



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

Solicitation

NUMBER
SOS201208

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
GUY NISBET 304-558-8802

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

QuestMark Information Management
 9440 Kirby Dr.
 Houston, TX 77054

SHIP TO

SECRETARY OF STATE
 BUILDING 1, ROOM 157K
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0770 558-6000

DATE PRINTED
12/06/2012

BID OPENING DATE: 12/27/2012 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		966-55		
BULK MAILING AND PRINTING SERVICES						
REQUEST FOR SOLICITATION (RFQ)						
THE AGENCY THE WEST VIRGINIA PURCHASING DIVISION IS SOLICITING BIDS FOR THE AGENCY, THE WEST VIRGINIA SECRETARY OF STATE'S OFFICE (SOS) TO ESTABLISH AN OPEN-END CONTRACT FOR TIME SENSITIVE PRINTING AND ASSOCIATED BULK MAILING SERVICES PER THE ATTACHED SPECS.						
***** THIS IS THE END OF RFQ SOS201208 ***** TOTAL:						

12/26/12 11:28:32 AM
 West Virginia Purchasing Division

SIGNATURE <i>[Signature]</i>	TELEPHONE 713-662-9022	DATE 12-21-12
TITLE CEO	FEIN 76-0408235	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, PLEASE USE THIS ADDRESS:

ATTACHMENT A

Bid Scenario Cost Sheet for RFQ: SOS201208

Please provide a cost based on the listed quantities.

ITEM	Unit Cost per Piece	Quantity	Total
3.1.1 Business & Licensing Monthly Expiration Postcards			
Programming, Materials, and Printing	\$.056	768	\$ 43.01
3.1.2 Business & Licensing Annual Report Postcards			
Programming, Materials, and Printing	\$.056	26,024	\$ 1,457.34
3.1.3 Business & Licensing Annual Report & Letter			
Programming, Materials, Printing, and Envelopes	\$.0915	44,722	\$ 4,092.06
3.1.4 Business & Licensing Annual Report Late Fee Letter			
Programming, Materials, Printing, and Envelopes	\$.0725	22,444	\$ 1,627.19
3.1.5 Business & Licensing Letter of Determination			
Programming, Materials, Printing, and Envelopes	\$.0825	6,766	\$ 558.20
3.1.6 Business & Licensing Revocation Letter/Certificate			
Programming, Materials, Printing, and Envelopes	\$.1015	3,314	\$ 336.71

Postage rates must be the rates at the date the release is placed, and must be billed as straight pass through to the agency.

ATTACHMENT B

Cost Sheet for RFQ: SOS201208

Estimates and jobs are for bidding purposes only. Actual quantities and jobs may vary due to Agency needs.

ITEM	Unit Cost per Piece	Quantity/Pieces	Total
3.1.1 Business & Licensing Monthly Expiration Postcards			
Programming, Materials, and Printing	\$.056	1-100	\$ 5.60
	\$.056	101-500	\$ 28.00
	\$.056	501-1000	\$ 56.00
	\$.056	over 1,001	\$
3.1.2 Business & Licensing Annual Report Postcards			
Programming, Materials, and Printing	\$.056	1-20,000	\$ 1,120.00
	\$.056	20,001-25,000	\$ 1,400.00
	\$.056	over 25,000	\$
3.1.3 Business & Licensing Annual Report & Letter			
Programming, Materials, Printing, and Envelopes	\$.0915	1-35,000	\$ 3,202.50
	\$.0915	35,001-40,000	\$ 3,660.00
	\$.0915	40,001-45,000	\$ 4,117.50
	\$.0915	45,001-50,000	\$ 4,575.00
	\$.0915	over 50,000	\$
3.1.4 Business & Licensing Annual Report Late Fee Letter			
Programming, Materials, Printing, and Envelopes	\$.0725	1-20,000	\$ 1,450.00
	\$.0725	20,001-25,000	\$ 1,812.50
	\$.0725	over 25,000	\$
3.1.5 Business & Licensing Letter of Determination			
Programming, Materials, Printing, and Envelopes	\$.0825	1-3,000	\$ 247.50
	\$.0825	3,001-5000	\$ 412.50
	\$.0825	over 5,000	\$
3.1.6 Business & Licensing Revocation Letter/Certificate			
Programming, Materials, Printing, and Envelopes	\$.1015	1-3,000	\$ 304.50
	\$.1015	3,001-5000	\$ 507.50
	\$.1015	over 5,000	\$

Postage rates must be the rates at the date the release is placed, and must be billed as straight pass through to the agency.

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

QuestMark Information Management, Inc.

(Company)

(Authorized Signature)

CEO

(Representative Name, Title)

713-662-9022

713-662-9660

(Phone Number)

(Fax Number)

(Date)

12-21-12

Rev. 07/12

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.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**
 Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

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: QuestMark Information Management, Inc. -Signed: Date: 12-21-12Title: CEO



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 Department of Administration
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ADDRESS CORRESPONDENCE TO ATTENTION OF
GUY NISBET 304-558-8802

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RFQ COPY
 TYPE NAME/ADDRESS HERE
 QuestMark Information Management, Inc.
 9440 Kirby Dr.
 Houston, TX 77054

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SECRETARY OF STATE
 BUILDING 1, ROOM 157K
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0770 558-6000

DATE PRINTED
12/17/2012

BID OPENING DATE: 12/27/2012 BID OPENING TIME: 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
ADDENDUM ISSUED FOR THE WEST VIRGINIA SECRETARY OF STATE'S OFFICE (SOS) OPEN-END CONTRACT FOR TIME SENSITIVE PRINTING AND BULK MAILING ISSUED TO DISTRIBUTE THE ATTACHED INFORMATION FOR THE VENDOR COMMUNITY.						
0001	1	LS		966-55		
				BULK MAILING AND PRINTING SERVICES		
***** THIS IS THE END OF RFQ SOS201208 ***** TOTAL:						

SIGNATURE <i>Beth L. Liche</i>	TELEPHONE 713-662-9022	DATE 12-21-12
TITLE CEO	FEIN 76-0408235	ADDRESS CHANGES TO BE NOTED ABOVE

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: SOS201208

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/>] Addendum No. 1	<input type="checkbox"/>] Addendum No. 6
<input type="checkbox"/>] Addendum No. 2	<input type="checkbox"/>] Addendum No. 7
<input type="checkbox"/>] Addendum No. 3	<input type="checkbox"/>] Addendum No. 8
<input type="checkbox"/>] Addendum No. 4	<input type="checkbox"/>] Addendum No. 9
<input type="checkbox"/>] Addendum No. 5	<input type="checkbox"/>] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

QuestMark Information Management, Inc.

Company

Patricia Ludeke

Authorized Signature

12-21-12

Date

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: Beth Ludeke

Authorized Signature: *Beth Ludeke* Date: 12-21-12

State of Texas

County of Harris, to-wit:

Taken, subscribed, and sworn to before me this 21st day of December, 2012.

My Commission expires 3-9-2015, 20 .

AFFIX SEAL HERE

NOTARY PUBLIC *Tracy L. Beard*





QuestMark Information Management
9440 Kirby Dr.
Houston, TX 77054
713-662-9022

QuestMark Information Management is extremely excited about the opportunity to respond to West Virginia's request for Printing and Mailing Services. Our established print and mail equipment and procedures for mail processing allow us to readily incorporate the print and mail requirements of the State into our current operations. The requirements described are consistent with our ongoing operations. We believe QuestMark is well-suited to perform the requirements requested by the West Virginia Secretary of State.

QuestMark has multiple experiences with print and mail transitions; all of these transitions have been very successful. Should QuestMark be awarded the Printing and Mailing Services contract, we will apply our past transition experience to ensure a successful transition of the print and mail workload to QuestMark.

Print and mail security is of high importance to us. QuestMark has physical security controls that were put in place to comply with HIPAA and we are SSAE 16 (which superseded SAS70 Level II) compliant. Our corporate security policy is responsible for development of corporate wide security procedures. QuestMark is responsible for all aspects of computer security. QuestMark has developed policies to ensure our staff conforms to the corporate security policy and protects all assets.

QuestMark provides safe and secure file transfers via SFTP.

Executive Credentials

The following are the executives of QuestMark:

Beth Ludeke
Chief Executive Officer
bethl@qiminc.com

Larry Ludeke
President
larryl@qiminc.com

Yaron Pacht
Director of Information Technology
yaronp@qiminc.com

Vendor Profile

QuestMark, incorporated since 1993, is a modern facility that prints and distributes materials in an accurate, efficient, cost-effective manner. Within well-defined and enforced security parameters, we produce many different types of documents. QuestMark is a fully integrated facility, making it easy to track each document from print, through insertion to mailing while retaining a complete history of the process. QuestMark's web based application, StatifyKPI, provides a visual recording of each bill as it moves through the delivery process. The application provides a real time status and detailed workflow history.

QuestMark's state of the art facility and professional staff, along with 22 high-speed, high-volume printers, provide quality output and quick turnaround while maintaining strict quality control on all documents. Redundant print and mail equipment and on-site technicians guarantee minimal downtime of all hardware.

Equipped with the latest printing technology, QuestMark has extensive experience in printing all types of documents including utility bills, statements, checks, forms, simplex, duplex, single page, multiple-page documents, and more. We have several Programmers/Analysts specially trained to design forms and develop print applications based on user-specific requirements.

QuestMark uses a Bell & Howell sorter capable of sorting over 35,000 pieces of mail per hour. By using Multi Line Optical Character Recognition technology (MLOCR), the sorter scans the address of each mail piece and compares the address with the latest information from the USPS' address database. This system ensures that each piece has a valid address – even if the recipient has recently moved. Using the address data scanned by the MLOCR, the sorter applies an eleven-digit delivery point barcode to each piece of mail. This barcode allows the item to bypass several processing steps normally required by the USPS and ensures that each piece of mail is processed as efficiently as possible at the lowest automated rate.

The Bell & Howell inserters and sorters, along with the use of barcode readers, enable every piece of mail to be tracked through every step of the process. The inserting machines are capable of determining if the incorrect amount of pages were placed in an envelope and will stop the process if this occurs.

Understanding the timeframe from award date to production is critical, QuestMark will assign dedicated resources to the transition to guarantee that all project timelines are met; thereby ensuring print and mail operations are uninterrupted.

QuestMark will use existing personnel, processes and procedures for managing this project. We will propose any new technology and procedures that allow us to reduce costs and pass benefits to the State of West Virginia. The use of our dedicated, well trained staff of over 50 employees. and a secure facility will allow us to provide the best service to our customers at the lowest possible cost.