

MOORE WALLACE
AN RR DONNELLEY COMPANY

101 Carriage Way, Ste. 307
Hurricane, WV 25526
T: 304.757.6673 F: 304.757.6295

3/28/11

WV Division of Motor Vehicles
1317 Hansford St.
Charleston, WV 25311

Re: DMV110284, Translation Services

Dear Sir or Madam,

We are happy to provide you with the enclosed quotation for the translation and related services requested in the above referenced RFQ. Thank you for allowing us the opportunity to be of service.

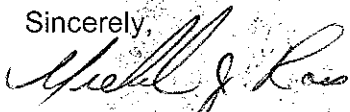
My parent company, RR Donnelley, has extensive experience in our Global Translation Services Division, and I have enclosed a brochure outlining our services and capabilities.

We've been in business for 146 years, and we provide translation services for many companies and entities around the world.

I've also enclosed a list of references per the requirement in this RFQ.

Thank you again for allowing us to be of service.

Sincerely,



Michael J. Ross
Senior Account Representative
Government Services

RECEIVED

2011 MAR 29 PM 1:12

WV PURCHASING
DIVISION

References:

Eaton
Shelley McGrail
216-523-5194
ShelleyGMcGrail@eaton.com
1 year
Corporate communications + 20 languages

Rapiscan
Jeremy Norton
703-812-0322
jnorton@osi-systems.com
3 years
translation, typesetting, of technical manuals / multilingual

Metlife
Mona Shah
(+1) 908 253 1213
3 years
MetLife, leading provider of insurance and financial services required a partner to work with them to translate their library documents and support the ongoing needs of multiple divisions / multilingual

Wellpoint
Susan Thompson
805 384-7109
susan.w.thompson@wellpoint.com
2 years
Provider directories, created automated workflow to expedite composition of Spanish version directories

E-on
Christian Gahlen
Germany
011-49-211- 4579-204
Christian.Gahlen@eon.com
3+ Years
€86B global provider of utilities, needed a translation partner that could handle simultaneous, multilingual updates of their internal communications, product databases and intranet sites across worldwide business units, they selected RR Donnelley.



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
 DMV110284

PAGE
 1

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

RFQ COPY

TYPE NAME/ADDRESS HERE
 MOORE WOLFE NORTH AMERICA, INC
 101 CARRIAGE WAY STE 307
 HUNNINGS, 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
03/14/2011				

BID OPENING DATE: 03/29/2011 BID OPENING TIME 01-30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 3 *****						
THIS ADDENDUM IS ISSUED TO REPLACE THE SPECIFICATIONS AND PRICING PAGE WITH THE ATTACHED REVISED SPECIFICATIONS AND PRICING PAGE.						
NOTE: THE CHINESE TRANSLATION HAS BEEN REMOVED FROM THE SPECIFICATIONS ENTIRELY.						
***** END ADDENDUM NO. 3 *****						
C001	1	EA		700-16		
TRANSLATE WDMV DRIVER LICENSE HANDBOOK						
						Pricing on Page 4 of THIS ADDENDUM # 3
C002	1	LS		961-75		
TRANSLATION SERVICES						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Michael J. Rice* TELEPHONE: 304-757-6673 DATE: 03/28/11
 TITLE: Service Account Rep. FEIN: 160331690 ADDRESS CHANGES TO BE NOTED ABOVE

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

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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

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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).

Request for Quotations
Department of Transportation
Division of Motor Vehicles

**TRANSLATION SERVICES
RFQ DMV110284**

The West Virginia Department of Transportation, Division of Motor Vehicles, hereinafter referred to as "DMV", is soliciting bids for translation of the West Virginia Division of Motor Vehicles Driver License Handbook into Spanish and Japanese languages.

Mandatory Requirements & Bid Evaluation

Mandatory requirements included herein are intended to establish the minimum qualification and experience requirements and required services. Any specification containing the word "**must**", "**shall**" or "**will**" is mandatory. Failure to meet any mandatory requirement shall result in disqualification of the bid.

Vendors **must** have been in business a minimum of five (5) years and **shall** have completed a minimum of five (5) projects similar in size and scope within the last five years. Vendor should provide names of business, addresses, contact person and phone number, dates and description of services of such projects with your bid.

An open-end contract will be awarded to the lowest, responsive bidder meeting all mandatory requirements contained in this Request for Quotation for a one year period with options to renew such contract for two additional one year periods.

Scope of Work

The successful vendor **shall** provide all labor, material and services necessary for the translation of the West Virginia Division of Motor Vehicles Driver License handbook into Spanish and Japanese languages and any revisions that may be required during the life of contract.

DVM **shall** furnish the handbook in a PDF and Indesign file to be used for translation purposes. The current West Virginia DMV Driver handbook has approximately 31,466 words.

Vendor **will** supply DMV with one translated version of each of the two (2) languages in a PDF or Indesign file to be displayed on the West Virginia Division of Motor Vehicle web-site.

The translated version **must** retain the layout and overall appearance of version submitted for translation purposes.

Vendors **shall** quote a lump sum price for both of the two required translations.

Vendors **must** also quote a per word charge for any revisions to the handbook that may be required during the life of contract. The per word fee **shall** be firm for the life of the contract.

Spanish translation version **shall** be Latin American.

Translation of both languages **shall** be completed within 45 days of ward of contract.

The DMV acknowledges differences in verbiage between English and the required languages and that some words may be subject to change during translation. However, The DMV reserves the right to evaluate those differences and the impact they may have on the interpretation of Handbook information. Changes required by The DMV to ensure correct interpretation of WV Law and Handbook information and requirements **shall** be made by the Vendor at no additional charge to the State.

**TRANSLATION SERVICES
DMV110284 BID FORM**

Translation Services		Total
Spanish Translation		\$ 7,076.00
Japanese Translation		\$ 11,042.21
Subtotal		\$ 18,118.21
	Unit Price	
Per Word Revision Fee		
*Base on 5,000 Words Per Word Rate x 5,000	\$.32 Per Word	\$ 1,600.00
Grand Total		\$ 19,718.21

Note: Word estimate is for bid evaluation purposes only; the actual number of revisions may be more or less at the DMV's discretion. Bids shall be evaluated on the basis of the lowest Grand Total Cost and compliance with all mandatory specification requirements.

Moore Wallace North America Inc
Vendor

By: Michelle Row

Title: Senior Account Representative

Date: 03/28/11

Address:

101 CARRIAGE WAY Suite 307

HURRICANE, WV 25526

Business Phone No: 304-757-6673



State of West Virginia
 Department of Administration
 Purchasing Division
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RFQ COPY

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VENDOR

MOORE Wallace North America, Inc
 101 CARROLL Way STE 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	FOB	FREIGHT TERMS
03/08/2011				

BID OPENING DATE: 03/29/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 2 *****						
THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED TECHNICAL QUESTIONS & ANSWERS AND TO EXTEND THE BID OPENING DATE AND TIME.						
THE BID OPENING IS CHANGED TO 03/29/2011 AT 1:30 PM,						
***** END ADDENDUM NO. 2 *****						
0001	1	EA		700-16		
TRANSLATE WVDMV DRIVER LICENSE HANDBOOK						
0002	1	LS		961-75		
TRANSLATION SERVICES						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Michael J. Ross* TELEPHONE: 304-757-6673 DATE: 03/28/11
 TITLE: Senior Account Rep FEIN: 160331690 ADDRESS CHANGES TO BE NOTED ABOVE

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Addendum

DMV11084-Technical questions

Translation Services

1. On the bid form, may we provide three separate per word revision fees for the three languages we would be potentially updating?

No, DMV desires one per work revision fee.

2. Is it a correct assumption that any updates will be done in InDesign, and thus our charge should include graphic layout as well

Assumption is correct .

3. If awarded the contract, we note that the InDesign software is the latest version, or CS5. Is it possible to request an INX file format?

Yes, we can supply an INX file.

4. Is there a place typesetting should be detailed ?

No, this should be included in you translation bid amount

5. For revisions, there is only one space, however the 3 languages have varying rates, how should we detail them?

DMV is requesting one per word rate for all three languages.



State of West Virginia
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 Post Office Box 50130
 Charleston, WV 25305-0130

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PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
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RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

*MOORE WALLACE NORTH AMERICA, INC
 101 CARRIAGE WAY STE 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
02/28/2011				

BID OPENING DATE: 03/15/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 *****						
THIS ADDENDUM IS ISSUED TO EXTEND THE BID OPENING DATE AND TIME.						
BID OPENING CHANGED FROM: 03/02/2011 AT 1:30 PM TO: 03/15/2011 AT 1:30 PM						
THE AGENCY RESPONSE TO TECHNICAL QUESTIONS WILL BE ISSUED IN A SUBSEQUENT ADDENDUM.						
0001	1	EA		700-16		
TRANSLATE WVDMV DRIVER LICENSE HANDBOOK						
0002	1	LS		961-75		
TRANSLATION SERVICES						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Michael G. Raw* TELEPHONE: 304-757-6673 DATE: 3/28/11

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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02/01/2011	AS NAD			

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		700-16		
TRANSLATE WVD MV DRIVER LICENSE HANDBOOK THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES IS SOLICITING BIDS FOR AN OPEN-END CONTRACT FOR THE TRANSLATION OF THE DIVISION OF MOTOR VEHICLES DRIVER LICENSE HANDBOOK INTO SPANISH, JAPANESE, AND CHINESE PER THE ATTACHED SPECIFICATIONS. ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WV PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 02/16/2011 AT 4:00 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						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Michelle K. Row</i>	TELEPHONE 304-757-6673	DATE 03/02/11
TITLE Senior Account REP	FEIN 160331690	ADDRESS CHANGES TO BE NOTED ABOVE

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



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BID OPENING DATE: 03/02/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>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.</p> <p>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.</p> <p>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.)</p> <p>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.</p> <p>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.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS.

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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



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

Request for Quotation

RFQ NUMBER
DMV110284

PAGE
3

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

RFQ COPY

TYPE NAME/ADDRESS HERE

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
02/01/2011				

BID OPENING DATE: 03/02/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
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WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

Request for Quotation

RFQ NUMBER
DMV110284

PAGE
4

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

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

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
02/01/2011				

BID OPENING DATE: 03/02/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
BUYER:				44		
RFQ. NO.:				DMV110284		
BID OPENING DATE:				03/02/2011		
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 -----						
0002	1	LS	961-75			
TRANSLATION SERVICES						
***** THIS IS THE END OF RFQ DMV110284 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FERN	ADDRESS CHANGES TO BE NOTED ABOVE

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

Request for Quotations
Department of Transportation
Division of Motor Vehicles

TRANSLATION SERVICES
RFQ DMV110284

The West Virginia Department of Transportation, Division of Motor Vehicles, hereinafter referred to as "DMV", is soliciting bids for translation of the West Virginia Division of Motor Vehicles Driver License Handbook into Spanish, Japanese and Chinese languages.

Mandatory Requirements & Bid Evaluation

Mandatory requirements included herein are intended to establish the minimum qualification and experience requirements and required services. Any specification containing the word "**must**", "**shall**" or "**will**" is mandatory. Failure to meet any mandatory requirement shall result in disqualification of the bid.

Vendors **must** have been in business a minimum of five (5) years and **shall** have completed a minimum of five (5) projects similar in size and scope within the last five years. Vendor should provide names of business, addresses, contact person and phone number, dates and description of services of such projects with your bid.

An open-end contract will be awarded to the lowest, responsive bidder meeting all mandatory requirements contained in this Request for Quotation for a one year period with options to renew such contract for two additional one year periods.

Scope of Work

The successful vendor **shall** provide all labor, material and services necessary for the translation of the West Virginia Division of Motor Vehicles Driver License handbook into Spanish, *Japanese and Chinese* languages and any revisions that may be required during the life of contract.

DVM **shall** furnish the handbook in a PDF and Indesign file to be used for translation purposes. The current West Virginia DMV Driver handbook has approximately 31,466 words.

Vendor **will** supply DMV with one translated version of each of the three (3) languages in a PDF or Indesign file to be displayed on the West Virginia Division of Motor Vehicle web-site.

The translated version **must** retain the layout and overall appearance of version submitted for translation purposes.

Vendors **shall** quote a lump sum price for each of the three required translations.

Vendors **must** also quote a per word charge for any revisions to the handbook that may be required during the life of contract. The per word fee **shall** be firm for the life of the contract.

Spanish translation version **shall** be Latin American.

Chinese translation version **shall** be Simplified.

Translation of all 3 languages **shall** be completed within 45 days of ward of contract.

The DMV acknowledges differences in verbiage between English and the required languages and that some words may be subject to change during translation. However, The DMV reserves the right to evaluate those differences and the impact they may have on the interpretation of Handbook information. Changes required by The DMV to ensure correct interpretation of WV Law and Handbook information and requirements **shall** be made by the Vendor at no additional charge to the State.

TRANSLATION SERVICES
DMV110284 BID FORM

Translation Services	Quantity	Unit price	Total
Spanish Translation	1	\$	\$
Japanese Translation	1	\$	\$
Chinese Translation	1	\$	\$
Subtotal			\$
Per Word Revision Fee	Estimated Quantity	Cost per Word	
*Base on 5,000 Words Per Word Rate x 5,000	5000	\$	\$
Grand Total			\$

Note: Word estimate is for bid evaluation purposes only; the actual number of revisions may be more or less at the DMV's discretion. Bids shall be evaluated on the basis of the lowest Grand Total Cost and compliance with all mandatory specification requirements.

Vendor

By: _____

Title: _____

Date: _____

Address: _____

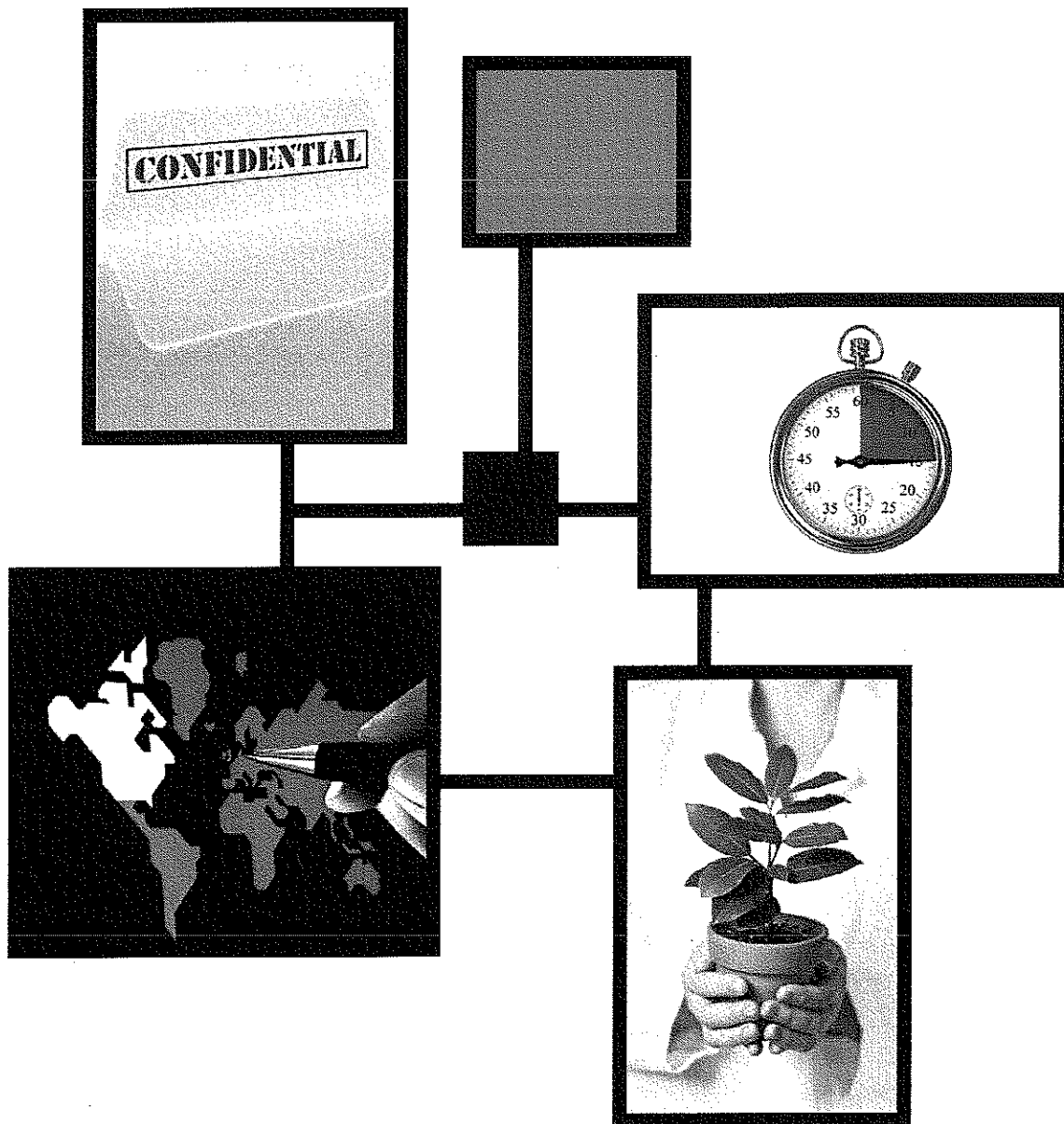
Business Phone No: _____

*Replaced Page
PER ADDENDUM # 3
NEW PAGE IS PAGE 4
OF ADDENDUM # 3*

RR DONNELLEY

Where expertise and efficiency meet
**GLOBAL TRANSLATION
SERVICES**

Comprehensive language support for businesses worldwide



Total service support

Globalization offers today's businesses tremendous opportunities and unique challenges. To remain competitive, businesses must effectively communicate with local customers, internal stakeholders and key external audiences across any and all platforms. Organizations that can achieve this will survive and thrive in our fast-moving global economy.

RR Donnelley Global Translation Services can help your organization overcome all of its critical communication challenges. Each day, we leverage our global network of highly specialized, professional linguists to support more than 140 languages and dialects.

We offer a full range of international communication solutions and have the internal resources to be your organization's sole language provider. Our expertise in key segments and high quality standards enable your organization to comfortably bridge the language gap between itself and its most valuable audiences — now and in the future.

At Global Translation Services, we take the saying "Where expertise and efficiency meet" seriously. Our 24/7 service delivery platform is designed to meet the specific requirements of each client engagement without sacrificing accuracy or time. Each client is provided with a dedicated project team who speaks their language. In addition to providing round-the-clock project management, this team also ensures that our technology tools are being effectively leveraged.

Driven by standardized process steps and an infrastructure focused on quality, a relationship with RR Donnelley Global Translation Services can help you realize a tangible return on your translation investment.

Subject matter expertise

All RR Donnelley Global Translation Services linguists work in their native language and have formal translation degrees. Each linguist is also a trained specialist within a particular strategic segment. They know the unique nomenclature, documentation requirements, regulatory specifications and industry standards for their segments. As a result, the content, tone and meaning of complex industry-specific source documents read fluently in the clients' target language(s).

Segment support in 140+ languages

Financial:

- Annual Reports
- IPOs
- Mergers and Acquisitions
- Compliance
- Prospectuses
- Fact Sheets
- Legal Contracts
- Auditors Reports
- Financial Statements
- Shareholder Communications

Life Sciences:

- Clinical Protocols
- Drug Registration
- Marketing and Advertising
- Medical Journals
- Physicians Surveys
- Product Packaging and Labels
- Regulatory Documentation
- Technical Guides

Legal:

- Contracts
- Agreements
- Cross-border
- Leases
- Litigation
- Correspondence
- Witness Statements
- Intellectual Property
- Patents
- Legal Marketing
- Materials

Marketing Communications:

- Annual and Semi-Annual Reports
- Brochures and Catalogs
- Confidential Board of Directors Materials
- E-mail Campaigns
- Human Resources
- Investor Relations
- Product Launches and Press Releases
- Product Packaging
- Technical Documentation and User Manuals
- Training Manuals
- Websites

A process-driven approach

Our structured project management practices and technology tools allow us to centralize our knowledge and resources. This allows us to consistently and repeatedly deliver outstanding client results.

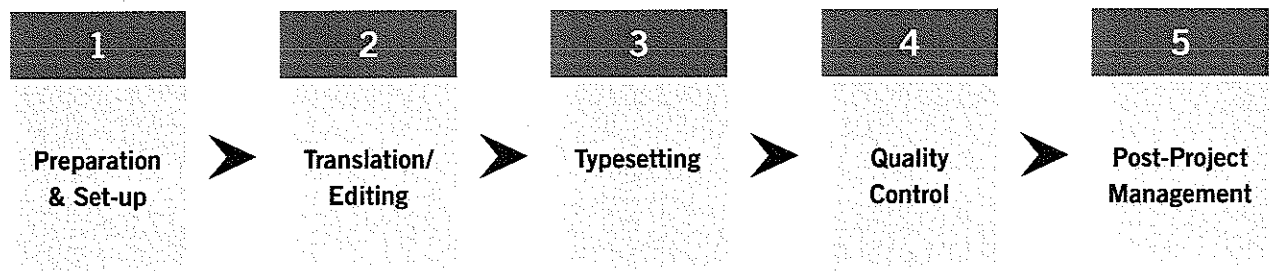
- Professional linguist translations, not automated computer programs
- Contextual and nuanced translations based on a source document and industry
- Sophisticated translation memory tools are leveraged to ensure accuracy and fast turnarounds
- Efficient project management allows savings to be passed on to clients
- A client-specific online glossary streamlines future projects and creates added value

A workflow optimized for excellence

When your business communication has to be right the first time — trust RR Donnelley Global Translation Services. Our process steps have been refined after years of successful client engagements and allow us to deliver accurate, timely and cost-efficient translations.

Our customer service and project management strengths are industry renowned. Our quality standards are embedded into all phases of our project management processes and provide our clients with the assurance that their projects are being professionally managed through all production steps.

Translation process steps:



Translation Services with full-service support

- Works with you from preparation right through production and delivery
- Builds strong relationships and offers a dedicated project management team
- Delivers innovative solutions for your specific project specifications while reducing costs
- Uses a collaborative approach to design a customized workflow for each client, project and circumstance

10 reasons to select RR Donnelley Global Translation Services

1. Qualified, in-country linguists, with "hands-on" experience of complex projects
2. Global 24/7 project management coverage in the client's native language
3. Deliver high-quality translations with accuracy and speed
4. Expertise in key strategic verticals including life sciences, corporate, marketing, legal and finance
5. 140+ languages supported by 2,500 of the world's top-rated linguists
6. Translation memory tools enhance efficiency and turnaround time
7. A proprietary five-step process delivers accuracy within budget
8. Create and host a client-specific online glossary for each project
9. Strict confidentiality policies and strong audit functionality
10. EN 15038:2006 Certification from the European Committee for Standardization*

Comprehensive Language Services

RR Donnelley Global Translation Services provides Fortune 500 organizations with a full range of multilingual services required to transact successful business. As part of a larger global enterprise, RR Donnelley Global Translation Services can coordinate your company's requirements for related project functions including creative design, publishing, commercial print, financial print, mailing and fulfillment, distribution, Venue® virtual data rooms and outsourcing services.

Content translation in multiple languages and dialects	Deliver comprehensive translation support for more than 140 languages covering every corner of the world. We provide translation services to and from English, and regularly between European and Asian languages.
Editing	Review an existing translation (not produced by our linguists) against the source document and amend it to improve style, syntax and terminology choices.
Proofreading	Review a typeset document to confirm that text is complete and layout conforms to all style guidelines.
Translation memory tools	Leverage translation-memory (TM) tools to enhance overall consistency and reduce turnaround time.
Online glossary preparation and management	Create, continuously update and host customer-specific online glossaries for all client engagements.
Typesetting	Convert your text into formatted styles for printing or presentation - usually in a specialized application such as QuarkXpress or InDesign - in any language.
Desktop publishing	Generate a formatted version of the document in the target language, including color graphics and regional settings.
Interpreting	Supply interpreters to perform oral translation between two languages in intervals (consecutive interpreting) or simultaneous oral translation between two languages (simultaneous interpreting).
Website content localization	Perform the technical conversion of software or website code into another language for a particular locale. This involves translating text, coding, manipulating graphics, and/or other engineering services.
Copywriting	Adapt a source language into another language so the resulting translation adheres to local cultural and market standards.
Certification	Issue a document to certify that a translation is complete and accurate.
Attestation	Provide a legal attestation that a translation is complete and accurate.
Transcription	Transcribe spoken or hardcopy text into a word processing file in any language.
Voiceover	Provide voice talent for the recording narration of audio or visual projects.

For more information

Please visit rrdtranslations.com to learn more about how our solutions can help your company effectively communicate to a global financial audience. Our translation specialists are also available to discuss any of your project-related questions.

United States: +212 341 8328

Frankfurt: +49 69 170 88 300

London: +44 20 7469 0781

Luxembourg: +352 34 14 34 305

Paris: +33 1 53 45 19 03

Asia: +852 2509 7921

*RR Donnelley has self-certified our translation processes to meet or exceed the standards set out in EN 15038 — a set of guidelines that form the only recognized translation standard.

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magazines . premedia technologies . proprietary digital print technologies . real estate services . retail inserts . RFID and barcoding
supply chain management solutions . translation services

RR DONNELLEY

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111 South Wacker Drive
Chicago, IL 60606-4301
U.S.A.

800.424.9001

www.rrdonnelley.com

www.translations.rrd.com

B-GTSGEN 07.2010

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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.

- 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: Woods Walker North America Inc

Signed: [Signature]

Date: 03/02/11

Title: Senior Account Representative

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

RFQ No. DMV110284

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: [Signature] Date: 03/02/11

State of West Virginia

County of Putnam, to-wit:

Taken, subscribed, and sworn to before me this 2nd day of March, 2011.

My Commission expires March 31, 2016.

NOTARY PUBLIC [Signature]

