



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

Request for Quotation

RFQ NUMBER
 DMV100352

PAGE
 1

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

VENDOR

*709004034 304-757-6673
 MOORE WALLACE NORTH AMERICA IN
 101 CARRIAGE PT
 SUITE 307
 HURRICANE WV 25526

SHIP TO

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/27/2010	<i>Net 30 DAYS</i>			

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		
				<i>SEE PRICING PAGE 14</i>		
<p>PRINTING AND MAILING SERVICES</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES, IS SOLICITING BIDS FROM RESPONSIBLE VENDORS, FOR AN OPEN-END CONTRACT TO PROVIDE COMPOSITION, AND MANUFACTURING OF DRIVER LICENSE AND VEHICLE RENEWALS FROM CONCEPT THROUGH FINISHED DOCUMENTS INCLUDING MAILING FOR THE DIVISION OF MOTOR VEHICLES PER THE ATTACHED SPECIFICATIONS</p> <p>MANDATORY PRE-BID</p> <p>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.</p> <p>AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE. THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER-S</p>						

RECEIVED
 2010 JUL 21 PM 1:03
 WV PURCHASING DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Michelle P. Ross* TELEPHONE: 304-757-6673 DATE: 7/21/10

TITLE: Senior Account Rep. FEIN: 16 033 1690 ADDRESS CHANGES TO BE NOTED ABOVE

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



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<p>FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUDE THEIR E-MAIL ADDRESS AND FAX NUMBER.</p> <p>ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE LATE, BUT PRIOR TO THE DISMISSAL OF THE TECHNICAL PORTION OF THE PRE-BID WILL BE PERMITTED TO SIGN IN. BIDDERS WHO ARRIVE AFTER CONCLUSION OF THE TECHNICAL PORTION OF THE PRE-BID, BUT DURING ANY SUBSEQUENT PART OF THE PRE-BID WILL NOT BE PERMITTED TO SIGN THE ATTENDANCE SHEET.</p> <p>ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WEST VIRGINIA PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR ALL TECHNICAL TECHNICAL QUESTIONS IS 07/07/10 AT 5:00 PM. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE</p>						

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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

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<p>VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

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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:

----- 304-757-6295 -----

CONTACT PERSON (PLEASE PRINT CLEARLY):

----- Michael J. Ross -----

***** THIS IS THE END OF RFQ DMV100352 ***** TOTAL:

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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 from 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 than 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 be 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	<u>126.54</u> M	<u>47,072.88</u>
2. Hourly cost for composition changes	40 HRS	<u>100.00</u> HR	<u>4,000.00</u>
3. Hourly cost for data processing changes	40 HRS	<u>115.00</u> HR	<u>4,600</u>

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

1. Cost per thousand produced	1,400,000 FILES	<u>120.12</u> M	<u>168,168.00</u>
2. Hourly cost for composition changes	40 HRS	<u>100.00</u> HR	<u>4,000.00</u>
3. Hourly cost for data processing changes	40 HRS	<u>115.00</u> HR	<u>4,600.00</u>

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

1. Cost per record sent through NCOA	1,250,000 FILES	^(1.50/m) <u>0.0015</u> EA	<u>1,800.00</u>
2. Printing, imaging, mailing of Post Cards	2,000 CARDS	<u>4.91</u> 4.90 EA	<u>9,820.00</u>
TOTAL			<u>244,060.88</u>

Cost to Destroy Stock-Driver License Renewals -3months supply

2.58/M

Cost to Destroy Stock-Vehicle Renewals- 3 month supply

2.58/M

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

PRICING SHEET

*Eliminate this page
Per Addendum #1*

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

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

RENEWAL

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

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.		PIC X(02).
	15 RG-EXMM-1		PIC X(01).
	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.		PIC X(09).
	15 FILLER		
	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.

	20 RG-EXDD-2	renewlay	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 REG-LIC-SERV1	PIC X(4).	
	10 FILLER	PIC X(3).	
	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).

10	REG-ZIP-DASH-1	renewlay
10	REG-ZIP-FOUR-1	PIC X(01).
10	FILLER	PIC X(04).
		PIC X(15).
10	REG-STATE-2	PIC X(02).
10	FILLER	PIC X(02).
10	REG-ZIP-2	PIC X(05).
		PIC X(01).
10	REG-ZIP-DASH-2	PIC X(04).
10	REG-ZIP-FOUR-2	PIC X(22).
10	FILLER	
01	REG-LINE14.	
05	LINE14-TWO-UP	OCCURS 2 TIMES.
10	FILLER	PIC X(36).
		PIC X(21).
10	MESSAGE-LITERAL	PIC X(3).
10	FILLER	
10	REG-LIC-SERV2	PIC X(4).
10	FILLER	PIC X(15).
01	REG-LINE15.	
05	LINE15-TWO-UP	OCCURS 2 TIMES.
10	FILE-DATE-LITERAL.	
15	FILLER	PIC X(01).
		PIC X(22).
15	FILE-DATE-LIT	
		PIC X(08).
15	TRAILER-FILE-DATE	
15	REG-FEE-LITERAL.	PIC X(10).
20	RECORD-LITERAL	
		PIC X(10).
20	TOTAL-REC-COUNT	
		PIC \$\$\$,\$\$\$.99.
10	REG-FEE	
		PIC X(4).
10	FILLER	
		PIC X(6).
10	REG-SEQ-NO	
		PIC X(8).
10	FILLER	



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

Request for Quotation

RFQ NUMBER
 DMV100352

PAGE
 1

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

RFQ COPY

TYPE NAME/ADDRESS HERE

*MOORE WALLACE North America
 101 CARRIAGE PT Suite 307
 Hurricane, WV 25226*

DIVISION OF MOTOR VEHICLES

1317 HANSFORD STREET
 CHARLESTON, WV
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/15/2010	<i>Net 30 Days</i>			

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

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

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *Heath K. ...* TELEPHONE 304-757-6673 DATE 7/21/10

TITLE *Senior Account Rep* FEIN 16 033 1690 ADDRESS CHANGES TO BE NOTED ABOVE

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).

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.

Date: 6-29-10

SIGN IN SHEET

Request for Proposal No. DMN100352 PLEASE PRINT

* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	TELEPHONE & FAX NUMBERS
Company: <u>WorkFlow ONE</u>	<u>6 Kangray Drive</u>	PHONE <u>717-243-9296</u>
Rep: <u>Joe Marutz</u>	<u>Critchley PA 17015</u>	TOLL FREE
Email Address: <u>Joseph.marutz@workflowone.com</u>		FAX <u>717-243-0115</u>
Company: <u>Standard Register</u>	<u>875 Greenbush Rd</u>	PHONE <u>412 503 4075</u>
Rep: <u>Dave Chidester</u>	<u>Pittsburgh PA 15220</u>	TOLL FREE
Email Address: <u>david.chidester@standardregister.com</u>		FAX <u>412 503 4076</u>
Company: <u>Pittsburgh Mailing</u>	<u>170 BICMAR DR.</u>	PHONE <u>(412) 922 8181</u>
Rep: <u>Mike Marutz</u>	<u>Pittsburgh Pa 15205</u>	TOLL FREE
Email Address: <u>Mmarutz@Pittsburghmailing.com</u>		FAX <u>(412) 937-1730</u>
Company: <u>Maare Wallace / RR Davelley Co</u>	<u>101 Cartier Way Ste 307</u>	PHONE <u>304-757-6673</u>
Rep: <u>Michael Ross</u>	<u>Hurricane, WV 25526</u>	TOLL FREE
Email Address: <u>Michael.ross@rrd.cm</u>		FAX <u>304-757-6295</u>
Company: <u>DMN</u>		PHONE
Rep: <u>Rasen Lane</u>		TOLL FREE
Email Address:		FAX

SIGN IN SHEET

Request for Proposal No. DMN 160352 PLEASE PRINT

Page 2 of 2
Date: 6-29-0

* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME

MAILING ADDRESS

TELEPHONE & FAX NUMBERS

Company:	DMN	PHONE
Rep:	Lindy Beane	TOLL FREE
Email Address:	Lindy.Beane@wv.gov	FAX
Company:	DMN	PHONE
Rep:	Wilbur L. Thornton II	TOLL FREE
Email Address:	Wilbur.L.Thornton@wv.gov	FAX
Company:	DMN	PHONE
Rep:	Cleod Taylor	TOLL FREE
Email Address:	Cleod.O.Taylor@wv.gov	FAX
Company:		PHONE
Rep:		TOLL FREE
Email Address:		FAX

MOORE WALLACE

AN RR DONNELLEY COMPANY

Please see the attached documentation that is requested in this RFQ DMV100352

CASS Certificate

Project Management

Back up/Business Resumption Plan

Summary of Quality Controls

CASS™ Quality Certification

for

Address Matching Software

This certified software performs the following functions:

ZIP + 4® Delivery Point Code Five-Digit Carrier Route
RDI™ Suite LINK™ eLOT™ DPV™ LACS LINK™

MANUFACTURER

PITNEY BOWES SOFTWARE INC

CODE - 1 PLUS (3 . 0 4)

Configuration: MMM

Platform: MAINFRAME

This certificate is valid 04/2009 thru 07/31/2010 for the following areas:

NATIONAL PROCESSING



Alice VanHorder

Manager
Address Management

MOORE WALLACE

AN RR DONNELLEY COMPANY

PROJECT MANAGEMENT

Our approach to project management is streamlined and will promote ease of doing business between West Virginia DMV and Moore Wallace BCS. In addition to your sales team, specialized project teams manage most project functions that are normally handled in-house. These cross-functional teams provide a cohesive and thorough approach to all projects and can handle many of the distracting tasks that interrupt the flow of normal daily responsibilities.

A Project Manager will be assigned to the WV DMV Vehicle Renewal and Drivers License Renewal project to understand your expectations, identify the project requirements, and develop a project plan that ensures the project is delivered on time with flawless execution. The Project Manager heads up the team assigned specifically to your project. He/she is responsible for planning, monitoring and controlling the project. This includes:

- § Identifying your needs.
- § Communications with WV DMV Staff.
- § Development of the project plan which includes the development, implementation and production schedules.
- § Reviewing and securing your approval on lithographic proofs and data print proofs which test the output of the program code.
- § Defining internal production requirements.
- § Internal production communications.
- § Monitoring and reporting on project development and implementation status.
- § Set up of the postage account.
- § Post production auditing and performance review.
- § Component inventory control.
- § Execution of changes to the project.

The Project Manager works directly with sales and key members of the facility staff during project development and implementation.

Sales. Our sales representative reviews your business needs and brings the technical and service capabilities of Moore Wallace BCS to address critical business communications issues. The Sales Team is

supported by project management, facility support functions, marketing, and sales and executive management.

Project Management. The facility Project Manager provides a direct link for sales and The West Virginia DMV to the project team and production facility. The Project Manager is a member of an overall facility Value Added Service Team (VAS) Team dedicated to an industry market segment. Members of the VAS Team are the Value Added Service Team Manager, Programming Project Leader, Project Managers, Programmers, Composition Specialists, and project Logisticians.

Support. All of the facility resources are available to support the development and implementation of your project. Critical roles are played by our quality systems department that assures conformance to ISO Standards and all the production operations. In addition, we maintain an east and west coast Data Center to process your incoming data and direct it to the production facility assigned to implement the project.

The team approach enables Moore WallaceBCS to offer West Virginia DMV maximum flexibility throughout the life of the project. Changing needs can be addressed quickly by communicating them directly to the project team. All processes affected by changes and enhancements are managed under one roof in a timely and efficient manner. With this proven approach, flexibility to improve and make changes is simple and enables our Logan Facility to adapt proactively to your changing needs and environment.

Project Management Team

The project team for your project will include the following individuals. Names and phone numbers will be supplied upon implementation of this project.

Our Field Sales Team will consist of:

- § **Senior Sales Representative**—Provides Moore Wallace BCS solutions to new and current clients
- § **Account Manager**— Primary responsibility is to manage and develop relationships within assigned accounts and to ensure client satisfaction.
- § **Regional Vice President**—Establishes direction, builds commitment, and develops accurate and timely sales forecasts based on in-depth market analysis and a thorough understanding of client needs.

Our facility project team will be comprised of:

- § **Value Added Services (VAS) Team Manager**—General management of team resources.
- § **Senior Project Manager**—New project development, project management resources.
- § **Project Managers**—General management of specific projects.
- § **Programming Project Leader**—New data development, programmer resources.
- § **Programmers**—Program development of specific projects.

- § **Composers**—Composition of needed artwork and preprinted components.
- § **Logisticians**—Pricing, inventory, invoicing.

Project management is a critical piece of a business communication project. West Virginia DMV will receive insight and support from a dedicated as well as knowledgeable and experienced team. Because this type of expertise is so critical to the completion of a successful project, Moore Wallace BCS assigns each project an industry specific Value Added Services (VAS) Team from the facility. The VAS Team members have extensive industry experience and will come to understand the West Virginia DMV's expectations as well as ensuring that they are met.

Implementation

Design, development, and implementation of your project are a critical competency of Moore Wallace BCS. Our best practices, developed over thousands of projects, are applied to ensure your complete satisfaction. Program development and testing will be completed prior to the first live run. The project design, development, and implementation life cycle follows seven basic steps:

- § Statement of Work (SOW)
- § Contract
- § Project plan and timeline
- § Application design and development
- § Testing and proofing
- § Client approval
- § Live production

We start with a thorough understanding of your expectations and project specifications and define them in a SOW. Project design and development begins after project specifications are defined and West Virginia DMV and Moore Wallace BCS approve terms of agreement.

The construction of each program includes a rigorous test plan to ensure that all program elements and the overall system performs to design specifications. Test data is used to generate a data print proof which is reviewed and approved by our Project Managers and WV DMV's subject matter experts. The same care is taken to produce the printed paper components. Lithographic proofs are created to verify the accuracy of design elements, logos, fonts, and color reproduction. The project migrates to live production once the proofs are approved by West Virginia DMV.

An automated inventory system is monitored regularly to ensure that an adequate supply of each component is maintained in inventory. Individual documents are tracked by a unique control number. Audit reports are used to monitor the production and ensure quick recovery of documents which may be damaged during production. Postage reconciliation reports are available to manage postage usage and remittances.

In summary, Moore Wallace BCS offers total project control and flexibility to give West Virginia DMV as much or as little involvement as desired. While you focus your attention on other critical responsibilities, you can be assured that we will remain in control of your business communication project.

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The Primary Facility for WV DMV production is:

Moore Wallace/RR Donnelley BCS
630 West 1000 North
Logan, Utah 84321

The Back up Facility for Logan is:

Moore Wallace/RR Donnelley BCS
1 Poplar Ave
Thurmont, MD 21788

MOORE WALLACE

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BCS Business Continuity Plan

Business Communication Services Disaster Recovery / Business Resumption Statement

To any business, a disaster is any unplanned, extended loss of one or more critical business function(s) due to the lack of computer processing, and/or manufacturing capabilities for an extended period of time. In the past, many companies have considered this time frame to be 48 hours. There are two basic methods for dealing with a disaster. The first is to "harden" the site thereby reducing the possibility of a disaster. Most disasters start out small and cascade into a major problem. By preventing the small problems or resolving them before they have a chance to escalate, the chance for major disasters is reduced. The second method is to have a Disaster Recovery Plan for the data center and Business Resumption Plans for the manufacturing and administrative functions. These plans assist the employees in getting the business operational after a disaster.

Reducing the possibility of a Disaster (Harden the Site)

BCS maintains an ongoing effort to harden each facility against business interruption. The quantity of equipment employed at our facilities is extensive and diverse, involving both proprietary and commercial electronic printing and finishing systems. Each BCS facility has highly trained technical support staff available around the clock to solve any mechanical or electronic malfunction. A large spare parts inventory is maintained on-site for immediate access. Service contracts with Océ and Xerox have been negotiated that include telephone response time within 30 minutes and on-site technical representation within two hours for any mechanical or electrical malfunctions.

IBM has 24 x 7 coverage. IBM's response time is immediate for telephone contact and two hours on-site for a top level severity problem. The escalation procedures are internal as well as external. Internal escalation goes through each of the facility management team and up through the Vice President of Information Systems. External escalation is through the regional IBM teams and escalates through the duty manager from the support centers through the regional VP's assigned to the accounts.

Proprietary and commercial electronic printing systems are driven by standalone data systems instead of channel attached to a mainframe computer. Therefore, the electronic printers at each site are not coexistent on the mainframe. Additionally, our proprietary electronic printing systems are used at Moore Wallace facilities worldwide.

Commercial inserting systems from Pitney Bowes, Bell & Howell, and Gunther are used. The Pitney Bowes equipment is maintained by on-site service representatives from Pitney Bowes, as well as our own technical support staff. The Bell & Howell equipment is maintained by our own technical support staff. The Gunther equipment is supported by Moore Wallace employees that have received technician certification from Gunther and are available to provide 24-hour coverage for repairs. Service contracts with each company include telephone response time within 30 minutes and on-site technical representation within two hours. Finally, a spare parts inventory is maintained within each facility for immediate on-site access.

Each site has been evaluated with respect for potential Natural Disasters. Each site has implemented appropriate preparations to minimize the effect of these disasters. Earthquake resistant construction, fire extinguishing systems and other prevention measures have been implemented to minimize the damage to infrastructure, equipment and other resources at each facility. Backup electrical generators as well as feeds from multiple power grids are in place at the production sites.

Approximately 20% of each facility's statement volume is shared statement processing. In the event of a temporary business disruption at one of the Moore Wallace facilities, this statement volume can be shifted to other facilities in a few hours minimizing the recovery time required for the affected facility.

Disaster Recovery Plan and Business Resumption Plan

The plan consists of a description of the disaster recovery process and their related phases including the disaster alert process, damage assessment, declaration, disaster recovery management and communications, provisions for alternate site personnel, and home site restoration. The Disaster Recovery Plan addresses all aspects of recovery including data, software, hardware, and communications. BCS tests the plan for completeness and accuracy.

The plan identifies the members and responsibilities of each recovery team. The recovery teams include:

- Recovery Team Leader
- Hot Site Team
- Human Resources Team
- Facility Administration Team
- Client Services Team
- Recovery Manufacturing Team
- Site Restoration/Construction Team

The plan includes the mainframe technical recovery, client services recovery, and manufacturing recovery. It also includes an inventory of our Data Center hardware and software, production equipment, and the minimum acceptable recovery configuration of PCs, telephones, desks, chairs, tables, etc. The plan lists all hardware and software vendor contacts, local utility contacts, local movers, local construction contractors, manufacturing equipment vendor contacts, and equipment recovery specialists. Each facility tests and revises the plan as needed.

Moore Wallace Business Communication Services (BCS) has multiple data centers, each with its own comprehensive Disaster Recovery Plan to support its backup and recovery. The two primary data centers, Logan Utah and Thurmont Maryland have the capability of completely backing up each other. Tape backups are created on a daily basis and stored at remote data storage facilities and are maintained to enable complete recovery. The Disaster Recovery Plans ensure data processing will continue to function in case of any disaster, natural or otherwise, that would prevent processing at the principle site. The plans consist of a description of the disaster recovery process and their related phases including the disaster alert process, damage assessment, declaration, disaster recovery management and communications, provisions for alternate site personnel, and home site restoration. Semi-annually tests are performed to ensure completeness and accuracy.

Logan has an IBM 2066-001 running the OS/390 operating system and an IBM 2066-001 running the Z/OS.e operating system. Each of these systems has 192 MIPS (speed and capacity rating metric) with 173 MIPS available for batch processing. The total batch availability is 346 MIPS. Thurmont is retaining, through early 2005, its existing 9672-R45 (208 MIPS) running the OS/390 operating system. Thurmont is running version 2.10 of that system. In addition, Thurmont has a supplemental z800-2066-002 running Z/OS.e (350 available MIPS with 284 batch available MIPS). Thurmont's combined capacity is 558 available MIPS or 492 batch available MIPS.

In the event that Moore Wallace BCS did experience a disaster and lose a Data Center, our IBM 2066-001 machines are all capable of being upgraded by IBM through remote access within a matter of hours. Each 2066 comes delivered with four processors. The 2066-001 only uses one processor. A single 2066 could be upgraded to a 2066-004 rated at 636 MIPS and yielding 572 MIPS available for batch processing. The capability to expand a machine with 173 available MIPS to 572 provides for an incremental potential of 399 MIPS. Within two to four hours, either Data Center can be upgraded to a processing capacity level that exceeds our total planned capacity.

The data storage capacity in each of the primary processing locations, Logan Utah and Thurmont Maryland, is managed with Enterprise class storage systems. Logan has an EMC Symetrics, 8830 with 7.8 TB usable and can upgrade that to 23 TB within a 48 hour period to accommodate an increased load requirement, depending on available inventory. Thurmont has a Hitachi 9980 with 3.8 TB expandable, depending on availability of drives, to full 118 TB to accommodate an increase in load requirement. On demand capacity for each of these sites is currently being studied to have the flexibility of capacity increases as required by the systems.

The Moore Wallace Mississauga facility exercises its Disaster Recovery Plan (DRP) procedures at a minimum twice per year. The objective of these tests is to ensure that the formalized DRP plans for the core IT computing infrastructures will be restored at the IBM site, in addition to verifying our DRP readiness. Clientele, who have contracted to Moore Wallace for such DRP services, will also be tested on a rotation basis against the customer specific DRP procedures.

The Moore Wallace BCS Canada Disaster Recovery Plan is designed to create a state of readiness that will provide an immediate response to a disaster occurrence at the Mississauga facility. The overall recovery objective of the plan is to restore critical functions within 24-48

hours of a disaster occurrence at the Mississauga facility. Service level guarantees are negotiated on an individual customer basis.

The Disaster Recovery Plans address a worst case scenario involving loss of the facility, loss of access to the facility and is also adaptable to lessor disasters. Included within the scope of the plan are mainframe, peripheral equipment such as disk, printers and tape drive, voice and data communications, essential record recovery and all data processing applications. These functions will be managed, in the event of a disaster, by a disaster management team. This team is also responsible for activating the Control Centre, activating all recovery teams, backup-processing arrangements, and for carrying out the appropriate notification. The complete DRP spans numerous binders of procedures and information.

Despite the precautions BCS takes and any preventive measures implemented, events may occur that will preclude the usage of part or all of a manufacturing facility and/or administrative office. The multiplicity of manufacturing systems, at geographically dispersed manufacturing sites, provides alternate manufacturing abilities. BCS has 4 major print centers and 10 regional print centers. BCS provides duplicate manufacturing capabilities to handle printing, imaging, and inserting of print to mail. In case of a disaster, BCS can move manufacturing from the effected facility to the other facilities. Capabilities not duplicated between facilities would be temporally outsourced until replacement equipment was installed. BCS maintains Business Resumption Plans for the manufacturing facilities and administration offices to assist in the recovery from a disaster. To reflect manufacturing changes and advances in technologies, BCS maintains an ongoing process of updating the Business Resumption Plan.

The current EDN (Electronic Delivery Network) offering within the BCS organization is strengthening and enhancing the organization's ability to deal with business continuity and disaster recovery logistics. The EDN network is a fully meshed architecture that allows connectivity from any location to any location within the BCS production sites. An additional component to the EDN innovation is the ability to move print jobs from site to site, using the internal networking capacity, creating a distributed print environment without significant impact to the functionality of the print jobs. This creates a condition where BCS can leverage all of it's print fleet at any given point in time to maximize available capacity and to meet disaster recovery demands.

The EDN offering adds the ability for all of the BCS sites to share, in real time, resources and production relevant information creating an environment where many jobs have the ability to print anywhere within the BCS organization at anytime.

Our Disaster Recovery Plan provides the guidelines and information necessary to recover from a disaster at any of our sites. Due to heightened security and legal issues, Moore Wallace BCS does not allow outside parties (except auditors hired by Moore Wallace BCS) to review our Business Continuity/Disaster Recovery Plans. These plans contain information that is considered confidential and cannot be distributed to our clients.

The Disaster Recovery Overview and Table of Contents are included to provide clients with an overview of the Moore Wallace Business Communication Services Business Continuity Plans.

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- 01.00.001 Overview**
- 01.00.002 D.R. Manual Maintenance Procedure**
- 01.00.003 Disaster Recovery Planning**
- 01.00.004 Objective**
- 01.00.005 Disaster Definition**
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- 01.00.007 Page Numbering Scheme**
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SECTION II RECOVERY TEAM

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SECTION III RESPONSIBILITY CHECKLIST

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- 03.00.002 Software Programming Responsibilities Checklist**
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- 03.00.004 Operations Responsibilities Checklist**
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- 03.00.006 Communications Manager Responsibilities Checklist**
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- 03.00.008 Facilities Manager Responsibilities Checklist**
- 03.00.009 National I.S. Management Responsibilities Checklist**
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- 04.00.001 Emergency Control/Information Center**
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- 04.00.008 3rd-Party Provider Contact List**
- 04.00.009 Personnel Contact List**
- 04.00.010 Facility Contact List**
- 04.00.011 (section removed)**
- 04.00.012 Data Center/Computer Rooms Contact List**

- 04.00.013 Mainframe/Peripheral Vendors Contact List**
- 04.00.014 Supplies and Services Contact List**
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- 05.00.004 3d-Party Provider Agreement Letter**
- 05.00.005 3d-Party Provider Disk Channel Configuration**
- 05.00.006 3d-Party Provider Tape Channel Configuration**
- 05.00.007 3d-Party Provider MVS Manual Inventory**
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SECTION VI EQUIPMENT INVENTORY

- 06.00.001 Current Hardware Inventory**
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- 06.00.004 Current Disk Volumes**
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SECTION VII SOFTWARE INVENTORY

- 07.00.001 Current Software Inventory**

SECTION VIII OFF SITE INVENTORY

- 08.00.001 Off Site Inventory**

SECTION IX PROCESSING PRIORITIES

- 09.00.001 Contingency Processing Priorities**

SECTION X ROSTER

- 10.00.001 Logan Roster For Contingency**
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SECTION XI EMERGENCY PROCEDURES

- 11.00.001 Emergency Procedure Workflow**
- 11.00.002 Authorization Of Recovery Costs**
- 11.00.003 Recovery Facility Area Information**
- 11.00.004 3d-Party Provider Area Hotel Listing**
- 11.00.005 3d-Party Provider Area Limo Service**
- 11.00.006 3d-Party Provider Directions From Airport**

- 11.00.007** **3d-Party Provider Maps**
- 11.00.008** **Off-Site Storage Facility Map**
- 11.00.009** **Facility Location Maps**

SECTION XII RECOVERY PROCEDURES

- 12.04.001** **Emergency Stand Alone Restore Procedures**
- 12.00.002** **Tape File Sending**
- 12.00.003** **Tape File Receiving**
- 12.00.004** **3d Party Recovery Facility Processing**
- 12.00.005** **Processing at Recovery Facility**

SECTION XIII HOME SITE RECOVERY

- 13.00.001** **Procedures for transition to home site**
-

MOORE WALLACE

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Summary of Logan's quality controls.

Pre Production Review

Quality controls are designed into the project from the initial development stages. Before a project is accepted by the facility it is reviewed in an Incoming Business Review Committee (IBRC) meeting/ The IBRC consists of department managers and supervisors for all areas of the facility including programming, project management and production. The project is reviewed to insure the facility has the capabilities to meet the customer expectations. The IBRC reviews the design of the document, volumes and SLA requirements. Suggestions to improve manufacturability, quality and efficiency are discussed. Quality requirements and potential issues are discussed and all information is documented in an IBRC database.

Quality Controls Designed into the Project

Once the project is approved, the project management group holds a kick off meeting with the development team to discuss the final project specifications. Development timelines and requirements are discussed. All projects are required to have quality elements programmed into the project. At a minimum these quality elements include a control line, barcode, quality records, and production reports.

Control Line

The control line consists of a unique package number, postal weight, postage cost, postal sort information, job number, unique sheet sequence number and inserts codes. Other information can be appended to the control line. This main control line is printed above the address for each package. Once the package is inserted this control line will be visible through the envelope window. A secondary control line with the package number, job number and sequence number is printed in the margin on each sheet of the package.

Barcode

A 3 of 9 or 2 D barcode is printed on each sheet of a mechanically inserted document. This barcode provides sequence and package integrity at the inserter. The 3 of 9 is one of the most accurate and secure barcodes. Any page out of order, duplicated or missing will be detected. The barcode also allows for selectable inserting.

Quality Records

Quality records are embedded into the production run to provide ongoing quality verification without damaging or compromising live documents. Quality documents are placed at the beginning of each job and usually placed every 500th document in a production run. This can be adjusted to match the size of the project. The quality records are checked for multiple quality criteria and then maintained as a record in the event any questions arise after the job has mailed.

Production Reports

Production reports provide operations with detailed information regarding package counts, sheet counts, batching groups and postal information.

Testing

Once development is completed a series of tests are conducted. Testing includes: unit testing for each segment of the program; full program/ volume testing; and, a full production test. Parallel testing may be conducted if the client requests. Once a project has been approved it is migrated to a secure production environment

Live Production Quality and Integrity Process

During live production our verification process begins with the receipt of data. Once the data is received the record count is reconciled with header or trailer records sent with the data. Only if these match do we continue processing. Once the initial verification is complete, we assign the unique package number to each mail piece and the unique sheet number to each sheet in the run. The inserting barcode is added and production reports created. The human readable control line is placed above the address on the first page of the statement and on the margin on all other sheets.

Once the job has completed processing a manufacturing instruction book called EPIC is send to the manufacturing floor with the production reports. The imaging area sets up the equipment according to the EPIC instructions, loads the files and prints the quality document. A quality checklist is completed to verify all aspects of the document including: correct components, orientation, print quality, correct data file, alignments, and readability of MICR, OCR and barcodes. Once the operator has completed the checklist a supervisor must verify and sign-off on the setup before live production can begin. During the production run the intermittent quality documents are verified to insure ongoing quality. At the end of the production run the production reports are used to verify package and sheet counts to machine counters. Only after the job and production reports are matched 100% is the job released from imaging.

The Inserting area sets up the equipment according to the EPIC instructions, loads the documents and inserts the quality document. A quality checklist is completed to verify all aspects of the insertion process including: correct components, orientation, fold, alignment in the envelope, postal attributes and selectable or fixed inserts. Once the

operator has completed the checklist a supervisor must verify and sign-off on the setup before live production can begin. During the production run the intermittent quality documents are verified to insure ongoing quality.

As the statements are inserted the inserter reads the barcode and insures that each page is verified to be present and in the correct order. Any missing pages or out of sequence pages will divert or stop the machine with an error code. In addition to the barcode, our inserters have two separate counters at the end of the machine. One counter is reconciled by the first operator at intervals throughout their shift and at the end of the job. The operator enters the beginning meter count in their time sheet and the beginning control number. At the end of the job the meter count and ending control number is entered. The timesheet program calculates the meter and control number change to verify all pieces were counted and verified. If the numbers do not match, the operator cannot close their timesheet. The operator assistant also has a separate meter. This meter is checked every hundred documents to insure all packages are verified. As with the main operator, they cannot close their time sheet until all packages are verified. At the end of the production run the production reports are used to verify package and sheet counts to machine counters. Only after the job and production reports are matched 100% is the job released.

A final verification is conducted by the mail/ shipping group. All documents that are mailed, shipped, pulled, or other special handling are reconciled. The job is again verified to the production reports to insure all batches and groups are counted and verified.

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Please see the requested samples enclosed from other states, as well as samples from our last contract runs with WV DMV, from 2004-2007. Obviously, we have the ability to produce the documents in this RFQ.

Thank you!

Michael Ross

Senior Account Representative

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**Washington State Primary Residence Street Address or Washington State Principal
Place of Business Street Address Required (See attached card)**

Vehicle Renewal Notice

4802 84321-22473
#####

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: Moore Wallace North America
Date: 7/21/10

Signed: [Signature]
Title: Senior Account Representative

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

RFQ No. DMU100352

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

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

DEFINITIONS:

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

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

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

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Moore Wallace North America, Inc.

Authorized Signature: Michael J. Ross Date: 7/21/10

State of WV

County of Putnam, to-wit:

Taken, subscribed, and sworn to before me this 21 day of July, 20 10

My Commission expires 2-18-2018, 20

AFFIX SEAL HERE

NOTARY PUBLIC Shelley L. Bowles

