



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
DMV70007

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**KRISTA FERRELL
 304-558-2596**

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/19/2006				

BID OPENING DATE: **07/28/2006** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		605-50		
<p>QUEUING SYSTEM</p> <p>AUTOMATED NUMBERING MACHINES CONSTRUCTED FOR HEAVY DUTY USAGE IN THE NUMBERING OF VARIOUS DOCUMENTS FOR MOTOR VEHICLE REGISTRATION.</p> <p>REQUEST FOR QUOTATION</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE WEST VIRGINIA DEPARTMENT OF TRANSPORTATION'S DIVISION OF MOTOR VEHICLES IS SOLICITING BIDS TO SUPPLY AND INSTALL A CUSTOMER QUEUING SYSTEM AT THE CHARLES TOWN DMV REGIONAL OFFICE LOCATED AT 8157 CHARLES TOWN ROAD IN KEARNEYSVILLE, WEST VIRGINIA.</p> <p>SYSTEM MUST BE READY FOR INSTALLATION ON AUGUST 14 2006.</p> <p>QUOTED PRICE MUST INCLUDE MAINTENANCE SERVICE FOR (1) YEAR AND A (1) YEAR SUPPLY OF PAPER PRODUCTS.</p> <p>SYSTEM COMPONENTS PER THE ATTACHED SPECIFICATIONS.</p> <p>VENDORS MUST INCLUDE FOB DESTINATION DELIVERY COSTS FOR ALL MATERIALS TO THE DMV OFFICE IN KERNEYSVILLE, WEST VIRGINIA</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum -** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

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



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DIVISION OF MOTOR VEHICLES

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<p>THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATIONS IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY I</p>						

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<p>WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>() BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA</p>						

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<p>WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASIN DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: -----</p>						

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<p>DATE: -----</p> <p>SIGNED: -----</p> <p>TITLE: -----</p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 21</p>						

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				DMV70007		
				BID OPENING DATE:		07/28/2006
				BID OPENING TIME:		1:30 PM
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						

CONTACT PERSON (PLEASE PRINT CLEARLY):						

***** THIS IS THE END OF RFQ DMV70007 ***** TOTAL: _____						

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**SPECIFICATIONS FOR
CUSTOMER TRAFFIC MANAGEMENT SYSTEM**

Customer Traffic Management System equal to and/or compatible with Q-Matics' Customer Traffic Management System complying with the following specifications:

- 1. Windows-based system (not DOS) for 10 customer service windows.**
- 2. Must be able to be installed on a network platform.**
- 3. Customers must be able to identify their needs by selecting a category of service/button from the ticket printer or touch screen.**
- 4. System must be capable of printing a new, distinctive ticket each time a customer presses a service button. The ticket will be used to communicate dynamic information such as expected wait time, date and time of issue, bitmap image of company logo, etc. Text must be able to be changed automatically for any of the above variables.**
- 5. Computer must be programmed with rules (logical sorting/priorities) for customer selection, to allow for optimal customer flow. Rules must be able to be changed from each workstation or from a PC using pre-designated priority levels.**
- 6. System must be able to utilize a voice system to direct customers to the correct counter for the type of service selected.**
- 7. System must be able to utilize a video system to direct customers to the correct counter for the type of service selected.**
- 8. Voice and video systems must be capable of assisting a facility to comply with Federal ADA regulations.**
- 9. System must be able to offer the ability to transfer a customer from one category; thus allowing the customer to retain their original ticket and ticket number throughout the process.**
- 10. When transferring a ticket, system must be able to designate the positioning of that ticket within the category. The positions available are first in queue, middle of queue, end of queue, or by start time.**
- 11. System must allow counter staff to select the type of customer service they are qualified to provide simply by pressing a "Priority" button on their counter keypad.**

12. **System must utilize a two-dimensional card reader system to extract information from a driver's license, patent ID card, or bar-coded paperwork as customers enter the facility and receive a ticket for the type of service required to provide counter staff immediate access to customer's history when they press "NEXT" to call a customer, allowing for improved customer service.**
13. **System must include an internal modem that can be used to upgrade system software anytime of the day or night without interfering with customer operations and can also be used as a teaching or troubleshooting tool.**
14. **System must be able to print statistical reports automatically each day and/or transmit via a modem to a central location where statistics from multiple offices can be viewed and compared if desired.**
15. **System must have the capability for a computer monitor to provide live, up-to-date information regarding the business status such as quantity of customers waiting in each category, customer wait times, customer transaction time and counter activity.**
16. **System must have the capability to connect a remote screen to the branch location via a modem connection so that Regional and/or Headquarter offices may monitor lobby activity and enforce accountability with the management team.**
17. **System must be compatible with existing software currently in use to allow upper management the capability to view site from Central office.**
18. **System must function over the WV DOT LAN/WAN without being solely dependant upon the connection to HQ. If, for any reason, the LAN/WAN should go down, the system must work independently of itself.**
19. **System must be able to program complete rules (logical sorting/priorities) for customer selection allowing optimal customer flow. These rules must be changeable from each workstation or from a PC using pre-designated priority levels.**
20. **System must be able to provide support for all queuing systems within the WV DMV organization without voiding the existing warranty.**

RFQ #DMV70007

6/29/06

System to include the following:

<u>Quan.</u>	<u>Item Description</u>	<u>Per Unit</u>	<u>Total Cost</u>
1	Queuing System Hardware Interface	_____	_____
1	Queuing System Hardware	_____	_____
1	Network Option for Queuing System	_____	_____
1	Queuing System License for Remote Management	_____	_____
1	Queuing System Computer to include Printer, Keyboard, Monitor, Mouse and NIC	_____	_____
1	Ticket Printer for Queuing System	_____	_____
1	Faceplate for Ticket Printer	_____	_____
1	Box of 36,000 Black Thermal Tickets for Ticket Printer	_____	_____
2	Matrix Style Main Display (RED)	_____	_____
10	Matrix Style Workstation Display (RED)	_____	_____
10	Workstation Programmable Terminal	_____	_____
1	Main Junction Box	_____	_____
1	Hardware, Signage and Cabling	_____	_____
1	Automatic Announcer (external unit)	_____	_____
2	Drop Ceiling Speaker Assembly (to include drop ceiling tile surround)	_____	_____
3	Power Supply – Standard (SE)	_____	_____
1	Software Configuration	_____	_____
1	System Configuration Call – Off site Phone consult	_____	_____
1	Same-visit On-Site Training (not to exceed 4 hours)	_____	_____
1	English Voice Modulator	_____	_____
1	Shipping Cost	_____	_____
1	Maintenance Service (1 year)	_____	_____
1	Labor and Installation	_____	_____
	Total Price		\$ _____