



STATE OF WEST VIRGINIA

DEPARTMENT OF ADMINISTRATION

WEST VIRGINIA
INTER@CTIVE

RFP Subject:	Self-Funded State E-Government Portal Cost Proposal
Number:	CRFP 0212 SWC1600000001
Vendor's Name:	West Virginia Interactive, LLC
Business Address:	10 Hale Street 3rd Floor Charleston, WV 25301
Telephone Number:	(304) 414-0265
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Name of Contact Person:	Ian McQuinn, General Manager
E-Mail Address:	imcquinn@egov.com
Due Date:	January 6, 2016

ORIGINAL

Signature: 

Date: 1-6-2016

January 6, 2016

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

Subject: Cost Proposal, Attachment C, Self-Funded State E-Government Portal, CRFP 0212 SWC1600000001

West Virginia Interactive, LLC (WVI), respectfully submits for consideration this Cost Proposal, Attachment C, response to the state of West Virginia, Department of Administration, CRFP 0212 SWC1600000001, for a "Self-Funded State E-Government Portal."

WVI has carefully read the RFP and all associated documents, attended the mandatory pre-bid conference, submitted questions for the pre-bid conference and questions for the RFP written question deadline, completed all required forms, and provided a comprehensive, thoughtful response to the state's RFP questions and requirements.

WVI's sole focus is on delivering value-added e-Government services that save money and increase efficiencies for the residents, businesses, and government of West Virginia all under the funding model required under this RFP. Since 2007, it has been our privilege to partner with West Virginia and to assist the state in becoming a national leader in these pursuits. We have successfully worked with the state to expand the e-Government program to 70 agencies and more than 340 online services and websites, which deliver valuable West Virginia digital government services to its constituents in a secure and available environment.

Our experience in West Virginia is supplemented by the success of WVI's peer affiliates providing similar e-Government services in 27 other states under the corporate umbrella of NIC. We offer a talented team already on the ground in Charleston, established business processes tailored to the specific needs of the West Virginia e-Government program, deep understanding of the current applications and services, a strong pipeline of future enhancements, as well as an extensive library of more than 11,900 proven e-Government services managed across NIC affiliates.

WVI has provided our proposed fees based on our experience running the current e-Government program services and anticipated new services. We understand that there may be services and fee models in the future that are not reflected in Attachment C of the RFP, such as payment processing services, or that require flexibility of the parties to achieve the innovative goals of a state-of-the-art portal. We look forward to working with the agency and Portal Board to evaluate relevant factors in determining fees at the time of implementing new services, and ultimately understand the Portal Board will approve all fees.

We firmly believe that the e-Government progress already achieved by the state, in partnership with WVI, has successfully delivered innovative e-Government solutions that have met the unique needs of the state and its constituents, and helped enhance West Virginia's stature as a national leader in e-Government.

Thank you for your consideration of WVI.

Sincerely,



Ian McQuinn
General Manager
West Virginia Interactive, LLC

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Attachment C

Section 6 – Evaluation

Cost information below as detailed in the Request for Proposal and submitted in a separate sealed envelope. Cost should be clearly marked.

eGovernment Applications

The table “**Category 1: Existing Inventory of Applications**” below must be used to provide per transaction costs for the Customer Fee Services and Agency Fee Services based on the inventory of existing applications transaction volume.

Agency Fee Service: Service is provided through the portal at no additional cost to the citizen or business as compared to the service being provided through traditional means. The Agency requesting the service will be billed by the Vendor for each transaction. For example, citizens pay \$100 to the Board of Accountancy to renew an Accountant License whether they do it online or through traditional means. The cost of putting the service online was not passed on to the citizen. The Board of Accountancy pays the current Vendor a fee per transaction. With some applications there is no cost to the citizen, the cost is borne entirely by the Agency or the Vendor.

Customer Fee Service: Service is provided through the portal with the some or all of the cost of the online service passed along to the citizen or business so that the customer pays a fee over and beyond the State fee for the ability to conduct business with the State online. For example, citizens pay \$31 to renew a Vehicle Registration through the Portal or \$30 to renew through the mail or at a local DMV Office. The differential, \$1, is remitted to the current Vendor to recover the cost of providing the online service.

Category 1: Existing Inventory of Applications

The numbers shown in this table are historical and are not a guarantee of volume.

Agency	Service	Current Fee Designation	2014* Transaction Count Col. A	Vendor Fee per transaction Col. B	Total =A*B Col. C
EXAMPLE Division of Motor Vehicles	Self Service - Vehicle Registration Renewal	Customer Fee	22,280	.75	16,710
Division of Motor Vehicles	Self Service - Duplicate Handicap Placard	Customer Fee	1	\$1.00	\$1.00
Board of Accountancy	Custom Data Search	Customer Fee	2	\$25.00	\$50.00

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Agency	Service	Current Fee Designation	2014* Transaction Count <u>Col. A</u>	Vendor Fee per transaction <u>Col. B</u>	Total =A*B <u>Col. C</u>
Division of Motor Vehicles	Vehicle Registration System Fax Full Filing	Customer Fee	8	\$5.50	\$44.00
Board of Accountancy	License Verification	Customer Fee	9	\$2.00	\$18.00
Board of Accountancy	Bulk Data Download	Customer Fee	11	\$50.00	\$550.00
State Fire Marshal	Fire-Safe Cigarette Application Renewal	Agency Fee	11	\$100.00	\$1,100.00
Secretary of State	Uniform Commercial Code Bulk Data Monthly Update	Agency Fee	12	\$441.00	\$5,292.00
Division of Natural Resources	Wonderful WV Magazine Digital Publication	Agency Fee	12	\$400.00	\$4,800.00
Division of Natural Resources	Fishing Tournament Registration	Agency Fee	12	\$6.00	\$72.00
Division of Motor Vehicles	Undisclosed Monitoring Minimum	Customer Fee	12	\$1,000.00	\$12,000.00
Board of Accountancy	Individual Authorization Renewal	Customer Fee	65	\$2.00	\$130.00
Board of Professional Surveyors	Surveyor Conference Registration	Customer Fee	69	\$2.00	\$138.00
State Police	SIRN Registration	Agency Fee	136	\$2.00	\$272.00
Association of Counties	Conference Registration	Agency Fee	143	\$2.00	\$286.00
Division of Motor Vehicles	Vehicle Registration System Fax Express	Customer Fee	154	\$5.50	\$847.00
Prosecuting Attorneys Institute	Conference Registration	Agency Fee	179	\$1.00	\$179.00
Board of Nursing	Nursing APRN Application	Agency Fee	206	\$2.00	\$412.00

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Agency	Service	Current Fee Designation	2014* Transaction Count Col. A	Vendor Fee per transaction Col. B	Total =A*B Col. C
Board of Professional Surveyors	Surveying Firm Certificate of Authorization Renewal	Agency Fee	225	\$2.00	\$450.00
Board of Accountancy	Firm Permit Renewal	Agency Fee	282	\$2.00	\$564.00
Secretary of State	Business Entity List Service Search	Customer Fee	288	\$15.00	\$4,320.00
Division of Motor Vehicles	Vehicle Registration System Emergency Tags	Customer Fee	387	\$0.50	\$193.50
Real Estate Division	Capital Parking Ticket Payments	Customer Fee	415	\$1.00	\$415.00
Division of Motor Vehicles	Conviction Monitoring 6-month	Customer Fee	494	\$0.24	\$118.56
Division of Natural Resources	Wonderful WV Magazine Digital Subscription	Customer Fee	515	\$2.00	\$1,030.00
Board of Professional Surveyors	Surveyor License Renewal	Agency Fee	569	\$2.00	\$1,138.00
Board of Nursing *	Nursing Prescriptive Authority Renewals	Agency Fee	603	\$2.00	\$1,206.00
Division of Motor Vehicles	Self Service - Driver's License Reinstatements	Customer Fee	1,245	\$2.00	\$2,490.00
Secretary of State	Uniform Commercial Code Searches	Agency Fee	1,248	\$2.00	\$2,496.00
Division of Motor Vehicles	Individual Temporary Trip Permit	Customer Fee	1,830	\$10.00	\$18,300.00
Board of Accountancy	Accountant License Renewal	Agency Fee	2,123	\$2.00	\$4,246.00
Tax Department	Delinquent Citation Collection	Customer Fee	2,173	\$2.00	\$4,346.00
Division of Motor Vehicles	Driver Operator Records - Individual	Customer Fee	3,483	\$4.00	\$13,932.00

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Agency	Service	Current Fee Designation	2014* Transaction Count <u>Col. A</u>	Vendor Fee per transaction <u>Col. B</u>	Total =A*B <u>Col. C</u>
Division of Motor Vehicles	Self Service - Duplicate Documents	Customer Fee	3,750	\$1.00	\$3,750.00
Division of Motor Vehicles	Vehicle Registration System ATV Titles	Customer Fee	4,247	\$0.50	\$2,123.50
Secretary of State	Business Entity List Service Record	Customer Fee	5,266	\$2.00	\$10,532.00
Secretary of State	Secretary of State Business Registrations	Agency Fee	7,195	\$1.00	\$7,195.00
Children's Health Insurance Program	CHIP Premium Plan Payment	Agency Fee	7,296	\$1.00	\$7,296.00
Division of Motor Vehicles	Bulk Temporary Trip Permit	Customer Fee	7,300	\$10.00	\$73,000.00
Secretary of State	Uniform Commercial Code Filings	Agency Fee	7,872	\$2.00	\$15,744.00
Tax Department	Tax Business Registrations	Agency Fee	9,716	\$1.00	\$9,716.00
Division of Motor Vehicles	Conviction Monitoring 12-month	Customer Fee	10,639	\$0.48	\$5,106.72
Department of Health and Human Resources	Child Support Direct	Customer Fee	17,251	\$1.00	\$17,251.00
Division of Motor Vehicles	Vehicle Registration System Express Tags	Customer Fee	19,658	\$2.00	\$39,316.00
Division of Motor Vehicles	Self Service - Vehicle Registration Renewal	Customer Fee	22,280	\$1.00	\$22,280.00
Local Government	Local Payment Processing	Customer Fee	25,056	\$1.00	\$25,056.00
WorkForce West Virginia	Employer Online Contribution Filing	Agency Fee	29,033	\$1.25	\$36,291.25
Secretary of State	Annual Report Filings	Agency Fee	61,059	\$1.00	\$61,059.00

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Agency	Service	Current Fee Designation	2014* Transaction Count <u>Col. A</u>	Vendor Fee per transaction <u>Col. B</u>	Total =A*B <u>Col. C</u>
Division of Motor Vehicles	Vehicle Registration System Full Filing	Customer Fee	63,986	\$2.00	\$127,972.00
Secretary of State	Business Entity List Service Record	Customer Fee	83,004	\$0.03	\$2,490.12
Division of Motor Vehicles	Undisclosed Monitoring Additional	Customer Fee	936,652	\$0.02	\$18,733.04
Division of Motor Vehicles	Conviction Monitoring 1-month	Customer Fee	3,687,870	\$0.04	\$147,514.80
Category 1 Total (Sum entire column C)					\$713,862.49

*In some cases a different year was used if the 2014 count was not considered to be representative.

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Category 2: New Customer Fee Service and Agency Fee Service Apps

Additional Transaction Fee Service applications will be requested of vendor during the course of this contract. Any additional application fees charged to the customer or the state for new applications created during the term of this contract will be billed in accordance with the chart completed below and will be based on the estimated number of transactions at the time the application is created.

Annual Transaction Volume	Estimated # of New Applications at this Volume	Charge Per Transaction	Total =midpoint of A*B*C
<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>
<u>Example</u> <u>1-999</u> <u>Midpoint = 500</u>	90	\$1.00	\$45,000.00 (500*90*1)
<u>1-999</u> <u>Midpoint = 500</u>	90	\$5.00	\$225,000.00
<u>1,000 – 9,999</u> <u>Midpoint = 5500</u>	50	\$3.00	\$825,000.00
<u>10,000 – 99,999</u> <u>Midpoint = 55,000</u>	30	\$2.00	\$3,300,000.00
<u>100,000 – 999,999</u> <u>Midpoint = 550,000</u>	4	\$1.50	\$3,300,000.00
<u>1,000,000+</u> <u>Use 1,000,000</u>	3	\$0.05	\$150,000.00
Category 2 Total (Sum entire column D)			\$7,800,000.00

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Category 3: Subscription Based Services

Column:							
			A	B	C	D	E
Agency	Service	Current Fee Designation	2014* Transaction Count	Vendor Fee Per Transaction	Subtotal = Col A * Col B	Subscription Fee (Annually)	Total = Col C + Col D
Example: Secretary of State	Business Entity Bulk Data Full Database	Agency Fee	1	\$7,200	\$7,200	\$100	\$7,300
Division of Motor Vehicles	Temporary DMV Bulk Data Service	Customer Fee	14	\$10,000	\$140,000	\$100	\$140,100
Division of Motor Vehicles	Driver Operator Records - Interactive/ Bulk	Customer Fee	450,000	\$4.00	\$1,800,000	\$100	\$1,800,100
Secretary of State	Business Entity Bulk Data Full Database	Agency Fee	1	\$7,200	\$7,200	\$100	\$7,300
Secretary of State	Business Entity Bulk Data Monthly Update	Customer Fee	67	\$1,050	\$70,350	\$100	\$70,450
Secretary of State	Uniform Commercial Code Full Database	Customer Fee	1	\$3,708	\$3,708	\$100	\$3,808
Secretary of State	Uniform Commercial Code Bulk Data Monthly Update	Agency Fee	11	\$441	\$4,851	\$100	\$4,951
Secretary of State	Uniform Commercial Code Bulk Images Full Database	Agency Fee	2	\$3,708	\$7,416	\$100	\$7,516
Category 3 Total (Sum entire column E)							\$2,034,225.00

* In some cases a different year was used if the 2014 count was not considered to be representative.

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Category 4: New Subscription Services

Additional Transaction Fee Service applications will be requested of vendor during the course of this contract. Any additional application fees charged to the customer or the state for new applications created during the term of this contract will be billed in accordance with the chart completed below and will be based on the estimated number of transactions at the time the application is created.

THE VENDOR MUST REBATE TO THE WVOT 5% OF ALL REVENUE DERIVED FROM CUSTOMER CHARGES. THESE ARE THE CHARGES TO END USER CUSTOMERS SUCH AS LEXUS NEXUS. THE REBATE DOES NOT APPLY TO REVENUE FROM STATE AGENCIES.

Annual Transaction Volume	Estimated # of New Applications at this Volume	Charge Per Transaction	Total =A*B*50,000 or A*B*100,000 Per first column
<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>
1-100,000 (Use 50,000 for calculation)	4	\$1.00	\$200,000.00
100,000+ (Use 100,000 for calculation)	1	\$1.00	\$100,000.00
Category 4 Subtotal (Sum entire column D)			\$300,000.00
Subscription Fee Annually	5	\$100.00	\$500.00
Category 4 Subtotal (Subtotal + Subscription Fee total)			\$300,500.00

Category 5: eGovernment Hosting Services

The numbers shown in this table are historical and are not a guarantee of volume. A current example is the hosting of the Department of Commerce website.

Classification	Estimated Quantity in GB	Rate Per GB	Total=A*B
	<u>A</u>	<u>B</u>	<u>C</u>
Website hosting	400	\$8.15	\$3,260.00
Sharepoint Storage	400	\$8.00	\$3,200.00
Category 5 Total (Sum entire column C)			\$6,460.00

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Category 6: eGovernment Time and Materials**

The numbers shown in this table are historical and are not a guarantee of volume.

The State of West Virginia may also request services provided on a time and materials basis with proposed labor rates as agreed to by the State and the Vendor for e-Government application development and e-Government application hosting services. These services are discretionary projects or on-demand work that the State may request as needed. These projects may include, but not limited to the development of new e-Government applications, enhancement of existing applications, website design or development. The vendor will not provide staff augmentation services. No guarantee of use is provided for these services.

Classification	2013 Totals	Estimated Units A	Rate per unit B	Total=A*B C
Web Development	1,135 hours	1,500 hours	\$94.00	\$141,000.00
Website Content Management	15 hours	20 hours	\$50.00	\$1,000.00
Logo Design	1 design	5 designs	\$1,000	\$5,000.00
Category 5 Total (Sum entire column C)				\$147,000.00

**Note the above time and materials services will only be used on projects that are approved by the Portal Board for development under this contract.

Summary of Costs

Category 1 Total from above	\$713,862.49
Category 2 Total from above	\$7,800,000.00
Category 3 Total from above	\$2,034,225.00
Category 4 Total from above	\$300,500.00
Category 5 Total from above	\$6,460.00
Category 6 Total from above	\$147,000.00
Grand Total (Basis for Cost Evaluation)	\$11,002,047.49