data (consider	*Yes*

	backup vendors, service providers, equipment support vendors, etc)?	
16.	Is a capacity management policy in place?	*No*
17.	Is a formal review process in place to evaluate new systems, applications, and/or devices that are considered for implementation into the company infrastructure?	*Yes*
18.	Is an anti-virus / malware policy in place?	*Yes*
19.	Has anti-virus software been installed on the following:	
	all workstations?	*Yes*
	all mobile devices? (e.g.: PDAs, Blackberrys, Palm Pilots, etc.)	*No*
	all Windows servers?	*Yes*
	all Unix and Unix-based systems?	*No*
	email gateways?	*Yes*
20.	Do systems automatically check for new signature updates every day or less?	*Yes*
21.	Is the interval between the availability of the signature update and its deployment every month or less?	*Yes*
22.	Do you have a policy surrounding backup of production data?	*Yes*
23.	Is backup media stored offsite?	*Yes*
24.	Are tests performed regularly to determine:	
	The successful backup of data?	*Yes*
	The ability to recover the data?	*Yes*
25.	Is target data encrypted on backup media? *Additional information: Encryption is used in production facility backups. However, standard encryption is not used at an enterprise level because market acceptable mitigation has been implemented. Data is backed up using proprietary software which renders the data unusable without the database to decipher. In addition, Standard Register has partnered with an industry leader (Iron Mountain) in Off-Site Data Protection. This partner provides us with their own InControl Solution which combines patent-pending security, real-time tracking and auditable chain-of-custody to deliver a higher standard of information protection. Our tape back-ups are picked up on a daily basis utilizing their secure transportation service and their locked cases. We allow this partner to manage our storage location for us.*	**No*
26.	Is access to backup media restricted to authorized personnel only?	*Yes*
27.	Is access to backup media logged?	*Yes*
28.	Is every connection to an external network terminated at a firewall?	*Yes*
29.	Are boundary devices configured to prevent communications from unapproved networks?	*Yes*
30.	Is a process in place to request, approve, log, and review access to networks across boundary devices?	*Yes*
31.	Are boundary traffic events logged to support historical or incident research?	*Yes*
32.	Are security patches regularly reviewed and applied to boundary devices as appropriate?	*Yes*

33.	Is communication through the boundary device controlled at both the port and IP address level?	*Yes*
34.	Does the company have a process for managing the ports allowed through the boundary devices?	*Yes*
35.	Does the company have a process for securing and hardening boundary devices? *Additional information: This process follows industry best practices and includes changing default password*	**Yes*
36.	Are network devices periodically monitored for continued compliance to security requirements?	*Yes*
37.	Is a solution in place to prevent unauthorized devices from physically connecting to the internal network? *Additional information: Currently this activity is prohibited by policy. However, an active project is scheduled for completion in 2010 which will prevent the connection systematically*	**No*
38.	Are internal users required to pass through a content filtering proxy prior to accessing the Internet?	*Yes*
39.	Is there an approval process to allow the implementation of extranet connections?	*Yes*
40.	Does your organization own and manage the boundary devices and termination points in existing extranets?	*Yes*
41.	Are monitoring tools deployed and configured to detect compromise of network or boundary device security in the extranet?	*Yes*
42.	Do devices owned by the company reside behind the company's firewall?	*Yes*
43.	Are monitoring tools deployed and configured at the point-of-presence to detect compromise of network or boundary device security?	*Yes*
44.	Is the network on which Internet-facing systems reside segregated from the internal network? (i.e.: DMZ)	*Yes*
45.	Are monitoring tools deployed and configured in the DMZ to detect compromise of network or boundary device security?	*Yes*
46.	Is the DMZ segregated by two physically separate firewalls?	*Yes*
47.	Is there a separate network segment for endpoints for remote access?	*Yes*
48.	Are the IP address associated with DMZ devices Internet routable?	*No*
49.	Do you have a policy in place for Wireless networking?	*Yes*
50.	Do you allow the use of wireless networking technology in your organization?	*Yes*
51.	Do access points filter by MAC address? *Additional information: Access points are configured for specific enterprise wide mandated configuration standards that ensure that authentication to the wireless environment is fully encrypted and protected.*	**No*
52.	Are wireless connections authenticated?	*Yes*
53.	Are wireless connections always encrypted? *Additional information: The methodology used is WPA with Peap.*	**Yes*
54.	Do you regularly scan your organization's facilities for rogue wireless access points?	*Yes*

55.	Are modems ever set to auto-answer?	*No*
56.	Is a reputable Network Intrusion Detection System in place?	*Yes*
57.	Is it configured to generate alerts in case of incidents and values exceeding normal thresholds for your environment?	*Yes*
58.	Is there a formal process in place to regularly update the IDS signatures based on new threats and changes in your environment?	*Yes*
59.	Is a documented process in place for the disposal of media?	*Yes*
60.	Does the process define the approved method(s) for the disposal of media?	*Yes*
61.	Is a documented process in place for the destruction of media?	*Yes*
62.	Does the process define the approved method(s) for the destruction of media?	*Yes*
63.	Are transmissions of confidential information encrypted?	*Yes*
64.	Are transmissions of target data encrypted end-to-end within the organization? *Additional information: The capability is available and can be applied if applicable*	**Yes*
65.	Is a mutual authentication protocol utilized between your organization and a 3rd party to validate the integrity and origin of the data? *Additional information: The capability is available and can be applied if applicable*	**Yes*
66.	Does the file transfer software send notification to the sender upon completion of the transmission?	*Yes*
67.	Does the file transfer software send notification to the sender upon failure of the transmission?	*Yes*
68.	In the event of transmission failure, does the file transfer software attempt to retry the transmission?	*Yes*
69.	Are file transfers logged?	*Yes*
70.	Does the company utilize an internal Instant Messaging System?	*Yes*
71.	Do you have a policy that prohibits the external exchange of target data or confidential information through Instant Messaging? *Additional information: External access for IM is limited with the external transfer of data attachments or URLs via IM prohibited within the configuration of the IM solution*	**Yes*
72.	Does the Instant Messaging solution provide encrypted transmissions of messages? *Additional information: IM transmission is based on the TLS protocol*	**Yes*
73.	Do you have a policy in place to protect the exchange of target data or confidential information through email?	*Yes*
74.	Is confidential data transmitted through email encrypted?	*Yes*
75.	Is email relaying disabled on all email servers for unauthorized systems?	*Yes*
76.	Is an email filtering solution in place?	*Yes*
77.	Are logs generated for security relevant activities on network devices, operating systems, and applications?	*Yes*
78.	Is there a process document and maintained to review logs at regular intervals	*Yes*

	using a specific methodology to uncover potential incidents?	
79.	Do incidents and anomalous activity feed into the Incident Management process?	*Yes*
80.	Do application audit logs contain the following? May vary by application.	
	Event / Transaction Time	*Yes*
	Event / Transaction Type	*Yes*
	Event / Transaction Status	*Yes*
81.	Are audit logs stored on alternate systems?	*Yes*
82.	Do you protect audit logs against modification, deletion, and/or inappropriate access?	*Yes*
83.	Are UNIX Hardening Standards documented?	*Yes*
84.	Is file sharing restricted by group privileges?	*Yes*
85.	Is password shadowing enabled?	*No*
86.	Are approved security tools used to manage password files?	*Yes*
87.	Is the use of cron jobs limited via cron.allow and cron.deny?	*Yes*
88.	Are users required to 'su' or 'sudo' into root?	*Yes*
89.	Are UNIX servers periodically monitored for continued compliance to security requirements?	*Yes*
90.	Are Windows hardening standards documented?	*Yes*
91.	Are file and directory permissions strictly applied to groups?	*Yes*
92.	Are Windows servers periodically monitored for continued compliance to security requirements?	*Yes*
93.	Is the Job Entry Subsystem protected?	*Yes*
94.	Are job scheduling systems secured to control the submission of production jobs into the environment?	*Yes*
95.	Are Mainframe security controls documented?	*Yes*
96.	Are periodic checks performed to validate compliance with documented standards?	*Yes*
97.	Are user profiles created with the principle of least privilege?	*Yes*
98.	Are employees required to use an approved standard operating environment?	*Yes*
99.	Do applications that are not in the standard operating environment require an approval from security prior to implementation?	*Yes*
100.	Is confidential or sensitive data ever stored on PCs not managed by the company?	*No*
101.	Can PCs not managed by the company connect directly into the company network?	*No*
102.	Are laptop computers required to be physically locked when unattended?	*Yes*
103.	Are laptops required to be secured at all times when outside the organization's facilities?	*Yes*

104.	Is confidential or sensitive data (except for email) ever stored on remote mobile devices (such as Blackberry or Palm Pilots)? *Additional information: This activity is prohibited by policy.*	**No*
105.	Are these devices subject to the same requirements as workstations when applicable?	*Yes*
106.	Is an encryption policy in place? *Additional information: This policy provides direction for client specific requirements.*	**Yes*
107.	Is target data encrypted in storage / at rest within your organization? *Additional information: This capability is available and can be applied if applicable.*	**Yes*
108.	Do you allow the same key/certificate to be shared between production and non-production environments?	*No*

H. Access Controls

1.	Is an access control policy in place?	*Yes*
2.	Does the policy require that access controls are in place on all applications, operating systems, databases, and network devices to ensure that persons only have the minimal privileges they require?	*Yes*
3.	Is access to all systems and applications based on defined roles and responsibilities or job functions?	*Yes*
4.	Are all user IDs uniquely associated with a specific individual?	*Yes*
5.	Do users share user IDs?	*No*
6.	Does the company process for granting access include documentation of the Formal request?	*Yes*
7.	Does the company process for granting access include documentation of the of the Management approval?	*Yes*
8.	Are the documents for granting access logged or archived?	*Yes*
9.	Is a user's identity verified during the password re-set process?	*Yes*
10.	Is there a password standard in place? *Additional information: For non-legacy systems which can comply, password must be a minimum of eight characters in length, must contain both alphabetic and non-Alphabetic characters and contain at least one numeric and one "wild-card" character, password expires every 90 days, history usage of 8, 5 failed attempts and 30 minute duration of lockout.*	**Yes*
11.	Are passwords displayed when entered into a system?	*No*
12.	Are there formal processes in place to regularly review access to ensure that only those people with a need-to-know currently have access?	*Yes*
13.	Are user access rights reviewed on a predefined schedule?	*Yes*
14.	Are privileged user access rights reviewed on a predefined schedule?	*Yes*
15.	Are requirements in place specifying how long an inactive User ID can remain inactive before it is deleted or disabled?	*Yes*
16.	Is a policy in place to prohibit users from sharing passwords?	*Yes*

17.	Are users required to select strong passwords to access all systems holding, processing, or transporting target data?	*Yes*
18.	Are users required to lock their workstation before leaving it unattended?	*Yes*
19.	Are logon banners presented at Workstations?	*Yes*
20.	Are logon banners presented at the Production systems?	*Yes*
21.	Is there a standard inactivity set on workstations to initiate an automatic screen lock?	*Yes*
22.	Is there a standard termination set for inactivity on an interactive server session?	*Yes*
23.	Is a remote access solution present in the environment?	*Yes*
24.	Is a remote access policy in place?	*Yes*
25.	Are processes in place to ensure that connecting systems have current patch levels, anti-virus software, current virus signature files, personal firewall, supported operating system, anti-spyware software, supported hardware?	*Yes*
26.	Is multi-factor authentication required for remote access into the organization's network? *Additional information: This will be implemented as part of the Network Access Control Project which is scheduled for completion in 2010.*	**No*
27.	Is a virtual office policy in place?	*Yes*
28.	Does the virtual office policy address equipment security and protection of data? *Additional information: The policy references the information security policy which covers all environments for the employee.*	**No*
29.	Is the virtual office policy consistent with the organization's security policy?	*Yes*

I. Information Systems Acquisition Development and Maintenance

1.	Does the company have a documented Software Development Life Cycle (SDLC)?	*Yes*
2.	Is there a method to ensure data input into applications can be validated for accuracy?	*Yes*
3.	Is target data ever used in the test, development, or QA environments?	*Yes*
4.	Is test data containing sensitive information masked or obfuscated during the testing phase?	*Yes*
5.	Is test data containing sensitive information destroyed following the testing phase?	*Yes*
6.	Is the development/test system segregated from the production system?	*Yes*
7.	Are there documented access control procedures in place to protect source code and binaries?	*Yes*
8.	Do you segregate the following components for version management:	
	Code?	*Yes*
	Data?	*Yes*
	Environment? (e.g.: Production, Test, QA, etc.)	*Yes*

9.	Are policies and procedures in place that ensure modifications and essential changes to software packages are strictly controlled?	*Yes*
10.	Is a formal process in place to patch systems and applications?	*Yes*
11.	Is a process in place to test patches, service packs, and hot fixes prior to installation?	*Yes*
12.	Is a process in place to evaluate and prioritize vulnerabilities?	*Yes*
13.	Are systems and networks periodically assessed for vulnerabilities?	*Yes*
14.	Has an external companies perform a vulnerability assessment of the IT environment within the last year?	*Yes*
15.	Are regular penetration tests executed against web-based applications?	*Yes*
16.	Is a process in place to manage the use of threat and vulnerability assessment tools and the data they collect?	*Yes*

J. Information Security Incident Management

1.	Does the company have an Incident Management policy?	*Yes*
2.	Does the company have a formal information security Incident Response Program / Plan?	*Yes*
3.	Is there a documented process in place to report security incidents?	*Yes*
4.	Is there a documented process in place to report any observed or suspected security weaknesses?	*Yes*
5.	Is there a security incident response team with clearly defined and documented roles and responsibilities?	*Yes*
6.	Does the Incident Response Plan require the notification of impacted customers in the event of an incident?	*Yes*
7.	Is documentation maintained on previous incidents, outcomes and issues and their remediation?	*Yes*

K. Business Continuity Management

1.	Is there a designated individual or group responsible for oversight and administration of the business recovery/system recovery policy, plan, and program?	*Yes*
2.	Does senior management, an officer in the company or the board review the business recovery/system recovery plan(s)?	*Yes*
3.	Have the business recovery/system recovery plan(s) been reviewed within the past twelve months?	*Yes*
4.	Does the company have a written policy for business recovery and system recovery?	*Yes*
5.	Does the Business Recovery/System Recovery Policy require a risk assessment to be performed for processes?	*Yes*
6.	Does the Business Recovery/System Recovery Policy require Completion of a Business Impact Analysis? *Additional information: BIAs are completed as deemed necessary by senior management and assigned business sponsors.*	**Yes*

7.	Does the business recovery and system recovery plan(s) undergo a full scope test? *Additional information: The Mainframe systems complete a full scope test annually. In addition, our primary client facing application, SMARTworks and our corporate (Dayton) based systems are tested annually.*	**Yes*
8.	Does the business recovery and system recovery plan(s) undergo a partial scope test? *Additional information: This test is performed annually.*	**Yes*
9.	Are the business recovery and system recovery plan(s) tested after each major upgrade, change or modification to corporate infrastructure?	*No*
10.	Are the backup server/computer facility and the alternate business recovery facility provided internally? *Additional information: We utilize an industry leader in the Availability Services field. Our primary recovery facility is located 500 miles from Dayton, Ohio in Philadelphia, PA. If a regional disaster were to strike, causing this facility to be unavailable, our partner has locations strategically placed throughout the United States for us to use.*	**No*
11.	Do the recovery sites use a different power grid and telecommunications grid from those used by the primary site?	*Yes*
12.	Does the company have insurance coverage for business interruptions or general services interruption for covered losses?	*Yes*
13.	Are recovery time objectives defined for both business recovery and system recovery? *Additional information: In process, project scheduled for completion in fourth quarter 2010.*	**No*
14.	Is there a documented Crisis Management process?	*Yes*
15.	Is data for systems recovery backed up and stored off-site?	*Yes*
16.	Are critical records for the business stored off-site?	*Yes*
17.	Have you taken additional steps for pandemic preparedness and response beyond business continuity planning?	*Yes*
18.	Are you able to perform critical functions with a pro-longed absenteeism rate of up to 40%?	*Yes*
19.	Can employees utilize virtual technologies as a recovery solution during a pandemic?	*Yes*

L. Compliance

1.	Is your organization required to comply with Sarbanes Oxley?	*Yes*
2.	Is your organization required to comply with the US Patriot Act?	*Yes*
3.	Is your organization required to comply with the Commodities Future Tracing Commission (CFTC)? *Additional information: Does not apply to our line of business.*	**No*
4.	Is your organization required to comply with the HIPAA?	*Yes*
5.	Is your organization PCI DSS compliant?	*Yes*
7.	Within the last year, has there been an independent review of the company's security policies, standards, procedures, and guidelines?	*Yes*
8.	Has a network penetration test been conducted within the last year?	*Yes*
9.	Does the organization undergo a SAS 70 Type II examination at least annually? *Additional information: The American Institute of Certified Public Accountants (AICPA) states in The Statement of Audit Standards No. 70 (SAS 70) for Service Organizations that, "The report is intended solely for use by management of XYZ Organization, its customers, and the independent auditors of its customers. The authorized users of the report include only present users of the service organization and do not include potential users of the service organization." Therefore, in compliance with the AICPA, Standard Register does not provide copies of our SAS 70 of POD Services to future customers in response to a Request for Proposal or as a marketing tool. Standard Register has a procedure whereby an electronic copy of the SAS 70 of POD Services is supplied to current customers on written request.*	**Yes*

Appendix A...

Security Policies (Table of Contents)

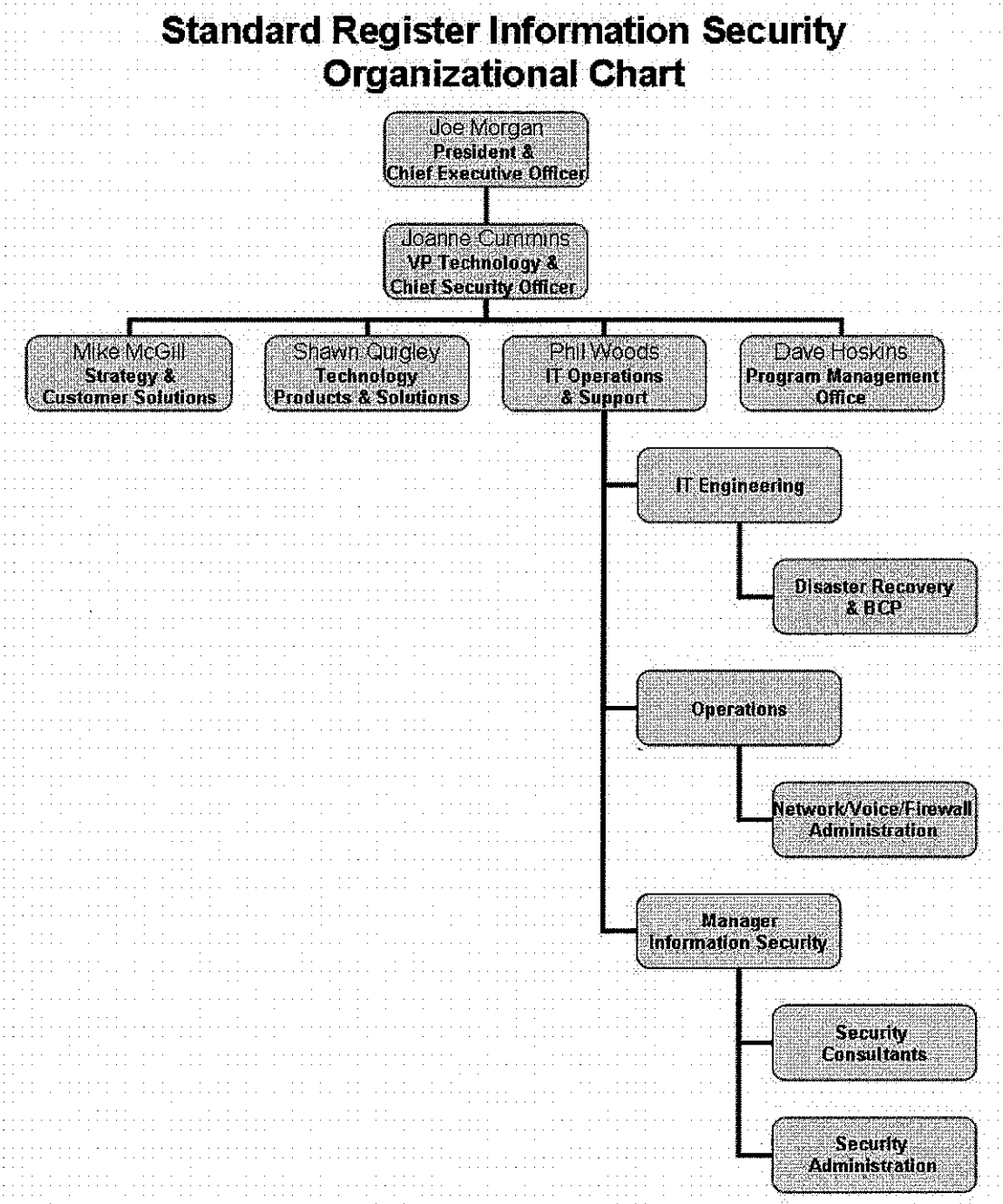
1. Executive Summary
2. Introduction
    a. Information and Information Systems as a critical business function
    b. Information Security supports Business Objectives
    c. Consistent compliance is essential for our success
        i. Compliance with Federal Regulations
        ii. Compliance with State Regulations
        iii. Compliance with Privacy Laws
        iv. Compliance with other Regulations (i.e. PCI, NASPO, etc)
    d. Team Effort Required
3. Information Security Responsibilities
    a. Information Owners
    b. Managers
    c. Information Custodians
    d. Information Users
    e. Information Security Department
    f. Other Departments (i.e. Internal Audit, HR, Physical Security, Legal, etc)
4. Information Sensitivity Classification
    a. Reasons for classification
        i. Publicly
        ii. Privately held (customer information/PII)
        iii. Internal Use Only
        iv. Confidential (need to know)
    b. Default Classification/Category
    c. Labeling of Information/Information Systems
    d. Information Handling Instructions (printing, copying, faxing, etc)
        i. Destruction of waste or copies
        ii. Faxing precautions
        iii. Printer Precautions
        iv. Copy Machine Precautions
5. Access Control
    a. Process/Creation
    b. Terminations/Disabling/Deactivation
    c. Unique User ID's
    d. Exceptions

6. Password Management
    a. Choosing Passwords
    b. Changing Passwords
    c. Protecting Passwords
    d. Best Practice
7. Privacy Policy
    a. Expectations of Privacy
    b. Collecting Information
    c. Storage of Information
    d. Third-Party Information Privacy and disclosure agreements
    e. Intellectual Property Rights
8. Acceptable Use Policy
    a. Internet
    b. Software
        i. Virus checking required
        ii. Network Access Control required
        iii. Host Based IPS required
        iv. Personal FW Required
    c. Data Transfer / Portable & Removable Media
    d. Email & IM
        i. Sharing and Forwarding of Information
        ii. Default Protection
        iii. Message Content / Harassing or Offensive Emails
        iv. Best Practices for Email Usage
    e. System Usage
    f. Network and Wireless Usage
        i. Establishing connectivity/access
        ii. Dial-Up access
        iii. Guest or Third-Party access
        iv. Contractor Access
        v. Acceptable Usage
    g. Personal Use of Information and Information Systems
    h. Change Control Policy
9. Encryption Policy
    a. Default Protection *not* provided
    b. When to use encryption
    c. Key Selection/Management
    d. Information Security Responsibility/oversight
10. Mobile Computing and Work at Home Policy
    a. Remote access and Authentication
    b. Location Independent
    c. Access Control / Encryption Package
    d. Handling of Sensitive Information
    e. Theft of Equipment
    f. Remote Office Security
    g. Travel Security Best Practices/Recommendations

11. Incident Response
    a. Reporting Problems, incidents or suspected security incidents
        i. What to report
        ii. How to report
    b. Responsibility to Report

Appendix B...

Information Technology and Security Organization



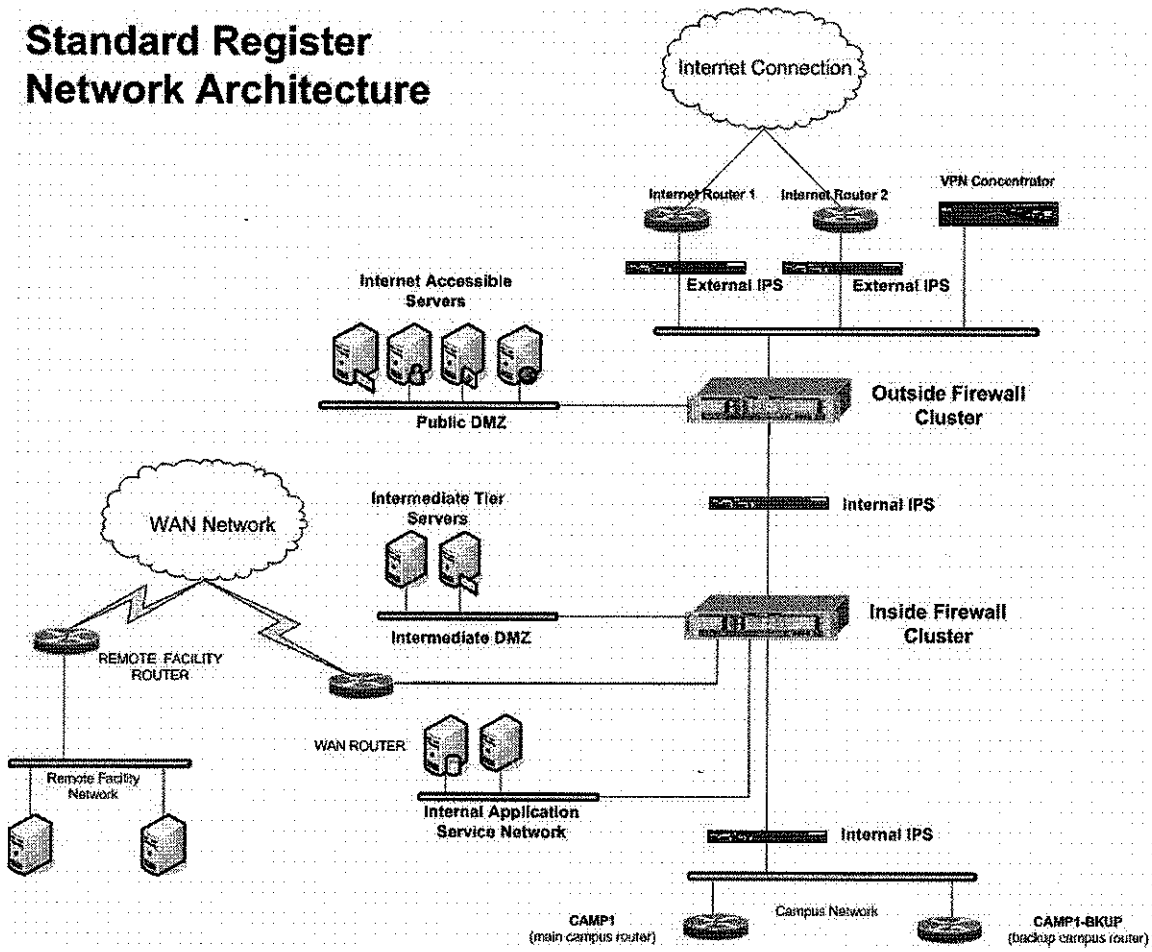
Appendix C...

Security Training – Lesson Objectives

- Identify why information security is so important today
- Select examples of incidents that compromise information security
- Recognize the information security objective compromised in a a given scenario
- Identify examples of employee behaviors that violate security policies
- Identify the information security mechanisms that should be In place in a given scenario
- Recognize how to use established information security policies

Appendix D...

Network configuration diagrams for internal and external networks



Appendix E...

Pandemic Statement

Standard Register strives to continuously improve its plan to provide service to customers during a variety of catastrophic events, whether they are man-made, natural disasters or health issues. In addition, Standard Register recognizes the risk and unique nature of a pandemic.

In fact, the company has a team that reviews our business continuation plans and accelerates our preparations for emerging threats and events, like a pandemic, that could disrupt normal business operations. This task force is chartered to enhance the company's capabilities already in place and is designed to respond to such risks. Standard Register's planning efforts also include participation from our Legal, Human Resources, Audit, Corporate Communications and Facilities organizations, whose collective planning efforts span areas ranging from disease prevention actions for SR associates, evaluation of our supply chain in the event of a catastrophic event, to reviewing and refining plans to provide alternative production and delivery processes for our customers, if necessary.

In the event a region of the country is impacted by a pandemic, Standard Register has considerable nationwide capability to continue production throughout other parts of the country. Facilities have the capacity to accept the additional production requirements and the infrastructure is designed to quickly move work from one location to another. Listed below is the table of contents for the pandemic plans to demonstrate the completeness of the plans.

TABLE OF CONTENTS

Standard Register Company

QUALITY MANAGEMENT SYSTEM

QUALITY MANUAL

Revision Date: 01/16/09
Revision Number: 12

Document ID: QMSR – Quality Manual Standard Register.
Uncontrolled document unless printed on blue color paper.

Title: Table of Contents	Prepared By: ISO Team	Approved By A. Jindal	Effective Date: 1/20/03	Page: 1 of 2
Section No. TOC	Date: 01-01-03	Date: 1/17/03	Revision Date: 01/16/09	Revision No. 12
Applicability: This section is applicable to all *Standard Register* operations.				

1 This index lists the QMS requirements that comply with the ISO 9001:2008 requirements.

Title: Scope	Prepared By: ISO Team	Approved By: A. Jindal	Effective Date: 1/20/03	Page: 1 of 2
Section No. 1	Date: 01-01-03	Date: 1/17/03	Revision Date: 01/16/09	Revision No. 12
Applicability: This section is applicable to all *Standard Register* operations.				

1.0 PURPOSE

This section establishes the basis of the Standard Register Quality Management System (QMS).

2.0 REFERENCE DOCUMENTS

2.1 ISO 9001:2008 Clause 1
2.2 Organization Structure QMSCR01

3.0 DEFINITIONS

3.1 See Section 3, Glossary.

4.0 QMS REQUIREMENTS

4.1 Scope (1.0)

Standard Register is a leading information management company dedicated to improving business performance through innovative documents and systems.

Standard Register provides business documents, electronic forms, pressure sensitive labels, intelligent printing and processing systems. Based in Dayton, Ohio, Standard Register maintains manufacturing locations and sales offices throughout the United States, Mexico and Canada. Internationally, the Company supports a network of licensed associates, dealers, and agents.

This Quality System Manual specifies the requirements by which the QMS demonstrates Standard Register's ability to:

- consistently provide product that meets customer and applicable regulatory requirements, and
- enhance customer satisfaction through the effective application of the QMS, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

5.0 RESPONSIBILITIES

The corporate organization structure as referenced (QMSCR01) shows the interrelations and authority of personnel who manage, execute, and verify work affecting the quality of products and services provided by Standard Register.

Personnel with assigned responsibilities have both the authority and responsibility to perform their functions in accordance with the Quality Manual. Managers may delegate duties associated with quality functions to qualified personnel under their direction but will still retain overall responsibility for those functions.

The CEO has the ultimate responsibility for the company's products. He is also responsible for setting the company's Quality Commitment. Vice Presidents, Directors, Managers, Supervisors, Facilitators, and team leaders are responsible for implementing the quality programs declared by the quality system and quality commitment. They, as well as all facility associates, are responsible for the quality of the products under their control.

Further responsibilities and authorities are defined in paragraph 5 of each section of this Quality System Manual.

6.0 RECORDS

None

Title: Normative Reference	Prepared By: ISO Team	Approved By: A. Jindal	Effective Date: 1/20/03	Page: 1 of 1
Section No. 2	Date: 01-01-03	Date: 1/17/03	Revision Date: 01/16/09	Revision No. 12
Applicability: This section is applicable to all *Standard Register* operations.				

1.0 PURPOSE

This section establishes Standard Register's Quality Management System (QMS) as the Normative Reference.

2.0 REFERENCE DOCUMENTS

2.1 ISO9001:2008

2.2 Quality System Manual Section 4

3.0 DEFINITIONS

3.1 See Section 3, Glossary.

4.0 QMS REQUIREMENTS

The Standard Register Quality System Manual contains the requirements and supporting documentation which demonstrates conformance to the ISO 9001:2008 QMS standard.

The Quality System Manual is a controlled document and acts as a normative document for the rest of the system.

Standard Register's QMS is established as defined in Reference 2.2.

5.0 RESPONSIBILITIES

Responsibilities and authorities are defined in paragraph 5 of each section of this Quality System Manual.

6.0 RECORDS

None.

Title: Glossary of Terms	Prepared By: ISO Team	Approved By: A. Jindal	Effective Date: 1/20/03	Page: 1 of 12
Section No. 3	Date: 01-01-03	Date: 1/17/03	Revision Date: 01/16/09	Revision No. 12
Applicability: This section is applicable to all *Standard Register* operations.				

1.0 PURPOSE

This section establishes definitions in conjunction with and beyond those contained in reference 2.2 below.

2.0 REFERENCE DOCUMENTS

2.1 ISO9001:2008

2.2 ISO9000:2005, QMS Fundamentals and vocabulary

AUDIT – Systematic, independent, and documented *process* for obtaining *audit evidence* and evaluating it objectively to determine the extent to which *audit criteria* are fulfilled

NOTE 1 Internal audits, sometimes called first-party audits, are conducted by, or on behalf of, the *organization* itself for management review and other internal purposes, and may form the basis for an organization's declaration of *conformity*. In many cases, particularly in smaller organizations, independence can be demonstrated by the freedom from responsibility for the activity being audited.

NOTE 2 External audits include those generally termed second- and third-party audits. Second-party audits are conducted by parties having an interest in the organization, such as *customers*, or by other persons on their behalf. Third-party audits are conducted by external, independent auditing organizations, such as those providing certification/registration of conformity to ISO 9001 or ISO 14001.

NOTE 3 When two or more *management systems* are audited together, this is termed a combined audit.

NOTE 4 When two or more auditing organizations cooperate to audit a single *auditee*, this is termed a joint audit.

[ISO 9000:2005 - 3.9.1].

AUDIT CRITERIA – Set of policies, *procedures,* or *requirements.* [ISO 9000:2005 - 3.9.3]

AUDIT CONCLUSION – Outcome of an *audit* provided by the *audit team* after consideration of the audit objectives and all *audit findings.* [ISO 9000:2005 - 3.9.6]

AUDIT EVIDENCE - *Records*, statements of fact, or other *information* which are relevant to the *audit criteria* and verifiable

NOTE Audit evidence can be qualitative or quantitative. [ISO 9000:2005 - 3.9.4]

AUDIT FINDING – Results of the evaluation of the collected *audit evidence* against *audit criteria.*

Note: Audit findings can indicate either *conformity* or *nonconformity* with audit criteria, or opportunities for improvement. [ISO 9000:2005 3.9.5]

AUDIT PROGRAM – Set of one or more *audits* planned for a specific time frame and directed towards a specific purpose.

NOTE An audit program includes all activities necessary for planning, organizing and conducting audits. [ISO 9000:2005 - 3.9.2]

AUDIT TEAM – One or more *auditors* conducting an *audit*, supported if needed by *technical experts.*

NOTE 1 Specific knowledge or expertise relates to the organization, the process or activity to be audited, or language or culture.

NOTE 2 A technical expert does not act as an auditor in the audit team.

[ISO 9000:2005 - 3.9.10]

AUDITEE – *Organization* being audited. [ISO 9000:2005 - 3.9.8]

AUDITOR – Person with the demonstrated personal attributes and *competence* to conduct an *audit.* [ISO 9000:2005 - 3.9.9]

CAPABILITY - Ability of an *organization*, *system*, or *process* to realize a *product* that will fulfill the *requirements* for that *product*

NOTE Process capability terms in the field of statistics are defined in ISO 3534-2.

[ISO 9000:2005 - 3.1.5]

CHARACTERISTIC – Distinguishing feature

NOTE 1 A characteristic can be inherent or assigned.

NOTE 2 A characteristic can be qualitative or quantitative.

NOTE 3 There are various classes of characteristic, such as the following:

- physical (e.g. mechanical, electrical, chemical or biological characteristics);

- sensory (e.g. related to smell, touch, taste, sight, hearing);
- behavioral (e.g. courtesy, honesty, veracity);
- temporal (e.g. punctuality, reliability, availability);
- ergonomic (e.g. physiological characteristic, or relayed to human safety);
- functional (e.g. maximum speed of an aircraft.

[ISO 9000:2005 - 3.5.1].

COMPETENCE – <audit> demonstrated personal attributes and demonstrated ability to apply knowledge and skills [ISO 9000:2005 – 3.9.14].

CLIENT – Organization or person that contracts for products or services.

CONCESSION – Permission to use or release a *product* that does not conform to specified *requirements* [ISO 9000:2005 - 3.6.11].

CONFORMITY – Fulfillment of a *requirement* [ISO 9000:2005 - 3.6.1].

CONTINUAL IMPROVEMENT – recurring activity to increase the ability to fulfill *requirements*

NOTE The *process* of establishing objectives and finding opportunities for improvement is a continual process through the use of *audit findings* and *audit conclusions*, analysis of data, management *reviews* or other means and generally leads to *corrective action* or *preventive action.*

[ISO 9000:2005 - 3.2.13]

CORRECTION – Action to eliminate a detected *nonconformity*

NOTE 1 A correction can be made in conjunction with a *corrective action.*

NOTE 2 A correction can be, for example, *rework* or *regrade.*

[ISO 9000:2005 - 3.6.6].

CORRECTIVE ACTION - Action to eliminate the cause of a detected *nonconformity* or other undesirable situation

NOTE 1 There can be more than one cause for a nonconformity.

NOTE 2 Corrective action is taken to prevent recurrence whereas *preventive action* is taken to prevent occurrence.

NOTE 3 There is a distinction between *correction* and corrective action.

[ISO 9000:2005 - 3.6.5].

CUSTOMER – *Organization* or person that receives a *product*

EXAMPLE Consumer, client, end-user, retailer, beneficiary and purchaser.

NOTE A customer can be internal or external to the organization.

[ISO 9000:2005 - 3.3.5].

CUSTOMER SATISFACTION – Customer's perception of the degree to which the customer's *requirements* have been fulfilled

NOTE 1 Customer complaints are a common indicator of low customer satisfaction but their absence does not necessarily imply high customer satisfaction.

NOTE 2 Even when customer requirements have been agreed with the customer and fulfilled, this does not necessarily ensure high customer satisfaction.

[ISO 9000:2005 - 3.1.4].

DEFECT - Non-fulfillment of a *requirement* related to an intended or specified use

NOTE 1 The distinction between defect and *nonconformity* is important as it has legal connotations, particularly those associated with product liability issues. Consequently, the term "defect" should be used with extreme caution.

NOTE 2 The intended use as intended by the *customer* can be affected by the nature of the information, such as operating or maintenance instructions, provided by the *supplier*.

[ISO 9000:2005 - 3.6.3].

DESIGN AND DEVELOPMENT – Set of *processes* that transforms *requirements* into specified *characteristics* or into the *specification* of a *product*, *process*, or *system*

NOTE 1 The terms "design" and "development" are sometimes used synonymously and sometimes used to define different stages of the overall design and development process.

NOTE 2 A qualifier can be applied to indicate the nature of what is being designed and developed (e.g. product design and development or process design and development).

[ISO 9000:2005 - 3.4.4].

DEVIATION PERMIT- Permission to depart from the originally specified *requirements* of a *product* prior to realization

NOTE A deviation permit is generally given for a limited quantity of product or period of time, and for a specific use.

[ISO 9000:2005 - 3.6.12].

DOCUMENT – *Information* and its supporting medium

EXAMPLE *Record*, *specification*, procedure document, drawing, report, standard.

NOTE 1 The medium can be paper, magnetic, electronic or optical computer disc, photograph or master sample, or a combination thereof.

NOTE 2 A set of documents, for example specifications and records, is frequently called "documentation."

NOTE 3 Some *requirements* (e.g. the requirement to be readable) relate to all types of documents, however there can be different requirements for specifications (e.g. the requirement to be revision controlled) and records (e.g. the requirement to be retrievable).

[ISO 9000:2005 - 3.7.2].

EFFECTIVENESS - Extent to which planned activities are realized and planned results are achieved [ISO 9000:2005 - 3.2.14].

FOLLOW-UP AUDIT - A special audit performed to verify that corrective action has been implemented as scheduled and that the action was effective in preventing or minimizing recurrence.

INDEPENDENCE - Freedom from bias and external influence; provides for objectivity and impartiality.

INFORMATION - Meaningful data [ISO 9000:2005 - 3.7.1].

INFRASTRUCTURE - <organization> System of facilities, equipment, and services needed for the operation of an *organization* [ISO 9000:2005 - 3.3.3].

INSPECTION – Conformity evaluation by observation and judgment accompanied, as appropriate by measurement, testing, or gauging [ISO 9000:2005 - 3.8.2].

INSPECTION RECORD - Document stating results (data) concerning inspection activities.

LEAD AUDITOR - The individual who manages the *audit team* during an *audit*.

MANAGEMENT SYSTEM – *system* to establish policy and objectives and to achieve those objectives [ISO 9000:2005 - 3.2.2].

MEASUREMENT MANAGEMENT SYSTEM – Set of interrelated or interacting elements necessary to achieve *metrological confirmation* and continual control of measurement processes [ISO 9000:2005 - 3.10.1].

MEASUREMENT PROCESS – Set of operations to determine the value of a quantity [ISO 9000:2005 - 3.10.2].

METROLOGICAL CONFIRMATION – Set of operations required to ensure that *measuring equipment* conforms to the *requirements* for its intended use.

NOTE 1 Metrological confirmation generally includes calibration or *verification*, any necessary adjustment or *repair*, and subsequent recalibration, comparison with the metrological requirements for the intended use of the equipment, as well as any required sealing and labeling.

NOTE 2 Metrological confirmation is not achieved until and unless the fitness of the measuring equipment for the intended use has been demonstrated and documented.

NOTE 3 The requirements for intended use include such considerations as range, resolution and maximum permissible errors.

NOTE 4 Metrological requirements are usually distinct from, and are not specified in, product requirements.

[ISO 9000:2005 - 3.10.3].

MEASURING EQUIPMENT – Measuring instrument, software, measurement standard, reference material, or auxiliary apparatus or combination thereof necessary to realize a *measurement process* [ISO 9000:2005 - 3.10.4].

NONCONFORMITY – Non-fulfillment of a *requirement* [ISO 9000:2005 3.6.2].

OBJECTIVE EVIDENCE – Data supporting the existence or verity of something

NOTE Objective evidence may be obtained through observation, measurement, test, or other means.

[ISO 9000:2005 - 3.8.1]

OBSERVATION – A concern or weakness detected in an element in the management system, but not a nonconformance; a condition that may become a nonconformance if not addressed; an opportunity for improvement.

OPENING MEETING – The introductory meeting between the auditor(s) and the auditee's representative, during which the overview of the planned audit is presented.

ORGANIZATION – Group of people and facilities with an arrangement of responsibilities, authorities, and relationships

EXAMPLE Company, corporation, firm, enterprise, institution, charity, sole trader, association, or parts or combination thereof.

NOTE 1 The arrangement is generally orderly.

NOTE 2 An organization can be public or private.

NOTE 3 This definition is valid for the purposes of *quality management system* standards. The term "organization" is defined differently in ISO/IEC Guide 2.

[ISO 9000:2005 - 3.3.1].

ORGANIZATIONAL STRUCTURE – Arrangement of responsibilities, authorities, and relationships between people

NOTE 1 The arrangement is generally orderly.

NOTE 2 A formal expression of the organizational structure is often provided in a *quality manual* or a quality plan for a *project*.

NOTE 3 The scope of an organizational structure can include relevant interfaces to external *organizations*.

[ISO 9000:2005 - 3.3.2].

PREVENTIVE ACTION – Action to eliminate the cause of a potential *nonconformity* or other undesirable potential situation

NOTE 1 There can be more than one cause for a potential nonconformity.

NOTE 2 Preventive action is taken to prevent occurrence, whereas *corrective action* is taken to prevent recurrence.

[ISO 9000:2005 - 3.6.4].

PROCEDURE - Specified way to carry out an activity or *process*

NOTE 1 Procedures can be documented or not.

NOTE 2 When a procedure is documented, the term "written procedure" or "documented procedure" is frequently used. The *document* that contains a procedure can be called a "procedure document."

[ISO 9000:2005 - 3.4.5].

PROCESS – Set of interrelated or interacting activities which transform inputs into outputs.

NOTE 1 Inputs to a process are generally outputs from other processes.

NOTE 2 Processes in an *organization* are generally planned and carried out under controlled conditions to add value.

NOTE 3 A process where the *conformity* of the resulting *product* cannot be readily or economically verified is frequently referred to as a "special process"

[ISO 9000:2005 - 3.4.1].

PROCESS IMPROVEMENT OPPORTUNITY –Specific Term: Opportunity to make adjustments to the QMS as a result of analysis of root cause of nonconformities in the system or in an attempt to prevent a nonconformity in the QMS.

PRODUCT – result of a process

NOTE 1 There are four generic product categories, as follows:

- services (e.g. transport)
- software (e.g. computer program, dictionary)
- hardware (e.g. engine mechanical part)
- processed materials (e.g. lubricant)

Many products comprise elements belonging to different generic product categories. Whether the product is then called service, software, hardware or process materials depends on the dominant element. For example, the offered product "automobile" consists of hardware (e.g. tires), processed materials (e.g. fuel, cooling liquid), software, (e.g. engine control software, driver's manual) and service (e.g. operating explanations given by the salesman.)

NOTE 2 Service is the result of at least one activity necessarily perform at the interface between *supplier* and *customer* and is generally intangible. Provision of a service can involve, for example, the following:

- Activity performed an a customer-supplied tangible product (e.g. automobile to be repaired);
- An activity performed on a customer-supplied intangible product (e.g. the income statement needed to prepare a tax return);
- The delivery of an intangible product (e.g. the delivery of information in the context of knowledge transmission);
- The creation of ambience for the customer (e.g. hotels and restaurants).

Software consists of information and is generally intangible and can be in the form of approaches, transactions or *procedures*.

Hardware is generally tangible and its amount is a countable *characteristic*. Processed materials are generally tangible and their amount is a continuous characteristic. Hardware and processed materials often are referred to as goods.

NOTE 3 *Quality assurance* is mainly focused on intended product.

[ISO 9000: 2005 - 3.4.2]

QUALITY – Degree to which a set of inherent *characteristics* fulfills *requirements*

NOTE 1 The term "quality" can be used with adjectives such as poor, good or excellent.
NOTE 2 "Inherent", as opposed to "assigned", means existing in something, especially as a permanent characteristic.

[ISO 9000: 2005 - 3.1.1].

QUALITY ASSURANCE – Part of *quality management* focused on providing confidence that quality *requirements* will be fulfilled [ISO 9000:2005 - 3.2.11].

QUALITY CONTROL – Part of *quality management* focused on fulfilling quality *requirements* [ISO 9000:2005 - 3.2.10].

QUALITY COMMITMENT (POLICY) - The overall intentions and direction of an *organization* related to *quality* as formally expressed by *top management* [ISO 9000:2005 - 3.2.4].

QUALITY IMPROVEMENT – Part of *quality management* focused on increasing the ability to fulfill quality *requirements*

NOTE The requirements can be related to any aspect such as *effectiveness*, *efficiency* or *traceability*.

[ISO 9000:2005 - 3.2.12].

QUALITY MANAGEMENT SYSTEM (QMS) – A *management system* to direct and control an *organization* with regard to *quality* [ISO 9000:2005 - 3.2.3].

QUALITY MANUAL (QM) - *Document* specifying the *quality management system* of an *organization*

NOTE Quality manuals can vary in detail and format to suit the size and complexity of an individual organization.

[ISO 9000:2005 - 3.7.4].

QUALITY OBJECTIVE - Something sought, or aimed for, related to quality

NOTE 1 Quality objectives are generally based on the organization's *quality commitment*.

NOTE 2 Quality objectives are generally specified for relevant functions and levels in the *organization*.

[ISO 9000:2005 – 3.2.5].

QUALITY PLAN - *Document* specifying which *procedures* and associated resources shall be

applied by whom and when to a specific *project*, *product*, *process,* or contract

NOTE 1 These procedures generally include those referring to quality management processes and to product realization processes.

NOTE 2 A quality plan often makes reference to parts of the *quality manual* or to procedure documents.

NOTE 3 A quality plan is generally one of the results of *quality planning.*

[ISO 9000:2005 - 3.7.5].

QUALITY PLANNING – Part of *quality management* focused on setting *quality objectives* and specifying necessary operational *processes* and related *resources* to fulfill the *quality objectives*

NOTE Establishing *quality plans* can be part of quality planning.

[ISO 9000:2005 - 3.2.9].

RECORD - *Document* stating results achieved or providing evidence of activities performed

NOTE 1 Records can be used, for example, to document *traceability* and to provide evidence of *verification*, *preventive action* and *corrective action.*

NOTE 2 Generally records need not be under revision control.

[ISO 9000:2005 - 3.7.6].

RELEASE - Permission to proceed to the next stage of a process

NOTE In English, in the context of computer software, the term "release" is frequently used to refer to a version of the software itself.

[ISO 9000:2005 - 3.6.13].

REQUIREMENT - Need or expectation that is stated, generally implied, or obligatory

NOTE 1 "Generally implied" means that it is custom or common practice for the organization, its customers and other interested parties, that the need or expectation under consideration is implied.

NOTE 2 A qualifier can be used to denote a specific type of requirement, e.g. product requirement, quality management requirement, customer requirement.

NOTE 3 A specific requirement is one that is stated, for example in a *document.*

NOTE 4 Requirements can be generated by different *interested parties*.

NOTE 5 This definition differs from that provided in 3.12.1 of ISO/IEC Directives , Part 2:2004

[ISO 9000:2005 - 3.1.2].

RESOURCES - People, time, money, buildings, equipment, and support activities, as necessary, that may be applied to a specific project, product, process, and/or contract in order to fulfill *requirements*.

REVIEW – Activity undertaken to determine the suitability, adequacy, and *effectiveness* of the subject matter to achieve established objectives

NOTE Review can also include the determination of *efficiency*.

EXAMPLE Management review, design and development review, review of customer requirements and nonconformity review.

[ISO 9000:2005 - 3.8.7].

ROOT CAUSE - The fundamental deficiency that results in a nonconformance that must be eliminated through corrective action to prevent recurrence of the same or similar nonconformance.

ROOT CAUSE ANALYSIS - Investigation to determine the fundamental deficiency that resulted in a nonconformity.

SERVICE – See *product* [ISO 9000:2005 - 3.4.2 Note 2].

SPECIFICATION – *Document* stating *requirements*

NOTE A specification can be related to activities (e.g. procedure document, process specification and test specification), or *products* (e.g. product specification, performance specification and drawing).

[ISO 9000:2005 - 3.7.3].

SUPPLIER – *Organization* or person that provides a *product*

EXAMPLE Producer, distributor, retailer or vendor of a product, or provider of a service or information.

NOTE 1 A supplier can be internal or external to the organization.

NOTE 2 In a contractual situation, a supplier is sometimes called "contractor".

[ISO 9000:2005 - 3.3.6].

SYSTEM - Set of interrelated or interacting elements [ISO 9000:2005 - 3.2.1]

TEST – Determination of one or more *characteristics* according to a *procedure* [ISO 9000:2005 - 3.8.3].

TOP MANAGEMENT – Person or group of people who directs and controls an *organization* at the highest level [ISO 9000:2005 - 3.2.7].

TRACEABILITY - Ability to trace the history, application, or location of that which is under consideration

NOTE 1 When considering product, traceability can relate to

- the origin of materials and parts
- the processing history, and
- the distribution and location of the product after delivery.

NOTE 2 In the field of metrology the definition in VMI:1993, 6.10, is the accepted definition.

[ISO 9000:2005 - 3.5.4].

VALIDATION – Confirmation, through the provision of *objective evidence*, that the *requirements* for a specific intended use or application have been fulfilled

NOTE 1 The term "validated" is used to designate the corresponding status.

NOTE 2 The conditions for validation can be real or simulated.

[ISO 9000:2005 - 3.8.5].

VERIFICATION – Confirmation, through the provision of *objective evidence*, that specified *requirements* have been fulfilled

NOTE 1 The term "verified" is used to designate the corresponding status.

NOTE 2 Confirmation can comprise activities such as

- performing alternative calculations,
- comparing a new design *specification* with a similar proven design specification,
- undertaking *tests* and demonstrations, and
- reviewing documents prior to issue.

[ISO 9000:2005 - 3.8.4].

WORK ENVIRONMENT - Set of conditions under which work is performed

Note: Conditions include physical, social, psychological and environmental factors (temperature, recognition schemes, ergonomics and atmospheric composition [ISO 9000:2005 - 3.3.4].

Title: Quality Management System	Prepared By: ISO Team	Approved By: A. Jindal	Effective Date: 1/20/03	Page: 1 of 6
Section No. 4	Date: 01-01-03	Date: 1/17/03	Revision Date: 01/16/09	Revision No. 12
Applicability: This section is applicable to all *Standard Register* operations.				

1.0 PURPOSE

This section establishes the requirements for Standard Register's Quality Management System (QMS).

2.0 REFERENCE DOCUMENTS

2.1 ISO 9001:2008 Clause 4

2.2 Quality System Manual Section 6,

2.3 Quality Procedure 402, Quality System Document Control

2.4 Quality Procedure 403, Quality Record Management

2.5 Quality System Manual Section 5, paragraph 4.3

2.6 Quality System Manual Section 5, paragraph 4.4

3.0 DEFINITIONS

3.1 See Section 3, Glossary.

4.0 QMS REQUIREMENTS

4.1 Quality Management System - General (4.1)

Standard Register has established documented, and implemented a Quality Management System and continually improves its effectiveness in accordance with the requirements of the ISO 9001:2008 Standard.

Standard Register maintains its Quality Management System by:

a) determining the processes needed for its QMS and their application throughout the organization,

b) determining the sequence and interaction of these processes,

c) determining the criteria and methods needed to ensure that both the operation and control of these processes are effective,

d) ensuring the availability of resources, Section 6 of Quality System Manual, and information necessary to support the operation and monitoring of these processes,

e) monitoring, measuring where applicable, and analyzing these processes, and

f) implementing actions necessary to achieve planned results and continual improvement of these processes.

Standard Register manages the QMS processes in accordance with the requirements of the ISO 9001:2008 Standard.

Standard Register will ensure control over outsourced processes that affect product conformity to requirements. The type and extent of control applied to these outsourced processes are defined within the quality management system.

4.2 Documentation Requirements – General (4.2.1)

The Standard Register QMS documentation includes:

a) documented statements of a quality commitment , per Section 5, 4.3 of Quality System Manual, and quality objectives, per Section 5, 4.4 of Quality System Manual,

b) this Quality System Manual (see paragraph 4.3 below),

c) documented procedures and records referenced within each Section of this Manual, where required by the ISO 9001:2008 Standard,

d) documents, including records, determined by Standard Register to be necessary to ensure the effective planning, operation and control of its processes.

4.3 Quality Manual (4.2.2)

The Quality System Manual provides an overall description of the scope of the Quality Management System, the general quality policies, quality objectives and documented procedures (referenced by this manual), and a description of the interaction between the processes of the Quality Management System (QMS). The Quality System Manual is subject to internal and external controlled distribution.

Standard Register has established and maintains this Quality Manual that includes:

a) the scope of the QMS as defined in Section 1 as it applies to Standard Register's product(s) and service(s).

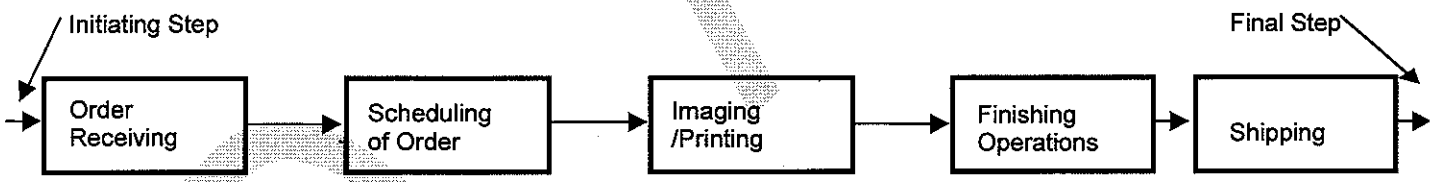
The justification(s) for exclusion(s) claimed under Clause 1.2 of the ISO 9001:2008 Standard is/are detailed below:

1) Standard Register customers provide the design for their products. Standard Register then designs the process to make the customer's design manufacturable, therefore the requirements of Clause 7.3 are excluded.

b) inclusion or reference to the documented procedures established for the QMS, and

c) a description of the interactions between the processes of the QMS (see below).

This diagram represents the overall high-level process



4.4 Control of Documents (4.2.3)

Corporate Management Representative maintains the Quality Manual (QMSR). A Procedure for Document and Data Control defines the control of all documents that are necessary to ensure adequate control of our operations. This procedure ensures

a) approval of documents for adequacy prior to issue,

b) review and update as necessary and re-approval of documents,

c) ensuring changes and the current revision status of documents are identified,

d) ensuring that relevant versions of applicable documents are available at

points of use,

e) ensuring that documents remain legible and readily identifiable,

f) ensuring that documents of external origin determined by Standard Register to be necessary for planning and operation of the quality management system are identified and their distribution controlled, and

g) preventing the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

A Master List of documents is maintained at each facility to identify the current revision of documents in order to control the issuance and revision status of the documents.

4.5 Control of Records (4.2.4)

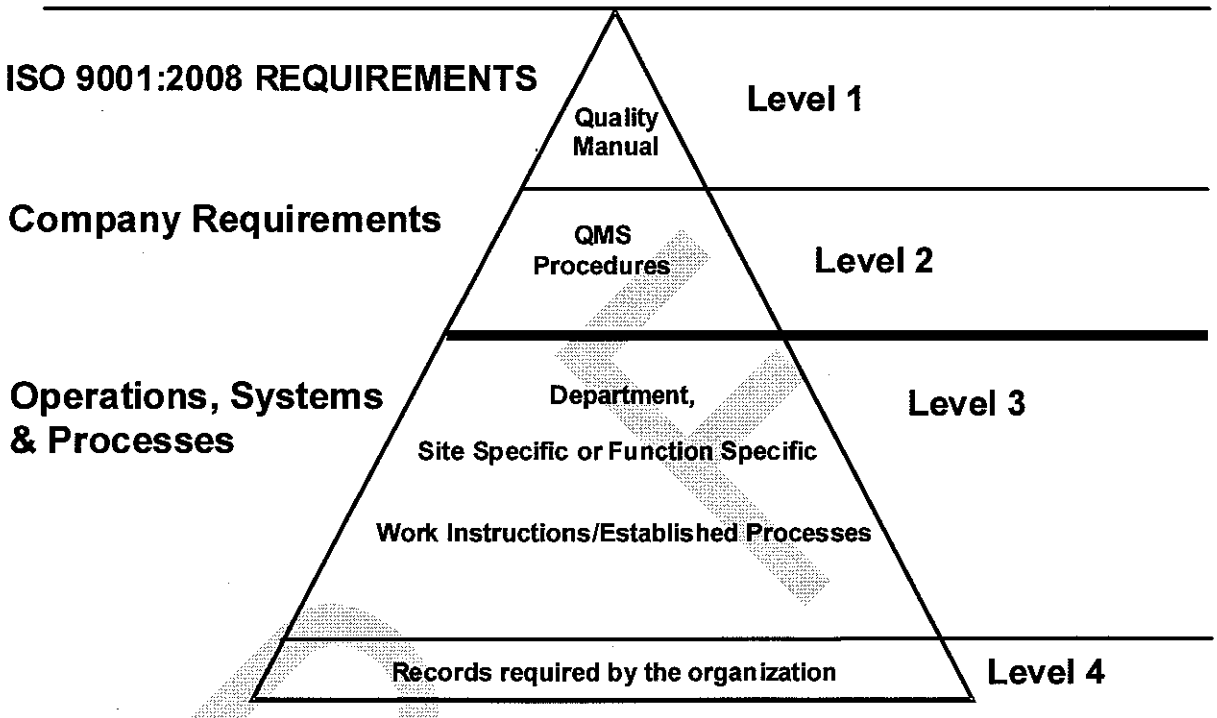
Records established to provide evidence of conformity to requirements and of the effective operation of the QMS are controlled.

A Procedure for Quality Record Management defines the controls needed for the identification, storage, protection, retrieval, retention time, and disposition of records.

4.5.1 Documentation Structure

The diagram below outlines the structure of Standard Register's QMS:

The Levels of documentation and instructions include:



Level 1 – Quality System Manual: A description of Standard Register's method of establishing, implementing, and maintaining a Quality Management System that meets the requirements of the ISO 9001:2008 Standard. Quality Manual is managed at the Corporate level.

Level 2 – Quality System Procedures: Procedures which describe the overall activities corresponding to the major sections of this Quality System Manual. Quality procedures are managed at the Corporate level

Level 3 – Work Instructions: These provide details on how particular tasks are to be performed, where the absence of the instructions would adversely affect quality. Work Instructions are specific to each facility. Two types of work instructions are used:

- System Related Instructions - These supplement our procedures by giving detailed instructions on how to carry out the controls, inspections, or tests, or how to process materials or documents.
- Order Related Instructions - These include drawings, production order

jackets, material lists, special inspection, tests, processing or packaging instructions that translate the requirements of the order into working documents

Level 4 – Records: Records are used to provide evidence to ensure that the Quality System has been correctly implemented and that the specified quality was achieved.

5.0 RESPONSIBILITIES

The manager of each department is responsible for ensuring that issues of appropriate documents in their area are available for use, pertinent, and periodically reviewed for removal of all obsolete issues.

The establishment of the Standard Register Quality Management System is the responsibility of Top Management.

6.0 RECORDS

The control of quality records is stated in a Procedure for Quality Record Management.

Additional record requirements are contained in each respective procedure as well as their retention requirements.

Title: Management Responsibility	Prepared By: ISO Team	Approved By: A. Jindal	Effective Date: 1/20/03	Page: 1 of 6
Section No. 5	Date: 01-01-03	Date: 1/17/03	Revision Date: 01/16/09	Revision No. 12
Applicability: This section is applicable to all *Standard Register* operations.				

1.0 PURPOSE

This section establishes top management's responsibilities with regard to the continual improvement of Standard Register's Quality Management System and the enhancement of customer satisfaction.

2.0 REFERENCE DOCUMENTS

2.1 ISO 9001:2008 Clause 5

2.2 Quality System Manual Section 6

2.3 Quality System Manual Section 7, paragraph 4.2

2.4 Quality System Manual Section 8, paragraph 4.2

2.5 Quality System Manual Section 7, paragraph 4.1(a)

2.6 Quality System Manual Section 4, paragraph 4.1

2.7 Quality Procedure 403, Control of Records

2.8 Quality Procedure 502, Management Review

3.0 DEFINITIONS

3.1 See Section 3, Glossary.

4.0 QMS REQUIREMENTS

4.1 Management Commitment (5.1)

Top management provides evidence of its commitment to the development and implementation of the QMS, and to continually improving the effectiveness of the QMS, by

a) communicating to all Standard Register associates the importance of meeting customer as well as statutory and regulatory requirements,

b) establishing the quality commitment (see paragraph 4.3 below) and ensuring that this commitment is understood by all Standard Register associates,

c) ensuring that the quality objectives are established (see paragraph 4.4 below)

d) conducting management reviews, (see paragraph 4.9 below), and

e) ensuring the availability of resources, per Section 6, Quality System Manual.

4.2 Customer Focus (5.2)

Top management ensures that customer requirements are determined, per Section 7, 4.2 Quality System Manual. These requirements are met with the aim of enhancing the satisfaction of our customer per Section 8, 4.2 Quality System Manual

4.3 Quality Commitment (5.3)

This Quality System Manual is issued to describe the quality system employed by Standard Register. Top Management of Standard Register ensures that the Quality Commitment

a) is appropriate to the purpose of the organization,

b) includes a commitment to comply with requirements and continually improve the effectiveness of the QMS,

c) provides a framework for establishing and reviewing quality objectives,

d) is communicated and understood within the organization, and

e) is reviewed for continuing suitability.

4.3.1 The following is the Quality Commitment adopted by Standard Register:

- Standard Register is committed to quality and customer service.
- Our goal is to consistently meet or exceed the quality and service expectations of our customers.
- We strive for defect free products and services on time and require the same from our suppliers.
- Every associate is responsible for continual improvement.

4.3.2 Quality Commitment Implementation

The ways in which Standard Register's quality commitment is implemented include:

a) an integral part of our business model,

b) review of the Quality Management System by top management,

c) providing a framework for establishing and reviewing objectives,

d) audits of the Quality Management System,

e) the organization, responsibility, and interfaces of various functions being defined and documented,

f) our associates possessing sound skills in their own areas of responsibility and being offered the opportunity for the necessary training to ensure that they are capable to achieve quality in the work they perform.

4.4 Quality Objectives (5.4.1)

Standard Register's top management has adopted Balanced Scorecard framework to ensure that business/quality objectives, including those needed to meet work related requirements and in support of the organizational objectives are established at relevant functions and levels within the organization. These objectives are measurable and support the quality commitment stated above.

The overall quality objectives are divided into four perspectives as follows:

a) Financial Management: Higher shareholder returns

b) Customer Management: Customer loyalty as a paramount goal

c) Process Management: Continual improvement of our internal processes.

d) Learning & Growth: Great place to work for our associates. Create and maintain a work environment for our associates that encourages innovative thinking, leadership, decision making, and a commitment to continual improvement

4.5 Quality Management System Planning (5.4.2)

Standard Register's top management ensures that:

a) the planning of the QMS is carried out in order to meet the requirements given per Section 4, 4.1 Quality System Manual, as well as the quality

objectives listed above, and

b) the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

4.5.1 Plan Development

Standard Register's Quality Manual, Quality Procedures, and Work Instructions define how the requirements for quality will be met and constitute our quality plans. Standard Register may prepare quality plans for specific contracts defining how objectives for quality will be met.

4.6 Responsibility and Authority (5.5.1)

Top management within Standard Register defines and communicates the responsibilities and authorities of all associates within the organization. Organizational relationships within the company are described in the organizational charts. Specific responsibilities and authorities for such activity affecting quality are defined in the respective job description and in paragraph 5 of each Quality System Manual Section and in each Quality System Procedure.

4.7 Management Representative (5.5.2)

Top management at each location, including the corporate office, shall designate a member of the location's management who, irrespective of other responsibilities, has the authority and responsibility for:

a) ensuring that processes needed for the quality management system are established, implemented and maintained in each of the locations,

b) reporting to top management on the performance of the quality management system and any need for improvement, and

c) ensuring the promotion of awareness of customer requirements throughout Standard Register.

4.8 Internal Communication (5.5.3)

Top management ensures that appropriate communication processes are established within the organization. These processes ensure that communication takes place regarding the effectiveness of the QMS.

4.9 Management Review – General (5.6.1)

Management Review of the QMS at each facility and corporate shall be conducted at least annually to ensure its continuing suitability, adequacy and effectiveness. The review process is documented in a Quality System Procedure for Management Review and shall address the following agenda items:

a) Assess opportunities for improvement and the need for changes to the QMS,

b) Assess opportunities for improvement and the need for changes to the quality commitment and quality objectives.

c) Assess future customer requirements to ensure that the QMS will remain suitable and effective.

Records from these reviews are maintained per a Quality System Procedure for Control of Records (see paragraph 6.0 below).

Top management periodically reviews Standard Register's Balanced Scorecard as part of the Performance Management process to ensure its continuing suitability, adequacy, and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality commitment and quality objectives.

4.10 Review Input (5.6.2)

Inputs to the management review include information on

- Results of audits,
- Customer feedback,
- Process performance and product conformity,
- Status of preventive and corrective actions,
- Follow-up actions from previous management reviews,
- Changes that could effect the quality management system, and
- Recommendations for improvement.

4.11 Review Output (5.6.3)

The outputs from the review include all decisions and actions related to

a) Improvement of the effectiveness of the QMS and its processes,

b) Improvement of product related to customer requirements, and

c) Resource needs.

5.0 RESPONSIBILITIES

It is the responsibility of top management to ensure customer focus and internal communication throughout the organization.

- The local management representative is responsible for chairing the QMS management review meeting. In some facilities the Quality Assurance Manager may be responsible for chairing the QMS management review meeting.
- The facility Management Representative is also responsible for reporting the QMS performance to facility management and, where appropriate, the Corporate Management Representative for review purposes and as a basis for improvement of the QMS.
- The Corporate Management Representative is responsible for reporting the QMS performance to the leadership team for review and improvement purposes.
- Top management is responsible for reviewing the QMS and to ensure its continuing suitability, adequacy, and effectiveness.
- QMS planning is the responsibility of top management.

6.0 RECORDS

Records of management reviews are maintained by management representative in accordance with a Quality System Procedure Control of Records and include Minutes of Management Review meetings, which include actions, follow-up, and effectiveness of the results of the management reviews.

4.18 Customer Property (7.5.4)

Standard Register exercises care with customer-supplied Product to ensure that all products supplied by our customers that will be incorporated into our final products are verified against specified requirements, identified, and maintained in appropriate storage until required use. If any customer-supplied Product is lost, damaged or otherwise found to be unsuitable for use, Standard Register reports this to the customer and maintains records. Verification of customer-supplied product does not absolve the customer from the responsibility to provide acceptable product.

4.19 Preservation of Product (7.5.5)

Standard Register preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation includes identification, handling, packaging, storage, and protection of all tangible aspects of our product.

Handling: Appropriate means and methods of handling materials and products are used to minimize internal loss due to damage. Training is provided on the correct use of equipment used in transporting materials and products.

Storage: Materials and products are stored in a manner that prevents damage or deterioration. Proper identification is required of all materials and products put into or released from storage. The condition of stored materials and products is assessed at intervals to minimize loss due to damage or deterioration.

Packaging: Materials and products are packaged in a manner that allows for clear identification and sufficient protection from damage. Finished products are packaged according to customer specifications when provided.

Preservation: Suitable methods are used to segregate and preserve materials and products controlled within Standard Register facilities as needed.

Delivery: Finished products are protected after being manufactured to ensure continued conformance to quality specifications. When specified in the contract, protection may include shipping and final delivery to the customer. Finished products are delivered according to customer specifications when provided.

4.20 Control of Monitoring and Measuring Equipment (7.6)

Standard Register determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements. Standard Register establishes processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment is

a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards. Where no such standards exist, the basis used for calibration or verification is recorded;

b) adjusted or re-adjusted as necessary;

c) identified in order to determine its calibration status;

d) safeguarded from adjustments that would invalidate the measurement result;

e) protected from damage and deterioration during handling, maintenance, and storage.

Equipment out of calibration or overdue is precluded from use as per procedures. Appropriate actions are taken as per procedures to assess the impact of validity of any previous measurements taken and to prevent use of the measuring device until it is recalibrated.

Records of the results of calibration and verification are maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed prior to initial use and reconfirmed as necessary.

5.0 RESPONSIBILITIES

Procurement group at each facility has the responsibility for the Purchasing Process. Each facility purchasing group along with corporate purchasing group is responsible for supplier evaluation and management.

Planning of Product Realization is the responsibility at the facility level.

The sales and customer support organizations are responsible for determination and review of the requirements related to the product as well as customer communications.

Identification and Traceability; Customer Property and Preservation of product; and Control of Monitoring and Measuring Devices are determined at the facility level.

It is the responsibility of everyone using the measuring and test equipment to verify that the calibration status is current.

6.0 RECORDS

The sales organization and production facility is responsible for the records needed to provide evidence that the product realization process and resulting product meet requirements.

Each facility is responsible for maintaining equipment calibration records, per Procedures.

Records are kept if customer supplied material is lost, damaged, or otherwise unsuitable for use and the customer is notified.

Purchasing department is responsible for maintaining records needed to provide evidence of supplier evaluations and acceptability.

Title: Measurement, Analysis, and Improvement	Prepared By ISO Team	Approved By A. Jindal	Effective Date: 1/20/03	Page: 1 of 7
Section No. 8	Date: 01-01-03	Date: 1/17/03	Revision Date: 01/16/09	Revision No. 12
Applicability: This section is applicable to all *Standard Register* operations.				

1.0 PURPOSE

This section establishes the requirements for the measurement, analysis, and improvement of the QMS processes.

2.0 REFERENCE DOCUMENTS

2.1 ISO 9001:2008 Clause 8

2.2 Quality System Manual Section 7, paragraph 4.1

2.3 Quality System Manual Section 4, paragraph 4.5

2.4 Quality Procedure 801, Internal Quality System Audit{"Internal Audits"}

2.5 Quality Procedure 802, Monitoring and Measurement

2.6 Quality Procedure 803, Nonconforming Material Review and Disposition

2.7 Quality Procedure 804, Statistical Techniques

2.8 Quality Procedure 805, Process Improvement Opportunity {Corrective and Preventive Action}

3.0 DEFINITIONS

3.1 See Section 3, Glossary.

4.0 QMS REQUIREMENTS

4.1 Measurement, Analysis and Improvement – General (8.1)

Standard Register plans and implements the monitoring, measurement, analysis, and improvement processes needed

a) to demonstrate conformity to product requirements

b) to ensure conformity of the QMS, and

c) to continually improve the effectiveness of the QMS.

Standard Register uses the following to demonstrate and ensure conformity of the product:

a) Production Planning
b) Inspection

c) Warranty analysis
d) Customer feedback
e) Nonconformity analysis
f) Product audits

Standard Register ensures conformity of the Quality Management System through:

a) Internal audits
b) External audits
c) Safety audits
d) Management reviews
e) Analysis of nonconformances
f) Corrective action data
g) Preventive action data
h) Customer feedback

Standard Register uses the Management reviews, results of internal and external audits, results of nonconformance, corrective action, preventive action, and customer feedback to continually improve the effectiveness of the QMS.

This includes the determination of applicable methods, including statistical techniques, and the extent of their use.

4.2 Customer Satisfaction (8.2.1)

As one of the measurements of the performance of the QMS, Standard Register monitors information relating to customer satisfaction as to whether the organization has met customer requirements. The methods for obtaining and using this information have been determined and include:

a) Controlled customer satisfaction surveys
b) Customer complaints
c) Direct customer communication/feedback
d) Customer visits/audits

4.3 Internal Audit (8.2.2)

Standard Register conducts internal audits at planned intervals to determine whether the QMS

a) conforms to the planned arrangements, per Section 4, 4.1 Quality System Manual, to the requirements of the ISO 9001:2008 Standard, and to the QMS requirements established within this Manual, and

b) is effectively implemented and maintained.

An audit program is planned, taking into consideration the status and importance of the processes and areas to be audited as well as the results of previous audits. The audit criteria, scope, frequency, and methods are defined per Procedure for Internal Audits. All elements of the Quality System are audited on a regular basis. Certain critical activities may be audited more frequently due to their importance in the overall process. Activities that have a record of nonconformance may also be audited more frequently.

Qualified associates conduct audits. These associates only audit activities outside their area of responsibility. Selection of auditors and the conduct of audits ensure objectivity and impartiality of the audit process. Auditors do not audit their own work.

The auditor qualification requirements; responsibilities and requirements for planning and conducting audits; establishing records and reporting results (see paragraph 6.0 below) are defined in QMS Procedures Internal Quality System Audit.

The management responsible for the area being audited ensures that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results, per paragraph 4.9 below.

4.4 Monitoring and Measurement of Processes (8.2.3)

Standard Register applies suitable methods for monitoring and, where applicable, measurement of the QMS processes. These methods include internal audit results, Management Reviews, supplier performance, and customer feedback. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate.

4.5 Monitoring and Measurement of Product (8.2.4)

Standard Register monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements, per Section 7, 4.1 Quality System Manual. Evidence of conformity with the acceptance criteria is maintained (See paragraph 6.0 below).

These records indicate the person(s) authorizing release of product.

The release of product and delivery of service to the customer shall not proceed until all the planned arrangements have been satisfactorily completed, per Section 7, 4.1 Quality System Manual, unless otherwise approved by a relevant authority, and where applicable by the customer.

4.6 Control of Nonconforming Product (8.3)

Standard Register ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. Nonconforming Material Review and Disposition procedures define the controls, related responsibilities and authorities for dealing with nonconforming product. Proper control over nonconforming products minimizes internal processing costs and prevents such products from inadvertently reaching customers.

This procedure includes the following elements:

a. Nonconforming products are identified and when practical isolated from conforming products.

b. Specific information describing the nonconformance is documented and maintained for the purposes of review and corrective action.

c. Nonconforming products are evaluated to determine the most appropriate disposition and any additional actions that may be required.

d. Use of non conforming material is prevented and can only be used by proper authorization by the customer and/or as per procedures.

e. Corrected nonconforming material shall be subject to re-verification to demonstrate conformity to the requirements.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained. When nonconforming product is detected after delivery or use has started, Standard Register takes action appropriate to the effects, or potential effects, of the nonconformity.

4.7 Analysis of Data (8.4)

Standard Register determines, collects, and analyzes appropriate data to demonstrate the suitability and effectiveness of the QMS and to evaluate where continual improvement of the effectiveness of the QMS can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to

a) customer satisfaction, per paragraph 4.2 above,

b) conformance to product requirements, per paragraph 4.5 above,

c) characteristics and trends of processes and products including opportunities for preventive action per paragraphs 4.4 and 4.5 above, and

d) suppliers performance evaluation, Section 7, 4.12.

4.8 Continual Improvement (8.5.1)

Standard Register continually improves the effectiveness of its QMS through the use of the quality commitment, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review.

4.9 Corrective Action (8.5.2)

Corrective action at Standard Register is used to eliminate the causes of nonconformities in order to prevent their recurrence and to continuously improve the overall Quality System. A procedure for Corrective action defines requirements for:

a) reviewing nonconformities (including customer complaints),

b) determining the causes of nonconformities,

c) evaluating the need for action to ensure that nonconformities do not recur,

d) determining and implementing action needed,

e) record of the results of action taken, and

f) reviewing the effectiveness of corrective action taken.

Standard Register uses corrective action in the following situations:

a) To resolve customer complaints and reports of nonconformities.

b) To resolve nonconformities that are identified through internal, customer, or third party audits of Standard Register's QMS.

c) To revise the QMS, work processes, procedures, and/or work instructions to eliminate the causes of major recurring poor quality product or service problems, customer complaints, or internal quality failure.

d) To resolve QMS problems those are identified during Management Review.

4.10 Preventive Action (8.5.3)

Standard Register determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems. A Procedure for Preventive Action defines requirements for:

a) determining potential nonconformities and their causes,

b) evaluating the need for action to prevent occurrence of nonconformities,

c) determining and implementing action needed,

d) records of results of action taken (see paragraph 6.0 below), and

e) reviewing the effectiveness of preventive action taken.

f) To prevent potential nonconformities to the product or Quality System.

Supplier Corrective and Preventive Actions

A second type of corrective/preventive action is directed at resolving problems that occur with materials from our suppliers. Standard Register uses corrective and preventive action to correct problems that are clearly the responsibility of the supplier of materials, or subcontractor of products, to Standard Register. Supplier corrective action requests shall be initiated according to Purchasing Procedures.

5.0 RESPONSIBILITIES

Top management is responsible for ensuring actions are taken regarding continual improvement.

The Management Representative at each facility is responsible for controlling the corrective and preventive action program.

All associates are responsible to ensure quality, continual improvement and customer satisfaction are addressed.

Each facility shall be responsible for issuing Supplier Corrective Action Requests, as needed.

Corrective Action Requests are issued per Procedures and the Management Representative at each facility is responsible for follow-up to ensure that corrective and preventive action is in place, and for adjusting internal audit frequency as may be required as outlined in the procedure. Quality Assurance Department or Management Representative is responsible for the maintenance of corrective action records, preventive action records, and continual improvement records.

The Management Representative at each facility is responsible for ensuring the internal quality audit process is conducted according to documented plans and schedules.

The quality assurance in conjunction with manufacturing is responsible for monitoring and measurement processes, and follow-up action(s).

Management is responsible for action(s) as a result of the internal audits.

All associates are responsible for all aspects of customer satisfaction.

6.0 RECORDS

The following records are maintained in accordance with Section 4, 4.5 Quality System Manual.

Quality in conjunction with the operations department maintains all monitoring and measurement records.

The organization maintains all customer satisfaction records in accordance with Section 7, 4.2 and 4.3 and Section 8, 4.2 of this Manual, and Procedures.

Quality Records for Corrective and Preventive Action are defined in appropriate Procedures.

The results of internal audits are maintained by the Management Representative.

The nature of nonconformities and any subsequent actions taken, including concessions obtained, are the responsibility of the Process Owner and the records are maintained by the Management Representative.

Title: Record of Revisions	Prepared By ISO Team	Approved By A. Jindal	Effective Date: 1/20/03	Page: 1 of 2
Section No. 9	Date: 01-01-03	Date: 1/17/03	Revision Date: 01/16/09	Revision No. 12
Applicability: This section is applicable to all *Standard Register* operations.				

Revision	Section	Detail	Effective Date
0	All	Initial draft Issue of the 9001:2000 transition revision to the QSM	11/26/02
1	All	First Revision by the ISO Team	12/20/02
2	All	Second Revision by ISO Team	01/13/03
3	All	Final Release of SRQM	01/20/03
4	4, 5, 7 & 8	Modified sections 4.2.2a, c, 5.6, 7.6, & 8.3. Reference Minor nonconformance notes from SAC Doc Review	02/07/03
5	7.6	Added section on software use in measurement systems.	03/24//03
6	5	4.3.1- Modified Quality Policy	5/3/03
7	All	Modified all section headers to include revision date.	7/3/03
8	5	4.1, 4.3. Updated Quality Commitment statement. Quality Policy is now called Quality Commitment	10/03/04
9	All primarily Table of Contents, Scope, 4, 5, 8	Removed revision levels & dates within Table of Contents, Remove BU listing per organizational changes in Scope 4.0, Changed additional 'policy' references to 'commitment' in Scope 5.0 and Section 5 4.1b, Rephrased wording to be consistent with current Organizational Structure in Section 4 4.5, Section 5 4.7, Section 5 5.0, and Section 8 6.0	1/21/05
10	4, 5, 8	Clarify Section 4 clause 4.3a1 for justification for exclusion of design, change Section 5 clause 4.7 from "may" to "shall", change Section 8 clause 4.9 from may" to "shall.".	5/12/06
11	1-8 1 2 3 4 5 6	Miscellaneous wording clarifications that do not effect content, along with the below detail changes 4.1 Add "Mexico" to scope No change, update revision date and revision level No change, update revision date and revision level 4.5.1 simplify document structure 4.3a, correct section reference 4.9a insert "& preventive" 4.1 insert "or exceeding"	09/16/08 Sturgill Napier

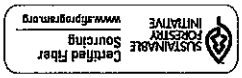
	7 8	4.16 insert validation wording 4.1 change "plans" to "planning" and insert "preventive action data" 4.3a correct section reference 4.9 insert corrective action wording 5.0 clarify Management Representative responsibility 6.0 clarify record responsibility	
12	ToC,1,2, 4-8 3	Transition to ISO9001:2008 Transition to ISO9000:2005 with additional notes and examples	01/16/09 Sturgill Napier

ExtraSpace Storage®

<Sandy - 8308 South 700>
<East 8308 S 700 E>
<Sandy, UT 84070>

Presorted
First-Class Mail
U.S. Postage Paid
Extra Space Storage

<Mary Sample>
<1370 Customer Address Road>
<Sandy, UT 84093>



To: EXTRA SPACE STORAGE, INC.
From: <MARY T. SAMPLE>

Current Address:

☐ Please correct my address as follows:

Name: _____

Address: _____

City/State: _____

Zip: _____

TO OPEN: FOLD ALONG PERFORATION AND TEAR

PRIME OUTLOOK FINANCIAL GROUP
Mortgage Group
600 Albany St.
Dayton, OH 45408-1405

Presorted
First-Class Mail
U.S. Postage Paid
Prime Outlook Financial

025 000001 0607
MARY T SAMPLE
1234 GLACIER BLVD
NEW YORK, NY 10010-2468

NEW YORK STATE VEHICLE REGISTRATION RENEWAL AND OPTIONAL NEW PLATES

RENEW ON-LINE AT WWW.NYSDMV.COM FOR MOST REGISTRATIONS, IF YOUR NAME, ADDRESS OR VEHICLE DESCRIPTION HAS NOT CHANGED.

YOUR REGISTRATION FOR PLATE NUMBER: **ALW123Z**
EXPIRES: **9/11/10**

2 Yr Registration Fee:	$ 43.50
2 Yr use Tax:	$ 10.00
2 Yr Special Plate Fee:	

A)	**AMOUNT TO RENEW**	$ 53.50
B)	**OPTIONAL: New Gold Plates with New Plate Number**	$ 78.50
C)	**OPTIONAL: New Gold Plates; Keep Same Plate Number**	$ 98.50

127552 SAMP 35095 1 9 398 261
PUBLIC,JOHN,Q
PO BOX 3849
ALBANY NY 12222

You have the option to replace your existing plates with new Empire Gold plates (see the Empire Gold plate on the back of this notice). If you choose to replace your existing plates with gold plates, your new plates will be mailed to you separately from your new registration and sticker, at the address shown. See instructions below for address change or to provide an alternate mailing address.

A) Is the amount you must pay to renew with no plate or plate number change.

B) Is the amount you must pay to renew if you want to replace your current plates with new gold plates that have a new plate number.

C) Is the amount you must pay to renew if you want to replace your current plates with new gold plates and keep plate number **ALW123Z**

It's Easy to Renew! Do it Now!

Renew soon to receive your new registration before the expiration date.

Note: You cannot renew online or by phone if your address, name, or vehicle information has changed since your last renewal.

If you need to change or correct your address, name or vehicle description, see additional information and instructions to the right, under "Things You Need to Know".

1 To renew on-line
Visit **www.nysdmv.com/renew**, and just follow the instructions.

2 To renew by phone (A $5 FEE IS ADDED FOR ALL PHONE RENEWALS)
Call (518) 402-4838 and follow the instructions. Please have this notice, a credit card, and pen and paper ready.

3 To renew by mail
Verify that the vehicle data shown on the application below is correct. Sign the certification on the back, and SEND the tear-off application with payment in the enclosed envelope. Make your check or money order payable to "Commissioner of Motor Vehicles", and write your plate number on the check. DO NOT SEND CASH. Do not staple, clip or tape anything to the application.

Things You Need To Know

If your MAILING ADDRESS has changed, write your new mailing address on the front of the application below. Include the COUNTY.

If your permanent LEGAL HOME ADDRESS is DIFFERENT from your mailing address, write your legal home address on the front of the application below. Include the COUNTY.

If you want your new plates, and new registration and sticker, mailed to an address other than your mailing address or legal home address, CHECK the "Alternate Address" box on the front of the tear-off application, and write the alternate address on the back of the application. NOTE: An alternate address is for one-time use only; it does not replace your mailing address or legal home address in DMV's records.

If your name or the vehicle information shown on the front of this application is incorrect or has changed, please contact any Motor Vehicles office for assistance with renewing your registration. In order to change or update vehicle information, DMV may require you to send or bring in the ORIGINAL title; a corrected title will then be sent to you, at no charge, in a separate mailing.

Different Vehicle: If your plate number is now on a vehicle that is different than the one described on the front of this application, call any Motor Vehicles office for information on how to renew, and to find out what the correct renewal fee will be.

↓ *TEAR OFF HERE AND RETURN THIS APPLICATION IN THE PINK RENEWAL ENVELOPE IF RENEWING BY MAIL* ↓

VEHICLE REGISTRATION MAIL RENEWAL APPLICATION (*Complete both sides and sign on the back.*) OP-3G (4/10)

NEW MAILING ADDRESS (if different from your mailing address below): include apt or box number, city, state, and zip

COUNTY (required)

LEGAL HOME ADDRESS (only if different from your mailing address)

COUNTY (required)

ALBA

Alternate Address ☐

Year	Make	Vehicle Identification Number	Weight/Pass.	Color	Plate	Class	3/Name
2Z09	**MAZDA**	**JM1BKZ243VOID2973**	**2687**	**WH**	**ALW123Z**	**PAS**	**PUB**

Date of Birth	Body Type	Fuel	Cyl	New Expiration
04/06/86M	**4DSD**	**GAS**	**4**	**9/11/12**

2Y 43.50
2U 10.00
2S

PUBLIC,JOHN,Q
PO BOX 3849
ALBANY NY 12222

REG RENEWAL CENTER
207 GENESEE ST STE 6
UTICA NY 13501-5899

REF NUM

CHOOSE ONLY ONE	☐ A) Renew, with no plate changes	PAY	53.50
	☐ B) Renew; gold plates and new number	PAY	78.50
	☐ C) Renew; gold plates and keep same number	PAY	98.50

80009 130 995 21 009850 007850 100000471 400004001 163993152 0053500

Rev. 09/08

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: _____ **Signed:** _____

Date: _____ **Title:** _____

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

RFQ No. DMV100352

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 exceed 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: The Standard Register Company

Authorized Signature: _____ Date: July 20, 2010

State of Ohio

County of Montgomery, to-wit:

Taken, subscribed, and sworn to before me this 20th day of July, 2010.

My Commission expires April 5, 2011.

AFFIX SEAL HERE

NOTARY PUBLIC Teresa L. Myers

NOTARIAL SEAL STATE OF OHIO

TERESA L. MYERS, Notary Public
In and for the State of Ohio
My Commission Expires April 5, 2011

Purchasing Affidavit (Revised 12/15/09)