State of West Virginia
Department of Transportation
Division of Motor Vehicles

Quotation for
Automated Drivers Testing System

RFQ Number
DMV110025

Tony Lawrence, Senior Bid Manager
Telephone: (978) 215-2713/ Mobile (401) 862-7901
Email: tlawrence @ L1ID.com

L-1 Secure Credentialing Inc.
296 Concord Road
Billerica, MA 01821
Fax: (978) 215-2406
www.L1id.com

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

Request for Quotation

RFQ NUMBER	PAGE
DMV110025	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

FRANK WHITTAKER
304-558-2316

VENDOR

RFQ COPY
TYPE NAME/ADDRESS HERE

L-1 Secure Credentialing, Inc.

296 Concord Road, 3rd Floor

Billerica, Massachusetts 01821

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
08/22/2010				

BID OPENING DATE:	09/23/2010		BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		990-32		$850,482.00

AUTOMATED DRIVERS TESTING SYSTEM

THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY
THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES IS
SOLICITING BIDS FOR AN AUTOMATED DRIVERS TESTING
SYSTEM 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 TECHNICAL QUESTIONS IS 09/01/10 AT 4:00 PM
ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM
AFTER THE DEADLINE.
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.

NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

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

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE Robert Eckel X	TELEPHONE 978-215-2525	DATE September 21, 2010
TITLE Executive Vice President	FEIN 94-3342784	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

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

SEALED BID

BUYER: 44

RFQ. NO.:   DMV110025

BID OPENING DATE: 09/23/10

BID OPENING TIME: 1:30 PM

PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY
TO CONTACT YOU REGARDING YOUR BID:
     978-215-2406

CONTACT PERSON (PLEASE PRINT CLEARLY):
     Tony Lawrence 978-215-2713

****** THIS IS THE END OF RFQ DMV110025 ****** TOTAL: $850,482.00

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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TITLE Executive Vice President	FEIN 94-3342784		ADDRESS CHANGES TO BE NOTED ABOVE

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CHARLESTON, WV
25311   558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/10/2010				

BID OPENING DATE: 09/23/2010				BID OPENING TIME 01:30PM	

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				***************** ADDENDUM NO. 1 *****************		
				THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED TECHNICAL QUESTIONS AND ANSWERS.		
				THE BID OPENING DATE AND TIME HAVE NOT CHANGED.		
				*************** END ADDENDUM NO. 1 *****************		
0001	1	LS		990-32		$850,482.00
				AUTOMATED DRIVERS TESTING SYSTEM		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE Robert Eckel X	TELEPHONE 978-215-2525	DATE September 21, 2010
TITLE Executive Vice President	FEIN 94-3342784	ADDRESS CHANGES TO BE NOTED ABOVE

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

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ADDRESS CORRESPONDENCE TO ATTENTION OF:

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304-558-2316

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR
L-1 Secure Credentialing, Inc.
296 Concord Road, 3rd Floor
Billerica, Massachusetts 01821

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
09/14/2010				

BID OPENING DATE: 09/23/2010   BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO	ITEM NUMBER	UNIT PRICE	AMOUNT

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***************** ADDENDUM NO. 2 *****************

THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED
TECHNICAL QUESTIONS AND ANSWERS OMITTED FROM
ADDENDUM NO. 1 IN ERROR.


THE BID OPENING DATE AND TIME HAVE NOT CHANGED.
```

0001		LS		990-32		
	1					

AUTOMATED DRIVERS TESTING SYSTEM

****** THIS IS THE END OF RFQ DMV110025 ****** TOTAL: $850,482.00

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
Robert Eckel X	978-215-2525	September 21, 2010

TITLE	FEIN	
Executive Vice President	94-3342784	**ADDRESS CHANGES TO BE NOTED ABOVE**

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

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September 21, 2010

Frank M. Whittaker, Buyer
Purchasing Division
2019 Washington Street East
P.O. Box 50130
Charleston, WV 25305-03130

Subject: Response to RFP DMV110025 DMV Automated Drivers Testing System

Dear Mr. Whittaker:

The enclosed proposal from L-1 Secure Credentialing Inc. ("L-1") addresses the State of West Virginia's Department of Transportation, Division of Motor Vehicles Request for Proposal (RFP DMV110025) for their Automated Drivers Testing System.

L-1 will utilize its depth of knowledge and experience to deliver an automated drivers testing solution that satisfies the State's needs for customer test-taking. We look forward to demonstrating the capabilities of our solution.

L-1's point of contact for this proposal is: Mr. Tony Lawrence, Senior Bid Manager, L-1 Secure Credentialing, Inc., 296 Concord Road, Billerica, Massachusetts 01821, 1-978-215-2713, Fax: 1-978-215-2406, tlawrence@L1id.com.

Thank you for your consideration and we look forward to expand our working relationship with the State of West Virginia on this exciting project.

Very truly yours,

Robert Eckel
Executive Vice President
L-1 Secure Credentialing, Inc.
Telephone: 978-215-2525
Fax: 978-215-2409
Email: beckel@l1id.com

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SECTION 1 Executive Summary

L-1 Secure Credentialing, Inc. ("L-1") is pleased to respond to the State of West Virginia Division of Motor Vehicles Request for Quotation for an Automated Driver License Testing System -issued RFQ#DMV110025. L-1 has partnered with the State of West Virginia for over 8 years for driver license and identification card solutions and looks forward to expanding our relationship with the delivery of our AutoTest solution that leverages our existing in-state support group, and our knowledge of your staff, your offices, and West Virginia citizens. The potential for integration of the AutoTest system with your existing driver license solution and the resulting efficiencies and cost savings of a single support provider will greatly benefit the State.

We are confident the solution we are proposing represents the highest value, lowest risk solution for the West Virginia DMV due to the level of expertise and degree of teamwork we will apply to the solution to ensure success.

Best Experience and Solution

L-1's AutoTest System has been selected by 18 states and provinces in North America and internationally for automation of the driver testing process. With millions of exams delivered each year in over 700 testing locations on 2,800+ test stations, AutoTest is a proven, mature system. And during our eight years of offering driver testing systems and services, L-1 has pioneered many firsts:

- First Web-based knowledge testing system for a driver service agency (Alabama DPS 2003)

- First automated testing system to offer testing in American Sign Language (Alabama DPS 2005)

- First statewide program offering secure, randomized knowledge testing via the Internet to high school students in their own school computer labs (for the New York DMV 2006)

- First automated testing system to offer fully integrated appointment scheduling capabilities (Mississippi 2005)

- First automated testing system to offer tablet PC based automated skills testing (RoadTest) with full GPS tracking and handwriting recognition

Our thought leadership in this space has been recognized by many State agencies, and has proven successful in providing work flow modifications, processes, and technology at the front counter to speed applicant throughput and improve customer service to the applicant while saving time and money for state agencies.

Our solution is highly configurable and scalable to meet your needs now and in the future. We understand those needs: as the provider of West Virginia driver license/identification card solution for over 8 years, we are familiar with the State's growth and the challenges you face. Both our experience in West Virginia and our installed base of automated testing systems — significantly larger than any other U.S. provider's — allows us to deliver your system with minimal risks associated with scoping, developing, or implementing the solution into your environment. Our AutoTest solution is the most feature-rich of any provider, and we stand prepared to meet your delivery date. In addition, AutoTest has been designed to meet the exacting requirements of driver knowledge testing, fully complying with all FMCSA/AAMVA specifications. Unlike generic testing applications, AutoTest is ready to deliver fully compliant CDL testing out of the box.

Dedicated Team

The L-1 personnel that will be assigned to this program represent experts in the field with multiple successful implementations of AutoTest programs throughout the country. As these project team members focus on AutoTest type programs, they will be dedicated to your program without distractions. Led by L-1's experienced Project Manager, the team will ensure the use of project best practices and will guarantee enhanced communication throughout the project phases.

You will benefit from our existing support and maintenance infrastructure in West Virginia with:

- Operational efficiencies for obtaining support/maintenance — only one telephone number to contact for either driver license or AutoTest issues

- Low risk integration since we know your systems, offices, and people and have successfully integrated your DL issuance system

- Ability to further integrate your system — a holistic approach with driver licensing and Auto Testing on the same software provider's platform (picture, signature, facial recognition)

- Flexible payment structure/model that can be combined with driver license issuance, if desired at any point

- Ease of future upgrades since a single vendor provides both driver licensing and AutoTest systems

- Increased ability to enhance system functionality with additional solution components (e.g., RoadTest, Scheduler) — all fully integrated

L-1 AutoTest System Summary

L-1's AutoTest system is built upon advanced technology for automation of driver knowledge exams and is supported by an organization that delivers driver license and identity solutions to 44 U.S. states and more than 25 international jurisdictions. Our AutoTest solution uses .NET architecture to ensure ease of implementation with any customer's existing IT infrastructure.

AutoTest does more than just turn a paper test into a computer test. It puts powerful tools in the hands of examiners and administrators for every aspect of the testing process saving time and money, and reducing the incidence of fraud and abuse. Combined with our experienced implementation and support team and a range of testing kiosk models, AutoTest is a complete end-to-end solution for driver service agencies.

There are three primary and fully integrated software components in the AutoTest System: AutoTest Test Station, AutoTest Examiner/Control Station and AutoTest Administrator... The *AutoTest System* may be deployed in either *central server* or *distributed server* mode, at the discretion of DMV. In addition, it is possible to utilize both modes in tandem in order to adequately address the individual requirements of each testing location. For example, the majority of testing locations with robust network bandwidth may be deployed in central server mode, while any locations for which performance is not determined to be adequate for central server mode may be deployed in distributed server mode. L-1 will work with the state of West Virginia to determine the optimal configuration for all testing locations.

In addition, because the AutoTest System software is browser-based, it can be securely and easily deployed over the Internet to remote locations such as high schools, field offices, and other locations such as AAA offices or third party testers

Primary System Components

Test Station
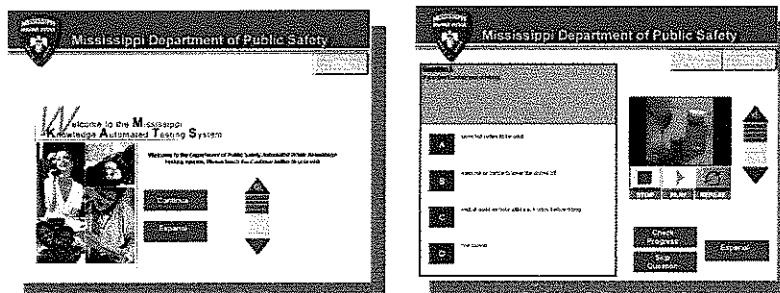
The AutoTest System Test Station interface provides the driver license applicant with an easy to use, media-rich, self-service environment in which to take a knowledge exam. L-1's years of experience in designing and implementing touchscreen-driven, self-service testing applications has

produced a user interface that is simple, yet incorporates a professional look and advanced features including the following:

- High-quality screen graphics (no more black or gray screens!)

- Professionally produced digital video and 3-D animations

- Professional voiceover narration for audio tests (audio delivered at the option of the applicant)

- User-controlled audio volume

- Multi-language delivery, including optional delivery in American Sign Language

- Language toggle feature for all foreign-language tests, allowing applicant or examiner to view English translation on any screen

- On-screen, user controlled text enlargement feature

- Configurable test progress display allows applicant to track correct/incorrect answers, time remaining and other test details

- Optional practice questions

- Applicant identity verification

- On-screen help features

- Optional customer survey module

- Question feedback options (none, correct/incorrect with or without correct answer information)

- Post-test review options

- Ergonomic and ADA compliant Test Station designs (optional)

*Examiner Console/Control Station*
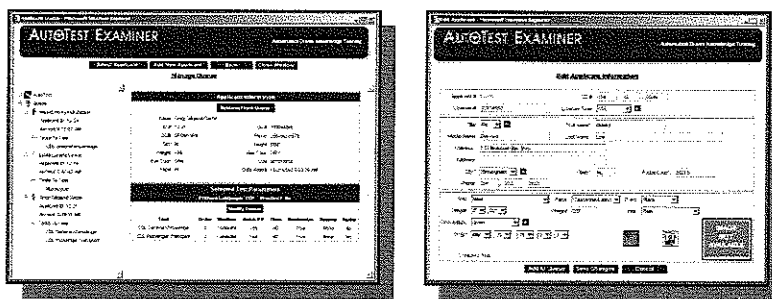
The Examiner Console interface is the central point of control at each testing location. It may be used to initiate the testing process by entering applicants and designating tests, or, optionally, may receive applicant data and testing information through interface to the DMV's primary driver licensing system. The Examiner Console also assigns Test Stations, monitors test progress, displays results, reviews tests, prints results and reports, and prints written test forms. Future options for the Examiner Console include digital image capture, digital signature capture, and digital fingerprinting through integration with a LiveScan finger imaging device.

The examiner can intervene and cancel a test from the Examiner Console, and enable the Quick Pass/Fail feature that automatically terminates tests after a preset percentage or number of questions has been answered correctly or incorrectly. Additionally, through the Examiner Console, examiners can track designated aspects of system performance and troubleshoot minor difficulties associated with normal system activities and usage.

Administrator Console

The Administrator Console is the central point of administration for the entire testing network and provides the interface to the central database(s) for all testing and applicant information. The Administrator Console provides the intuitive software tools for test creation, item-bank (database) management, transfer of new and revised data to and from the local Test Stations, and the generation of system-wide statistical reports.
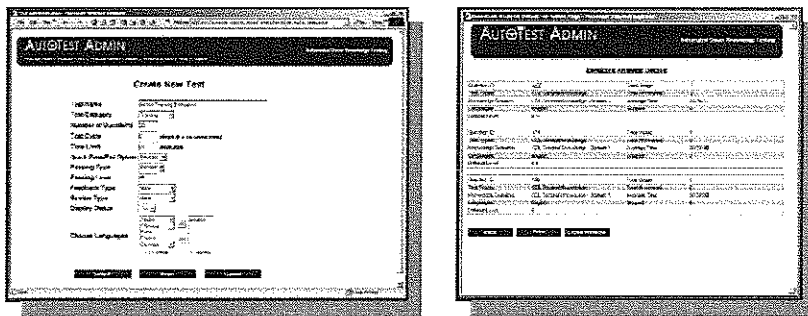
Administrator functions include the following:

* Manage users and set security levels

* Set business rules and parameters for test construction

* Create new test categories and tests

* Create and modify test questions

* Store tests, test results, and applicant information

* Purge old test and item-bank content

* Import item-bank media (i.e., images, voice, or video)

* Create associations between media and item-bank content

* Generate system-wide statistical reports

* Maintain audit trail of all database updates and transfers

Since the AutoTest System is web-based, it allows authorized examiners and administrators to access the Administrator Console from any approved PC equipped with a browser and a network or Internet (if allowed) connection.

Tests

The AutoTest System is configurable to deliver almost any type of multiple choice or true/false test, and therefore may be used to deliver a wide variety of certification and licensing exams. New test types may be easily added to

the system in the future through the Administrator Console software. Many of our state customers use AutoTest to deliver additional types of exams, such as boat operator certification, for example.

Test Results and Reports

The AutoTest System includes user-friendly reporting tools accessible to authorized users via a standard web browser. Administrators have the ability to generate select reports that reflect testing data from any or all examination sites. A variety of Standard Reports are included with the AutoTest System. All reports are configurable by the user to constrain data by hour/date range, location, test type, test mode, language, final status, applicant ID, system user, and other parameters specific to each report.

In addition to the standard AutoTest System reports, additional custom reports can be easily added to the system by L-1 or by agency personnel. The AutoTest System interfaces easily with most standard report writing software.

Benefits of L-1's AutoTest System for West Virginia

- Out of the box compliance with all FMCSA/AAMVA specifications for CDL testing

- AutoTest is ready to go with all versions of the approved CDL itembank with graphics and full audio narration in English and Spanish. This will allow us to meet the State's demanding timeframe for deployment.

- Ease of use and intuitive advanced multimedia

    One of the strongest AutoTest features is its excellent test presentation. Using an intuitive interface and crisp graphics, AutoTest provides a non-threatening testing solution that is easy to use, even for first-time or novice PC users. AutoTest is the only system that offers simulations of driving situations based on AAMVA-approved diagrams that accompany test question content. This enhances the test-taker's ability to understand and fairly evaluate test items before answering. L-1 provides full services to continuously add to and improve AutoTest's multimedia features.

- Flexible and scalable architecture

    - **Web based** – Our web-based architecture eliminates the need to install AutoTest-specific software on every PC or workstation that needs to access the system. This means that an unlimited number of examiner personnel can have remote access to Examiner Console functionality in any local office without purchasing additional licenses, supervisory personnel can access the Administrator Console from their own desk through a web browser, and itembank editors can work off-site if desired, simply by launching a web browser and logging in with security credentials.

    - **Easy-to-expand system** – AutoTest's open, web-based architecture makes it easy to implement customized features, interfaces to other systems, and interfaces to hardware devices. AutoTest allows for

future expansion, as well as future options such as remote CDL testing, improved testing access for individuals with disabilities, and use of barcode readers and other portable devices.

- **Test System Hardware** — The AutoTest System software is compatible with industry-standard Windows PCs and servers meeting minimum specifications. Jurisdictions may choose to provide their own system hardware, or L-1 will provide, configure and maintain all PCs and servers.

- **Multiple language support** — AutoTest supports test delivery in any language with both text and audio support. And since all modules of the AutoTest System are Unicode compliant, new languages can be easily added at any time…even those that use non-Roman fonts. The AutoTest System even offers the ability to test in American Sign Language through its unique multimedia capabilities.

- Anti-fraud features

AutoTest stops cheaters by producing a fully randomized, unique test for each applicant. And, our system goes the extra mile to help you stamp out fraud with additional available security features such as re-testing alerts, examiner audit capability, applicant verification questions, digital image capture, and biometrics.

As one AutoTest customer explained:

> *"Before AutoTest we had a significant problem with 'test shopping,' in which applicants who fail a test would go from office to office trying to find a place they could pass in violation of our re-test rules. Now, AutoTest warns examiners when an applicant is trying to go around these rules and gives us an effective tool to fight fraud.*

> Capt. Jason Jennings, Director of Driver Services
> Mississippi Dept. of Public Safety

- Reliability

L-1's AutoTest system is based on reliable web and database technology to provide robust operation while allowing wide latitude in the way tests are presented to applicants. AutoTest offers multiple features designed to ensure continuation of service in the event of network outages or most hardware failures. Redundant and fault tolerant, the AutoTest software is designed to recover following power failures or other disruptions at exactly the point of interruption with no loss of data.
Secure testing environment

- System access is restricted to authorized personnel via username and password authentication. User authentication may be conducted via integration with a customer's Active Directory or via the AutoTest System's internal database

- Commitment to customer service and support

Your success with the AutoTest System is our success too. And our commitment to supporting our customers is a key reason why more driver service agencies have chosen AutoTest than any other system on the market.

And, L-1 offers DMV a single toll free number for accessing support for both the automated testing system and the driver license issuance system. This means one stop contact for all maintenance and support issues.

Our clients have attested to our excellent service and support:

> *"In 2004, the Colorado Department of Revenue Division of Motor Vehicles selected L-1 Identity Solutions' AutoTest System to automate our CDL knowledge testing. Since this was new technology for us, we relied on the experience of the AutoTest support and implementation staff to guide us and they have supported us every step of the way. The automated system has grown from a small pilot to a broader installation and each new rollout has been completed on time and on budget. The software is user-friendly for our staff and customers alike. And the product has allowed us to be more efficient and more secure in our testing process."*

> Veronica White, Deputy Director
> Colorado Motor Vehicle Business Group

- Training

Each training session includes traditional instructor-led training and hands-on training. In addition to supplying each student training materials, L-1 employs visual aids during the classroom training sessions to support the instructor and enhance the training experience for the students.

Value-Added Optional Enhancements

L-1 is pleased to present in this section potential enhancements which DMV could add to the AutoTest System.

- **Scheduler** L-1's web-based appointment scheduling system that may be used by staff to schedule knowledge and/or road tests, or it can be deployed over the Internet as a self-service application for customers to make their own appointments. L-1's Scheduler solution decreases waiting times and speeds customer processing by integrating L-1's web-based appointment scheduling with your front-office and Automated Driver's License Testing System workflow. Scheduler is not part of this offer but is available as an add-on to the automated driver license testing system.

- **EZ-Visit ™** – L-1's online applicant portal, EZ-Visit, is intended to pre-qualify and prepare citizens for their visit to the DMV, and to ensure that they arrive prepared with all necessary documents and information required for their desired service. Acting as a "virtual greeter," the portal serves to check that an applicant has the legitimate, required documentation and will gather demographic data to speed up the enrollment process. The applicant then prints out a system-generated customized receipt checklist of documents to bring to the DMV based on what they have available, and this list includes a barcode that the DMV can use to pre-populate the screens. This solution reduces the number of applicants forced to make a second trip to an office to complete their

transaction as well as the data entry time per enrollment—saving the DMV time and money associated with turn-away transactions.

- **Biometrics**—Various biometric hardware and software solutions may be integrated with AutoTest for stricter control of fraud and abuse. The AutoTest System is the only system capable of full compatibility with LiveScan-compliant devices for the capture of the ten rolled fingerprints required for CDL Hazmat endorsement holders mandated by the U.S. Patriot Act.

- **Digital Image Capture**—AutoTest allows DMV personnel to capture and store a digital photograph of each applicant, or the photograph may be retrieved from the Central Image Server. This feature may be used to combat fraud, as well as to facilitate smoother workflow and customer service. For its driver license solution, the DMV already uses one-to-one facial matching—an applicant's new photo is compared against the most recent one in the State's image database so the operator can verify it is the same person—so including one-to-one matching is already familiar to your staff. Historically, knowledge testing is an area in which states have discovered significant levels of fraud: an applicant may have a skilled stand-in take the test in his or her place. Should the DMV desire, the workflow for automated testing could include having a photo taken as the first step in the testing process. An applicant would present his or her credentials; the DMV representative would capture the applicant's image and examine the results of any one-to-one facial matching against an existing photo within the State's image database, ensuring the appropriate person will be taking the test.

Summary

L-1 is committed to our partnership with the State of West Virginia. Our automated testing solution is engineered, developed, installed and supported by a world class support team that leverages years of experience with DMVs across the country. Based on this experience, we are confident that L-1's Automated Driver's License Knowledge Testing System will provide West Virginia with a state-of the-art replacement for your current system.

No other vendor provides automated driver license testing solutions to as many States as we do. We hope West Virginia expand its current L-1 driver license system by adopting our AutoTest system... We will work with you to leverage your existing investment in our driver license issuance system to realize cost savings and increased efficiencies in office workflow. L-1 is pleased to be able to offer you the best value solution to meet your requirements, one that delivers a proven testing system and offers operational efficiencies derived from our long-standing support of the State's driver license program.

SECTION 2 **Response to Procurement Specifications**

Numbering in this section has been set to correspond exactly to the requirement numbers used in the RFQ.

3.1 General Requirements

> This contract **shall** provide the DMV an ATS System with technical support, installation, and training. The DMV intends to deliver high quality services, easy to use tests, and possess the ability to process the results in a timely and professional manner. The State is mandating the use of an Open Source Technology which **must** allow for integration with existing and future information systems, maximizing the DMV's ability to utilize and transmit data electronically to other entities, including the State's Mainframe Driver's database. Well-defined industry and de facto standards **shall** apply, in the areas of operating systems, communications, and storage. **Vendors shall be subject to the requirements for REAL ID regulations (see web-site http://www.dhs.gov/files/law/gc1172765386179.shtm), including any relevant security mandates, including those pertaining to personnel, with supporting documentation provided, as required.**

The L-1 AutoTest fully complies with this requirement.

> **Qualifications & Other Requirements:** The successful vendor must:
> * Have a minimum of three successful installations within the last five (5) year period and/or are currently maintaining the system being bid (please include names of businesses, contact person name and phone number, initial system installation date, and description of services).

L-1 fully complies with this requirement.

L-1 Secure Credentialing, Inc. ("L-1") has implemented 14 AutoTest systems within the last five years:

* South Carolina DMV – 2010

* New Hampshire Dept of Safety – 2010

- Caymans Islands Vehicle and Driver Licensing – 2010
- District of Columbia DMV – 2009
- Manitoba Public Insurance – 2009
- Rhode Island DMV – 2008
- Iowa DOT – 2008
- Montana Driver Services – 2007
- New York DMV – 2006
- Colorado Dept. of Revenue, Motor Vehicle Business Group – 2006
- Arkansas State Police - 2006
- Alabama Department of Public Safety - 2005
- Mississippi Department of Public Safety – 2005
- Nebraska Department of Motor Vehicles - 2005
- .While L-1 will be happy for WV DMV to contact any of our customers, we have provided reference information for four L-1 AutoTest customers below.

Reference: Arkansas State Police	
Customer/Account name:	Arkansas State Police
Street Address:	1 State Police Plaza Drive
City, State, Zip Code	Little Rock, AR 72209
Contact Name/Title:	Monty Pride, CDL Coordinator
Phone #:	(501) 618-8810
E-Mail:	Monty.pride@asp.arkansas.gov
Contract Start/End Dates:	July 2006 – Ongoing

The Arkansas State Police selected L-1 as its partner to bring automated testing to the state for the first time. Installation of the system in the first five testing offices was complete by September 30th, 2006. Since then the implementation has grown to 105 testing locations statewide.

AutoTest not only allows the administration of fully randomized, automated tests, but also provides the capability to capture the applicant's photograph and print it on the permit given to each applicant who passes a test. The permit is presented at a separate driver's license office for production of the permanent credential. Previously, there was no way for staff at the driver's license office to be sure that the individual presenting a permit was indeed the same individual who took and passed the knowledge or skills test. ASP uses L-1 AutoTest's digital image capture feature to take and store the applicant's photograph, which may then be viewed onscreen by ASP examiners and printed on the applicant's permit. This capability significantly reduces the opportunity for fraud in the testing and licensing process.

Reference: Colorado Department of Revenue, Motor Vehicle Business Group

Customer/account name:	Colorado Dept. of Revenue, Motor Vehicle Business Group
Street Address:	1881 Pierce Street
City, State, Zip Code	Lakewood, CO 80214-0000
Contact Name/Title:	Veronica White, Senior Operations Director
Phone #:	303.205.5637
E-Mail:	rwhite@spike.dor.state.co.us
Contract Start/End Dates:	2006-Ongoing

L-1 was awarded a contract in a competitive bid process to deploy the AutoTest System for the Colorado Dept. of Revenue, Motor Vehicle Business Group.

Phase I rolled out the system to an initial five pilot locations around the State of Colorado. This phase has been in place with all locations operational since February 20, 2004.

Phase II of the project, completed in June 2006, rolled out the AutoTest System to an additional twelve Driver Services offices throughout the state. The State received CDL Program Improvement Grants from FMCSA to fund both Phase I and Phase II of the project.

L-1 provided a turnkey project with all software, hardware, services and maintenance/support included. Please see the letter of recommendation included below.

To whom it may concern:

In 2004, the Colorado Department of Revenue Division of Motor Vehicles selected L-1 Identity Solutions' AutoTest System to automate our CDL knowledge testing. Since this was new technology for us, we relied on the experience of the AutoTest support and implementation staff to guide us and they have supported us every step of the way. The automated testing system has grown from a small pilot to a broader installation and each new rollout has been completed on time and on budget. The software is user friendly for our staff and customers alike. And the product has allowed us to be more efficient and more secure in our testing process.

In addition, we have been more than pleased with the level of support and service provided by L-1. The software support desk is staffed by a stable staff of extremely knowledgeable technicians that we have worked with since 2004. They know us so well that they often find problems and fix them before our field offices can even report the issue. And I can say that the L-1 field support staff has worked with us through every challenge...even some that they could have walked away from. When budget constraints prevented us from renewing our support agreement on time, L-1 continued to support us...even replacing hardware in the field, until we could resolve the budget issues.

I have no reservations about recommending L-1 and the AutoTest System to other jurisdictions for their automated testing projects. If you have any questions or wish to speak with me directly please use my attached contact information.

Veronica White
Deputy Director
1881 Pierce Street
Lakewood Colorado 80214-0000
303 205 5637

Reference: Mississippi Department of Public Safety	
Customer/account name:	Mississippi Dept. of Public Safety
Street Address:	P.O. Box 958
City, State, Zip Code	Jackson, MS 39205-0000
Contact Name/Title:	Maj. Jason Jennings, Chief, Driver Licensing
Phone #:	601.987.1206
E-Mail:	jjennings@mdps.state.ms.us
Contract Start/End Dates:	Original contract in 2004; renewed in 2006-Ongoing

L-1 was selected by the State of Mississippi in a competitive bidding process to deploy the AutoTest System statewide for both CDL and State operator testing. Testing is delivered in both English, and nine foreign languages.

L-1 delivered the system on time and on budget. The system is deployed in twenty-eight (28) locations. DPS also has equipped fourteen travel teams with AutoTest portable testing equipment. The portable equipment includes tablet PC test stations, which are easy to transport and set up, connected to an Examiner laptop via wireless LAN.

In addition, DPS has implemented additional components of the AutoTest Suite including:

Scheduler – This module allows citizens to make appointments for knowledge and skills tests either by calling a customer service representative or self-service through the Internet.

RoadTest – CDL examiners us RoadTest on portable tablet PCs to administer all components of the CDL skills test. Scoring is automatic and MDPS also takes advantage of RoadTest's GPS tracking feature to record test route and trip data as an anti-fraud measure.

AutoTest Digital Fingerprint Capture - This software option couple with LiveScan capture hardware is used in fifteen (15) offices as part of the compliance plan for U.S. Patriot Act provisions requiring fingerprinting of CDL Hazmat endorsement holders and applicants. L-1 provided a turnkey installation, including all training required for DPS driver license examiners. L-1 continues to support the system.

DPS also plans to take advantage of AutoTest's Web-based architecture to deliver learner's permit testing for high school students in school computer labs. This built-in feature of AutoTest will provide greater convenience for students and parents, as well as help DPS manage customer traffic in its existing driver license centers.

Please see the letter of recommendation from this customer provided below.
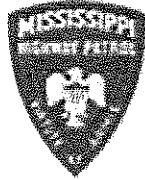
To whom it may concern,

As a long-time customer of L-1 Identity Solutions, I would like to take this opportunity to highly recommend their solutions for driver testing and scheduling. The Mississippi Dept. of Public Safety first implemented AutoTest for automation of our driver knowledge testing back in 2004. It has made a dramatic difference, improving both the security of our testing and the efficiency of our operations.

Before AutoTest we had a significant problem with "test shopping", in which applicants who fail a test would go from office to office trying to find a place they could pass in violation of our re-test rules. Now AutoTest warns examiners when an applicant is trying to go around these rules and gives us an effective tool to fight fraud.

Our experience with AutoTest has been so successful that DPS has also implemented the other parts of the system, including RoadTest for automation of our skills testing and Scheduler for appointment scheduling. These products integrate with our knowledge testing system and allow us to have a comprehensive approach to the full life-cycle of applicant testing. We are also considering working with L-1 in using AutoTest to offer testing to high school students in their own school computer labs, a program that we think will be a win-win for everyone concerned. This solution will provide greater convenience for students and parents, as well as manage customer traffic in existing driver license centers.

I can also speak highly of L-1's commitment to support. We have worked with the AutoTest support team through many changes, both on our side and theirs, and I can say with assurance that they are always knowledgeable, responsive and committed to our success with the entire system. In addition, it is a great advantage having one vendor to support all aspects of our driver license issuance system. We have one point of contact for any problem or issue that might arise.

I would be happy to speak with anyone about our experience with L-1 and the AutoTest family of products. Please feel free to contact me by email or phone.

Sincerely,

Major Joe A. Jennings
Director, Driver Services
PO Box 958
Jackson, MS 39205-0000
601-987-1206

Reference: New York Dept. of Motor Vehicles	
Customer/account name:	New York Dept. of Motor Vehicles
Street Address:	6 Empire State Plaza
City, State, Zip Code	Albany, New York 12228-0137
Contact Name/Title:	Joseph Crisafulli, Director of Field Operations
Phone #:	518.473.7254
E-Mail:	jcris@dmv.state.ny.us
Contract Start/End Dates:	2006-Ongoing

The New York DMV selected L-1 (as their partner to launch a first-of-its-kind project to bring automated testing to teenagers in New York high schools via the Internet.
In this ground-breaking project, students who need to take the knowledge exam for their learner's permit are able to take the test in their own school's computer lab, with the school's driver's ed instructor acting as the test proctor.

L-1 hosts the Web-based *AutoTest* software at its own secure hosting facility as an application service provider. NYDMV has complete control of all testing activity, including the issuance of secure credentials to school employees who supervise testing on the DMV's behalf.

The Internet testing program allows students to take a test on the school's Internet-enabled computer and, if passed, receive a bar-coded receipt which may be brought to a DMV office to complete the permit issuance process. This brings an exceptional level of convenience to students and parents, as well as relieving congestion in DMV offices. The news item below is one of many examples of positive media the NYDMV has received as a result of the program.

Students take driver's permit test at school

COLONIE - Everyday technology makes our lives a little bit easier.

So you won't be surprised to learn that some young people are no longer doing it the old fashioned way when it comes to they way they are preparing to get a driver's license.

It is a rite of passage. A big step towards 15-year-old Rae Quigley gaining her independence-- and she's well on her way to achieving it, as she takes the test to get her drivers permit.

But instead of having to get her parents to drive her to her local DMV office, Rae is taking the test at her school, South Colonie High.

"We received information from the New York State Department of Motor Vehicles last spring. They had been working with some schools in New York City and Long Island with some favorable results. And since we're one of the larger districts in the area, they asked us to run the program. It seemed like a good opportunity to reach out and provide another service for our kids," Associate Principal Tom Nicholson explained.

After all, the school has the students and computer labs.

Kids still needs to study their DMV driving manuals, but when it comes to taking the test -- thanks to technology -- it takes no longer than 5 minutes to take the exam and get the results.

Rae passed. Once she turns 16 in just a couple of months she can start the next phase in her quest for independence -- learning how to drive.

So far South Colonie is averaging about 25 students a week taking the test. The students say there are good reasons for that.

"It's more convenient. I don't have to get a ride down there

and wait," Jami Cordell said.

"It's a lot easier. My birthday is in October when it's really busy. So to come before my birthday, it's easy," Rae said. "I didn't feel as pressured because I was here at school, not at this scary place."

Now it's on to the driving test.

"My dad has a Jeep and I look forward to driving that," Jami said.

So far more than 8,000 students statewide have taken the in-school permit tests. Seventy-five percent have passed.

If you are a school wanting information you can call 516-579-1152 or e-mail Okta@dmv.state.ny.us.

> • Be solely responsible for all work performed under the contract and **shall** assume Prime Contractor responsibility for all services offered and products to be delivered under the terms of this contract;

L-1 fully complies with this requirement. L-1 will be solely responsible for all work performed under the contract and will assume Prime Contractor responsibility for all services offered and products to be delivered under the terms of this contract.

> • Ensure that the original software, source code, object code, and all modifications, **throughout the life of any agreement resulting from the release of this RFQ, shall** be held in escrow, to be released to the agency upon termination of said agreement. This clause has been created to ensure uninterrupted service to the State's taxpayers. The use of the original software and source code **shall** cease, upon replacement of the affected Vendor system. It is further understood that the State **shall** retain a perpetual license to the object code; and

L-1 fully complies with this requirement. L-1 will ensure that original software source code, object code, and all modifications throughout the life of any agreement resulting from this RFP are placed in escrow as required.

> • The solution **must** have the ability to integrate and/or interface with modular systems, such as those commonly found in an Enterprise Resource Planning System (ERP),

L-1 fully complies with this requirement. We have successfully integrated AutoTest with modular systems of many different architectures. L-1 will

work with the state to determine requirements for interfaces with required systems.

3.2   Scope of Work

> The vendor **must** provide all necessary materials and services to replace the current testing system and provide a Windows-based, networking-capable Automated Testing System (ATS), which **must** meet all Federal Motor Carrier Safety Administration (FMCSA), and American Association of Motor Vehicle Administrators (AAMVA), requirements for Knowledge and Skills Tests. These requirements are provided on the following websites: www.fincsa.dot.gov and www.aamva.com. The system **must** include application software, technical support services, installation, and training. The system **must** be capable of conducting tests, providing the DMV with the results, updating and revising tests, and retrieving and transmitting statistical information.

L-1 fully complies with this requirement. L-1 will provide all necessary materials and services as specified and will provide a Windows-based networking-capable ATS that meets all FMCSA and AAMVA requirements for Knowledge and Skills Tests. The system will include application software, technical support services, installation, and training. The system will be capable of conducting tests, providing the DMV with the results, updating and revising tests, and retrieving and transmitting statistical information.

> The system **shall** provide the following capabilities:
> * Administration from both the Examiner's and applicant's viewpoint.

The L-1 AutoTest Solution fully complies with this requirement.

> * Windows-based and Web-based.

The L-1 AutoTest Solution fully complies with this requirement. AutoTest is a Windows- and Web-based solution.

> * Meet present, and changing, Driver's License Testing needs.

The L-1 AutoTest Solution fully complies with this requirement. AutoTest is easily configurable to meet changing driver's licensing testing needs. It is configurable to deliver any type of multiple choice or true/false test. It can be used for a wide variety of certification and licensing exams. Authorized administrators can add new test type using the Administrator Console software.

- Allow for future expansion.

The L-1 AutoTest Solution fully complies with this requirement. AutoTest's open, web-based architecture makes it easy to implement customized features, interfaces to other systems, and interfaces to hardware devices.

- Allow for the addition of new capabilities, such as vision-testing and improved access for individuals with disabilities.

The L-1 AutoTest Solution fully complies with this requirement. AutoTest allows for future expansion, as well as the addition of new capabilities such as vision testing, improved testing access for individuals with disabilities, and use of barcode readers and other portable devices.

- Support all required languages in on-screen, oral and written formats.

The L-1 AutoTest Solution fully complies with this requirement. AutoTest supports test delivery in any Unicode language with both text and audio support. The AutoTest database comes pre-configured with the entire AAMVA/FMCSA CDL itembank with accompanying graphics and audio. State-specific itembank content can be provided in any language.

- Statistical reporting.

The L-1 AutoTest Solution fully complies with this requirement. The AutoTest System's standard reports provide both examiners and system administrators with powerful tools to produce statistical reports on testing activity, spot atypical trends which may be further analyzed for possible fraud, and to gauge the effectiveness of test item content. Reports may be accessed, viewed, and printed by any authorized user through a web browser. All reports may be refined by date range, location, test type, test status, and other parameters.

- Offer the capability to administer digital image, full motion video, or color graphics

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The L-1 AutoTest Solution fully complies with this requirement. AutoTest has the ability to administer and display digital images, full motion video, and color graphics.

- Web-based in educational settings (Internet Explorer compatible.)

The L-1 AutoTest Solution fully complies with this requirement. AutoTest is a web-based system and has been used by other jurisdictions to deliver

testing via the Internet in educational settings. Please see the reference information provided for our Web Testing system for the New York DMV.

> • Interface with a remote Driver's License Skills testing environment (e.g. eCDL.), for the purposes of CDL Test validation and statistical analysis.

The L-1 AutoTest Solution fully complies with this requirement. AutoTest can be interfaced to a remote Driver's License Skills testing environment such as eCDL.

> • Communicate (send and receive data) with the Driver Database.

The L-1 AutoTest Solution fully complies with this requirement. Implementation of the AutoTest system will include send and receive capability with the Driver Database.

> • Central deployment of all test updates simultaneously, to ensure that all sites have the same version.

The L-1 AutoTest Solution fully complies with this requirement.

> • All testing information (first, second and third chance) **will** be maintained by the new ATS system.

The L-1 AutoTest Solution fully complies with this requirement. L-1 will accommodate this requirement going forward from the go-live date of the AutoTest system.

> • "The Vendor will not be given direct access to the Driver's database (DB2 Version 8). The data will be passed between systems by using DB2 stored procedures. The stored procedures will be written by a DOT Information Services Division's programmer analyst.

L-1 understands and agrees with this requirement. L-1 understands that it will not be given direct access to the Driver's database.

> • Access is via a DB2 Connect runtime Client The successful Vendor will be assigned a Mainframe logon ID to access the DB2 Client, the configuration files, and installation script from the Office of Technology Data Center website. Instructions will be provided to the successful Vendor.

L-1 understands and agrees with this requirement.

3.3　　　Test Types

> This system **must** be able to add any Federal, or State-mandated test(s), as needed, at a future date. Test types requested in this section **will not** be offered on a per test cost, but **must** be all-inclusive of the Vendor's system cost bid. The system **shall** include the following Driver License Knowledge Tests:
> - Commercial Driver's License (CDL) General Knowledge
> - CDL Air Brakes
> - CDL Combination Vehicle
> - CDL Tanker
> - CDL Hazardous Materials (English Only)
> - CDL Doubles/Triples
> - CDL School Bus
> - Operator
> - Motorcycle
> - Driver Clinic Interview (Attachment if information must be entered manually into the ATS; no deviation from attached form)
> - Hearing-Impaired
> - Expandable to other Knowledge Tests
> - Salesperson License ATV
> - Written (Paper) Test

L-1's AutoTest System fully complies with this requirement. The system can add any Federal or State-mandated tests as needed in the future. The test types specified in the above requirement are included in L-1's system cost bid.

3.4　　　Languages

> - The system **must** include, at a minimum, tests in the five (5) languages listed below in written and oral form, and **must** be expandable to add additional languages, as required. For all tests administered in a foreign language, the exam **shall** have the English language translation available on the screen.
>   - English
>   - French
>   - German
>   - Japanese
>   - Spanish

L-1's AutoTest System fully complies with this requirement. L-1 will include tests in the five languages listed in written and oral form. The system is expandable to add additional languages. The examiner will be provided an on-screen English language translation for tests administered in a foreign language.

> - The Vendor **shall** be responsible for all language translations, and related certifications.

L-1's AutoTest System fully complies with this requirement. L-1 will provide all language translations and related certifications.

- The system **shall** have a feature that allows for an on/off option for all tests which **will** be available to the administrator, (e.g. Quick Pass/Quick Fail, language changes, et.al

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L-1's AutoTest System fully complies with this requirement. A test administrator can assign or change languages and can enable the *Quick Pass/Fail* feature that automatically terminates tests after a preset percentage or number of questions has been answered correctly or incorrectly.

- The system **shall** be capable of expanding to eleven (11) additional languages (for a total of sixteen [16] to be added at a later date, for example Russian, Vietnamese, Chinese). The system must be capable of expanding to a minimum of 16 languages.

L-1's AutoTest System fully complies with this requirement. The system is capable of expanding to 16 or more languages, which could be added at a later date. The AutoTest System supports the presentation of English and any other language that can be rendered using Unicode Standard text, script, or glyphic encoding. The list below illustrates the diversity and depth of languages which have been implemented for other jurisdictions, but is not limited to the following.

Albanian	Somali	Chinese	Cree
Bosnian	English	Vietnamese	Czech
Burmese	French	Arabic	Hungarian
Cambodian	Korean	Farsi	Punjabi
Hebrew	Spanish	Greek	Kurdish
Hmong	Japanese	Portuguese	Romanian
Italian	German	Amharic	Serbian
Laotian	Russian	Hindi	Tagalong
Polish	Thai	Croatian	Ukrainian

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3.5   ATS Specifications

> • The text for all test questions and answers **will** be developed and/or approved by DMV.

L-1 will fully comply with this requirement and understands that the text for all test questions and answers will be developed and/or approved by DMV.

> • Question pool must be electronically stored for each test type and must contain adequate questions to generate several versions of a test without repeating all questions that have been used on any one test. The complete "active" question pool must be available for each test generated.

L-1's AutoTest system fully complies with this requirement. Tests are typically made up of two or more Knowledge Domains, various pools of subject-related questions. Knowledge Domains can and usually do contain more questions than are required from that domain on a particular test. The AutoTest solution will randomly select the required number of questions from each assigned Knowledge Domain and present the questions to the applicant in randomized order. Furthermore, the answers are also randomized thus virtually ensuring that no one test will ever be the same as another.

> • The system must allow for the automatic removal of a question from the active question pool by recognizing the user assigned expiration date.

L-1's AutoTest system fully complies with this requirement. Authorized administrators can set active and inactive dates for questions. Once the inactive date has passed the question will no longer be selected for new tests.

> • Test length **will** be determined by DMV and **may** vary among various test types. Time allowed and time remaining, for each test, **shall** be clearly visible to the applicant, on their screen.

L-1's AutoTest system fully complies with this requirement.

The AutoTest Administrator interface allows DMV to configure test length, time allowed, and other variables for each test type. The Test Station interface displays a Status Bar, including time allowed and time remaining, for each test given to an applicant.

> • Each test question **shall** include a question and multiple choice answers. The text for all finalized test items **shall** reside on a Central Test Database that is utilized and supported by the automated system itself. The State requires that all changes made to the test questions **shall** be through the central server, which **will** allow for updates at the remote test sites.

The L-1 AutoTest system fully complies with this requirement and each test item will have multiple choices with one choice that is the correct answer and up to three (3) others that are included as distracters. Questions can be

set individually to present the answers in a random order. Questions can also be displayed in a fixed order (for questions with answers such as "all of the above" or "both A and B are correct")

All revisions to test questions contained in the itembank are made through the Administrator interface on the central AutoTest server. Once the central itembank is updated, revisions may be automatically pushed out to local office Examiner consoles (if a distributed server model is used).

> • Each test item **shall** have multiple choices with one choice that is the correct answer and up to three (3) others that are included as distracters. The system **must** provide the option to use "all of the above" answer as the last of the multiple choice answers.

The L-1 AutoTest system fully complies with this requirement. The AutoTest System allows administrators to specify the correct answer for each question, as well as any number of distracters. Questions can be set individually to present the answers in a random order. Questions can also be displayed in a fixed order (for questions with answers such as "all of the above" or "both A and B are correct")

> • Must have varying font type and size capabilities; any font type and size changes during the life of the contract must be approved by the DMV in advance.

The L-1 AutoTest system fully complies with this requirement. The system includes varying font types and size capabilities. L-1 acknowledges and understands that the DMV must approve the character size, type and font in advance. In addition, AutoTest is the only system which allows applicants to enlarge font size on the Test Station screen simply by touching the section of text to be enlarged.

> • Each test item **shall** have the capability to include a corresponding graphic relevant to the question.

The L-1 AutoTest system fully complies with this requirement. AutoTest provides easy-to-use tools that enable administrators to associate graphics, digital video, or audio with any question.

> • Test items **must** be able to utilize graphic depictions of driving/traffic situations including road sign, intersections, traffic lights, roads, and other visual representations associated with the WV Driver's License Handbook. The graphics **shall** appear visually on the Test Station monitor, in conjunction with the associated test item.

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The L-1 AutoTest system fully complies with this requirement. Digital photographs and diagrams can be added to the AutoTest System and associated with any question, using tools available as part of the system.

- The picture supporting the test question **shall** be a still, digital image (no motion). Images shall be selected from either the DMV and/or Vendor repository. All images are subject to final DMV approval.

The L-1 AutoTest system fully complies with this requirement. L-1 will work with DMV to select appropriate static digital images.

- Written test results **must** be capable of being entered manually in the ATS system

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The L-1 AutoTest system fully complies with this requirement. Results of written tests can be entered in one of two ways:

1. The examiner immediately enters applicant test answers into the Examiner Console, which automatically grades the test and sends results to the Central Database.

2. The examiner manually grades the test against a scoring key printed at the time the test is printed. Then, later, the examiner enters the test answers into the Examiner Console, which automatically sends test results to the Central Database.

- The addition of new, or replacement pictures, **must** be possible without upgrades to the software. If for some reason, an upgrade becomes necessary, it **shall** be at no cost to the DMV.

The L-1 AutoTest system fully complies with this requirement. Digital images or photographs can be added or replaced in the AutoTest System without upgrades to the software. If for some reason, the addition of new, or replacement pictures becomes necessary, it **will** be at no cost to the DMV.

- **Shall** allow the applicant to enlarge the graphic image to full screen size by touching an on-screen control so that he/she may study the picture. Once, the image is enlarged to full screen, it **must** return automatically to normal size by timer function after five (5) seconds, or by touching the screen again.

The L-1 AutoTest system fully complies with this requirement. The system will allow the applicant to enlarge the graphic image to full screen size by touching an on-screen control so that he/she may study the picture. Once, the image is enlarged to full screen, it will return automatically to normal size by timer function after five (5) seconds, or by touching the screen again

> • The picture **shall** appear in the same place on the monitor screen for all tests.

The L-1 AutoTest system fully complies with this requirement. The picture will appear in the same place on the monitor screen for all tests.

> • The system **must** be capable of assigning an applicant to take multiple tests at one sitting.

The L-1 AutoTest system fully complies with this requirement. Applicants can be assigned multiple tests at one sitting.

> • The system **must** be capable of pre-loading questions and associated audios or images, in a status that does not allow the question to be used in an examination **until a specific date parameter is met. This feature will be used to pre-load each location with test questions that relate to new laws which take effect on specific dates. These questions must not be used in an exam until the new law takes effect.**

The L-1 AutoTest system fully complies with this requirement. Authorized administrators will be capable of pre-loading questions and associated audios or images, in a status that does not allow the question to be used in an examination until a specific date parameter is met. This feature will be used to pre-load each location with test questions that relate to new laws which take effect on specific dates. These questions will not be used in an exam until the new law takes effect.

> • The system **must** generate a unique identifier for each test distributed by each Test Station.

The L-1 AutoTest system fully complies with this requirement. It will generate a unique identifier for each test distributed by each test station.

> • The system **must** retain all scoring, statistical and audit data of the test in progress, at the time of any Test Station failure.

The L-1 AutoTest system fully complies with this requirement. The system will retain all scoring, statistical and audit data of the test in progress at the time of a test station failure.

> • The system **shall** allow automated restart of tests which are in progress, at the time of any system failure. The system **must** continue from the question given at the time of the failure, and **must** not require the applicant to retake any test questions, or alter the number of test questions being given for that particular test. All statistics such as correct/incorrect **must** be saved to make certain that correct test results are obtained.

The L-1 AutoTest system fully complies with this requirement. The system will retain the test in its status at the time of any system failure and resume from the question given at the time of failure. The system retains all scoring, statistical and audit data of the test in progress at the time of a test station failure. The system can move a test in progress from a failed test station to a functional test station, allowing the applicant to complete the test. All statistics such as correct/incorrect will be saved to make certain that correct test results are obtained.

> • The system **shall** allow for the continuation of tests which are in progress, at the time of a system failure, by moving the applicant to another Testing Station, within the same business day. The system **must** continue from the question given at the time of the failure, and **must** not require the applicant to retake any test questions or alter the number of test questions being given for that particular test, All statistics such as correct/incorrect **must** be saved to make certain the correct test results are obtained.

The L-1 AutoTest system fully complies with this requirement. The system can move a test in progress from a failed test station to a functional test station, allowing the applicant to complete the test. The system will resume the test from the question given at the time of failure and will not require the applicant to retake any test questions or alter the number of test questions being given for that particular test. The system will retain the test in its status at the time of failure and resume from the question given at the time of failure. All statistics such as correct/incorrect will be saved to make certain the correct test results are obtained.

> • The system **must** provide for central storage and retrieval of statistics, questions/answers, images, and audio associated with the appropriate question.

The L-1 AutoTest system fully complies with this requirement. AutoTest stores statistics, questions/answers, images, and audio in a central Knowledge Domain.

> • The system **must** be capable of presenting questions randomly or in any sequence, scoring the answers, providing instant "correct" or "incorrect" feedback, and providing results in electronic form. The pass/fail result indication must be displayed on the monitor at the Examiner's Console. At any point during the test, from beginning to conclusion, the Examiner **shall** be able to review the test.

The L-1 AutoTest system fully complies with this requirement. The system presents questions randomly and provides instant correct or incorrect

feedback. Pass/fail results are displayed on the monitor at the Examiner's console allowing the Examiner to view the test from beginning to conclusion.

To ensure the security and integrity of each test, the AutoTest System provides three randomization processes that assure a unique test is generated for each applicant:

- Questions are randomly selected to appear on a test

- The question sequence is randomized

- Correct answer and distracters are randomized

- The following diagram illustrates the randomization process:
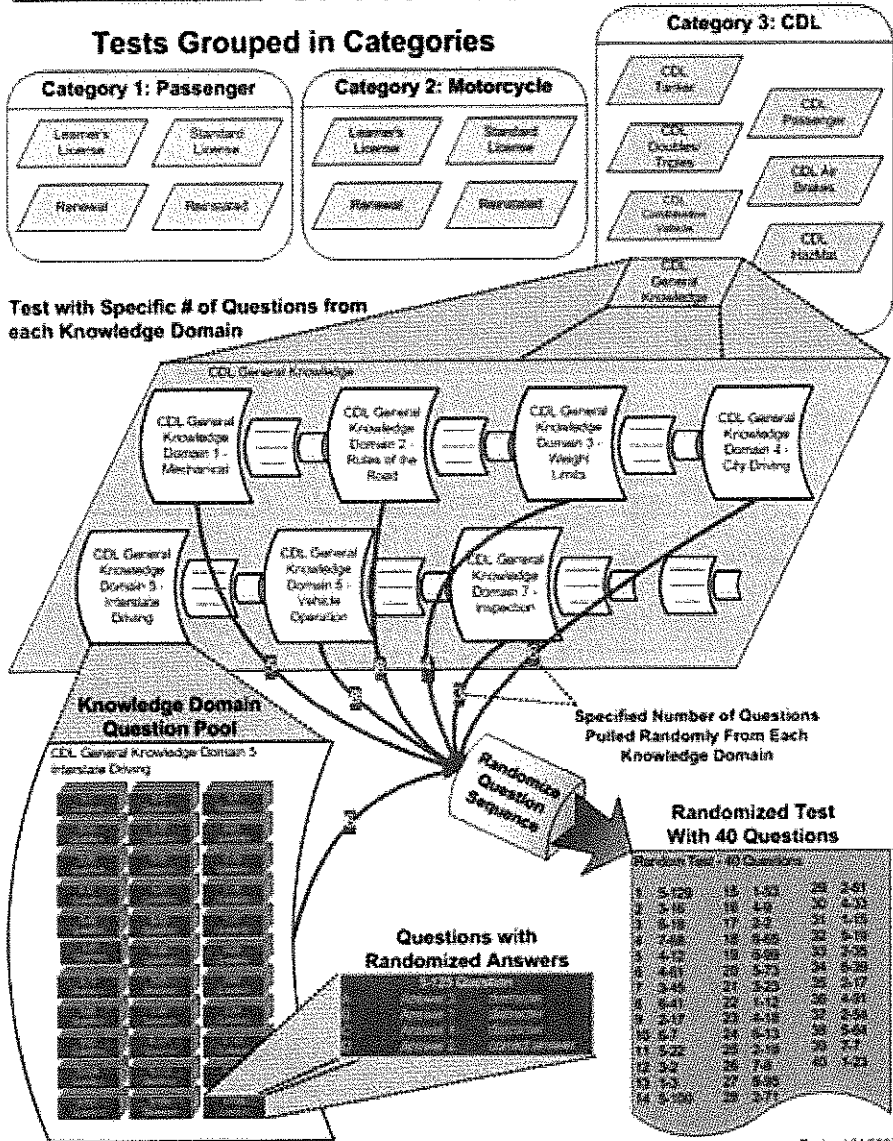
Block diagram illustrating L-1 AutoTest's randomization process

The AutoTest System will randomly choose questions from one or more select pools of questions within the central itembank (Knowledge Domains) to appear on a test. Test administrators establish business rules that dictate which Knowledge Domains comprise each test and how many questions from each Knowledge Domain will appear on the test. Then, when a test is chosen, the questions are randomly selected.

> • The system **shall** be capable of providing to the applicant, at the end of each test a print-out, summarizing his/her test activity.

The L-1 AutoTest system fully complies with this requirement. AutoTest is capable of providing a print-out to the applicant at the end of each test summarizing his/her test activity. The Examiner will be given the ability to print this report locally.

> • The system **must** select test items, from the required categories within the question bank, in a random selection manner for each test type and language.

The L-1 AutoTest system fully complies with this requirement. AutoTest selects test items from the required categories within the question bank, in a random selection manner for each test type and language as shown in the block diagram above.

> • The system **must** provide selected test items to applicants in a randomized sequence, for each test type and language.

The L-1 AutoTest system fully complies with this requirement. AutoTest presents selected test items to each applicant in a randomized sequence for each test type and language.

> • The system **must** provide answers to selected questions in a randomized sequence, or a given sequence, for each test type and language.

The L-1 AutoTest system fully complies with this requirement. AutoTest will provide answers to selected questions in randomized sequence for each test type and language.

> • The system **must** be capable of displaying certain pre-specified questions, within subcategories (as defined by the FMCSA, AAMVA, USDOT and the State of West Virginia), on each and every one of a specific test type. Any requested changes **will** be made without any additional cost to the DMV.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will be capable of displaying certain pre-specified questions, within subcategories (as defined by the FMCSA, AAMVA, USDOT and the State of West Virginia), on each and every one of a specific test type. Any requested changes to these questions will be made without any additional cost to the DMV. We anticipated that the changes will be 40 hours annually and we have included this in our pricing.

> - Each test **must** be linked to the individual Examiner who assigned the test, via a logon ID, for audit and tracking purposes.

The L-1 AutoTest system fully complies with this requirement. Each test will be linked to the individual Examiner who created the test via a logon id for audit and tracking purposes. The system provides an examiner activity summary report as well as an examiner auditing report to provide supervisors with the ability to monitor testing trends in the offices.

> - The System **must** display immediate feedback to the applicant as to whether the answer selected was correct or incorrect. Once the applicant has selected their choice, the answer **must** not be locked in until they hit "enter." After grading, if an applicant selects the wrong answer, the system **must** reveal the correct answer so that he/she may review it before proceeding on to the next question. At the conclusion of the test the system **must** display to the applicant whether the test has been passed or failed and show the total number answered correctly or incorrectly.

The L-1 AutoTest system fully complies with this requirement. Once the applicant has selected their choice, the answer will not be locked in until the applicant hits "enter The AutoTest System can provide feedback to the applicant in many different ways. It will be configured so that after grading, if an applicant selects the wrong answer, the system will reveal the correct answer so that the applicant can review it before proceeding on to the next question. At the conclusion of the test the system will display to the applicant whether the test has been passed or failed and will show the total number answered correctly or incorrectly.

> - The applicant's information **must** be entered only once.

The L-1 AutoTest system fully complies with this requirement. The applicant's information will be entered only once.

> - System **shall** store and report information in a manner that is compatible with State and Federal standards.

The L-1 AutoTest system fully complies with this requirement. AutoTest will store and report information in a manner compatible with Stated and Federal Standards.

> - Process requests, regardless of request type. Examiners and other system users **must** be able to search and obtain applicant test information online. Reponses **must** be promptly returned on all System queries within 3 seconds or less.

The L-1 AutoTest system fully complies with this requirement. The system will process requests easily and accurately for all information requests. Examiners and other system users are able to input and obtain information online, restricted only by their allowable user access level. Responses will be returned in 3 seconds or less assuming sufficient bandwidth and customer hardware is provided. Reponses are promptly returned on all queries as the system uses indexes, aggregates and other optimized data structures and access methods to deliver such requests.

3.6   Oral (Audio) Test Requirements

The Oral (Audio) Test **must:**
* Be available on all Test Stations and in all required languages.

The L-1 AutoTest system fully complies with this requirement. The Oral (Audio) Test will be available on all test stations. As part of the item bank development each question and answer is recorded to a high-fidelity audio file for playback at the test station as part of the test presentation. The AutoTest System allows the examiner to mark whether an audio test has been requested for statistical purposes. However, the audio is available on every test issued. Based on feedback from L-1's other driver license testing customers it was decided to leave this enabled as it was found that many applicants were embarrassed to ask for the audio test or forgot to ask for it, necessitating a reissuance of the test. Also, many applicants who thought that they did not need the audio test found that they benefited from having the audio once they began the test. The AutoTest Test Station has the option of setting the audio level to a zero level so that audio will not play unless the applicant raises the audio level from that zero level via an on-screen touch control. Audio tests may be disabled for all tests of a certain type, such as is recommended by the FMCSA for the Hazardous Materials endorsement test, at the DMV's discretion.

* Be conducted with the use of detachable listening devices (for example handset, headset) to ensure privacy during the test, but be easily removable when the audio function is not being used.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system comes equipped with full audio capabilities and will be capable of delivering audio through audio devices (headphones, handset, etc.) selected by the DMV. L-1 understands that the state will provide all hardware, including the listening devices for this implementation.

* Include a volume control feature, to enable an applicant taking an Oral Test to change the volume to a comfortable level. The volume **must** automatically reset to a prescribed level at the conclusion of each test.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system comes equipped with a volume control feature to enable an applicant taking an oral test to change the volume to a comfortable level. The volume automatically resets to a prescribed level at the conclusion of each test. This is normally set to either a median audio level or to a zero audio level, either of which may be adjusted during the test session. This configuration may be set on an office-by-office basis.

• Be presented in clear, and easy to understand audio.

The L-1 AutoTest system fully complies with this requirement. The audio presentation is recorded as a high-fidelity audio file and is presented in a clear manner. The audio presentation is recorded by fluent speakers with an idiomatic understanding of the language. Alternate languages may be provided in the dialect preferred by the state (e.g., Spanish may be provided in Latin American standard, Mexican standard, or Castilian standard or another preferred dialect).

• Use a digitized human voice system to preclude the requirement for tape drives or other mechanisms prone to wear, or which require regular adjustments and calibration. Bids for systems with synthesized audio will not be considered acceptable for the DMV's needs and will be rejected.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will use digital recordings of an actual human voice stored in non-proprietary digital audio files. We agree this is the requirement for all oral tests, including languages other than English. Our system will not use tape drives or any other mechanical audio playback technology. We understand systems with synthesized audio will not be responsive to DMV's needs and will be rejected.

• The Oral (Audio) Test shall correspond, word for word, with the Visual Tests displayed on the Test Station monitors.

The L-1 AutoTest system fully complies with this requirement. Audio testing will correspond word for word with the on-screen test answers and questions displayed on the Test Station monitors.

• Permit the applicant to replay the question and answer choices by touching a specific touch zone, for example, "Repeat Question."

The L-1 AutoTest system fully complies with this requirement. AutoTest's audio testing component will permit the applicant to repeat the question and answer choices by touching a specific touch zone.

3.7   Written Test Requirements

> • The system **must** be capable of printing paper copies of examinations that contain randomly selected question and answer choices for an applicant, on DMV printers, in all locations.

The L-1 AutoTest system fully complies with this requirement. AutoTest is able to print paper copies of examinations that contain questions with answer choices for an applicant.

The Examiner Console software includes an option to print a test rather than administer it on-screen or orally at a test station. Paper tests are generated from the same database as on-screen tests; therefore, the printed test questions and answers correspond word for word in all requested languages, with the on-screen test version normally displayed on test station monitors. Questions and answers are randomized, and permanently-assigned questions (if any) will also appear on paper tests.

The AutoTest System prints the associated graphic beside each question either in black and white or in color, depending on the printer utilized.

When the Test Administrator indicates that the applicant prefers a printed test, the system automatically prints the test as well as the answer key for the test. In addition, if the applicant has requested an alternate language, the system generates the written test and answer key in both English (for the convenience of the Test Administrator) and the selected alternate language. Printed tests will be available for all languages requested by the State.

> • The written (printed) paper tests **shall** correspond, word for word, with those found in the questions, images and answers, stored in the Test Pool.

The L-1 AutoTest system fully complies with this requirement. Printed paper tests will correspond word for word with on-screen tests displayed on test station monitors.

> • The system **must** be capable of printing a black and white, or color, paper copy of the visual image (photograph) associated with each particular test item, for all test types.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system is capable of printing either a black and white or color paper copy of the visual image (photograph) associated with each particular test item for all test types dependent on the printer to which the individual Test Administration consoles are connected.

> • The system **must** print an answer key, in English, for the Examiner that
>   corresponds with each printed test, for all test types. The system **must** be able to
>   print, upon request, any specific test, in English, regardless of the original testing
>   language.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system can print an answer key for the examiner that corresponds with each printed test for all test types. The system can do this for all written test types and test languages. The system can, upon request, print any specified test in English, regardless of the original testing language.

> • The tests **shall** be printed on 8 1/2" X 11" paper in near letter quality,

The L-1 AutoTest system fully complies with this requirement. Paper copies of tests will be printed n 8 1/2" X 11" paper in near letter quality.

> • The system **shall** allow for manual input of test results from written tests, for
>   statistical purposes. The DMV's personnel **must** have the ability to enter each
>   answer at the keyboard, on both the Examiner Console and Administrator
>   Console.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system allows manual input of test results from a written test for statistical purposes. The DMV personnel will have the ability to enter each answer at the keyboard on both the Examiner Console and the Administrator Console.

3.8 System Components

> The Vendor **must** supply fifty (50) user manuals, as well as one (1) electronic copy in
> Microsoft Word format. DMV **shall** have the right to re-produce and use any of the
> training materials, for in-house training programs delivered to DMV employees, at
> **will.**

The L-1 AutoTest system fully complies with this requirement. L-1 will supply fifty user manuals, as well as one electronic copy in Microsoft Word format. L-1 agrees that DMV will have the right to reproduce and use any of the training materials, for in-house training programs delivered to DMV employees.

> This **shall** include all technical documentation necessary to install, maintain and
> operate the software for the Test Station, Examiner Console and Administrator
> Console (see Section 3.2.11.1).

The L-1 AutoTest system fully complies with this requirement. L-1 will provide all technical documentation necessary to install, maintain and

operate the software for the Test Station, Examiner Console and
Administrator Console.

> The Vendor **must** provide any updates, changes, or modifications to these manuals,
> in an electronic format, as they are proposed at no additional cost to the state.

The L-1 AutoTest system fully complies with this requirement. L-1 will
provide any updates, changes, or modifications to these manuals, in an
electronic format, as they are proposed at no additional cost to the state.

> The Vendor **must** provide the minimum hardware specifications to operate the
> software for the following components:
>   A.   Test Station
>   B.   Examiner Console
>   C.   Administrator Console
>   D.   Central Database Server

The L-1 AutoTest system fully complies with this requirement. We describe
below the minimum hardware specifications to operate the software for the
Test Station, Examiner Console, Administrator Console, and Central
Database Server.

A. Testing Stations

The System may be deployed on a wide range of hardware/kiosk
platforms — from modular, quick-assemble panel stations to countertop touch
screens. L-1 works with each client to determine the optimal configuration
for each environment taking into account factors from available space to
budgetary concerns.

Test Station
Pentium 4, 2 GHz processor
15" SVGA LCD color monitor with touch screen technology with available compatible connector port (serial or USB) on computer, SAW or IR technology preferred
Enhanced SVGA adapter card
1 GB of RAM minimum RAM. Must include capability to be expanded.
Minimum of 40 GB hard drive
Windows XP Professional, Service Pack 3
Internet Explorer 7.0
VGA controller capable of displaying resolutions of 1024 x 768, 16 million colors
Optional CD-ROM drive
SoundBlaster compatible audio, AC97 or better
Handheld listening device (similar to a telephone handset).
Virus Protection Software

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B. Examiner Console

The typical hardware requirement (or functional equivalent) for the Examiner Console is listed below.

Examiner Console
Pentium 4, 2 GHz processor (NOTE: A virtual server is an acceptable platform for this component provided sufficient system resources are allocated)
17" SVGA color monitor
Enhanced SVGA adapter card
CD ROM (8X or better)
2GB RAM minimum. Must include capability to be expanded.
Hardware RAID controller
40 GB or higher hard drive sufficient to run the system in accordance with RFP specifications. Must include the capability to be expanded.
A second hard drive to act as a RAID 1 mirrored back-up
Keyboard and pointer device (mouse or trackball)
Optional 3½" floppy disc drive
The operating system shall be Windows Server 2008 R2
Microsoft SQL Server 2008 (Express edition is acceptable)
A single master power control and uninterruptible power supply/surge suppresser that will allow the examiner to remove power from the Examiner Console when desired.
Ethernet card
Hard drive backup device with software
Speakers
Optional color or black and white printer
Virus Protection Software

C. Administrator Console

The Central Administrative Server will run the Administrator Console software as well as house the central test and statistical databases. For some implementations the central database server may also be the Administrator Console server. If a separate central database server is required, the SQL Server licenses should be removed from the Administrative Console server and used on the central database server. A virtual server is an acceptable platform for this component provided sufficient system resources are allocated. Load-balanced web servers are a supported platform for the Administrator Console server. A SQL database cluster is supported for redundancy if preferred.

Administrator Console
Pentium 4, 2 GHz processor (NOTE: A virtual server is an acceptable platform for this component provided sufficient system resources are allocated)
17" SVGA color monitor
Enhanced SVGA adapter card
48x CD-ROM drive (DVD-ROM or CD-RW drive acceptable)
Keyboard and pointer device (mouse or trackball).
Tape or hard drive backup unit sufficient to back up the entire system on one cartridge
Tape or hard drive backup software, including support for SQL backup, open file backup, and disaster recovery.
Microsoft Windows Server 2008 R2
Microsoft Internet Information Server version 7.5
Microsoft SQL 2008 with appropriate CALS (one required for the administrative database and one for each distributed Examiner Console server running SQL 2008 Express)distributed Examiner Console server running MSDE or SQL 2005 Express)
Uninterruptible Power Supply (UPS)
Optional printer color or black and white printer
Virus Protection Software

D. Central Database Server

For some implementations the central database server may also be the Administrator Console server. If a separate central database server is required, the SQL Server licenses should be removed from the Administrative Console server and used on the central database server. A virtual server is an acceptable platform for this component provided sufficient system resources are allocated. A SQL database cluster is supported for redundancy if preferred.

Central Database Server
Pentium 4, 2 GHz processor
17" SVGA color monitor
Enhanced SVGA adapter card
4 GB of RAM minimum RAM. Must include capability to be expanded.
48x CD-ROM drive (DVD-ROM or CD-RW drive acceptable)
Keyboard and pointer device (mouse or trackball).
Tape or hard drive backup unit sufficient to back up the entire system on one cartridge
Tape or hard drive backup software, including support for SQL backup, open file backup, and disaster recovery.
The operating system must be Microsoft Windows Server 2008 R2
Microsoft SQL 2008 with appropriate CALS (one required for the administrative database and one for each distributed Examiner Console server running SQL 2008 Express)
Uninterruptible Power Supply (UPS)

Response to Procurement Specifications

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Central Database Server
Optional printer color or black and white printer
Virus Protection Software

> The system **must** work with current connectivity of T1 lines in all the Regional Offices, and with the one (1) Satellite Office utilizing DSL.

The L-1 AutoTest system fully complies with this requirement. The system will work with T1 connectivity in the Regional Offices and DSL in the Satellite Office.

> All aspects of the system components **must** be secure, especially with regard to accessing the DMV's test environment, either via local, or remote, access.

The L-1 AutoTest system fully complies with this requirement. System access is restricted to authorized personnel via username and password authentication. User authentication may be conducted via integration with the state's Active Directory or via the AutoTest System's internal database. All passwords are encrypted in the database, which provides an extra layer of security and further ensures that unauthorized individuals will be unable to obtain password information. Direct access to the testing database is only accessible from an application on the Administrator Console. Select administrators assign Staff different levels of security clearance as defined by headquarters. The system provides a detailed audit trail of all personnel who access the system for whatever purpose.

3.9   Test Station Functions

> The Test Station is the device on which the applicant **will** take the Knowledge Test. It **must** present the questions; a picture corresponding to the questions, alternative answers, and **shall** provide prompts and test feedback.

The L-1 AutoTest system fully complies with this requirement. The Test Station will present the questions, a picture corresponding to the questions, alternative answers, and will provide prompts and test feedback.

> The DMV On-Site Test Station **must:**
> • Operate automatically, once powered up.

The L-1 AutoTest system fully complies with this requirement. The test station will operate automatically once powered up. The test stations will be configured using the AutoTest OAS Agent secure browser application which will be configured to automatically log the test station on and start the Test

Station application. No user interaction will be required once the test station is powered on.

> • Must function in areas where other business, besides testing, **will** occur. Audio for orally administered tests **must** be delivered through the use of a device attached (headphones) to the Test Station.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system comes equipped with full audio capabilities and will be capable of delivering audio through audio devices (headphones, handset, etc.) selected by the DMV. L-1 understands that the state will provide all hardware, including the listening devices for this implementation.

> • Display the message on the initial screen for the Driver's License Knowledge Test: "Welcome to the State of West Virginia Driver's License Testing System." The screen **must** be capable of providing a graphic, a message, and a Test Station identifier that **will** aid the Examiner in directing the applicant to the correct Test Station. An example would be a display of the DMV logo and the message, "This is Test Station Number One."

The L-1 AutoTest system fully complies with this requirement. The Test Station will display a screen featuring a graphic and message approved by the DMV as well as a test station identifier (e.g., ""Welcome to the State of West Virginia Driver's License Testing System. This is Test Station Number one)

> • Display an applicant verification screen. This screen **shall** mimic an actual test question. The applicant's test question must be a verification of the applicant's identification.

The L-1 AutoTest system fully complies with this requirement. The Test Station will display an applicant verification screen. The screen will mimic an actual test question. The applicant's test question will be a verification of the applicant's identification which will aid the applicant in understanding the testing process and also verify the applicant's information as entered into the AutoTest system.

> • Display message screen. The screen **must** have a graphic and a message from the Governor of West Virginia that **will** be supplied by the DMV.

The L-1 AutoTest system fully complies with this requirement. The Test Station will display a graphic and a message from the Governor of West Virginia that will be supplied by the DMV. The message can be presented on the initial welcome screen and/or on subsequent informational and instructional screens.

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> • Display a set of screens that show the DUI Awareness policies for the State of
>   WV, as provided by the DMV. There **must** be a button for each of these screens
>   which the applicant must touch, which indicates that they have read and
>   understood these policies.

The L-1 AutoTest system fully complies with this requirement. The Test
Station will display a set of screens that show the DUI Awareness policies for
the state of West Virginia as provided by the DMV. There will be a button for
each of these screens for the applicant to touch that says he or she has read
and understands these policies. As each screen is presented in turn the
applicant will be required to select a button which will indicate acceptance
and understanding of the information presented before the next screen is
shown. If the applicant refuses to accept the information presented then the
test session will be suspended and the applicant instructed to return to the
examiner for further instructions.

> • Be capable of allowing an applicant to take multiple tests of different lengths; for
>   example, (one test with twenty-five {25} questions and another with fifty {50}
>   questions) at one sitting.

The L-1 AutoTest system fully complies with this requirement. The Test
Station will be capable of allowing an applicant to take multiple tests of
different lengths; for example, (one, test with twenty-five questions and
another with fifty questions) at one setting. Applicants who have had
multiple tests issued will be informed of those tests on their applicant
identification verification screen. The system will present the type of test,
time allowed, status, and sequence of tests will be presented.

> • Be capable of accurately and immediately scoring each individual test and
>   recording the results.

The L-1 AutoTest system fully complies with this requirement. The Test
Station is capable of accurately and immediately scoring each individual test
and recording the results. Test results are tallied as each question is
answered and the results are immediately updated on the Examiner Console.
The test result is displayed to the applicant on screen and through audio
support at the end of each test.

3.10   Required Software Functions

> The DMV On-Site Test Station software **must** display instructions to guide the
> applicant on how to take the test. The system **shall:**
> • Provide a prompt which provides instructions on how to answer the test questions,
>   or how to respond to screen commands.

The L-1 AutoTest system fully complies with this requirement. A prompt will help the applicant understand how to select an answer to a test item or respond to a screen.

> • Provide detailed on-screen instructional procedures, which allow the applicant a clear understanding of how to proceed with the test.

The L-1 AutoTest system fully complies with this requirement. Detailed on-screen instructions will allow the applicant a clear understanding of how to proceed with the test. On-screen text can be tailored to provide an overview of the steps the applicant should take to answer questions on the test. For example, a sample test which simulates the testing experience using a non-DMV related question may be presented in the language the applicant has requested for his/her test for additional instruction if desired.

> • Provide a prompt that instructs the applicant to touch the next question' button to finalize their answer and move on to the next question.

The L-1 AutoTest system fully complies with this requirement. Prompts and labels are highly configurable. L-1 will configure prompts and button labels to conform to this requirement. The wording of prompts and instructions will be presented for the approval of the DMV prior to system deployment.

> • Provide a prompt instructing the applicant that the test is over and to report back to the DMV Testing personnel.

The L-1 AutoTest system fully complies with this requirement. Instructional prompts can be tailored to each site (e.g., Site A instructs the applicant to return to the main examiner counter whereas Site B instructs the applicant to go to the office across the hall). All screen prompts will be presented in the language that the applicant has requested for his test.

> • Be capable of simultaneously displaying both text and picture for each test item.

The L-1 AutoTest system fully complies with this requirement. Pictures can be associated and displayed with each test item as shown in the image below.
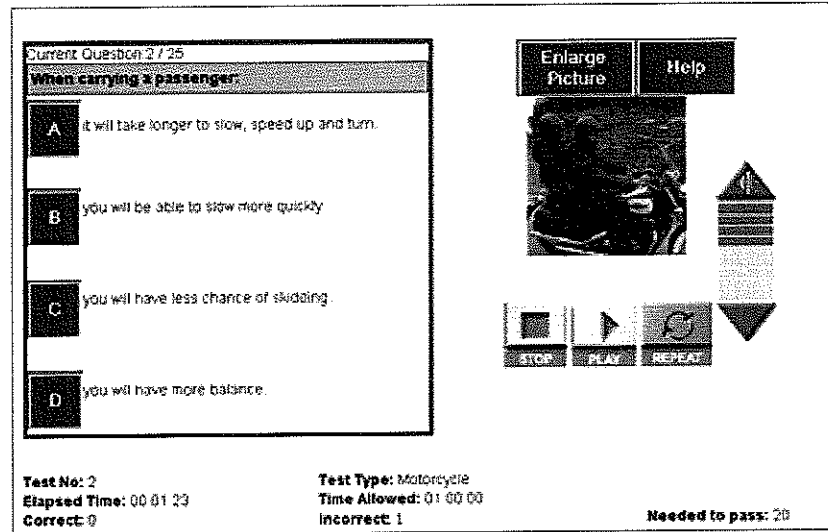
Sample Test Screen showing simultaneous display of text and photo

> • Allow the DMV to edit any site-specific message appearing on the screens. Messages include, but are not limited to, PSAs. The DMV **will** provide the successful Vendor with detailed specifics, at a later date.

The L-1 AutoTest system fully complies with this requirement. DMV can edit any message appearing on the screens including but are not limited to logos, official names, introductions, end of test messages, and PSAs (for example "Welcome to West Virginia Driver's License Testing System," "Return to the Examiner," and "Proceed to the Next Question)." These messages are edited through by authorized DMV administrators using the Administrative Console. Administrators can tailor messages on a per-site basis, allowing different messages for each office if desired.

> • Allow test result data, from the individual Test Stations, to be electronically stamped with unique identifiers to enable the DMV to identify the Examiner, Location, Test Station, applicant, time, date and other information, as approved by the DMV.

The L-1 AutoTest system fully complies with this requirement.

> • Generate a unique identifier for each test distributed by each Test Station,

The L-1 AutoTest system fully complies with this requirement. AutoTest will generate a unique identifier for each test distributed by each Test Station.

> • Provide a method for the verification of the applicant's identity on the Test
> Terminal, prior to starting the test.

The L-1 AutoTest system fully complies with this requirement. AutoTest will automatically ask one or more multiple-choice questions that are specific to the applicant as a means verifying the applicant's identity. Typical verification questions can be items such as name, date of birth, sex, and type of test being taken. The figure below shows date of birth used as an applicant identification question.

Please touch the button beside your correct Date of Birth

A   1/1/1911

B   2/13/1912

C   10/13/1915

D   9/29/1915

AutoTest can use information such as name, address, date of birth, etc. to verify applicant identity.

> • Provide for a notification "flag" on the Examiner Console and the Testing Station,
> if the applicant has failed any combination of the CDL written or skills test, three
> (3) times to require the applicant to pay any fees due prior to further testing.

The L-1 AutoTest system fully complies with this requirement. The system will provide a notification "flag" on the Examiner Console and the Testing Station, if the applicant has failed any combination of the CDL written or skills test, three (3) times to require the applicant to pay any fees due prior to further testing. L-1 will provide this functionality on a "going-forward" basis, beginning with results of tests taken by applicants from the day the system goes live.

> • Provide digital images, full motion video, or color graphics on the monitor, with
> questions and multiple choice answers displayed below the image, video, or
> graphic

The L-1 AutoTest system fully complies with this requirement. Digital images, diagrams, animation, or digital video may be assigned through the Administrator Console and displayed on the Test Station monitor with multiple choice answers below.

> • Provide the applicant with options to answer the question, skip the question, or
> have the question repeated. The system **shall** allow the applicant to change the
> answer and/or skip the question prior to scoring. If, the applicant skips the
> question, the system **shall** repeat that question at the end of the test. This feature
> **must** be automated within the system and have the ability, controlled by the DMV
> Administrator, to be turned on or off within the system, depending on the test type.

The L-1 AutoTest system fully complies with this requirement. AutoTest
gives applicants the option to answer the question, skip the question, or have
the question repeated. Applicants can change their answer and/or skip the
question prior to scoring. The system will repeat any skipped questions at
the end of the test. DMV administrators can turn this feature on or off for any
test type using the Administrator Console.
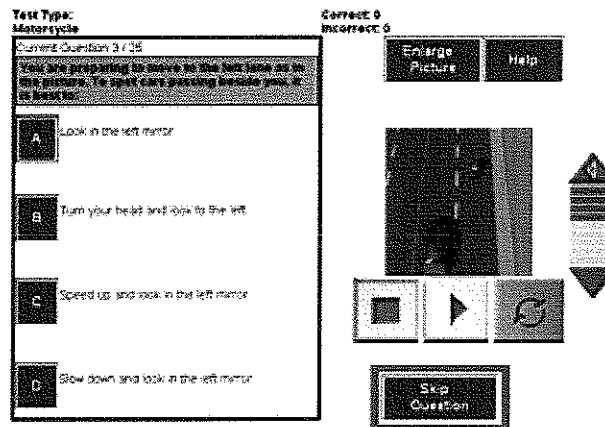
*If an applicants\ chooses to skip a question, it will be repeated at the end of the
test.*

> • Allow the applicant to enlarge the graphic image to full screen size by touching an
> on-screen control so that he/she may study the picture. Once, the image is
> enlarged to full screen, it **will** be returned automatically to normal size by timer
> function after five (5) seconds, or by touching the screen again.

The L-1 AutoTest system fully complies with this requirement. AutoTest
allows applicants to enlarge the picture to full screen then reduce the image
to the original size by touching on-screen controls. After the image is
enlarged to full screen, it will return automatically to its original size by
timer function after five seconds, or by touching the screen again
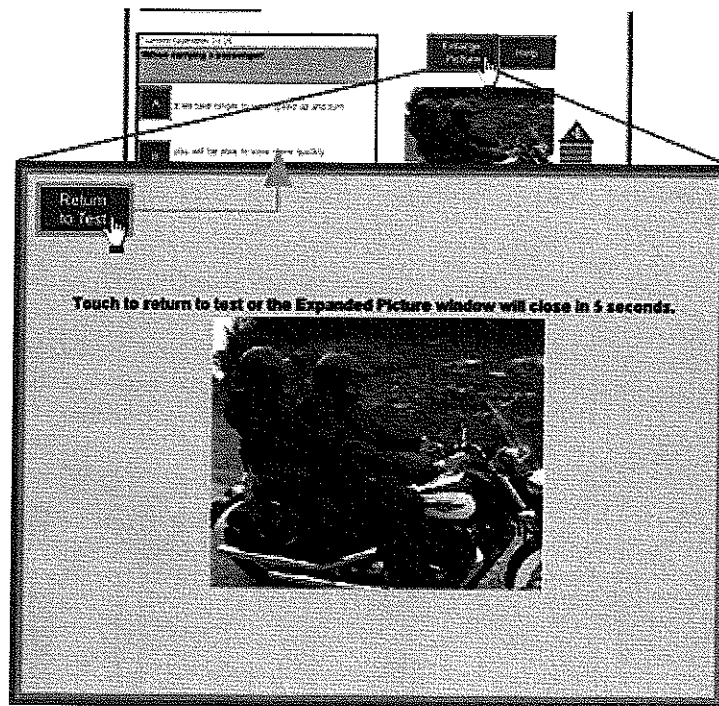
Applicants can Enlarge pictures by touching an on-screen control.

> • Deny applicants or other unauthorized persons the ability to print any aspect of the testing information contained within a Test Station.

The L-1 AutoTest system fully complies with this requirement. AutoTest denies applicants or other unauthorized persons the ability to print any aspect of the testing information contained within a Test Station. There is no provision in the Test Station software that allows an applicant to print any portion of the test.

> • Automatically up-load all applicant information, test name, and pass/fail test result to the central database, after completion of the test. This information **must** be immediately accessible, via Administrator and Examiner Consoles, statewide.

The L-1 AutoTest system fully complies with this requirement. AutoTest automatically uploads the applicant information, test name, and whether the test was passed or failed, after completion of test to the central database making it immediately accessible via Administrator and Examiner Consoles statewide. Uploads of granular test data (actual questions on the test, applicant answers, etc.) can be scheduled to be uploaded during non-business hours to minimize the impact on state WAN bandwidth.

L-1
IDENTITY
SOLUTIONS

> • Provide software version control to ensure that all production machines are set to the correct version.

The L-1 AutoTest system fully complies with this requirement. L-1 will provide software version control to ensure all production machines are set to the correct version. Test Station's can be set to automatically download all current versions of the Test Station software and media files from the central file repository located in each office or from a designated server on the network.

> • Depict time allowed and time remaining, for each test, and be constantly displayed for the applicant on the test screen.

The L-1 AutoTest system fully complies with this requirement. The system will depict time allowed and time remaining, for each test, and be constantly displayed for the applicant on the test screen.

> • Provide a secure operating environment with access security in place.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system operates in a secure operating environment with access security in place. Access is restricted to authorized personnel via username and password authentication. User authentication may be conducted via integration with an existing Active Directory or via the AutoTest System's internal database. All passwords are encrypted in the database, which provides an extra layer of security and further ensures that unauthorized individuals will be unable to obtain password information. Direct access to the testing database is only accessible from an application on the Administrator Console. Select administrators assign Staff different levels of security clearance as defined by headquarters. The system provides a detailed audit trail of all personnel who access the system for whatever purpose.

3.11   Examiner Console

> The Examiner Console must be the initial point of control for the system at each location, and only that location. There **must** be a minimum of one (1) Examiner Console, per location, with the remaining units serving as Testing Units.

The L-1 AutoTest system fully complies with this requirement. There will be a minimum of one Examiner Console at each testing location. The Examiner Console is the central point of control at each testing location. It is used to initiate the testing process by entering applicants and designating tests. The Examiner Console also assigns Test Stations, monitors test progress, displays results, reviews tests, prints results and reports, and prints written test forms. There will be a minimum of one (1) Examiner Console, per location, provided by the state, with the remaining units serving as Testing Units.

> The Examiner Console **shall:**
> * Operate in an environment where other business transactions, besides testing, **will** occur. For example, the Examiner/Testing Application can be minimized to allow for the use of multiple applications.

The L-1 AutoTest system fully complies with this requirement. The Examiner/Testing application can be minimized to allow use of other applications for business transactions other than testing.

> * Allow for the review of any test at any time at all workstations having this software.

The L-1 AutoTest system fully complies with this requirement. Any test can be reviewed at any time from a station equipped with Examiner Console software. Additional client stations may be used to access the Examiner Console functions using Internet Explorer, allowing other PCs in the office to administer testing.

> * Be fully operational when powered on, without the need to load any program or read any external media.

The L-1 AutoTest system fully complies with this requirement. The Examiner Console will be operational when powered on, without the need to load any program or read any external media.

> * Be menu-driven so that DMV employees with basic computer skills and training **will** be able to use the software.

The L-1 AutoTest system fully complies with this requirement. L-1 developed Examiner Console software to be user friendly and menu driven. DMV employees can use the software applications with minimal computer skills or training.

> * Have the capability to retrieve and review test results for tests currently in progress and for those previously completed.

The L-1 AutoTest system fully complies with this requirement. An examiner has the ability to monitor the status of tests in progress and to retrieve results from tests previously completed. Examiners can check the status of tests currently in progress and examiners can check the responses to individual test questions of in-progress tests. The image below shows a typical Examiner view of a test in progress.

AutoTest Examiner Console view of a test in progress.

> • Monitor the local site and report any software failures to the Administrator Console and the Central Database.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system is able to verify local stations are operating and communicating with the system. The Examiner Console detects Test Stations that are unresponsive and notes them as being out of service. The status change is reflected in a log table. Changes in Test Station availability are reported to the central statistical database for access through the Administrator Console.

> • Be able to generate all tests and any selected reports.

The L-1 AutoTest system fully complies with this requirement. The Examiner Console is able to generate all tests and any selected reports.

3.12   The Examiner Console Required Functions Software Must:

> • Provide a secure operating environment.

The L-1 AutoTest system fully complies with this requirement. Access to the Examiner Console is restricted to authorized personnel via username and password authentication. The system provides two levels of access:

- **Supervisor** – Has total access to the Examiner Console includes examiner and password administration, adding applicants and assigning tests, and reviewing tests and accessing test histories. Has no access to the Administrator Console.

- **Examiner** – Same as Supervisor but does not have the ability to add and delete examiners to/from the system or administrate passwords other than their own.

The system provides a detailed audit trail of all personnel who access the system for whatever purpose.

- Be capable of confirming the status of all test stations at all times, and include a "ready" status indicator, notifying the Examiner that Test Stations are online and available.

The L-1 AutoTest system fully complies with this requirement. The Examiner Console includes a "ready" status indicator notifying the examiner that a specific Test Station is online and available. Test Stations that are not available have a status indicator marking them as unavailable.

The Examiner Console shows the status of stations at the testing location.

> - Require a combination of screen name (or user number) and secure password that **will** grant Examiners access to pre-defined user rights for various levels of system access.

The L-1 AutoTest system fully complies with this requirement. Access to the Examiner Console requires a combination of screen name (or user number) and secure password that grant examiners access to pre-defined user rights for various levels of system access. The Examiner Console may also integrate with an existing DMV Active Directory authentication system to provide an integrated logon with existing computers in the DMV.

> - Utilize automated procedures that guarantee password protection, but allow authorized users to change their personal passwords.

The L-1 AutoTest system fully complies with this requirement. The Examiner Console will utilize automated procedures that guarantee password protection but allow authorized users to change their personal passwords. If user authentication is integrated with the DMV Active Directory authentication, then existing DMV methods for changing passwords will be used.

> - Allow the Administrator access to the system and the ability to set a new password for the user. Once logged on with a temporary password, the user must be required to designate a new, personally-protected password, before being allowed to log in again.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will be configured to provide this password capability through the State's active directory system.

> - The Examiner's Consoles **shall** be configured so that when an Examiner logs out, the ATS **will** remain available, allowing another Examiner to log in and continue administering tests.

The L-1 AutoTest system fully complies with this requirement. After an Examiner logs out, another user who has Examiner privileges will be able to log into that station and continue administering tests.

> - Prompt the applicant to provide their name, DOB and Social Security number, which **shall** then display the applicant's photo (Photo First process), for verification at the Examiner's Console, before the Examiner may assign a test station. This verification function **must** pull the applicant's information from the DMV's DB2 Mainframe Driver's Database.

The L-1 AutoTest system fully complies with this requirement. The system will prompt the applicant to provide their name, DOB and Social Security

number, which will then display the applicant's photo (Photo First process), for verification at the Examiner's Console, before the Examiner may assign a test station. This verification function will pull the applicant's information from the DMV's DB2 Mainframe Driver's Database.

> • Provide Examiners the ability to assign an applicant to a specific test at a specific Test Station; however, an override **must** be available for the system to randomly select the Test Station.

The L-1 AutoTest system fully complies with this requirement. The Examiner Console will provide examiners the ability to assign an applicant to a specific test at a specific Test Station. An override will be available for the system to randomly select the Test Station.

> • Provide the ability to enter a unique alpha-numeric identifier for each applicant.

The L-1 AutoTest system fully complies with this requirement. The Examiner Console provides the ability to enter a unique alpha-numeric identifier for each applicant.

> • Provide a continually updated display of the status and test progress for each local Test Station. The data displayed **must** include at least the following:
> ◆ Test Station number.
> ◆ Applicant identifier.
> ◆ Start time.
> ◆ Elapsed time.
> ◆ Number of questions answered correctly and those which are incorrect, for the test in progress.
> ◆ Number of questions answered correctly and those which are incorrect, with a pass/fail indicator for completed tests.
> ◆ The names of other tests assigned to the applicant, but not yet started.

The L-1 AutoTest system fully complies with this requirement. The Examiner Console the examiner to monitor test status and progress for all Test Stations from a graphical interface. The displayed information will include at a minimum:

- Test Station number

- Applicant identifier

- Start time

- Elapsed time

- Number of questions answered correctly and those which are incorrect, for the test in progress

- Number of questions answered correctly and those which are incorrect, with a pass/fail indicator for completed tests

- The names of other tests assigned to the applicant, but not yet started

• Be capable of switching between test monitor displays and other display screens.

The L-1 AutoTest system fully complies with this requirement. The Examiner
Console is able to switch between test monitor displays and other display
screens. Since the Examiner Console is a web application, users can easily
switch between the browser and other applications on their computers.

• Provide a menu-driven search utility to allow for rapid retrieval of test result data.

The L-1 AutoTest system fully complies with this requirement. The Examiner
Console has a menu driven search utility that allows for rapid retrieval of
test result data. Test results are available for the local office in a report format
that shows the results for the office's current activity with sortable columns.

• Provide the ability for the Examiner to review all questions and answers for any local test. The review **must** display the questions and answers in the order presented in the test including graphics, the answer selected by the applicant, and the correct answer, when different from the selected answer. The Examiner **must** have the ability to have the test displayed on the Examiner Console or any Test Station at the location.

The L-1 AutoTest system fully complies with this requirement. Examiner
Console functionality allows examiners to review all questions and answers
for any local tests. Questions and answers are shown in the exact order and
representation (with graphics) as seen by the applicant. The review will
display the answer for each question selected by the applicant, as well as the
correct answer for the question. The Examiner is able to view tests for any
Test Station at that location.

• Allow the Examiner the option of terminating a test.

The L-1 AutoTest system fully complies with this requirement. AutoTest
provides for "quick pass/fail" termination of tests. This function can be
turned on or off at the DMV's discretion.

• Provide menu-driven utilities, thereby limiting required keystrokes. These utilities shall include, but are not limited to, such processes as: printing test results, changing test system passwords, and setting test parameters for each type of test.

The L-1 AutoTest system fully complies with this requirement. AutoTest
Examiner Console functionality is menu-driven, requiring as few keystrokes

as possible. Utilities may include, but are not be limited to printing test results, changing system password, and setting test parameter defaults for each test.

- Enable the Examiner to cancel any test in progress, at any time. All normal statistical data **shall** be captured for the cancelled tests. A notation in the data **must** be made to indicate that the test was cancelled before completion, and the reason for the test cancellation.

The L-1 AutoTest system fully complies with this requirement. Examiner Console functionality allows the examiner to cancel any test in progress at any time. The examiner can click the "Cancel Test" button from the Test Station detail screen for the appropriate test. The Test Station will then display a message (configurable by the examiner) to the applicant informing him/her that the test has been interrupted and giving instructions.

All normal statistical data for the test will be captured up to point of interruption, and the test will be logged as a cancelled test. The examiner may use the provided field to note the reason that the test is being cancelled. This information will be stored in the database.

Allow for the manual data entry of test results of all written and skills test, in the DMV-approved test formats, to include, but not limited to:
- ◆ CDL pre-trip
- ◆ CDL basic control skills
- ◆ CDL driver skills
- ◆ Automotive written/skills
- ◆ Motorcycle written/skills
- ◆ Driver clinic written/skills
- ◆ Class G (Bi-optic) skills test
- ◆ Rider Skill Test Score Sheet (RST) - Three Wheel Vehicles (This **will** replace the Motorcycle tests in late 2010.) (Exhibit E)

The L-1 AutoTest system fully complies with this requirement. The system will allow for the manual data entry of test results of all written and skills test, in the DMV-approved test formats, to include but not limited to:

- CDL pre-trip

- CDL basic control skills

- CDL driver skills

- Automotive written/skills

- Motorcycle written/skills

- Driver clinic written/skills

- Class G (Bi-optic) skills test

- Rider Skill Test Score Sheet (RST) - Three Wheel Vehicles (We understand that this will replace the Motorcycle tests in late 2010.) (RFP Exhibit E)

> • interface with the Mainframe DMV Driver's System to verify Social Security and Driver's License numbers. If historical data is available, the Examiner Console **shall** retrieve the applicant's information, including, but not limited to; name, address and date of birth. The DMV Driver's System data is stored in a Mainframe DB2 database (IBM z/OS version 1.9).

The L-1 AutoTest system fully complies with this requirement. AutoTest will interface with the mainframe DMV Driver's System to verify social security and driver's license numbers. If historical data is available, the Examiner Console will also retrieve other applicant information including but not limited to, name, address and date of birth.

> • Update the DMV Driver's System DB2 database with applicant information *and* test results when applicants successfully pass the test.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will update the DMV Driver's System DB2 database with applicant information and test results when applicants successfully pass the test.

> • Verify that the applicant has **NOT** taken the test they are registering for, within the preceding seven (7) days and prohibit continuation. The system **must** allow for an over-ride of this function by the DMV Administrator.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will verify that the applicant has not taken the test they are registering for in the previous seven days. An authorized DMV administrator can override this function. The window of this assessment is configurable and can be changed by a DMV administrator.

> • Populate information fields from any existing DMV database using auto fill technology (example SSN/DL/ID number).

The L-1 AutoTest system fully complies with this requirement. AutoTest will auto-fill the data after it has been retrieved from the State's DB2 database.

3.13   Administrator Consoles

> The Administrator Console must be the central point of administration and control for the entire ATS. The Administrator Console **will** be located at the DMV Headquarters, in the Information Services area and must accessible to the DMV defined personnel.

The L-1 AutoTest system fully complies with this requirement. The AutoTest Administrator Console is the central point of administration and control for

the entire testing system. The Administrator Console will be installed in the Information Services area at DMV Headquarters and will be accessible to personnel defined by the DMV.

The Administrator Console must:
- Be connected to all sites through the statewide network, which is TCPIP.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console will be connected to all sites through the statewide network, which is TCPIP.

- Be menu-driven so that DMV employees with basic computer skills and training will be able use the software.

The L-1 AutoTest system fully complies with this requirement. L-1 developed the Administrator Console software to be user friendly and menu driven. DMV employees can use the software applications with minimal computer skills or training.

- Require a secure combination of logon ID (user name or user number) and password, in order for an operator to gain access to the system.

The L-1 AutoTest system fully complies with this requirement. Only authorized administrators will have access to the Administrator Console by means of a secure combination of logon ID and password.

- Operate in a manner that is consistent and compatible with other software aspects of the system (Test Station, Test and Statistical Database, and Examiner Software).

The L-1 AutoTest system fully complies with this requirement. All AutoTest solution components are browser-based and reflect design consistency for ease of use. For example, the Administrator and Examiner components both incorporate standard Microsoft Windows-style menus and uniform Graphical User Interfaces.

- Provide the capability to continue all functions of the examiner console in the event that the examiner console has a failure of any type.

The L-1 AutoTest system fully complies with this requirement. The AutoTest Administrator Console is Windows based and is able to run other Windows applications including AutoTest Examiner Console. This provides the

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capability to continue all functions of the examiner console in the event that the examiner console has a failure of any type.

3.14   The Administrator Console Required Software Functions Must:

• Provide a secure operating environment.

The L-1 AutoTest system fully complies with this requirement. The Administrative Console offers a secure operating environment. Only authorized users will have access to the Administrator Console by means of a secure combination of logon ID and password that allow two levels of access:

- **Administrator** – Has access to all features and functions of the Administrator Console includes password administration, managing service centers, report generation, and test creation and modification.

- **Operator** – Has the ability to view and print reports.

• Create new test question types and categories.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console provides an intuitive process for creating and modifying test questions types and categories and assigning corresponding audio and graphics to questions.

• Create new test questions and answers.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console provides authorized users an intuitive process to create and modify tests and test items, assign corresponding audio and graphics, and set global test parameters.

• Modify test questions and answers.

The L-1 AutoTest system fully complies with this requirement. Administrators can modify any existing question as shown in the figure below including, graphics, and answer text, Administrators can search for items by ID number, Knowledge Domain, associated media type, language or by active/inactive status.

Edit Question Screen

• Archive prior test questions and answers.

The L-1 AutoTest system fully complies with this requirement. When edits are made, the original item, as well as all revisions is maintained in the database. All revisions are maintained in the audit log and are keyed to an operator ID.

• Define/revise the number of questions for a test.

The L-1 AutoTest system fully complies with this requirement. The Create New Test screen includes a provision for setting or revising the number of questions for a test.

The Create New Test screen includes a field for setting the number of questions on a test

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•	Define the categories for each question in a pool, to be used to generate a test.

The L-1 AutoTest system fully complies with this requirement. AutoTest Administrator provides complete tools to manage the question and answer itembank.

When administrators enters a question they can also assign categories including: type of question, number of possible answers, Knowledge Domain(s), difficulty level (optional), source in manual (optional), and associated media files, including audio.

AUTⓄTEST ADMIN
Automated Driver Knowledge Testing
Manage Users | Manage Tests | Manage Service Centers | Reports & Data | Help | Logout

Question Details

Question Text   Who is responsible for safely
                       transporting a hazardous material
                       shipment without delay and keeping the
                       shipping papers in the right place?

Type of Question   Multiple Choice

Number of Answers   3

Knowledge Domain   HZMAT - Domain 4

Difficulty Level   2

Item Number

Source in Manual

Activate Question Immediately   ☑

Never Expires   ☑

Go to Step 2

Administrators can define multiple categories when adding a question

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- Define/revise the passing grade for each test, by either a number, or percentage of questions answered correctly.

The L-1 AutoTest system fully complies with this requirement. Administrators can define or revise the passing grade for each test by either a number or percentage of questions answered correctly.

- Change a graphic associated with a question.

The L-1 AutoTest system fully complies with this requirement. Graphics associated with a question can be changed using the Edit Question Screen as shown below.

Administrators can add or change graphics associated with a question on the Edit Question screen.

• Set effective dates, beginning and ending, for questions and/or answers. Manage test data on a case-by-case basis.

The L-1 AutoTest system fully complies with this requirement. Administrators can set active dates and beginning and ending dates for questions and answers and can manage test data on a case by case basis.

• Update immediately, or on delay, new and modified tests from the Administrator Console to Test Stations. The update process **shall** be transparent to the remote locations' users and achieved without Regional Office operator intervention.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console will replicate new data and modified tests from the Administrator Console to Test Stations. The update process will be transparent to the remote locations users and achieved without regional office operator intervention.

• Perform all Examiner Console functions.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console is able to perform all Examiner Console functions.

• Perform remote operations and any applicable file transfers (e.g. file archival) along with routine test management.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console performs remote operations and file transfers along with routine test management.

• Review all statistical data from all locations in real-time.

The L-1 AutoTest system fully complies with this requirement. The Administrator console provides the ability to review all statistical data from all locations in real-time.

• Collect statistical data from the Regional Offices without Regional Office operator intervention.

The L-1 AutoTest system fully complies with this requirement. The Administrator console is able to collect statistical data from the Regional Offices without Regional Office operator intervention.

• Require a logon ID and password for every authorized user to access the system. The format and function of the logon ID must be approved by the DMV.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will be configured to provide this functionality through the state's active directory system.

• Allow every authorized user to change their personal password.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console allows every authorized user to change their personal easily.

• Allow the Administrator access to the system and the ability to set a new password for the user. Once logged on with a temporary password, the user must be required to designate a new, personally-protected password, before being allowed to log in again.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console allows administrators to set a new password for a user who has forgotten his/her password. Once logged on with a temporary password, the user will be required to designate a new, personally-protected password, before being allowed to log in again.

* Assign access levels for the system administrators.

The L-1 AutoTest system fully complies with this requirement. The Administrator Console able to assign levels of access that control the administrative functions available to a specific operator. For example a user might be given access to statistical reports but not given the ability to alter test questions.

* Provide the functionality to logon and logoff without a complete shutdown of the Station.

The L-1 AutoTest system fully complies with this requirement. The system will provide the functionality to logon and logoff without a complete shutdown of the Station.

* Interface with the Mainframe DMV Driver's System to verify Social Security and Driver's License numbers. If historical data is available, the Administrator Console **shall** retrieve the applicant's information, including, but not limited to; name, address and date of birth. The DMV Driver's System data is stored in a Mainframe DB2 database (IBM z/OS version 1.9).

The L-1 AutoTest system fully complies with this requirement. The system will interface with the Mainframe DMV Driver's System to verify Social Security and Driver's License numbers. If historical data is available, the Administrator Console will retrieve the applicant's information, including, but not limited to; name, address and date of birth.

* Update the DMV Driver's System DB2 database with applicant information and test results when the applicant passes the test.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will update the DMV Driver's System DB2 database with applicant information and test results when the applicant passes the test.

* Provide flexibility to allow the DMV to edit any message appearing on the screens. Messages include but are not limited to: logos, official names, introduction, "End of Test" messages and PSAs (for example "Welcome to West Virginia Driver's License Testing System," "Return to the Examiner," and "Proceed to the Next Question)." The DMV **will** provide the successful Vendor with specifics at a later date.

The L-1 AutoTest system fully complies with this requirement. The
Administrator Console allows authorized administrators to edit any
message, image or logo appearing on the screen.

3.15   System Access for CDL Administration Only

> * Section administrator **must** be capable of entering data to confirm that all new
>   CDL applicants have registered, and paid the test fees needed to take the
>   applicable CDL test.

The L-1 AutoTest system fully complies with this requirement. The section
administrator will be capable of entering data to confirm that all new CDL
applicants have registered, and paid the test fees needed to take the
applicable CDL test.

> * The examiner at the test site **must** be capable of entering data to allow an
>   applicant with a CDL with Hazmat endorsement to test and renew the
>   endorsement without section administrator confirmation.

The L-1 AutoTest system fully complies with this requirement.

> * The software **shall** alert the examiner and the section administrator when the
>   applicant has used their three attempts.

The L-1 AutoTest system fully complies with this requirement. AutoTest
automatically alerts examiners when applicants are in violation of the re-
testing rules which have been configured for your system. L-1 will provide
this functionality on a "going forward" basis beginning with tests from the
day the system goes live.

> * The software **shall** prohibit further testing until the applicant has reapplied and
>   paid their appropriate fees.

The L-1 AutoTest system fully complies with this requirement. AutoTest will
prohibit further testing until the applicant has reapplied and paid their
appropriate fees. For example, if your rules prohibit an applicant who fails a
CDL test from re-testing in the same day, the system will flag an individual
who tries to retest by driving to another office.

> * All information **must** be available to all DMV locations.

The L-1 AutoTest system fully complies with this requirement. All
information will be available to all DMV locations.

3.16   Web-Based Test System

> The Web-Based Test System **must** emulate the testing environment provided at a DMV Testing facility, at a non-DMV Test System location, with the exception of the collection of testing fees. Upon successful completion of the test, the applicant **will** go to a local DMV Test site to pay for the test(s) taken. Current law allows for two testing attempts for each testing fee. The web system **must** record and track the number of test attempts and **must** be retrievable by all examiner work stations.

The L-1 AutoTest system fully complies with this requirement. The Web-Based Test System will emulate the testing environment provided at a DMV Testing facility, at a non-DMV Test System location, with the exception of the collection of testing fees. The applicant will need to go to a local DMV Test site to pay for the test(s) taken. The web system will record and track the number of test attempts and will be retrievable by all examiner work stations.

> The Web-Based Test Station Required Software Functions **must:**
> * Use the Test and Statistical SQL server database.

The L-1 AutoTest system fully complies with this requirement. The Web-Based Test Station Required Software Functions will use the Test and Statistical SQL server database.

> * Operate as a secure site using **Transport Layer Security (TLS)** and data encryption.

The L-1 AutoTest system fully complies with this requirement and will utilize the state provided security certificate.

> * Prevent applicant from using the "back" button to go to the previous screen, change the test answer, and have it rescored.

The L-1 AutoTest system fully complies with this requirement.

> The Web-Site Examiner Station Software **must:**
> * Use the Test and Statistical SQL server database.

The L-1 AutoTest system fully complies with this requirement.

> * Operate as a secure site using **Transport Layer Security (TLS)** and data encryption.

The L-1 AutoTest system fully complies with this requirement and will utilize the state provided security certificate.

3.17   Test/Statistical Database Requirements

> The Test/Statistical Primary server/Database **will** reside at a DMV-designated off-site location, and on a backup server located at the main Capitol Complex, 1900 Kanawha Boulevard, East, Building 6; Charleston, West Virginia, which **shall** be maintained by the Office of Technology.

The L-1 AutoTest system fully complies with this requirement. L-1 understands and agrees that the Test/Statistical Primary server/Database will be provided by the state and reside at a DMV-designated off-site location, and on a backup server located at the main Capitol Complex and will be maintained by the Office of Technology.

> The Test/Statistical Database **must:**
> * Be compatible to reside on the state's structured query language (SQL) server.

The L-1 AutoTest system fully complies with this requirement.

> * Provide full rights and access to the entire system database to specified DMV personnel only.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will limit full rights and access to the entire system database to specified DMV personnel only.

> * Record, electronically store, and manage multiple-choice test questions that **will** be maintained in each of the languages previously listed.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will record, electronically store and manage multiple-choice test questions that will be maintained in each of the languages previously listed.

> * Store all questions and answers, photographic images and the audio components associated with the test for each applicant maintaining an original copy of all the components used for that test. This information must be stored in a password-protected location.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will Store all questions and answers, photographic images and the

audio components associated with the test for each applicant maintaining an original copy of all the components used for that test. This information will be stored in a password-protected location.

- Provide for and maintain an "audit trail," which tracks any changes made to the Test Question Database. The audit trail **must** be keyed to the logon ID, date and time of a change, user making the change, and the nature and impact of the change made, including the preservation of both the original and revised versions of any test question that has been modified.

The L-1 AutoTest system fully complies with this requirement. All modifications made to the AutoTest question and answer tables in the database will have associated time/date and user IDs (operator ID) associated with them. The audit trail will also include the questions and answers (old and new) that were modified in the database. The system will preserve both original and revised versions of any test question that has been modified.

- Serve as the central repository for the retention of core information relevant to applicant testing, the testing process, test results and the certification of test performance that **shall** result in specific authorization for a license to drive. A data dictionary **must** be provided, with all associated work flows, as well as a diagram of the database design.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will serve as the central repository for the retention of core information relevant to applicant testing, the testing process, test results and the certification of test performance that shall result in specific authorization for a license to drive. A data dictionary must be provided, with all associated work flows, as well as a diagram of the database design.

- Allow for all information for tests, or portions of tests, administered outside of the ATS (both knowledge and skills,) to be entered manually or electronically in a format necessary for evaluation and statistical analysis.

The L-1 AutoTest system fully complies with this requirement. The database will accept electronic data entered manually for written tests via the Examiner Console and Administrator Console. All test data entered manually or electronically stored in a format necessary for evaluation and statistical analysis.

- Support data entry, data exchange, data transfer, automated processing and comprehensive compilation of responses to requests made by any Examiner, any time from the Examiner Console.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system supports data entry, data exchange, data transfer, automated

processing and comprehensive compilation of responses to requests made by any Examiner, any time from the Examiner Console.

> • Require that all data entered pass through system edits (with associated warning prompts,) that are designed to ensure data accuracy, and flag the Examiner if an error is identified.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system is designed to help system users prevent input errors that could result in incomplete or erroneous data. All form fields are verified during input and an appropriate warning message is displayed when an entry is not in compliance. The system monitors required fields to ensure completeness before any form submission.

> • Assist with data reconstruction, problem analysis, and data transfer reconciliation and system audits. The database **must** include provisions for an audit trail of system transactions and database updates, including the identity of the user who initiated the transaction.

The L-1 AutoTest system fully complies with this requirement. The database includes a complete audit trail. All system transactions and modifications made to the Central Statistical Database will have associated time/date and user IDs (operator ID) associated with them. The audit trail will also include questions and answers (old and new) that were modified in the database. Scheduled and demand data transfers log their activities for later evaluation and reconstruction. The Administrator Console utilizes multiple methods to ensure data integrity and recoverability for the Central Statistical Database.

> • Maintain on-line records for the current year, plus the **four** (4) preceding years. The system **must** have the ability to archive data on a yearly basis, or on demand. The system **must** be able to store data for retrieval for a minimum of seven (7) years, from the archival database. A historical database **must** be provided which allows archived data to be electronically retained after seven (7) years then migrated to another "electronic media" format, which is suitable for archival purposes

The L-1 AutoTest system fully complies with this requirement.

Response to Procurement Specifications

- Maintain the following information for each applicant taking a test:\
  - An individual driver's name as last, first, middle, other name, suffix
  - System-assigned applicant Driver's Test Sequence Number
  - State-assigned applicant Driver's License Number and Type
  - Applicant's Residence Address **must** include City, County, State and Zip Code
  - Applicant's Mailing Address
  - Gender
  - Social Security Number
  - Eye Color
  - Date of Birth
  - Out-of-State license information to include, state identity, license number and expiration date
  - Restrictions/Endorsements

The L-1 AutoTest system fully complies with this requirement.

- Maintain the following information for each test taken by an applicant:
  - Testing Center Location
  - Date of test
  - Test start time
  - Test end time (elapsed time)
  - Test language(s)
  - Test category
  - Test type(s)
  - Test version(s)
  - Test mode(s)
  - Record of score (%)
  - Test outcome (pass, fail, abandon, cancel)
  - Test Station ID
  - Examiner's ID
  - Medical Examination physical expiration date
  - Test History (see Attachment III; in lieu of electronic CDL results this form will be used for manual entry until electronic transmission is available)
  - Driver's License/ID Number (if available)

The L-1 AutoTest system fully complies with this requirement.

Maintain the following information for each test question:
  - Test question identifier
  - Total question usage
  - Choices selected
  - Choices correct
  - Average time required to respond to each question
  - Elapsed time per question
  - Question Activation Date
  - Question End Date
  - Question Status Field (Active/Inactive)

The L-1 AutoTest system fully complies with this requirement. The information listed above is stored for each test question.

3.18   Reports

> The ATS **must** be capable of allowing the Examiners at each location, to view and generate reports from their local data only; and afford the Administrators the ability to view and generate reports from all locations.

The L-1 AutoTest system fully complies with this requirement. The AutoTest System will allow examiners to view reports which are specific to their sites only. Administrators will be able to view and generate reports from all locations.

> **The ATS** shall:
> - Generate reports that detail test and system usage and user statistics.

The L-1 AutoTest system fully complies with this requirement. AutoTest can generate a number of reports that detail test, system usage, and user statistics.

> - Compile and print reports that **will** be utilized by employees who are not computer programmers. The operation of the reporting functions **must** be presented in an intuitive and simple to use format, appropriate to the skill level of a casual computer user.

The L-1 AutoTest system fully complies with this requirement. All reporting functions are presented in intuitive and simple to use formats that are appropriate to the skill level of casual computer users.

> - Generate reports, on demand, as frequently as desired.

The L-1 AutoTest system fully complies with this requirement. Reports can be created on demand as frequently as desired by any user who has the authority to create reports.

> - Generate reports automatically at pre-designed intervals and times that can be printed on any standard printer or be placed in a folder on a designated computer.

The L-1 AutoTest system fully complies with this requirement. Any report can be generated automatically at pre-designed intervals and times that can be printed on any standard printer or be placed in a folder on a designated computer.

> • Provide ad hoc query and reporting capabilities that do not require development or construction by DMV employees.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system provides for ad hoc query and reporting with no requirement for software development or construction by DMV employees.

> • Automatically print reports on a schedule to be determined by the DMV.

The L-1 AutoTest system fully complies with this requirement.

3.18.1   Standard Reports

> The ATS **shall** generate the following reports at no additional cost to the DMV:

The L-1 AutoTest system fully complies with this requirement.

> **Daily Detail Knowledge**
> • List the applicants' name, DOB, test taken and results for each DMV location, for any particular day.

The L-1 AutoTest system fully complies with this requirement. The AutoTest reporting engine will generate the report with the indicated fields for all test types defined within the system. The date range defaults to the current date and can be set to any single day or expanded to encompass multiple days.

> **Daily Detail Skills**
> • List applicants' name, DOB, and test results for all Road Skills Exams, test results for all Motorcycle Skills Exams (separately,) including the name of the Examiner administering each test, for all DMV locations.

The L-1 AutoTest system fully complies with this requirement. The Daily Detail Skills report will include all fields required by DMV.

> **Daily Summary Driver Testing Results**
> • Total of all tests given at each location, and a final total for all locations combined (list names of tests, how many pass/fail, and totals.)

The L-1 AutoTest system fully complies with this requirement. The Daily Summary Driver Testing Results Report will include all fields required by DMV.

Monthly Summary Driver Testing Results
- List tests taken (with pass and fail totals), total tests cancelled, total oral tests, total tests in other languages besides English (list each language and totals), and total paper tests printed; with the results for each location.

The L-1 AutoTest system fully complies with this requirement. The Monthly Summary Driver Testing Results Report will include all fields required by DMV.

Monthly Summary Day by Day
- List each test (with pass and fail totals) daily, at each location, and list total tests of all locations combined.

The L-1 AutoTest system fully complies with this requirement. The Monthly Summary Day by Day Report will include all fields required by DMV.

Monthly Skills Test by Examiner
- List the total number of Driving Skills and Motorcycle Skills Tests, per Examiner, at each location for the month.

The L-1 AutoTest system fully complies with this requirement. The Monthly Skills Test by Examiner Report will include all fields required by DMV.

Yearly Summary of all Tests
- List the total of all written and skills tests taken, including detail knowledge (applicant's name, DOB, test taken and results for each location.)

The L-1 AutoTest system fully complies with this requirement.

Daily, Monthly, Yearly Vision Testing Results
- List Vision test results (pass and fail) and total DLAB-H forms submitted, per location.

The L-1 AutoTest system fully complies with this requirement. The Daily, Monthly, Yearly Vision Testing Results Report will include fields required by DMV

Daily, Monthly, Yearly Driver Clinic Results
- List Driver Clinics scheduled, Clinics given, passed and failed, and any "no show" results.

The L-1 AutoTest system fully complies with this requirement. The Daily, Monthly, Yearly Driver Clinic Results Report will include all fields required by the DMV.

Modification Reports
- The system **shall** generate a daily report of any modifications made to the testing software, or tests. This report **shall** identify who was responsible for the modification, the type of modification made and the reason for the modification.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will generate a daily report of any modifications made to the testing software, or tests. This report will identify who was responsible for the modification, the type of modification made and the reason for the modification.

Individual Question Analysis Reports

The L-1 AutoTest system fully complies with this requirement. The AutoTest System will generate Individual Question Analysis Reports that will include all fields required by the DMV.

Individual Test Analysis Reports

The L-1 AutoTest system fully complies with this requirement. The AutoTest System will generate Individual Test Analysis Reports that will include all fields required by the DMV.

3.19   Training

- The Vendor **shall** provide training to DMV specified employees at each regional office through-out the state. The vendor **must** provide qualified trainers and **shall** provide eight (8) hours on-site training at each location. This training **must** be performed by the next business day following location implementations which have been approved by DMV.

The L-1 AutoTest system fully complies with this requirement. L-1 will provide training to DMV specified employees at each regional office throughout the state. L-1 will provide qualified trainers and will provide eight hours on-site training at each location. The training will be performed by the next business day following location implementations which have been approved by the DMV.

- The Vendor is responsible for providing all training materials necessary to create fifty (50) training manuals, as well as one electronic copy in Microsoft Word. DMV **shall** have the right to re-produce and use any of the training materials, for in-house training programs delivered to DMV employees, at **will.**

The L-1 AutoTest system fully complies with this requirement. L-1 will provide all training materials necessary to create fifty training manuals.

DMV will have the right to re-produce and use any of the training materials, for in- house training programs delivered to DMV employees, at will.

> • The successful Vendor **will** furnish all materials and supplies necessary to provide training on the ATS. The Vendor **will** provide the training on computers supplied by the DMV.

The L-1 AutoTest system fully complies with this requirement. L-1 will furnish all materials and supplies necessary to provide training on the ATS. L-1 will provide the training on computers supplied by the DMV.

> • A training schedule **will** be developed by the Vendor and the DMV.

The L-1 AutoTest system fully complies with this requirement. L-1 and the DMV will collaborate to develop a training schedule that meets DMV requirements.

> • The Vendor **shall** have a representative available on-site for each installation to assure a successful start-up, and provide any additional training which may be required, at that time.

The L-1 AutoTest system fully complies with this requirement. And L-1 representative will be on-site for each installation to assure a successful start-up, and provide any additional training which may be required, at that time.

> • The Vendor **will** be required to provide updated manuals, as system modifications are made. The Vendor is fully responsible for maintaining current versions of all manuals.

The L-1 AutoTest system fully complies with this requirement. L-1 will provide updated manuals as system modifications are made. L-1 acknowledges that it is fully responsible for maintaining current versions of all manuals.

> • Upon contract award the successful vendor shall submit all training plans and materials to the DMV for approval.

The L-1 AutoTest system fully complies with this requirement. Upon contract award L-1 will submit all training plans and materials to the DMV for approval.

3.20   Maintenance

> • The Vendor **must** ensure continuing system software functionality of all components of the ATS system, for the processing of Driver Knowledge and Skills Tests. The system shall provide the test results, updates and revisions to tests, as well as retrieving and transmitting statistical information at all times. Vendor **shall** reply to a service call, from the DMV Information Services Help Desk, within thirty (30) minutes of the initial call with a telephone response. The vendor must provide a resolution and/or plan of action within four (4) hours of their telephone response. When a resolution to a problem cannot be obtained via the telephone, the Vendor **must** provide on-site support, at no additional cost until the problem is resolved to the satisfaction of the state of WV. The DMV **will** exhaust all resources before requiring the Vendor to report on-site.

L-1 will fully comply with this requirement. L-1's maintenance service will ensure continuing system software functionality of all components of the ATS system. The system will provide the test results, updates and revisions to tests, as well as retrieving and transmitting statistical information at all times. L-1 will reply to a service call, from the DMV Information Services Help Desk, within thirty (30) minutes of the initial call with a telephone response. L-1 will provide a resolution and/or plan of action within four (4) hours of our telephone response. When a resolution to a problem cannot be obtained via the telephone, the L-1 will provide on-site software support, at no additional cost until the problem is resolved to the satisfaction of the state of WV. L-1 understands that the DMV will exhaust all resources before requiring L-1 to report on-site.

> • The Vendor **must** provide maintenance, which **shall** include all available upgrades and new releases of tests, as well as technical support for all software to be pushed out to all site equipment and servers via electronic transmission unless otherwise approved by WVDMV,

The L-1 AutoTest system fully complies with this requirement. L-1 will include all available upgrades and new releases of tests, as well as technical support for all software to be pushed out to all site equipment and servers via electronic transmission unless otherwise approved by WVDMV.

> • The Vendor **must** provide a Customer Service Help Desk, for technical support, with a toll-free number, after the initial installation and implementation, at no additional cost to the State. This Help Desk **shall** operate between the hours of 7:00 a.m. through 7:00 p.m. EST, Monday through Friday; and Saturday from 7:00 a.m. Through 2:00 p.m. EST. The Vendor's Help Desk **shall** coordinate all service/maintenance calls through the DMV Information Services Help Desk.

The L-1 AutoTest system fully complies with this requirement. L-1 will provide a Customer Service Help Desk, for technical support, with a toll-free number, after the initial installation and implementation, at no additional cost to West Virginia. The Help Desk will operate between the hours of 7:00 a.m. through 7:00 p.m. EST, Monday through Friday; and Saturday from 7:00 a.m. Through 2:00 p.m. EST. L-1's Help Desk will coordinate all

service/maintenance calls through the DMV Information Services Help Desk.

> • The State of West Virginia **shall** obtain ownership of the software, or an unlimited license for its use. The Vendor **will** arrange for the system source code, and any modifications made to the software throughout the life of the contract, to be placed in escrow, in the event that the Vendor ceases to exist.

The L-1 AutoTest system fully complies with this requirement. The State will be granted a non-exclusive, fully paid perpetual license to use the proprietary software, as defined in the RFP and acquired thereunder, subject to the restrictions on transfer contained therein. Title to any proprietary software provided by L-1 to the State will remain with L-1. Title to the customized software, as defined in the RFP will vest in the State as set forth therein.

L-1 will arrange for system source code and any modifications made to the software throughout the life of the contract to be place in escrow.

> • The Vendor **must** maintain, and be in compliance with, any changes to the Federal Motor Carrier Safety Administration (FMCSA) and the American Association of Motor Vehicle Administrators (AAMVA) guidelines, and any Federal or State laws, rules or regulations that have, or **will** be, mandated for Knowledge or Skills Tests, throughout the life of the contract. Any resulting modifications **must** be made with no additional cost to the state,

The L-1 AutoTest system fully complies with this requirement. L-1 maintains and is in compliance with any changes that the Federal Motor Carrier Safety Administration and American Association of Motor Vehicle Administrators guidelines and Federal or State laws, rules or regulations that have, or will be, mandated for Knowledge or Skills Tests, throughout the life of the contract. Any resulting modifications to the questions, answers, or distracters will be made with no additional cost to the state. We anticipated that the changes will be 40 hours annually and we have included this in our pricing.

> • The system **must** perform an automatic back-up and recovery process, after DMV business hours, on a daily basis.

The L-1 AutoTest system fully complies with this requirement. The AutoTest system will perform an automatic back-up and recovery process, after DMV business hours, on a daily basis.

> • The successful vendor must maintain the system according to the latest required standards including but not limited to anti-virus software, operating platform, or web connection for the State of West Virginia.

The L-1 AutoTest system fully complies with this requirement. L-1 will maintain the system according to the latest required standards including but not limited to anti-virus software, operating platform, or web connection for the State of West Virginia

- Maintenance and support shall be based on a one (1) year period **which shall be formally activated by change order** upon DMV approval and acceptance of the system installation. Costs bid for maintenance and support **shall** be firm fixed prices for the years indicated and **shall** not be subject to increase.

The L-1 AutoTest system fully complies with this requirement. L-1 agrees that maintenance and support will be based on a one year period which will be formally activated by change order upon DMV approval and acceptance of the system installation. Costs bid for maintenance and support are firm fixed prices for the years indicated and will not be subject to increase.

Response to Procurement Specifications

SECTION 3 # Special Terms and Conditions

The successful Vendor **shall** be subject to the security requirements mandated by the DMV, including but not limited to; background and criminal history checks and fingerprint submission for all vendor and/or subcontracted personnel associated with this project throughout the life of the contract. **The successful vendor shall provide a list of all employees to be assigned to the project within ten (10) business days of notice of contract award. The successful vendor shall certify that all security requirements have been completed for each employee and that no employees with criminal backgrounds are being assigned to the project.** No new employees shall be assigned to work under this contract without prior written consent of the DMV. The successful vendor shall be responsible for the actions of all employees assigned to the contract. Any associated fees related to these security requirements **shall** be the responsibility of the successful Vendor. Any changes in assigned personnel must be immediately reported to the DMV. **Upon receipt and acceptance of the list of employees to be assigned to the project with required security certifications by the successful vendor, DMV will issue a formal Notice to Proceed authorizing the vendor to proceed with system installation.**

L-1 understands and agrees to these terms and conditions.

SECTION 4 # Pricing Requirements

Vendors **shall** be required to submit cost bids based on the information contained in the attached Bid Form. The total **shall** reflect all costs associated with meeting the requirements and services listed in the RFQ being offered by the Vendor as part of the Vendor's response, inclusive of expenses. The Vendor **must** provide a complete cost quote for software licensing, software installation, training, and technical support including updates. Vendors **shall** provide an all inclusive hourly rate for completion of any customizations, additional reports, and data modifications that may be requested by DMV during the life of the contract. Such hourly rates shall be firm, fixed all-inclusive hourly rates. Estimated hours noted on the Bid Form for additional work are for bid evaluation purposes only; actual hours may be more or less at the discretion of DMV.

L-1's Automated Testing System Bid Form is on the following pages.

Pricing Requirements

AUTOMATED TESTING SYSTEM
DMV100094 BID FORM

A. Basic System		Costs
Software License		
AutoTest Administrator (server license)	$_____4,500_____ per license X 1 sites	
AutoTest Examiner (Site license; one per testing location)	$_____1,350_____per license X 28 sites	
Option: Manual Skills Test Entry (as per forms in RFP attachments) – Included in total cost column	$___125,000_____one time charge	$ 335,700.00
AutoTest Test Station (One per test station)	$_____1,100_____per license X 144 test stations	
AutoTest Web/School Testing (1-10 testing sites)	$_____1,000_____per license X 10 sites	
Note: For future reference, volume discounts will apply for blocks of site licenses purchased at one time.		
Installation & Implementation Includes: • Itembank development in all specified languages (includes all translation and audio narration) • Development, testing	One time charge	$ 290,006.00

A. Basic System		Costs
and documentation of L-1 web service interface with DMV systems • System installation • Project management Travel/living expenses		
Training Includes: • One full day of Examiner training at each of 28 DMV sites • One full day of training for administrators at central site • All required user manuals and training materials • Travel/living expenses	One time charge	$ 57,186.00
Basic System Subtotal		$ 682,892.00

B. System Maintenance & Support Including Upgrades & Help Desk		Costs
System Maintenance & Support	Year 1	$ Included in Basic System price
System Maintenance & Support	Year 2	$ 73,170.00
System Maintenance & Support	Year 3	$ 73,170.00
Maintenance/Support Subtotal *Note: Maintenance/Support charges can be reduced if the State is willing to allow L-1 VPN access to the testing system for remote software diagnosis and remediation.*		$ 146,340.00

C. Other Costs	All-Inclusive Hourly Rate	Extended Cost
Programming – **100 hours**	$150	$15,000
Training, Reporting, ETC. – **50 hours**	$125	$6,250
Other Costs Subtotal		**$21,250**

Note: Hours are estimates for bid evaluation purposes only; actual hours may be more or less at the DMV's discretion
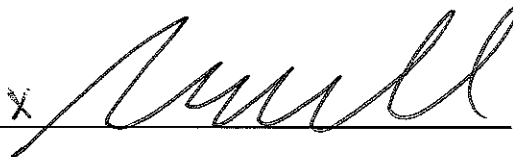
AUTOMATED TESTING SYSTEM
DMV100094 BID FORM

	TOTAL COST
A. Basic System Total	$682,892
B. Maintenance/Support	$146,340
C. Other Costs	$21,250
GRAND TOTAL (A + B + C)	$850,482

Note: Bids shall be evaluated on the basis of the lowest Grand Total Cost following on-site ATS demonstrations to confirm compliance with all mandatory specification requirements. The contract will be awarded to the lowest, responsive bidder meeting all mandatory requirements.

 L-1 Secure Credentialing, Inc.
                        Vendor

By: Robert Eckel   X

Title: Executive Vice President

Date: September 21, 2010

Address:
296 Concord Road, Third Floor

Billerica, MA 01821

Business Phone No: (978) 215-2525