



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
DMV70020

PAGE
1

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

RFQ COPY
 TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DIVISION OF MOTOR VEHICLES
 VARIOUS LOCALES AS
 INDICATED BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/07/2006				

BID OPENING DATE: 09/18/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-35		
<p>QUEING SYSTEM FOR REGIONAL DMV OFFICE</p> <p>REQUEST FOR QUOTATION</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES, IS SOLICITING BIDS TO SUPPY AND INSTALL A CUSTOMER QUING SYSTEM IN THE CHARLES TOWN DMV REGIONAL OFFICE LOCATED AT 8157 CHARLES TOWN ROAD, IN KEARNEYSVILLE, WEST VIRGINIA PER THE ATTACHED SPECIFICATIONS.</p> <p>QUOTED PRICE MUST INCLUDE MAINTENANCE SERVICE FOR ONE YEAR AND ONE YEAR SUPPLY OF PAPER PRODUCTS.</p> <p>SYSTEM MUST BE READY FOR INSTALLATION WITHIN 30 DAYS OF THE AWARDED CONTRACT WITH A PERFERABLE INSTALL DATE OF 10/1/2006.</p> <p>MAINTENANCE WILL BE ESTABLISHED BY CHANGE ORDER UPON INSTALLATION AND ACCEPTANCE OF THIS SYSTEM BY THE AGENCY.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATI-CALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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

**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



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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VENDOR

DIVISION OF MOTOR VEHICLES
 VARIOUS LOCALES AS
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SHIP TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/07/2006				

BID OPENING DATE: 09/18/2006 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				NOTICE		
				A SIGNED BID MUST BE SUBMITTED TO:		
				DEPARTMENT OF ADMINISTRATION		
				PURCHASING DIVISION		
				BUILDING 15		
				2019 WASHINGTON STREET, EAST		
				CHARLESTON, WV 25305-0130		
				THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF		
				THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:		
				SEALED BID		
				BUYER:	21	
				RFQ NO.:	DMV70020	
				BID OPENING DATE:	9/18/2006	
				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):		

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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 11 customer service windows.**
- 2. Must be able to be installed on a network platform.**
- 3. Employees must be able to select a category of service from a button on the ticket printer.**
- 4. System must be capable of printing a new, distinctive ticket each time a service button is pressed. 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) 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 on main display board must be able to utilize a digital message board to direct customers to the correct counter for the type of service selected. The display board must be able to display the last three numbers and windows called.**
- 8. System must provide an individual digital display for each cashier window so that customers know which window to go to.**
- 9. Voice and video systems must be compliant with Federal ADA regulations.**
- 10. 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.**
- 11. When transferring a ticket, system must be able to designate the positioning of that ticket within the category by start time.**

12. **System must allow cashiers to select the type of customer service they are qualified to provide simply by pressing a "Priority" button on their counter keypad or by using a mouse click on their cash register PC's. Any device the vendor recommends using should measure no larger than 3" x 3".**
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 (electronically) to a central location where statistics from multiple offices can be viewed and compared if desired.**
15. **System must have the capability to provide to the office manager live, up-to-date information regarding the business status including quantity of customers waiting in each category, customer wait times, customer transaction time and counter activity.**
16. **System must provide a connection through the DOT network so that Regional and/or Headquarter offices may monitor lobby activity.**
17. **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.**
18. **System provider must respond by telephone to maintenance calls within one hour, and with a technician responding to the DMV office within twenty four hours.**

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	\$	\$

A F F I D A V I T

006

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING:

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: _____

Authorized Signature: _____ Date: _____