



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  
**DMV80029**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**BUYER 44**  
**304-558-2306**

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
10/18/2007				

BID OPENING DATE: **11/06/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>***** ADDENDUM NO. 2 *****</p> <p>ADDENDUM ISSUED TO DISTRIBUTE THE Q/A FROM VENDOR'S SUBMISSIONS PRIOR TO, DURING, AND AFTER THE PRE-BID BY THE CUT-OFF DATE AND TIME OF 09/28/07 AT 12:00 PM.</p> <p>THE TEN (10) PAGES THAT FOLLOW CONTAIN A TOTAL OF FIFTY (50) QUESTIONS/ANSWERS AND CLARIFICATIONS, AS WELL AS AN ADDITIONAL MANDATORY REQUIREMENT AS NOTED ON PAGE ELEVEN (11) OF THIS ADDENDUM.</p> <p>BID OPENING DATE AND TIME REMAIN 11/06/07 AT 1:30 PM.</p> <p>***** NO OTHER CHANGES *****</p>						
0001	1	EA		964-26		
	WEB-BASED SOLUTIONS					

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.

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**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

**REQUEST FOR PURCHASE DMV80029  
Web-Based Solution for Temporary Tag Production/Issuance**

**ADDITIONAL QUESTIONS SUBMITTED SEPTEMBER 28, 2007**

**October 11, 2007**

**Per the RFP - an average of 176,000 temporary tags were issued each year for past 3 years at Dealerships, License Centers and Regional Offices.**

- Q1. Besides a Motorcycle permit and a Motor Vehicle temporary use tag, how many other types of temporary tags/permits are there? In addition to the IRP, Motor Carrier, CDL and other Commercial Vehicle types - are there other examples such as single trip permit/ 1 day permit/ Dealer Tag/ Buyer Tag?**
- A1. The only tags issued by the Division are the motorcycle temporary tag, the standard temporary tag for cars, trucks, trailers, etc. The IRP temporary tag is the same size and contains the same information as the standard tag. The only difference on the IRP tag is it has "apportioned" stamped on it.**
- Q2. Can a rough breakdown be provided of number and type of temporary tags provided at each location?**
- A2. The 23 Regional offices would carry no more than 100 temporary tags. This would also apply to the Charleston office.**
- Q3. How many permanent metal plate tag transfers are expected annually? Please confirm that a fee can be charged for the transfer.**
- A3. About 200,000. The fee for this could not exceed the \$10.**
- Q4. Is there a relationship required between the services defined under this RFP and the application in use at some West Virginia dealerships providing permanent metal tag registration services?**
- A4. The program currently in use in Dealerships does issue permanent plates and decals. This program is not mandatory and currently being used by some of our new car Dealers. We have some used car Dealers online, but they are not issuing hard tags; just allowed to transfer and do inquiry. The current program does capture most of the same information that the temporary tag system will.**

**Q5. The largest dealership in WV issued how many tags last year?**

**A5. 4,000**

**Q6. How many franchise dealers and how many independent dealers are there?**

**A6. For the 2006 fiscal year, we had 204 new car franchised dealers, 924 independent car dealers, 637 dealers for motorcycle, trailers, recreational vehicles, auctions and wrecker dismantlers.**

**Q7. Can samples of each temp tag format be provided prior to the response to the RFP?**

**A7. Yes**

**Q8. If color is used on the preprinted tags, please describe per type tag.**

**A8. Current color is blue on white. It doesn't have to be blue; just clearly visible.**

**Q9. Should vendor plan on providing all warehouse and fulfillment services related to media distribution?**

**A9. Vendor will be responsible for all warehousing and distribution of tags to dealers. Vendor's solution will have to include WV Correctional Industries. Whatever part of the vendor's solution will have to go through WV CI, and then they will send product to vendor.**

**In paragraph 3.2.33 of the RFP, there is mention made of a Vendor control shipping point to receive Correctional Institute card stock shells.**

**Q10. Will CI wait until the issue of a temporary tag to receive unit item payment for the card stock shell?**

**A10. Presently, when the Division orders temporary tags from CI, once we receive an order, CI then sends.**

**Q11. Shipping charges to dealers, can this be an additional fee or does it need to be included in the temporary tag price?**

**A11. Included in the \$10.**

**Q12. While remaining within the \$10 total, can we charge two fees? One at the time of media delivery and one at the time of tag creation?**

**A12. Only one fee (\$10) can be charged.**

**Printers and Media:**

**Q13. How will printer supplies replenishment be handled (example = toner)? How will this associated cost be reimbursed?**

**A13. Printer supplies will be the Dealer's responsibility. Who they purchase their supplies from will be their decision. If the Vendor makes it attractive, then it is up to the Dealer.**

**Server Interface:**

**Paragraph 2.3 discusses hosting location.**

**Q14. Please provide details on host location such as availability of racks, universal power supply, accommodations for backup procedures, etc.**

**A14. Rack available, UPS, back-up generator, Tivoli back up system with off-site storage.**

**Q15. Please provide details on the State Portal and its configuration.**

**A15. Web farm, hardware load balancing, and fully redundant Pix 535 firewall, Symantec anti virus, hardened passwords (both stand alone and domain).**

**Q16. What firewall, virus protection and password methodologies are in use currently at the State Portal?**

**A16. Web farm, hardware load balancing, and fully redundant Pix 535 firewall, Symantec anti virus, hardened passwords (both stand alone and domain).**

**Paragraph 3.2 discusses requested interfaces and outputs**

**Q17. Please provide details on the "Mainframe-based Vehicle System" to be interfaced with. What is the interface schema required by the State?**

**A17. The State will provide access through the Office of Technology security to access the vehicle system.**

**Q18. How will interface to databases outside of DMV be handled? Which ones will be needed?**

**A18. Vendor will provide access to all outside users.**

**Q19. Can additional fees be charged for services provided by phone or fax to dealers without the ability to go online?**

**A19. No additional fees can be charged.**

**Q20. Please provide some justification for requiring Dealer and License Service 'live' support during non-business days and hours. Can this type of off-hours service be charged outside of the tag transfer fee?**

**A20. The system needs to be available to law enforcement, no additional charge can be assessed. Most Dealers are open on the weekends, so having the information available is critical.**

#### **Paragraph 3.2.19**

**Q21. Will a bidder be disqualified for submitting a proposal for a temp tag size that is not 6" x 12"? For example 6" x 11"?**

**A21. Will have to see a sample, but as long as all the information is still there and the holes line up on the license plate frame, we would consider it.**

**Q22. Can the perforation locations be indicated on the media as printed holes/ovals instead of pre-punched?**

**A22. As long as the holes will line up with the license bracket and the plate doesn't tear up when trying to install on vehicle.**

#### **Paragraph 3.2.22**

**Q23. If the card stock to be provide by Correctional Institute is a blank cardboard base, can the control identifier be on the preprinted tag media which is the only exposed part of the tag when installed on the vehicle?**

**A23. Yes, the stock will be blank.**

**Paragraph 3.4.4**

**Q24. Will any of the data elements described in this paragraph of the RFP be provided to the vendor's database (residing on server at State's location)?**

**A24. Need to know reason for data as each one will be a new record.**

**Q25. Is there an existing size and format for "temporary registration cards" as a print standard to which the proposal must adhere? If yes, please provide these specifications.**

**A25. No, the temporary certificate used now is in the package, DMV-40TR. The standard size is about 3" x 3 1/2". No certain size as long as the information we want can be displayed.**

**Q26. What impact will any new temp tag, registration or tag transfer record have on the existing database? Will it append to an existing record, update an existing record, or will it reside in separate database all together?**

**A26. It will update DOT system on a temporary basis until the actual paperwork is received and processed. It will then create a new record.**

**Paragraph 3.4.8**

**Q27. Will the vendor have access to the master DMV master data file in order to run this report? How will this service be paid for?**

**A27. Vendor will receive information indicating certain temporary tag records have been processed to permanent status. Vendor will need this information to be able to determine what records are still not complete.**

**REQUEST FOR PURCHASE DMV80029  
Web-Based Solution for Temporary Tag Production/Issuance**

**MANDATORY PRE-BID MEETING  
September 13, 2007**

**NOTE: One thing to make clear is that the DMV will not be paying for what we issue. We aren't going to pay to issue our own temporary tags. We may produce 300 – 500 temporary tags for vanity plates, motorcycles and such. The Dealer Section and IRP issue some temporary tags, but the Regional offices normally don't; they may issue a temporary tag for a vanity plate. We normally issue only 300 – 500 plates.**

**Q1. The \$3 fee collected by the State, will it still be in effect?**

**A1. Yes. The Dealer pays us \$3 for those plates we get from Prison Industries. We pay .63 for a standard temporary tag. The Dealers pay us \$3 for those plates. We anticipate that being in the transaction fee. (So, the fees will be no more than \$10?)**

**Q2. The collection of fees themselves. When you talk about money being sent...if I understand this right, in today's world the paperwork goes to one of your District Offices and a check accompanies this today where those fees are done...will it be your intent to allow Dealers to either send a check or those fees through our system or will it be mandatory that all of them send their fees?**

**A2. We want the fees to be part of the process that once they enter the information for the vehicle, collect the fees there. If they haven't collected the fees they can't issue a temporary tag. I want the fees collected right there and included in that file. Then when they take it to a Regional office or whether they send it to us in the mail we look at it and we see the file and a check for \$500. We know the money is there and we know it's good.**

**Q3. Does the DMV anticipate any problems with providing/returning hardware in case of Dealership closure?**

**A3. The DMV would hope printers would be returned to the Vendor, however, this issue would be between the Dealership and the Vendor.**



**Q4. How many fall off a year fall off?**

**A4. 150 did not renew; 130 new dealers.**

**Q5. Sometimes Dealerships' hours are until 11 p.m. The DMV has ½ hour every day, 7 – 7:30 or so, some internal processing, that their system is not accessible. Is there a possibility of changing that to between 11:30 and 12 or 12:30 and 1:00 a.m. for inquiry into the system?**

**A5. Currently the system does backups and processing Monday through Saturday between the hours of 7:30 p.m. and 8:30 p.m. Sunday processing takes place between 6:00 p.m. and 6:45 p.m. Approximately every three months the files have to have maintenance which occurs on Sunday, between 8:00 a.m. and 10:00 a.m. Changes to the current times could possibly be 1 -2 hours; but that would be at the most.**

**Q6. Do you think the Dealers are going to support a mandatory system is their commerce is hampered in the middle of a transaction?**

**A6. Should not see much of a problem here; we're usually only down about 20 minutes. This should not affect too many people; can't see that many people logging on at 11:00 a night.**

**Q7. What about if it was early in the morning?**

**A7. We can't change it to early morning because that is the time that our system is most accessed by the State Police. Early in the morning is when State Police really want the system. Other inaccessible times are Saturday, 8:00 – 8:30 p.m.; Sunday, 6:00 – 7:00 p.m.; and once per quarter on a Sunday, usually between 8:00 – 10:00 a.m.**

**Q8. So, there is a possibility of a transaction failure if a Dealer is trying to process during the DMV downtime?**

**A8. Yes, however the system should be available again within 20 minutes.**

**Q9. What products have you looked at? Have you looked at other states?**

**A9. We have not looked at other states, although some are using solutions such as plastic bags. We aren't aware of any states using what we are proposing, a mandatory program for Dealers to use. I'm not really sure what solutions are out there. I think one state is using a tag-type document placed into a vinyl/plastic sleeve and we**

aren't really wanting to do that. There are some dealers out there doing some bad things and with the print on demand type plate system a plate can't be issued unless all fees are collected.

**Q10. Are we looking at a standard license-size plate?**

**A10. Yes**

**Q11. Is the information on the tag to be durable for the 60-day period? Is there anything on it that law enforcement needs?**

**A11. Our plates are now on cardboard, but has an area protected by laminate for durability. Then numbers and information just need to be large enough to be seen.**

**Q12. Are there reflective qualifications?**

**A12. Not that we are aware of; not like the regular plates.**

**Q13. Can you provide more clarity on credit cards? Is the RFP asking for credit cards to be used for the purchase of materials?**

**A13. The Dealer should be able to purchase his tag supply and pay for it by credit card through the system. He should be eligible to purchase a number of plates according to his inventory, say he can order 500 plates. Right now Dealers have to mail in or walk in their paperwork to Charleston. The Regional offices don't handle temporary tags. Time consuming. It might take 2 days for him to mail his stuff in and then 2 days for the mail to get back to him. We will keep an inventory in the Dealers' section for emergencies.**

**Q14. Can you clarify what items the Dealer brings to Charleston?**

**A14. All pertinent documents: Application for Temporary Plate, fees collected, old titles, etc. The new title will be printed in Charleston.**

**Q15. So the successful Vendor's system should have capability for the Dealer to order supplies/materials on-line?**

**A15. Yes.**

**Q16. Will the Vendor be able to enforce the number of plates ordered/sent?**

**A16. The DMV will establish a threshold in order for Dealers to have used, say 75%, of their stock before they can re-order. Also, if Dealer orders tags and the Vendor will not send because Dealer still has several in their stock, the Dealer can contact the DMV to override Vendor's decision. An example would be that the Dealer is having a big sale on an upcoming weekend.**

**Q17. The Dealer will get his fee when the plate is actually printed and used, correct?**

**A17. Correct.**

**Q18. Will the date for submitting questions be extended?**

**A18. Yes. And the Addendum will include any questions not presented here today. If you have questions that are critical to your response to the RFP, you may want to send them in as soon as possible. The new cut-off date for questions on this RFP is September 28, 2007 at 12:00 p.m. (noon)**

**Q19. The closing date for bids on this RFP is October 4. Will that be extended?**

**A19. Yes. The new date will be the 3<sup>rd</sup> or 4<sup>th</sup> week of October. This will be in the Addendum.**

**Q20. How will the effective date of the contract be determined?**

**A20. Bid award is considered contract signing.**

**Q21. Can you define "up and running"?**

**A21. This is when the system is available to all dealers.**

**Q22. Can the contract date be extended at the time of award?**

**A22. Can not answer at this time. Note there are 2 separate time frames; 1 for each option. Any change in the length of the contract will be noted in the Addendum.**

**Q23. What about Vendors' access to DMV mainframe for the purpose of designing program?**

**A23. For development on the OT mainframe, you simply need to have a telnet client (i.e., Attachmate, BlueZone, etc.). The ports need to access the mainframe using telnets are open.**

**Mandatory item: Vendors must submit a sample of the finished product that they are proposing along with their bid package.**