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

ADDRESS CORRESPONDENCE TO ATTENTION OF:

FRANK WHITTAKER
304-558-2316

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
01/12/2010				

BID OPENING DATE:	02/25/2010	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		915-68-03-001		

IMAGE FILES, CONVERSION SERVICES

REQUEST FOR PROPOSAL
(RFP)

THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY,
THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES, IS
REQUESTING PROPOSALS FOR FOR THE IMAGE CAPTURE,
TRANSMISSION, STORAGE, RETRIEVAL AND PRODUCTION OF
DRIVER LICENSE/IDENTIFICATION CARDS PER THE ATTACHED
SPECIFICATIONS.

MANDATORY PRE-BID
A MANDATORY PRE-BID WILL BE HELD ON 01/28/09 AT 9:00 AM
AT 5707 MACCORKLE AVENUE, CHARLESTON, WV. ALL
INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING.
FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN
DISQUALIFICATION OF THE BID. NO ONE PERSON MAY
REPRESENT MORE THAN ONE BIDDER.

AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL
POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE
OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY
PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND
REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT
IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT
ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE.
THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE
COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE
SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125 fee.

4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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.

5. Payment may only be made after the delivery and acceptance of goods or services.

6. Interest may be paid for late payment in accordance with the *West Virginia Code*.

7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.

8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.

11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

12. BANKRUPTCY: In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.

13. HIPAA BUSINESS ASSOCIATE ADDENDUM: The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at **www.state.wv.us/admin/purchase/vrc/hipaa.htm** and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

14. 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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf.

15. LICENSING: Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

16. ANTITRUST: In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.

2. 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. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

4. 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: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

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
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304-558-2316

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VENDOR

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WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER-S
FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN
ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUDE
THEIR E-MAIL ADDRESS AND FAX NUMBER.

ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO
THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE
LATE, BUT PRIOR TO THE DISMISSAL OF THE TECHNICAL
PORTION OF THE PRE-BID WILL BE PERMITTED TO SIGN IN.
BIDDERS WHO ARRIVE AFTER CONCLUSION OF THE TECHNICAL
PORTION OF THE PRE-BID, BUT DURING ANY SUBSEQUENT PART
OF THE PRE-BID WILL NOT BE PERMITTED TO SIGN THE
ATTENDANCE SHEET.

ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING
TO FRANK WHITTAKER IN THE PURCHASING DIVISION VIA
EMAIL AT FRANK.M.WHITTAKER@WV.GOV.
DEADLINE FOR TECHNICAL QUESTIONS IS 02/05/2010 AT
4:00 PM. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY
ADDENDUM AFTER THE DEADLINE.

EXHIBIT 3

LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON
.... AND EXTENDS FOR A PERIOD OF ONE (3)
YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS
NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE
ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL
NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABL
TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY
REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS
WRITTEN NOTICE.

UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE
IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE

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PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE
CONTRACT.

RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL
WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,
SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30)
DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL
BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE
ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE
(1) YEAR PERIODS.

CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE
RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN
NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES
SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM
TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.

OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY
AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN
MARKET, WITHOUT THE FILING OF A REQUISITION OR COST
ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR
IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN
CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANS-
PORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME
OF WORK.)

QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE
APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY
THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED
THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY
ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT,
WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.

BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES
FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE
CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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WITHOUT FURTHER ORDER.

THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT
SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND
CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED
DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES
AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY
ELECTRONIC MEDIUM SUCH AS CD-ROM.

REV. 05/26/2009

                    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: 44

RFQ. NO.:   DMV100072

BID OPENING DATE: 02/25/2010

BID OPENING TIME: 1:30 PM

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE		TELEPHONE	DATE
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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

Request for Quotation

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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 DMV100072 ****** TOTAL:

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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REQUEST FOR PROPOSAL
DMV#100072

SECTION 1: GENERAL INFORMATION, TERMS AND CONDITIONS

1.1 **Purpose:**
The Acquisition and Contract Administration Section of Purchasing Division, "State" on behalf of the Department of Transportation, Division of Motor Vehicles (DMV), is soliciting proposals to obtain a system for the image capture, transmission, storage, retrieval, and production of driver licenses/identification cards (DL/ID).

This Request for Proposal (RFP) also includes the requirement to produce REAL IDs, with the addition of specialized security features, pursuant to the criteria for a REAL ID as located in Subpart D, §37.41 of the Federal REAL ID regulations. Costing **must** be provided based on a firm, fixed price per DL/ID, or REAL DL/ID card (RDL/RID) successfully processed.

Responding Vendors **must** provide a cost proposal which **shall** be a complete, turnkey solution; all-inclusive of required hardware needed to implement this project, with the anticipation that the successful Vendor **will** wholly support the system. Vendor's proposed solution **must** be interoperable with existing State systems, and be based on open-source technology. (The State realizes that each Vendor's proposal represents a proprietary solution, however it is of paramount importance that the preceding statement be applicable, in all cases.)

This solicitation serves as notice, pursuant to West Virginia Code §5A-3-10b, of the commodity or service being sought and is to be considered the opportunity for Vendors to indicate their interest in bidding on such commodity or service.

1.2 **Project:**
The digitized imaging driver license system (Image System) **shall** be installed in twenty-six (26) sites throughout West Virginia and offer expansion capabilities for the addition of new sites, through the life of the contract. It **shall** include the support for the production and control of DL/ID cards, with a variety of formats, for over-the-counter issuance at each site. The tamper-proof, counterfeit-proof, credit-card-sized document **shall** display demographic data on the individual, a digitized photograph and signature, a 2-D PDF-417 barcode and organ donor information. A finger image **shall** be captured and stored with the photograph and signature, but it **will** not be printed on the card. The capability of adding a magnetic strip at a later time **shall** also be provided, at no additional charge. The card **must** meet the most recent ISO standard.

REAL IDs produced by the Vendor's proposed system **must** meet all of the RDL/RID criteria above, incorporating the Federally-required security features and include the specifications for the physical design of the REAL ID production rooms, which **will** be hosted by the Vendor.

The individual capture workstations **shall** communicate with the State's IBM Mainframe, located in Building 6, at the main Capitol Complex. The purpose of this is to provide lookup capabilities to verify the information provided by the applicant, and capture the data from the Drivers' database, located on the Mainframe system, for the production of the DL/IDs and REAL IDs. Each of these sites **shall** also have the capability of updating the Drivers' database.

The individual capture workstations **shall** communicate with a RAID configured Central DL/ID System server, which **shall** be housed by the WVOT. Digitized information **shall** be permanently stored on WORM EMC CENTERA that **shall** be provided by the Vendor. The installation of any lines, DTU/DSU units or controllers necessary for communications between the remote sites and the storage devices in Charleston **shall** be the responsibility of the State. The Vendor **shall** provide specifications for any additional hardware and software needed. The Vendor **shall** also be responsible for all hardware and software necessary for intra-office communication.

1.3 **RFP Format:**
This RFP has five sections. "Section 1" contains general information, terms and conditions; "Section 2" describes the background and working environment of the project; "Section 3" is a statement of the specifications for the services requested pursuant to this RFP, contractual requirements, and special terms and conditions; "Section 4" contains Desirable specifications, to enhance the State's understanding of the Vendor's response to this RFP, and offer additional, non-mandatory options for consideration; and "Section 4" explains the required format of the Bidder's response to the RFP, the evaluation criteria the State **will** use in evaluating the proposals received and how the evaluation be conducted.

1.4 **Inquiries:**
Additional information inquiries regarding specifications of this RFP **must** be submitted in writing to the State Buyer with the exception of questions regarding the proposal submission which may be oral. The deadline for written inquiries is identified in the Schedule of Events, Section 1.16. All inquiries of specification clarification **must** be addressed to:

> Frank Whittaker, Senior Buyer
> Purchasing Division
> 2019 Washington Street, East
> P.O. Box 50130
> Charleston, WV 25305-0130
> Fax: (304) 558-4115

The Vendor, or anyone on the Vendor's behalf, is not permitted to make any contact whatsoever with any member of the evaluation committee. Violation may result in rejection of the bid. The State Buyer named above is the sole contact for any and all inquiries after this RFP has been released.

1.5 **Vendor Registration:**
Vendors participating in this process should complete and file a *Vendor Registration and Disclosure Statement* (Form WV-1) and remit the registration fee. Vendor is not required to be a registered Vendor in order to submit a proposal, but the **successful bidder must** register and pay the fee prior to the award of an actual purchase order or contract.

1.6   **Oral Statements and Commitments:**
Vendor **must** clearly understand that any verbal representation made, or assumed to be made, during any oral discussion held between Vendor's representatives and any State personnel, is **not** binding. Only the information issued in writing and added to the Request for Proposal specifications file by an official written addendum are binding.

1.7   **Economy of Preparation:**
Proposals should be prepared simply and economically, providing a straightforward, concise description of Vendor's abilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

1.8   **Labeling of RFP Sections:**
The sections within this RFP contain instructions governing how the Vendor's proposal is to be arranged, submitted and to identify the material to be included therein.

1.8.1   *Mandatory Requirements.*
Any specification or statement containing the word "**must**", "**shall**", or "**will**" are mandatory. Section 3 contains mandatory deliverables required upon contract execution. By signing and submitting a response to this RFP, the Vendor agrees to all mandatory deliverables described herein. Section 4 describes RFP response requirements, which may be mandatory. The Vendor is required to meet all mandatory requirements in order to be eligible for consideration and to continue in the evaluation process. Failure to meet or agree to mandatory items **shall** result in disqualification of the Vendor's proposal and the evaluation process **will** be terminated for that Vendor. Decisions regarding compliance with any mandatory requirement **shall** be at the sole discretion of the State.

1.8.2   *Contract Terms and Conditions:*
This Request for Proposals contains all the contractual terms and conditions under which the State of West Virginia **will** enter into a contract.

1.8.3   *Informational Sections:*
All non-mandatory information specifications do not require a response from the Vendor. They are intended to aid the Vendor in structuring an effective proposal capable of meeting the needs of the issuing agency.

1.9   **Proposal Format and Submission:**
1.9.1   Each proposal should be formatted as per the outline in Section 4 of this RFP. No other arrangement or distribution of the proposal information may be made by the bidder. Failure on the part of the bidder to respond to specific requirements detailed in the RFP may be the basis for disqualification of the proposal. The State reserves the right to waive any informality in the proposal format and minor irregularities.

1.9.2   State law requires that the original technical and cost proposal be submitted to the State Purchasing Division.   All proposals **must** be submitted to the Purchasing Division **prior** to the date and

time stipulated in the RFP as the opening date. All bids **will** be dated and time stamped to verify official time and date of receipt.

1.9.3 Vendors mailing proposals should allow sufficient time for mail delivery to ensure timely arrival. In accordance with West Virginia Code §5A-3-11, the Purchasing Division cannot waive or excuse late receipt of a proposal which is delayed and late for any reason. Any proposal received after the bid opening date and time **will** be immediately disqualified in accordance with State law and the administrative rules and regulations.

Vendors responding to this RFP shall submit:
One original technical and cost proposal,
plus ten (10) convenience copies to:

Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130

> The outside of the envelope or package(s) should be clearly marked:
> Buyer: 44
> Req#: DMV#100072
> Opening Date: 02/825/2010
> Opening Time: 1:30 pm

1.9.4. **Best Value Purchasing Standard Format**
All Requests for Proposals should follow the standard format defined by the Purchasing Division. This format addresses required areas and enables the agency to modify the background and scope of work to meet its needs.

1.9.4.1 *Evaluation Criteria*: All evaluation criteria **must** be clearly defined in the specifications section and based on a 100 point total score. Based on a 100 point total, cost **shall** represent a minimum of 30, of the 100 total points, in the criteria.

1.9.4.2 *Proposal Format and Content*: Proposals **shall** be requested and received in two distinct parts: Technical and Cost. The cost portion **shall** be sealed in a separate envelope and **will** not be opened initially.

1.9.4.3 *Technical Bid Opening*: The Purchasing Division **will** open only the technical proposals on the date and time specified in the Request for Proposal. The Purchasing Division representative **will** read aloud the names of those who responded to the solicitation. The Purchasing Division Buyer **will** confirm that the original packages contain a separately sealed cost proposal prior to providing the courtesy copies to the agency to begin the evaluation process.

1.9.4.4 *Technical Evaluation*: The pre-selected, approved evaluation committee **will** review the technical proposals, deduct appropriate points for deficiencies and make a final written consensus recommendation

to the Purchasing Division Buyer. If the Buyer approves the committee's recommendation, the technical evaluation **will** be forwarded to an internal review committee within the Purchasing Division.

1.9.4.5 *Cost Bid Opening*: Upon approval of the technical evaluation from the internal review committee, the Purchasing Division **shall** schedule a time and date to publicly open and read aloud the cost proposals. The agency and the Vendors **shall** be notified of this date.

1.9.4.6 *Cost Evaluation and Resident Vendor Preference*: The evaluation committee **will** review the cost proposals, assign appropriate points and make a final consensus recommendation to the Purchasing Division. In accordance with West Virginia Code §5A-3-37, the Purchasing Division **will** make the determination of the Resident Vendor Preference, if applicable. Resident Vendor Preference provides an opportunity for qualifying Vendors to request at the time of bid preference for their residency status. Such preference is an evaluation method only and **will** be applied only to the cost bid in accordance with the West Virginia Code. A certificate of application is used to request this preference. A West Virginia Vendor may be eligible for two (2), 2.5% preferences, in the evaluation process.

1.9.4.7 *Contract Approval and Award*: After the cost proposals have been opened, the evaluation committee completes its review and prepares the final evaluation making its recommendation for contract award based on the highest scoring Vendor. The final evaluation is submitted to the Purchasing Division buyer. Once approved by the buyer, the final evaluation **must** be reviewed and approved by the Purchasing Division internal review committee. The contract is prepared and signed in the Purchasing Division, forwarded to the Attorney General's Office for approval as to form, encumbered and mailed to the appropriate parties.

1.10 **Rejection of Proposals:**
The State **shall** select the best value solution according to the evaluation criteria. However, the State reserves the right to accept or reject any or all proposals, in part or in whole at its discretion. The State reserves the right to withdraw this RFP at any time and for any reason. Submission of, or receipt by the State of proposals confers no rights upon the bidder, nor obligates the State in any manner.

A contract based on this RFP and the Vendor's proposal, may or may not be awarded. Any contract resulting in an award from this RFP is not valid until properly approved and executed by the Purchasing Division and approved as to form by the Attorney General.

1.11 **Incurring Costs:**
The State and any of its employees or officers **shall** not be held liable for any expenses incurred by any bidder responding to this RFP for expenses to prepare, deliver the proposal, or to attend any mandatory pre-bid meeting or oral presentations.

1.12 **Addenda:**
If it becomes necessary to revise any part of this RFP, an official written addendum **will** be issued by the State to all bidders of record.

1.13   **Independent Price Determination:**
A proposal **will** not be considered for award if the price in the proposal was not arrived at independently without collusion, consultation, communication or agreement as to any matter relating to prices with any competitor, unless the proposal is submitted as a joint venture.

1.14   **Price Quotations:**
The price(s) quoted in the bidder's proposal **will** not be subject to any increase and **will** be considered firm for the life of the contract unless specific provisions have been provided for adjustment in the original contract.

1.15   **Public Record:**
1.15.1 *Submissions are Public Record.*
All documents submitted to the State Purchasing Division related to purchase orders or contracts are considered public records. All bids, proposals or offers submitted by bidders **shall** become public information and are available for inspection during normal official business hours in the Purchasing Division Records and Distribution center after the bid opening.

1.15.2 *Written Release of Information.*
All public information may be released with or without a Freedom of Information request, however, only a written request **will** be acted upon with duplications fees paid in advance. Duplication fees **shall** apply to all requests for copies of any document. Currently the fees are $0.50 per page, or a minimum of $10.00 per request, whichever is greater.

1.15.3 *Risk of Disclosure.*
The only exemptions to disclosure of information are listed in West Virginia Code §29B-1-4. Primarily, only trade secrets, as submitted by a bidder, are exempt to public disclosure. The submission of any information to the State by a Vendor puts the risk of disclosure on the Vendor. The State does not guarantee non-disclosure of any information to the public.

1.16   **Schedule of Events:**
Release of the RFP..01/12/2009
Mandatory Pre-bid Conference...01/28/2010
Vendor's Written Questions Submission Deadline. 02/05/2010
Response to Questions...TBD
Addendum Issued...TBD
Bid Opening Date..02/25/2010
Vendor Demonstration ....TBD

1.17   **Mandatory Pre-bid Conference:**
A mandatory pre-bid conference **shall** be conducted on the date specified above at 9am. Said conference **will** be held at 5707 MacCorkle Avenue, Charleston, West Virginia, Commissioner's Office Conference Room.) **All interested bidders are required to be present at this meeting. Failure to attend the mandatory pre-bid conference shall automatically result in disqualification.   No one person can represent more than one Vendor.** All questions regarding this RFP **MUST** be submitted electronically,

to the State Purchasing Buyer, as noted in Section 1.4.

1.18   **Purchasing Affidavit:**
West Virginia Code §5A-3-10a requires that all bidders submit an affidavit regarding any debt owed to the State. The affidavit **must** be signed and submitted prior to award. It is preferred that the affidavit be submitted with the proposal.

1.19   **General Terms and Conditions:**
By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this RFP.

1.19.1 *Conflict of Interest:*
Vendor affirms that it, its officers or members or employees presently have no interest and **shall** not acquire any interest, direct or indirect, which would conflict or compromise in any manner or degree with the performance or its services hereunder. The Vendor further covenants that in the performance of the contract, the Vendor **shall** periodically inquire of its officers, members and employees concerning such interests. Any such interests discovered **shall** be promptly presented in detail to the Agency.

1.19.2 *Prohibition Against Gratuities:*
Vendor warrants that it has not employed any company or person other than a bona fide employee working solely for the Vendor, or a company regularly employed as its marketing agent, to solicit or secure the contract and that it has not paid, or agreed to pay, any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon, or resulting from, the award of the contract.

For breach or violation of this warranty, the State **shall** have the right to annul this contract without liability at its discretion or to pursue any other remedies available under this contract or by law.

1.19.3 *Certifications Related to Lobbying:*
Vendor certifies that no federal appropriated funds have been paid or **will** be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan or cooperative agreement.

If any funds other than federally appropriated funds have been paid or **will** be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the Vendor **shall** complete and submit a disclosure form to report the lobbying.

Vendor agrees that this language of certification **shall** be included in the award documents for all sub-awards at all tiers, including subcontracts, sub-grants, and contracts under grants, loans, and cooperative

agreements, and that all sub-recipients **shall** certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

1.19.4 *Vendor Relationship*:
The relationship of the Vendor to the State **shall** be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

Vendor **shall** be responsible for selecting, supervising and compensating any and all individuals employed, pursuant to the terms of this RFP and resulting contract. Neither the Vendor, nor any employees or contractors of the Vendor, **shall** be deemed to be employees of the State for any purposes whatsoever.

Vendor **shall** be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor **shall** hold harmless the State, and **shall** provide the State and Agency with a defense against any and all claims including, but not limited, to the foregoing payments, withholdings, contributions, taxes, social security taxes and employer income tax returns.

The Vendor **shall** not assign, convey, transfer or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association or entity without expressed written consent of the Agency.

1.19.5 *Indemnification:*
The Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; and (3) any failure of the Vendor, its officers, employees or subcontractors to observe State and Federal laws, including but not limited to labor and wage laws.

1.19.6 *Contract Provisions*:
After the successful Vendor is selected, a formal contract document **will** be executed between the State and the Vendor. In addition, the RFP and the Vendor's response **will** be included as part of the contract by reference. The order of precedence is the contract, the RFP and the Vendor's proposal in response to this RFP.

1.19.7 *Governing Law*:
This contract **shall** be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws and regulations, Federal, State and Local Government.

1.19.8 *Compliance with Laws and Regulations*:
The Vendor **shall** procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body.

The Vendor **shall** pay any applicable sales, use or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to **shall** be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

1.19.9 *Subcontracts/Joint Ventures*:
The Vendor is 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. The State **will** consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the Vendor is totally responsible for payment of all subcontractors.

1.19.10 *Term of Contract & Renewals*:
This contract **will** be effective (date set upon award) and **shall** extend for the period of three (3) years, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period **shall** not exceed twelve (12) months. During the "reasonable time" period Vendor may terminate the contract for any reason upon giving the Agency one hundred eighty (180) days notice to continue to provide services, pursuant to the terms of the contract.

Any change in Federal or State law, or court actions which constitute binding precedent in West Virginia, and which significantly alters the Vendor's required activities, with the exception of those requirements stated in this RFP, or any change in the availability of funds, **shall** be viewed as binding and **shall** warrant good faith renegotiation of the compensation paid to the Vendor by the Agency and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor at least thirty (30) days prior to termination of this contract.

1.19.11 *Non-Appropriation of Funds*:
If the Agency is not allotted funds in any succeeding fiscal year for the continued use of the service covered by this contract by the West Virginia Legislature, the Agency may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The Agency **shall** give the

Vendor written notice of such non-allocation of funds as soon as possible after the Agency receives notice. No penalty **shall** accrue to the Agency in the event this provision is exercised.

1.19.12 *Contract Termination*:
The State may terminate any contract resulting from this RFP immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The State **shall** provide the Vendor with advance notice of performance conditions which are endangering the contract's continuation. If after such notice the Vendor fails to remedy the conditions contained in the notice, within the time period contained in the notice, the State **shall** issue the Vendor an order to cease and desist, any and all work immediately. The State **shall** be obligated only for services rendered and accepted, prior to the date of the notice of termination.

The contract may also be terminated by the State with thirty (30) days prior notice.

1.19.13 *Changes*:
If changes to the original contract become necessary, a formal contract change order **will** be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. An approved contract change order is defined as one approved by the Purchasing Division and approved as to form by the West Virginia Attorney General's Office, encumbered and placed in the U.S. Mail prior to the effective date of such amendment. An approved contract change order is required whenever the change affects the payment provision or the scope of the work. Such changes may be necessitated by new and amended Federal and State regulations and requirements.

As soon as possible after receipt of a written change request from the Agency, but in no event more than thirty (30) days thereafter, the Vendor **shall** determine if there is an impact on price with the change requested and provide the Agency a written statement to identifying any price impact on the contract, or to state that there is no impact. In the event that price **will** be impacted by the change, the Vendor **shall** provide a description of the price increase or decrease involved in implementing the requested change.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER.

1.19.14 *Invoices, Progress Payments, & Retainage*: NOT APPLICABLE.

1.19.15 *Liquidated Damages*:
According to West Virginia State Code §5A-3-4(8), Vendor agrees that liquidated damages **shall** be imposed at the rate of $1,000.00 per day, for failure to meet specified deadlines, as presented in Vendor's response to this RFP, and agreed to by the State. This clause **shall** in no way be considered exclusive, and **shall** not limit the State or Agency's right to pursue to any other additional remedy to which the State or Agency may have legal cause for action, including further damages against the Vendor.

1.19.16 *Record Retention (Access & Confidentiality)*:
Vendor **shall** comply with all applicable Federal and State of West Virginia rules and regulations, and

requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor **shall** maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within ten (10) days after receipt of the request.

Vendor **shall** have access to private and confidential data maintained by Agency to the extent required for Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and **shall** indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors, or individuals, permitted access by Vendor.

SECTION 2: **OPERATING ENVIRONMENT**

Division of Motor Vehicles Operating Definitions	
Abbreviation	**Definition**
AAMVA	American Association of Motor Vehicle Administrators
AAMVA-NET	American Association of Motor Vehicle Administrators Network
CDLIS	Commercial Driver's License Information System
CDL	Commercial Driving License
CSR	Customer Service Representative
DL	Digital Driver's License System
DMV	Division of Motor Vehicles
ERP	Enterprise Resource Planning
MOVIS	Motor Vehicle Imaging System
MVLA	Motor Vehicle License Application, screen within Driver's Mainframe Database
MVDH	Motor Vehicle Driver's History, screen within Driver's Mainframe Database
MVMI	Motor Vehicle Miscellaneous IDs, screen within Driver's Mainframe Database
OT	Office of Technology
PDPS	Problem Driver Pointer System
SAVE	Systemic Alien Verification for Entitlements
SSOLV	Social Security On-Line Verification

2.1   **Background:**

BACKGROUND, WEST VIRGINIA DIVISION OF MOTOR VEHICLES

The Division of Motor Vehicles was created by an Act of the Legislature passed March 8, 1947 and signed by the Governor. The Division's purpose was to consolidate under one administrative head, the power, authority, and duty to regulate driving licenses, titling and registration of motor vehicles. In 1989, the Division was made a part of the Department of Transportation under the authority of the Secretary of Transportation. The Division is divided into the following sections:

Driver Services Section is responsible for the issuance of driving licenses as well as the monitoring of the driving ability of the public. The section consists of the Driving Licensing and Driver Improvement.

Investigation, Security and Support Services Section is responsible for investigating fraudulent activities; both internal and external, relating to all aspects of the DMV's business processes. This section also covers the physical security of DMV facilities, and the DOT's Privacy Officer, as well as CDL skills testing and Fleet Management.

Highway Safety Section is responsible for the Governor's Highway Safety Program, Motorcycle Safety Program, ATV Safety Program, Child Passenger Safety Program and Regional Grant Programs.

Information Services Section is responsible for the entry and maintenance of all records on the databases maintained on the state's Mainframe computer system. This section consists of Data Entry, Records, Help Desk, and Program Analysis Units.

Legal Services Section is responsible for administering the agency's administrative hearing process. This process involves responding to appeals of driving license suspensions and suspension of licenses for Operating License Services and Motor Vehicle Dealerships.

Management Services Section is responsible for performing all administrative and fiscal activities of the Division of Motor Vehicles. Among these activities are: revenue control, bad check collection, purchasing, personnel, word processing, and auditing. This section consists of Mailroom, Title Entry, Purchasing, Budget, Accounting and the DMV Warehouse.

Regional Offices/Call Center Services Section is responsible for oversight of the Regional Offices and Call Center.

Vehicle Services Section is responsible for the titling and registration of motor vehicles, the licensing of and monitoring of motor vehicles dealers. This section consists of Vehicle Services, IRP, IFTA, Dealers, Titles and Registration, Ad Valorem.

2.1.1 Anyone living within the State of West Virginia that wants to operate a motor vehicle on public roads **must** have a valid West Virginia Driving License. Individuals who currently hold any type of Driver's licenses are required to renew their license every five years (See Section 2.3.8: Drive for Five Policy.) If an individual has never held a license or is transferring in from another state, the process is a little more complex. Customers that are required to conduct business with the Division of Motor Vehicles may go to any of the Regional Offices or local License Examination Centers during normal hours of operation.

All Drivers License transactions are processed online in real time through the Drivers' Mainframe Database. Currently this Database is written in DB2 and is located on the State's IBM Enterprise Server. This database is managed and maintained by the Department of Transportation Information Systems

Division. There are approximately 1.5 million driving records and identifications are maintained in this database.

There are currently three (3) interfaces which occur during the issuance and renewal of all licenses. The interfaces are with (PDPS), Problem Driver Pointer System, (CDLIS), Commercial Driving Licensing Information System, and the Social Security On-Line Verification (SSOLV) System. These systems search national driving records to determine if an individual's name, social security number or driving license number has been flagged. The State of West Virginia cannot issue a driving license if an individual has an outstanding problem with another state.

Fees associated with DMV transactions are collected and recorded using DMV's PC-based cash register system. This system is loaded on each (CSR) Customer Service Representative's workstation and is using customized software by Fletcher Data Systems. The validation is performed using NCR 2567 printers that record the payment of the licensing fees.

2.2 DIVISION OF MOTOR VEHICLE LOCATIONS

The Division of Motor Vehicles (DMV) headquarters is located in Charleston, West Virginia. The Division has twenty-three (23) full service Regional Offices that operate Monday through Friday from 8:30 a.m. to 5:00 p.m. (Exception: Kanawha City 8:00 to 6:00 Monday through Friday, and Saturday 8:00 a.m. to 12:00 p.m.; and Martinsburg 8:30 a.m. to 5:00 p.m. Monday through Friday, and Saturday 8:00 a.m. to 12:00 p.m.) and two (2) License Examination Centers that are part-time facilities, operating on various schedules. One (1) of these two (2) offices is located in the Wheeling State Police detachment and the other is located in the Fairmont Middletown Mall, and operates as little as one day per week, or month.

2.2.1 Regional Office Locations

Regional Offices & Locations		
Office Name	Address	City, State, Zip
Beckley	107 Pinecrest Drive	Beckley, WV 25801
Charles Town	24 Ruland Road	Kearneysville, WV 25430
Clarksburg	105 Platinum Drive, Suite D	Bridgeport, WV 26330
Elkins	1029 North Randolph Avenue	Elkins, WV 26241
Flatwoods	295 Skidmore Lane	Sutton, WV 26601
Franklin	Pendleton Bus Center, Suite 200	Franklin, WV 26807
Huntington	801 Madison Avenue	Huntington, WV 25701
Kanawha City	140 Kanawha Mall	Charleston, WV 25387
Lewisburg	148 Maplewood Avenue	Lewisburg, WV 24901
Logan	428 Main Street	Logan, WV 25601
Martinsburg	1438 Edwin Miller Blvd.	Martinsburg, WV 25401
Moorefield	410 South Main Street	Moorefield, WV 26836
Morgantown	1525 Decker's Creek Blvd.	Morgantown, WV 26505
Moundsville	400 Teletech Drive, Suite 100	Moundsville, WV 26041

Regional Offices & Locations		
Office Name	**Address**	**City, State, Zip**
Parkersburg	3001 Dudley Avenue	Parkersburg, WV 26104
Point Pleasant	1408 Kanawha Street	Point Pleasant, WV 25550
Princeton	198 Davis Street	Princeton, WV 24740
Romney	Ridge Loop Road & US Route 50 @ Sunrise Summit	Romney, WV 26757
Spencer	115 Church Street	Spencer, WV 25276
Weirton	Suite 100, 100 Municipal Plaza	Weirton, WV 26062
Welch	92 McDowell Street	Welch, WV 24801
Williamson	225 East 3rd Avenue	Williamson, WV 25661
Winfield	116 Liberty Square	Hurricane, WV 25526

2.2.2   License Examination Centers

License Examination Center		
Location	**Address**	**Days Open** **Hours: 9:30 to 4:30**
Fairmont – Middletown Mall	2500 Fairmont Avenue, Room 710-712 Fairmont, WV 26554	Every Monday, Tuesday & Wednesday 2nd, 3rd, 4th & 5th Friday
Wheeling State Police Detachment	2600 Eoff Street Wheeling, WV 26003	Every Friday

2.3 CURRENT SYSTEMS

2.3.1 Driver System

All drivers' license transactions are processed online, in real time, through the Drivers System's CICS transactions on the State's Mainframe (IBM z/OS Version 1.9). Driver data is stored in a DB2 database. There are approximately 1.5 million driving records and identifications maintained in this database. The Drivers System is managed and maintained by the Department of Transportation Information Services Division (DOT IS).

2.3.2 Vehicle System

All vehicle registration, plate and title transactions are processed online, in real time, through the Vehicle System's CICS transactions on the State's Mainframe (IBM z 890, Model 2086-270 Enterprise server using version 1, Release 9, of z/OS). Vehicle data is stored in VSAM files. The majority of the updates to this data are performed at the DMV headquarters in Charleston, by the data entry section. Modifications to the customer's vehicle license record is completed and mailed at a later time. If a customer desires to have a new title or registration created/printed, the Regional Offices may perform this service; however, the customer might have an additional wait. The Vehicle System is managed and maintained by the Department of Transportation Information Services Division (DOT IS).

2.3.3 Cash Register System

The Cash Register System currently used by WVDMV is a standalone system. Fees associated with DMV transactions are collected and recorded using DMV's PC-based cash register system. Each customer service station is equipped with a PC that has the cash register software loaded on it. In the WVDMV Regional offices each customer service register connects to both, the "back office" register (or # 1 machine), and the server located at the WVDMV headquarters in Charleston. The "back office" register also connects to the server in Charleston. When the individual registers are closed out at the end of the work day the transactions are transmitted to the back office machine and the server. The back office machine consolidates the transactions from all the registers within the office and generates a report used for the preparation of a Master Cashier report. The Master Cashier Report is faxed to accounting for entry into West Virginia Financial Information Management System, (WVFIMS). Updates to the register software are made by loading the changes onto the server. The individual registers are then updated as each one signs on to the server.

When processing transactions through the register the applicant's documents are verified, and those which will need to be maintained by the DMV are validated. (e.g. applications, official verification memorandums, physicals, residency affidavits, et al.) The validation gives evidence of the financial transaction and provides an audit trail. These documents are then forwarded to the appropriate department for entry into the Mainframe system. The register system does not communicate with any other system and therefore cannot update a driver or vehicle record.

NOTE: The DMV is in the process of replacing this system with a more robust, interactive solution, with the potential to interface with this, and other DMV systems.

2.3.4 L1 Identity Solutions Digital Drivers' License System

DMV is currently using a digitized drivers' licensing system provided by L1 Identity Solutions. The system consists of approximately 30 workstations and cameras, as well as 59 license printers located at the various customer service locations throughout the state. In addition, the central servers, and photo repository are located at the State Capitol Complex. The system stores the images in JPG format and performs one-to-one facial recognition. The finger image minutia can be used for verification purposes. Currently, the DL/ID system workstations are set up as acquired Mainframe printers. When a transaction has been completed in the Mainframe Drivers' System, the Mainframe sends the data required for the license or ID as a print job to a queue in the DL/ID system. When the license information comes up in the queue, the DL/ID system captures the individual's photo it performs one-to-one facial recognition. The system also performs one-to-many searches off-line.

Three (3) offices have two (2) camera systems, and each of these locations have a dedicated server, for load-balancing. These locations are Kanawha City, Martinsburg and Charles Town.

2.3.5 DRIVING LICENSE AND ID SYSTEM VOLUMES*

Card Type /Description	Count
LEVEL 1 INSTRUCTION PERMIT UNDER 18	17,159
LEVEL 2 INTERMEDIATE DL UNDER 18	13,443
FULL CLASS E DL OVER 21	1,122
FULL CLASS E DL UNDER 21	7,260
INSTRUCTION PERMIT OVER 21	13,717
INSTRUCTION PERMIT UNDER 21	11,111
WV CDL CARD OVER 21	18,448
WV CDL UNDER 21	77
WV ID CARD OVER 21	34,137
WV ID UNDER 21	7,230
WV ID UNDER 18	3,914
BARBER ID	1,333
YOUTH ID UNDERAGE	2,831
MOTORCYCLE ONLY DL OVER 21	6
MOTORCYCLE ONLY DL UNDER 21	4
DL OVER 21	315,533
DL UNDER 21	22,210
MOTORCYCLE INSTRUCTION PERMIT OVER 21	10,089
MOTORCYCLE INSTRUCTION PERMIT UNDER 21	944
MOTORCYCLE INSTRUCTION PERMIT UNDER 18	191
CDL INSTRUCTION PERMIT OVER 21	2,954

CDL INSTRUCTION PERMIT UNDER 21	107
BUREAU OF COMMERCE	93
ENVIRONMENTAL PROTECTION	107
BUREAU OF EMPLOYMENT PROGRAMS	68
DEPARTMENT OF TRANSPORTATION	274
DEPARTMENT OF EDUCATION	77
DEPARTMENT OF ADMINISTRATION	215
GOVERNOR'S OFFICE	7
DHHR	1,004
SUPREME COURT OF APPEALS	23
DEPT OF MILITARY AFFAIRS	130
DIVISION OF MOTOR VEHICLES	240
PUBLIC SERVICE COMMISSION	25
DEPARTMENT OF TAX AND REVENUE	139
GENERIC ID	1,012
SALESPERSON ID	1,742
REDI-ID	98
TOTAL FOR ALL TYPES	**489,074**

*Taken from 2008 Production Report, as provided by the current Vendor.

2.3.6 MOVIS – Motor Vehicle Information System

WV Division of Motor Vehicles is currently using imaging technology and maintains all of the Division's historical documents in TIFF Group IV format. The MOVIS *plus* system is constructed on a Windows 2003 platform utilizing a SQL Server backend and EMC Documentum. A customized scan and index utility has been constructed using Kofax Ascent Capture version 7 and end-user workstations are utilizing Documentum \ version 5 for document search and retrieval. The system stores images on a RAID array and maintains image documents on WORM compatible Centera Storage. In addition, the system is using EMC DiskXtender for Centera Storage Management. Plans are in place to migrate the MOVIS *plus* system, to the most recent versions of EMC Documentum and Ascent Capture.

Many documents that come into the division are processed, scanned and stored in the MOVIS *plus* system. This includes specific documents associated with the drivers licensing process. This system is utilized to research customer requests and to provide customer assistance, and are processed through the Records Management Section of the DMV. MOVIS *plus* provides access to approximately 300 users located at the Capitol Complex and Regional Offices located throughout the State.

2.3.7 Description of Current DL/ID Cards
The DL system currently produces a 3 3/8" x 2 1/8 Card with a holographic security laminate embossed with the outline of the state. The card is a PVC base construction.

2.3.7.1 Front

The front of most licenses and photo identification cards include a photograph that is located in the left hand corner. The photograph is (1 3/16" x 1 ½"). In addition, a scenic landscape photo included in the background and all demographic information printed horizontally across the front. Information printed on the license includes, a seven digit alpha-numeric drivers license number, the applicant's name, address, birth date, sex, weight, height, and eye color. In addition, the signature of the applicant is printed below the photo and the digital, screened signature of the State's Governor is also included. The expiration date and issued date is also included along with the license class, endorsements, restrictions and the symbol indicating organ donor.

Security features contained on the front of licenses and photo IDs are found in Appendix A.

The orientation of the license is different for both under age 18 and ages 18 to 21 drivers. These licenses are formatted vertically with the picture being in the top left hand corner. The photo is also (1 3/16" x 1 ½"). The background is Red for under age 18 drivers, Blue for ages 18 to 21 drivers and Yellow for Youth IDs. The orientation of the demographic information is also vertical.

2.3.7.2 Back

The back of the drivers' license does not include any security overlays. However, a 2-D PDF 417 barcode is included along with any restrictions that may apply (hearing impaired and diabetic symbology appear here.) All demographic data from the front of the driving license is being stored in this barcode.

2.3.8 License Expiration and Drive for Five Policy

In an attempt to make it easier for customers to remember the expiration date of their license or identification card, the Division of Motor Vehicles has instituted a "Drive for Five Program." Under this program, all drivers' licenses/identification cards **will** expire on the birth date of years in which an individual's age is divisible by five, i.e., age 25, 30, 35, 40, 45, etc.

Under this program the license **will** be valid for five years. However, before an individual can begin the five-year cycle, the DMV may need to phase the person into the program. In order to do this, the initial license **will** be issued for a period ranging from three years to seven years, depending on the age at the time of renewal. For instance, if the individual is 34 in the year that the license expires, the person **will** be issued a six-year license that **will** expire on the individual's 40th birthday. Renewal notices for licenses are generally mailed ninety (90) days prior to the license expiration date.
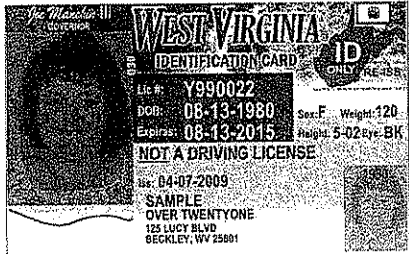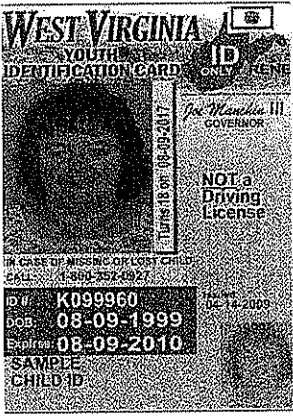
Licenses expiring on an individual's 18th or 21st birthday have a 30-day grace period to allow the individual sufficient time to obtain the appropriate color license.
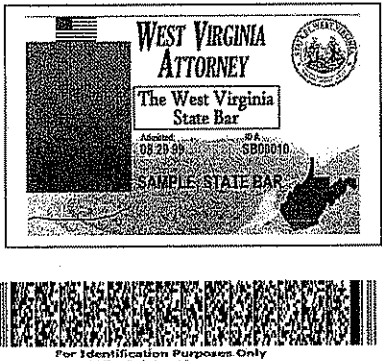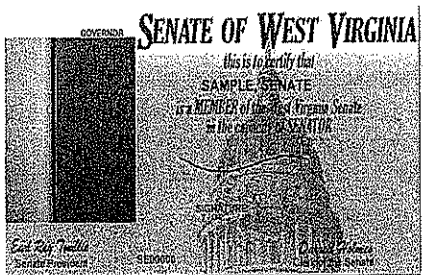
Regardless of license type, drivers have six (6) months from the date of expiration to renew, after which time re-testing is mandatory. (A score of 80%, or better, is required to pass.)
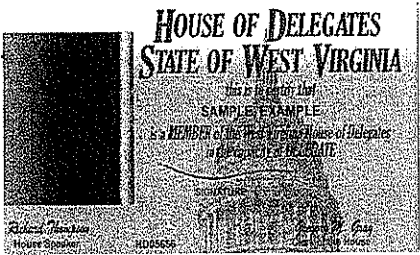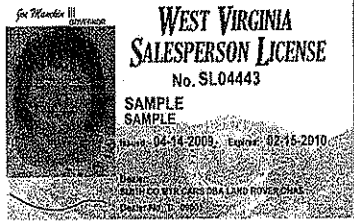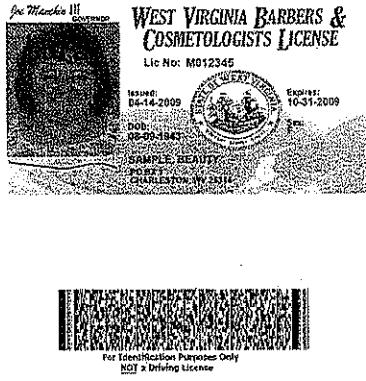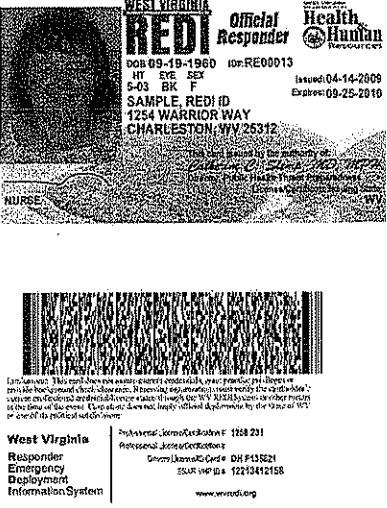
2.4 IDENTIFICATION CARDS, DRIVING LICENSES, PERMITS, CLASSES, ENDORSEMENTS AND RESTRICTIONS
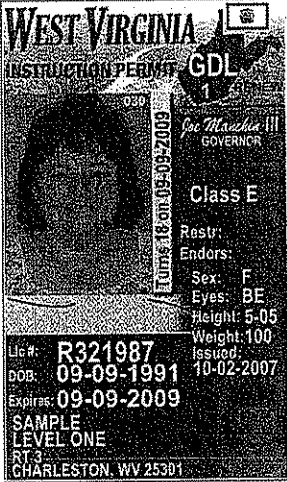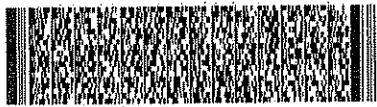
2.4.1 Description of Identification Cards

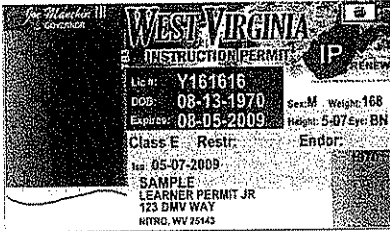| Identification Cards	
Type	**Description**
PHOTO ID 	Any West Virginia resident may apply for photo identification, using the Driver's License Application and is required to submit documentation that verifies the person's identity. The applicant **will** receive a non-driving ID card that serves as photo identification only. These documents are valid for 5 years (Section 2.3.8 Drive for Five Policy.) Duplicate cards can be obtained by completing another application and indicating that the request is for a duplicate card. During 2008, (45,281) identification cards were issued. (Front) Horizontal Orientation, scenic background photo. (Back) Horizontal Orientation with barcode. At bottom of card is the statement For Identification Purposes Only <u>NOT</u> a Driving License. www.wvdmv.gov
YOUTH IDENTIFICATION CARD 	Any West Virginia resident parent or guardian may apply for an identification card for a child between 2 and 15 years of age. The parent or guardian **must** complete a Driver's License Application and submit documentation that verifies the child's identity and residency. This ID is valid for two years and can be renewed until the child reaches 15. In 2008, (2,831) youth identification cards were issued. NOTE: YOUTH ID CARD photos are stored separately in a secured environment with limited access to both data and images. (Front) Vertical Orientation – Yellow Background

Identification Cards	
Type	**Description**
For Identification Purposes Only <u>NOT</u> a Driving License If found, please drop in any mail box. Postage will be paid by West Virginia Division of Motor Vehicles 1800 Kanawha Boulevard, East, Charleston, WV 25317 www.WVdmv.gov	(Back) Bar Code is printed horizontally. The statement: "For Identification Purposes Only <u>NOT</u> a Driving License," is printed beneath the barcode. Beneath that is the statement: "If found, please drop in any mail box. Postage be paid by: West Virginia Division of Motor Vehicles 1800 Kanawha Boulevard, East Charleston, WV 25317" <u>www.wvdmv.gov</u>
STATE BAR ID	This identification includes the individual's signature, name, and date of admission to the WV State Bar. (Front) Horizontal orientation, scenic background with the state seal and "West Virginia Attorney" printed in larger blue letters, and a box with "The West Virginia State Bar" printed in red. American Flag is above the photo. (Back) Bar code is printed horizontally across the back. At bottom of card is the statement "For Identification Purposes Only <u>NOT</u> a Driving License." <u>www.wvdmv.gov</u>
STATE SENATE ID	The identification includes the following statement "This is to certify that "NAME" is a MEMBER of the West Virginia Senate in the capacity of SENATOR". This identification includes the individual's signature, the Senate President's signature as well as the Senate Clerk's signature. (Front) Horizontal orientation, graduated blue background with picture of the Capitol Dome. (Back) Bar code is printed horizontally across the back. At bottom of card is the statement "For Identification Purposes Only <u>NOT</u> a Driving License."

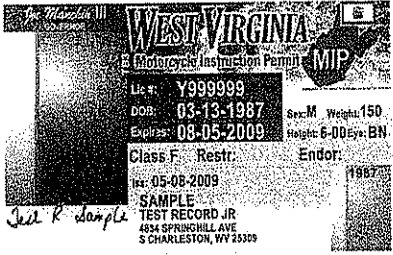| Identification Cards	
Type	**Description**
 For Identification Purposes Only NOT a Driving License	www.wvdmv.gov
STATE DELEGATE ID For Identification Purposes Only NOT a Driving License	The identification includes the following statement "This is to certify that "NAME" is a MEMBER of the West Virginia House of Delegates in the capacity of DELEGATE". This identification includes the individual's signature, the House Speaker's signature as well as the Clerk of the House's signature. (Front) Horizontal orientation, graduated blue background with picture of the Capitol Dome. (Back) Bar code is printed horizontally across the back. At bottom of card is the statement "For Identification Purposes Only NOT a Driving License" www.wvdmv.gov
SALESPERSON LICENSE ID For Identification Purposes Only NOT a Driving License	This identification includes the following information: ID card number, Name, Issue Date, Expiration Date, Vehicle Dealer Name, Vehicle Dealer Type, and Vehicle Dealer Number. (Front) Horizontal orientation on a scenic landscape with state seal. Above the photo is the governor's signature. (Back) Bar code is printed horizontally across the back. At bottom of card is the statement "For Identification Purposes Only NOT a Driving License". www.wvdmv.gov
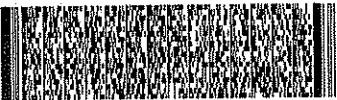
Identification Cards

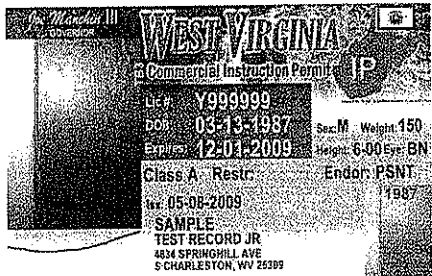| Type	Description
BARBERS & COSMETOLOGIST ID	The identification contains the individual's name, mailing address, date of birth, expiration date, license number and gender. (Front) Horizontal orientation, scenic landscape background with State Seal centered over background. The governor's signature is above the photo. (Back) Bar code is printed horizontally across the back. At bottom of card is the statement "For Identification Purposes Only NOT a Driving License." www.wvdmv.gov
DHHR (REDI) ID	The identification contains the individual's name, address, date of birth, sex, height, eye color, issue date, expiration date, title(s), license/certificate issuing state(s), and the statement: "This card issued by the authority of: the Director of Public Health Threat Preparedness ". On the back of the card below the barcode is the following statement: "Limitations: This card does not assure current credentials, grant practice privileges, or provide background check clearance. Receiving organizations **must** verify the cardholder's current professional credential/license status through the WV REDI system or other means at the time of the event. Card alone does not imply official deployment by the State of WV or one its political subdivisions." Also on the back of the card is the Professional License/Certification numbers, the Drivers/ID card issuing state and number, and the ESAR VHP ID # (a unique identifying number generated by the REDI website). www.wvdmv.gov

2.4.2 TYPES OF DRIVING LICENSES, PERMITS, CLASSES, ENDORSEMENTS AND RESTRICTIONS
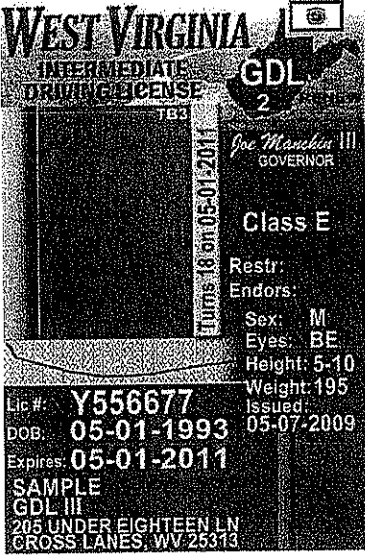
Permit Types	
Type	**Description**
GRADUATED DRIVING LICENSE – LEVEL I (Instruction [Learner's] Permit)	**Level I – Instruction Permit** This instruction permit is issued to persons who are at least 15 years of age, but no older than 18 years of age. The applicant is required to complete a Driver's License Application and submit documentation that verifies the individual's identity and school enrollment. In addition, the applicant **must** also receive a passing grade (80%) on a written knowledge test. This permit is not renewable and is valid until the 18th birthday. The individual **must** hold an instruction permit for 180 consecutive days before taking the Level II license examination. In 2008, (17,159) Level I Instruction Permits were issued. (Front): This license is labeled "LEVEL ONE – INSTRUCTION PERMIT" and is vertically formatted with the individual's photo in the top left hand corner. The photo labeled "Turns 18 on, month/date/year" and card is issued with a Red background. (Back): The following restrictions are printed on the back of the card horizontally, beginning at the top: - **Must** have licensed driver 21 or over in the front seat. - May only drive between 5:00 a.m. and 10:00 p.m. - The use of cell phones or any other hand-held devices is PROHIBITED. - All occupants **must** use safety belts in accordance with state law. - Zero alcohol tolerance. Below this information is the 2-D PDF-417 barcode printed underneath is the following statement "VALID FOR 30 DAYS AFTER THE EXPIRATION DATE". www.wvdmv.gov

Permit Types	
Type	**Description**
OPERATOR'S INSTRUCTION PERMIT 	An Operator's Instruction Permit is for anyone over 18 years of age and is applying for a driving license for the first time. The applicant **will** be required to complete a Driver's License Application and supply the required proof of identification and residency. In 2008, (24,828) Operator's Instruction Permits were issued. (Front) Horizontal Orientation, scenic background photo. The following statement is printed under the State's name "INSTRUCTION PERMIT". Expiration date appears on the front of the permit. These permits are valid for only ninety (90) days, and may be renewed one (1) time, for an additional ninety (90) days. (Back) Horizontal Orientation with 2-D PDF-417 barcode. www.wvdmv.gov
OPERATOR'S INSTRUCTION PERMIT - CLASS G BI-OPTIC LENS **IMAGE UNAVAILABLE**	Operator's Instruction Permit with Bi-Optic lens restrictions: Age 18, or older. Issued for only one (1) year. May only operate vehicles while wearing prescription bi-optic telescopic device and Operator is restricted to daylight driving only, displayed on the back of the license. May only operate a motor vehicle when accompanied by a certified Driver's Rehabilitation Specialist, Rehabilitation Educator, and/or a certified Bi-Optic Examiner. May only operate a Class A passenger vehicle, weighing 8,000 pounds, or less. An Operator Instruction Permit is for anyone over 18 years of age or older and is applying for a driving license for the first time. The applicant **will** be required to complete a Driver's License Application and supply the required proof of identification and residency. FOR THIS CLASS OF PERMIT

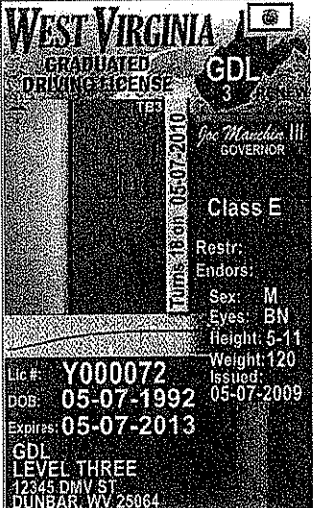| Permit Types	
Type	**Description**
	A REPORT FROM A REPUTABLE VISION SPECIALIST **MUST** BE PROVIDED. Mandatory rehabilitation training, provided by the State Division of Rehabilitation Services, **must** be successfully completed. www.wvdmv.gov
MOTORCYCLE INSTRUCTION PERMIT	The Motorcycle Instruction Permit is required for anyone that would like to have either a motorcycle-only license or a motorcycle endorsement on their drivers' license. The applicant **will** be required to complete a Driver's License Application and supply the required proof identification and residency. In 2008, (11,224) Motorcycle Instruction Permits were issued. (Front) Horizontal Orientation, scenic background photo. The following statement is printed under the State's name "MOTORCYCLE PERMIT". Expiration date appears on the front of the permit. These permits are valid for only ninety (90) days. (Back): Horizontal Orientation with 2-D barcode. www.wvdmv.gov
CDL INSTRUCTION PERMIT	A Commercial Driving License Instruction Permit is required for anyone that is applying for a commercial driving license for the first time. The applicant **will** be required to complete a CDL Application and supply the required proof of identification and residency. This permit is valid for six (6) months and may be renewed only once, in a two (2) year period. In 2008, (3,061) CDL Instruction Permits were issued. (Front) Horizontal Orientation, scenic background photo. The following statement is printed under the State's name

Permit Types	
Type	**Description**
Must have licensed CDL driver, 21 or over in front seat Restr: Endorsements: P – Passenger S - School Bus N - Tank Vehicle T - Double/Triple Trailers CLICK IT OR TICKET! www.wvdmv.gov	"COMMERICAL INSTRUCTION PERMIT". (Back) Horizontal Orientation with 2-D barcode. Endorsements and restrictions are also listed on the back. www.wvdmv.gov
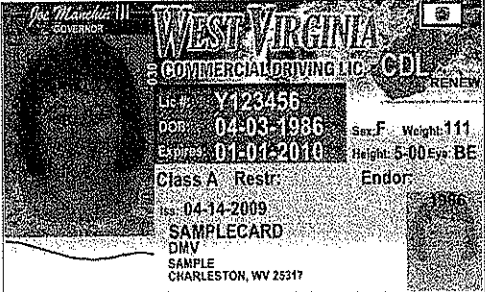
2.4.3 Description of Driving License Types
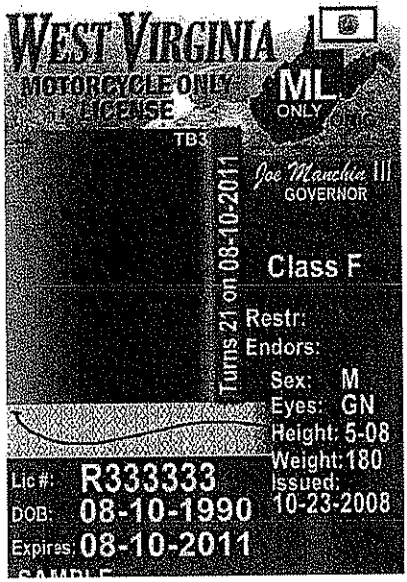
License Types	
Type	**Description**

GRADUATED DRIVING LICENSE – LEVEL II
 	
	Level II – Intermediate Driving License
	An Intermediate Driving License is issued to persons are at least 16 years of age, have held a Level I permit for a minimum of 6 months and have successfully completed a road skills test. The individual is required to complete and submit a DMV Driver's Log form, documenting fifty (50) hours behind the wheel, of which ten (10) hours **must** be night driving, as well as a Driver's License Application. The Level II license expires on the individual's 18th birthday.
	In 2008, (13,443) Level II Intermediate Driving Licenses were issued.
	(Front): This license is labeled "LEVEL TWO – INTERMEDIATE DRIVING LICENSE" and is vertically formatted with the individual's photo in the top left hand corner. The photo labeled "Turns 18 on month/date/year" and card is issued with a Red background.
	(Back): The following restrictions are printed on the back of the card vertically, beginning at the top:
	   - May drive without supervising adult between the hours of 5:00 a.m. and 10:00 p.m.
	   - **Must** have a licensed driver 21 or

License Types	
Type	**Description**
	over in front seat between 10:00 p.m. and 5:00 a.m. - The use of cell phones or any other hand-held devices is PROHIBITED. - All occupants **must** use safety belts in accordance with state law. - During the first six (6) month period after issuance, NO unrelated passengers are allowed. - During the second six (6) month period after issuance, a maximum of (one) 1 unrelated passenger under 20 – (family members exempt) - Zero alcohol tolerance Below this information is the 2-D PDF-417 barcode with the following statement underneath: "VALID FOR 30 DAYS AFTER THE EXPIRATION DATE". **www.wvdmv.gov**
GRADUATED DRIVING LICENSE – LEVEL III 	**Level III – Full Class E Under 21 License** A Full Class E Driving License is issued to persons that are at least 17 years of age, but no more than 18, and have held a Level II license for a minimum of 1 year. The individual is required to complete a Driver's License Application. The Level III license expires on the individual's 21st birthday. In 2008, (7,260) Level III Full Class E, Under 21 Driving Licenses were issued. (Front): This license is labeled "GRADUATED DRIVING LICENSE" and is vertically formatted with the individual's photo in the top left hand corner. The photo labeled "Turns 18 on month/date/year" and card is issued with a Red background. (Back): The following restrictions are printed on the back of the card horizontally, beginning at the top:

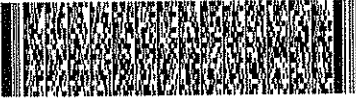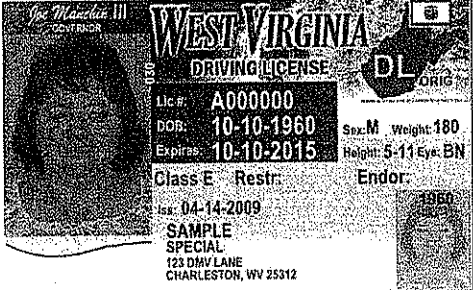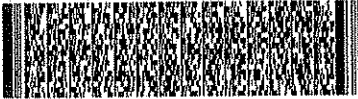| License Types	
Type	**Description**
 All occupants must wear safety belts in accordance with state law. Zero Alcohol tolerance. Valid for 30 days after expiration Restr: Endorsements: CLICK IT OR TICKET! www.WVdmv.gov	- All occupants **must** use safety belts in accordance with state law. - The use of cell phones or any other hand-held devices is PROHIBITED. - Zero alcohol tolerance. Below this information is the 2-D PDF-417 barcode with the following statement underneath: "VALID FOR 30 DAYS AFTER THE EXPIRATION DATE". www.wvdmv.gov
OPERATOR – CLASS E Joe Manchin III GOVERNOR **WEST VIRGINIA** DRIVING LICENSE DL ORIG Lic #: A000000 DOB: 10-10-1960 Sex: M Weight: 180 Expires: 10-10-2015 Height: 5-11 Eye: BN Class E Restr: Endor: Iss: 04-14-2009 SAMPLE SPECIAL 123 DMV LANE CHARLESTON, WV 25312 Restr: Endorsements: CLICK IT OR TICKET! www.wvdmv.gov	An Operator's license is issued to persons who are 21 and over. This license is issued to drivers who have held a Level III license that has not been expired or applicants that are transferring in from another state. Out of state applicants **must** surrender their out of state license before a WV Operators can be issued. The initial license requires the completion of a Drivers License Application. Subsequent licenses may be requested by completing either the renewal card generated by DMV or another Drivers License Application. The Operator's license is valid for five years and expires on the individual's birthday (Section 2.3.8 Drive for Five Policy.) Renewal notices are generated from the Mainframe Driver's System and are mailed 90 days prior to expiration. In 2008, (1,122) Level III Full Class E, Over 21 Driving Licenses were issued. (Front): Horizontal Orientation, scenic background photo. The following statement is printed under the State's name "DRIVING LICENSE". (Back) Horizontal Orientation with 2-D PDF-417 barcode. www.wvdmv.gov

License Types	
Type	**Description**
OPERATOR-CLASS G BI-OPTIC LENS **IMAGE UNAVAILABLE**	Operator's License with Bi-Optic lens restrictions: Age 18, or older. MANDATORY ANNUAL RECERTIFICATION AND RENEWAL IS REQUIRED. (Initial issuance period of up to two (2) years.) May only operate vehicles while wearing prescription bi-optic telescopic device and Operator is restricted to daylight driving only (Restriction D- displayed on the front, and back, of the license.) May only operate a Class A passenger vehicle, weighing 8,000 pounds, or less. www.wvdmv.gov
OPERATOR - CDL 	A commercial driving license is required for anyone driving a vehicle that weighs more than 26,000 pounds Gross Vehicle Weight Rating (GVWR), carries more than sixteen (16) or more passengers or transports placarded amounts of hazardous materials. Applicants are required to successfully complete a written (A score of 80%, or better, is required to pass) and a road skills test for the appropriate classification. (There are several different classifications, endorsements and restrictions – see Sections 2.4.4, 2.4.5 and 2.4.6 for a complete list.) The applicant **must** submit a completed Road Skills Testing Form, a USDOT Physical and Medical form and other required documentation. Individuals needing the Hazardous Material Endorsement **must** have an approval letter from TSA and submit to a re-test on hazardous material prior to renewal of their CDL. A CDL license is valid for five years with the exception of non-U.S. Citizens and Hazmat drivers. Hazmat drivers are valid five years from their TSA approval date. (Section 2.3.8 Drive for Five Policy.) Renewal notices are mailed at least 90 days in advance of the expiration of the license.

License Types	
Type	**Description**
	(Front): Horizontal Orientation, scenic background photo. The following statement is printed under the State's name "COMMERICAL DRIVING LIC. (Back) Horizontal Orientation with 2-D PDF-417 barcode. Endorsements are also listed on the back. www.wvdmv.gov
MOTORCYCLE-ONLY LICENSE WEST VIRGINIA MOTORCYCLE ONLY LICENSE ML ONLY TB3 Joe Manchin III GOVERNOR Turns 21 on 08-10-2011 Class F Restr: Endors: Sex: M Eyes: GN Height: 5-08 Weight:180 Lic #: R333333 Issued: 10-23-2008 DOB: 08-10-1990 Expires: 08-10-2011 SAMPLE Restr: Endorsements: CLICK IT OR TICKET! www.wvdmv.gov = Hearing impaired = Diabetic	A Motorcycle License is required to operate a motorcycle on public roads. This is a Class F license. The applicant is required to complete a driver's license application. In addition, the individual **must** pass both knowledge and on-cycle skills tests before a motorcycle only license can be issued or the endorsement can be added. (A score of 80%, or better, is required to pass.) This license is valid for five years and expires on the applicant's birthday (Section 2.3.8 Drive for Five Policy.) (Front) Horizontal Orientation if over age 18, vertical orientation for under age 18 with scenic background photo. The following statement is printed under the State's name "MOTORCYCLE-ONLY LICENSE". (Back): Horizontal Orientation with 2-D PDF- 417 barcode. www.wvdmv.gov

Current symbols for Hearing Impaired and Diabetic—are found on back of license/ID

= Hearing impaired = Diabetic

2.4.4 Driving License Classes

License Classes	
Type	**Description**
Class A	Any combination of vehicles with a Gross Combined Weight Rating (GCWR) of 26,001 or more pounds, providing the Gross Vehicle Weight Rating (GVWR) of the vehicle being towed is in excess of 10,000 pounds.
Class B	Any single vehicle with a GVWR of 26,001 pounds or more, or any such vehicle towing a vehicle not in excess of 10,000 pounds GVWR.
Class C	Any single vehicle or combination of vehicles less than 26,001 pounds GVWR, or such vehicle towing a vehicle not in excess of 10,000 GVWR. This group applies to vehicles which are placarded for hazardous materials or designed to carry sixteen passengers or more (including the driver)
Class D	Commercial vehicles; non-CDL classes (example: taxi cabs, delivery vans, etc.)
Class E	Operator's License allows for the operation a vehicle for personal use.
Class F	Motorcycle-only license. The holder of this license class may not possess any other type of license.
Class G	Operator's License with Bi-Optic lens and daylight driving only, restrictions: Age 18, or older.

2.4.5 Driving License Restrictions

License Restrictions	
Code	**Description**
1	Artificial Limbs
2	Corrective Lens
3	Automatic Transmission
4	Mechanical Signals
5	Hand Controls
6	Outside Mirror
7	Corrective Lenses & Outside Mirror
9	Other
D	Daylight Driving Only
J	Spinner Knob
M	Class B or Class C Bus Only
N	Class C Bus Only
Q	Power Steering & Brakes

2.4.6 Driving License Symbols

License Symbols	
Description	**Symbol**
Organ Donor	
Diabetic	
Hearing Impaired	

2.5   IDENTIFICATION TYPES

2.5.1   State Photo Identification Process

STATE PHOTO IDENTIFICATION PROCESS (NEW, DUPLICATE AND RENEWAL)	
Step	Description
2.5.1.1	Applicant **must** complete a Driver's License Application and **must** indicate that the application is for an adult photo application. The applicant **must** provide a certified birth certificate, (if name has changed since birth, they **must** provide a legal document showing such changes), social security card and two proofs of residency. The State Identification card is valid for 5 years and **will** expire on the individual's birthday (Section 2.3.8 Drive for Five Policy.)
2.5.1.2	CSR goes into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'N' for New Application, 'U' for Update (Duplicate), or 'C' for Renewal, and **will** enter the required information and assign the ID number.
2.5.1.3	An interface runs in the background which allows the Mainframe system to connect to SSOLV to verify the SSN, Name, and DOB of the individual: If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, as the issue **must** be resolved before a license can be issued.
2.5.1.4	CSR goes into the Cash Register System, collects the fees for the identification, validates the application, and sends the paperwork to MOVIS for scanning.
2.5.1.5	To send the file to the Digital License (DL) system queue for printing, the CSR **must** select "on-line printing" and hit enter.
2.5.1.6	Applicant **must** wait until the record is available in the DL system.
2.5.1.7	CSR is prompted to take the individual's photo.
2.5.1.8	CSR is prompted to capture the individual's signature on an electronic signature device.
2.5.1.9	CSR is prompted to capture the optional finger image(s).
2.5.1.10	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.5.1.11	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed, or delayed for further investigation.
2.5.1.12	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.5.1.13	DL system processes the data, stores the new image and prints the license.

2.5.2 Youth Identification Card Process

YOUTH IDENTIFICATION CARD PROCESS	
Step	Description
2.5.2.1	Applicant **must** complete a Driver's License application and **must** indicate that the application is for a child's photo identification. The child's parents/guardian applicant **must** provide a certified birth certificate and social security card, as well as two (2) proofs of residency. This photo ID is only valid for two years.
2.5.2.2	CSR goes into the MVMI License Application Input/Update Screen and selects '1' for Youth ID, then "1" for New Application and **will** enter the required information. The ID number is assigned by the DL system.
2.5.2.3	An interface runs in the background which allows the Mainframe system to connect to SSOLV to verify the SSN, Name, and DOB of the individual: • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, as the issue **must** be resolved before a license can be issued.
2.5.2.4	CSR goes into the Cash Register System, collects the fees for the child's identification card, validates the application and sends the paperwork to MOVIS for scanning.
2.5.2.5	To send the file to the DL system queue for printing, the CSR **must** hit enter.
2.5.2.6	Applicant **must** wait until the record is available in the DL system.
2.5.2.7	CSR is prompted to take the individual's photo.
2.5.2.8	CSR is prompted to capture the individual's signature on an electronic signature device.
2.5.2.9	CSR is prompted to capture the optional finger image(s).
2.5.2.10	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system, and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.5.2.11	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed, or delayed for further investigation.
2.5.2.12	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.5.2.13	DL system processes the data, stores the new image and prints the ID.

2.5.3

NEW SALESPERSON LICENSE IDENTIFICATION PROCESS	
Step	Description
2.5.3.1	Applicant **must** complete the Salesperson application, required documents, and submit them along with two (2) original, finger print cards. (Form provided by the DMV and completed by Law Enforcement agencies, e.g. State Police.)
2.5.3.2	Applicant is registered and assigned on the Automated Testing System and successfully completes the Salesperson test.
2.5.3.3	CSR goes into the MVMI License Application Input/Update Screen and inquires using the applicant's name and/or Social Security number.
2.5.3.4	CSR enters a 4 for Salesperson License, then 1 for new application. The system **will** assign a number and the CSR **will** enter the required information.
2.5.3.5	CSR **will** enter the information into the cash register system, collect the fees, validate the application, and send the paperwork to MOVIS.
2.5.3.6	CSR enters a "Y" in the question field "DO YOU WANT TO PRINT CARD?" and the card is sent to the printer.
2.5.3.7	CSR is prompted to take the individual's photo.
2.5.3.8	CSR is prompted to capture the individual's signature on an electronic signature device.
2.5.3.9	CSR is prompted to capture the optional finger image(s).
2.5.3.10	DL system processes the new photo and performs a one-to-one match against images in the system.
2.5.3.11	If a match is identified, a supervisor is required to verify that the individual is the same and **must** approve the transaction.
2.5.3.12	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.5.3.13	DL system processes the data, stores the new image and prints the license.

2.5.4

DUPLICATE/RENEWAL SALESPERSON LICENSE IDENTIFICATION PROCESS	
Step	Description
2.5.4.1	Applicant **must** complete the Salesperson application and required documents.
2.5.4.2	CSR goes into the MVMI License Application Input/Update Screen and inquires using the applicant's name, Salesperson License number, and/or Social Security number.
2.5.4.3	CSR enters a 4 for Salesperson License, then 2 for renew or 3 for re-issue.
2.5.4.4	CSR **will** enter the information into the cash register system, collect the fees, validate the application, and send the paperwork to MOVIS.
2.5.4.5	CSR enters a "Y" in the question field "DO YOU WANT TO PRINT CARD?" and the card is sent to the printer.
2.5.4.6	CSR is prompted to take the individual's photo.
2.5.4.7	CSR is prompted to capture the individual's signature on an electronic signature device.
2.5.4.8	CSR is prompted to capture the optional finger image(s).
2.5.4.9	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system, and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.5.4.10	If a match is identified, a supervisor is required to verify that the individual is the same and

DUPLICATE/RENEWAL SALESPERSON LICENSE IDENTIFICATION PROCESS	
Step	**Description**
	must approve the transaction.
2.5.4.11	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.5.4.12	DL system processes the data, stores the new image and prints the license.

2.5.5

NEW SECONDARY IDENTIFICATION PROCESS	
Step	**Description**
2.5.5.1	Applicant completes application and submits required documents to CSR for review. (Applicant **must** have a VALID driving license or permit to qualify for the secondary id card.)
2.5.5.2	CSR goes to the MVMI License Application Input/Update Screen and enters a 6 for the Secondary ID option.
2.5.5.3	CSR then enters a "1" for a new application. The system **will** then assign the customer an identification number and the CSR **will** enter the required information into the Mainframe.
2.5.5.4	The CSR goes into the Cash Register System, collects the fees for the ID, validates the application, and sends the paperwork to MOVIS for processing.
2.5.5.5	CSR enters a "Y" in the question field "DO YOU WANT TO PRINT CARD?" and the card is sent to the printer.
2.5.5.6	CSR is prompted to take the individual's photo.
2.5.5.7	CSR is prompted to capture the individual's signature on an electronic signature device.
2.5.5.8	CSR is prompted to capture the optional finger image(s).
2.5.5.9	DL system processes the new photo and performs a one-to-one match against images in the system.
2.5.5.10	If a match is identified, a supervisor is required to verify that the individual is the same and **must** approve the transaction.
2.5.5.11	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.5.5.12	DL system processes the data, stores the new image and prints the identification.

2.5.6

RENEWAL/DUPLICATE SECONDARY IDENTIFICATION PROCESS	
Step	**Description**
2.5.6.1	Applicant completes application and submits required documents to CSR for review. (Applicant **must** have a VALID driving license or permit to qualify for the secondary id card.)
2.5.6.2	CSR goes to the MVMI License Application Input/Update Screen and enters a 6 for the Secondary ID option
2.5.6.3	CSR then enters a "2" for a renewal or "3" for a duplicate application. The system **will** then assign the customer an identification number and the CSR **will** enter the required information into the Mainframe.
2.5.6.4	The CSR goes into the Cash Register System, collects the fees for the ID, validates the application, and sends the paperwork to MOVIS for processing.

2.5.6.5	CSR enters a "Y" in the question field "DO YOU WANT TO PRINT CARD?" and the card is sent to the printer.
2.5.6.6	CSR is prompted to take the individual's photo.
2.5.6.7	CSR is prompted to capture the individual's signature on an electronic signature device.
2.5.6.8	CSR is prompted to capture the optional finger image(s).
2.5.6.9	DL system processes the new photo and performs a one-to-one match against images in the system.
2.5.6.10	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system, and if the new photo matches the existing photo on file, then the system finalizes the transaction
2.5.6.11	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.5.6.12	DL system processes the data, stores the new image and prints the identification card.

2.5.7 EMPLOYEE IDENTIFICATION CARDS PROCESS (NEW)	
Step	**Description**
2.5.7.1	The organization needing identification for one of its employees is required to send a formal request, in writing, to the DMV's Help Desk prior to having the individual's identification card made. This letter includes the agency, employee's name, and date of birth, social security number and job title at their place of employment.
2.5.7.2	The Help Desk **will** go into the MVMI License Application Input/Update Screen and **will** enter the individual's information.
2.5.7.3	CSR goes into the MVMI License Application Input/Update Screen and selects "I" and inquires the employee ID number.
2.5.7.4	The CSR goes into the cash register system and collects any required fees.
2.5.7.5	CSR goes into the MVMI Application Input/Update Screen and selects '2' Employee ID, 'P' for Online Print, the last name and the employee ID number.
2.5.7.6	Applicant **must** wait until the record is available in the DL system.
2.5.7.7	CSR is prompted to take the individual's photo.
2.5.7.8	CSR is prompted to capture the individual's signature on an electronic signature device.
2.5.7.9	CSR is prompted to capture the optional finger image(s).
2.5.7.10	DL system processes the new photo and performs a one-to-one match against images in the system.
2.5.7.11	If a match is identified, a supervisor is required to verify that the individual is the same and **must** approve the transaction.
2.5.7.12	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.5.7.13	DL system processes the data, stores the new image and prints the identification card.

2.6 WV REDI IDENTIFICATION PROCESS

WV REDI (RESPONDER EMERGENCY DEPLOYMENT INFORMATION SYSTEM) IDENTIFICATION CARDS PROCESS	
Step	Description
2.6.1	Applicant visits the website www.wvredi.org and completes all information and pays any necessary fees. Upon completion they receive a printout including their assigned number. The information is sent to DMV via a batch process and is updated nightly.
2.6.2	Applicant goes to local DMV Regional Office with proof of identity and the assigned number.
2.6.3	CSR goes into the MVMI License Application Input/Update Screen, enters a "5", and then enters a "P", the assigned number, and the applicant's last name.
2.6.4	CSR hits the enter key and sends the information to the camera.
2.6.5	Applicant **must** wait until the record is available in the DL system.
2.6.6	CSR is prompted to take the individual's photo.
2.6.7	CSR is prompted to capture the individual's signature on an electronic signature device.
2.6.8	CSR is prompted to capture the optional finger image(s).
2.6.9	DL system processes the new photo and performs a one-to-one match against images in the system.
2.6.10	If a non-match is identified, a supervisor is required to verify that the individual is the same and **must** approve the transaction.
2.6.11	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.6.12	DL system processes the data, stores the new image and prints the identification card.

2.7   Driving License Restrictions

License Restrictions	
Code	Description
1	Artificial Limbs
2	Corrective Lens
3	Automatic Transmission
4	Mechanical Signals
5	Hand Controls
6	Outside Mirror
7	Corrective Lenses & Outside Mirror
9	Other, (CSR enters description in special restriction field)
D	Daylight Driving Only
S	Spinner Knob
P	Power Steering & Brakes
X	Sexual Violent Predator
I	Interlock

2.8   Level 1 Instruction Permit

LEVEL 1 INSTRUCTION PERMIT	
Step	Description
2.8.1	Applicants for a Level 1 Instruction Permit **must** complete a Driver's License Application and be 15 years of age but not over 18. The applicant **must** also provide a certified birth certificate, social security card. In addition, if the individual is under the age of 18 proof of school enrollment **must** be provided. If applicant is under 18, and has graduated, their diploma **must** be presented, and a proof of residency provided. This permit is valid until the applicant's 18th birthday. This permit is not renewable.
2.8.2	CSR checks if the applicant has the proper forms and instructs the individual to wait to take the written examination.
2.8.3	Applicant is administered a vision screening test.
2.8.4	Once the applicant has successfully completed the test it is graded by the Automated Testing System, and the results are written on the back of the Driver's License Application, by an Examiner. A score of 80% correct, or better, is required to pass the examination.
2.8.5	CSR **will** go into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'N' for New Application and **will** enter the required information and assign a Driving License Number.
2.8.6	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS checks come back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.8.7	CSR goes into the Cash Register System, collects the fees for the Level I License, validates the application and sends the paperwork to MOVIS for scanning.
2.8.8	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.8.9	Applicant **must** wait until the record is available in the DL system.
2.8.10	CSR is prompted to take the individual's photo.
2.8.11	CSR is prompted to capture the individual's signature on an electronic signature device.
2.8.12	CSR is prompted to capture the optional finger image(s).
2.8.13	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.8.14	If the DL system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to

LEVEL 1 INSTRUCTION PERMIT	
Step	Description
	verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.8.15	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.8.16	DL system processes the data, stores the new image and prints the license.

2.9 Class E Instruction Permit

CLASS E INSTRUCTION PERMIT	
Step	Description
2.9.1	Applicants for a Class E Instruction Permit **must** complete a Driver's License Application and **must** be over 18. The applicant **must** also provide a certified birth certificate, social security card and two proofs of residency. This permit is valid for ninety (90) days, with one (1) renewal possible, prior to expiration.
2.9.2	CSR checks if the applicant has the proper forms and instructs the individual to wait to take the written examination.
2.9.3	Applicant is administered a vision screening test.
2.9.4	Once the applicant has successfully completed the test it is graded by a Driving Examiner and the results are written on the back of the Driver's License Application. A score of 80% correct, or better, is required to pass the examination.
2.9.5	CSR **will** go into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'N' for New Application and **will** enter the required information and assign a Driving License Number.
2.9.6	If the individual has previously held an ID a message **will** appear indicating that there is a duplicate social security number entry. The CSR **will** be instructed to contact the Help Desk.
2.9.7	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: - If the PDPS/CDLIS checks come back okay then the CSR releases the transaction for process in the Cash Register System. - If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. - If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.9.8	CSR goes into the Cash Register System, collects the fees for the Learner's Permit, validates the application, and then sends the paperwork to MOVIS for scanning.
2.9.9	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.9.10	Applicant **must** wait until the record is available in the DL system.
2.9.11	CSR is prompted to take the individual's photo.
2.9.12	CSR is prompted to capture the individual's signature on an electronic signature device.
2.9.13	CSR is prompted to capture the optional finger image(s).
2.9.14	DL system processes the new photo and performs a one-to-one match against images in the

CLASS E INSTRUCTION PERMIT	
Step	Description
	system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.9.15	If the DL system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.9.16	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.9.17	DL system processes the data, stores the new image and prints the license.

2.10 Motorcycle Instruction Permit

MOTORCYCLE INSTRUCTION PERMIT	
Step	Description
2.10.1	Applicants for Motorcycle Instruction Permit **must** complete a Driver's License Application, be at least 16 years of age, have fulfilled the requirements for a Level 1 Instruction Permit, met all of the requirements for a Level 2 Intermediate License except for passing the road skills test, or be at least 18 years of age. The applicant **must** also provide a certified birth certificate, social security card and two proofs of residency. In addition, if the individual is under the age of 18, he/she **must** also provide proof of school enrollment.
2.10.2	CSR checks if the applicant has the proper forms and instructs the individual to wait to take the written examination.
2.10.3	Applicant is administered a vision screening test.
2.10.4	Once the applicant has successfully completed the test it is graded by a Driving Examiner and the results are written on the back of the Driver's License Application. A score of 80% correct, or better, is required to pass the examination.
2.10.5	CSR go into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'M' for Motorcycle Instruction Permit, 'N' for New Application and enter the required information and assign a Driving License Number or selects the individual's current driving license number if this individual is getting an endorsement.
2.10.6	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS checks come back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.10.7	CSR goes into the Cash Register System, collects the fees for the Motorcycle Permit, validates the application, and sends the paperwork to MOVIS for scanning.
2.10.8	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.

MOTOR CYCLE INSTRUCTION PERMIT	
Step	**Description**
2.10.9	Applicant **must** wait until his/her record is available in the DL system.
2.10.10	CSR is prompted to take the individual's photo.
2.10.11	CSR is prompted to capture the individual's signature on an electronic signature device.
2.10.12	CSR is prompted to capture the optional finger image(s).
2.10.13	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.10.14	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.10.15	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.10.16	DL system processes the data, stores the new image and prints the license.

2.11 RENEWAL PROCESS FOR CLASS E DRIVING LICENSE:

RENEWAL PROCESS FOR CLASS E DRIVING LICENSE	
Step	**Description**
2.11.1	Driving license Renewal notice is generated from the Driver's Database 90 days prior to the expiration of the license which occurs on the individual's birthday. If the individual does not have the renewal application, then the individual **must** complete the Driver's License Application and indicate that this is a renewal.
2.11.2	Applicant is administered a vision screening test.
2.11.3	Applicant **must** provide Renewal Notice along with (1) proof of residency, and (1) proof of identification.
2.11.4	Individual's record is located using MVDH (Motor Vehicle Driver's History) this screen is used to verify that the individual is eligible for a renewal.
2.11.5	CSR goes into the MVLA License Application Input/Update Screen and selects 'P' for Primary Photo, 'R' for Renewal and enters the Driving License Number.
2.11.6	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS checks come back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.11.7	CSR goes into the Cash Register System, collects the fees for the renewal, validates the Renewal Notice and sends the paperwork to MOVIS for scanning.
2.11.8	To send the file to the DL system queue for printing, the CSR **must** select "online printing"

RENEWAL PROCESS FOR CLASS E DRIVING LICENSE	
Step	Description
	and hit enter.
2.11.9	Applicant **must** wait until the record is available in the DL system.
2.11.10	CSR is prompted to take the individual's photo.
2.11.11	CSR is prompted to capture the individual's signature on an electronic signature device.
2.11.12	CSR is prompted to capture the optional finger image(s).
2.11.13	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.11.14	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.11.15	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.11.16	DL system processes the data, stores the new image and prints the license.

2.12 PROCESS FOR CHANGES AND CORRECTIONS ON CLASS E DRIVING LICENSE:

CHANGES & CORRECTIONS ON CLASS E DRIVING LICENSE	
Step	Description
2.12.1	Applicant **must** complete a Driver's License Application and identify the changes being made.
2.12.2	Applicant **must** provide (1) proof of residency, and (1) proof of identification along with any supporting documentation required for the changes being made. (i.e., marriage certificate, divorce decree, address [e.g. Utility bill])
2.12.3	Individual's record is located using MVDH (Motor Vehicle Driver's History.) This screen is used to verify that the individual has not been suspended.
2.12.4	CSR goes into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'C' for Changes with new expiration date or 'U' Update without renewal (changes keeping same expiration date) and enters the Driving License Number.
2.12.5	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS checks come back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.12.6	CSR goes into the Cash Register System, collects the fees, if any, for the changes being made, validates the Driver's license application and sends the paperwork to MOVIS for

CHANGES & CORRECTIONS ON CLASS E DRIVING LICENSE	
Step	Description
	scanning.
2.12.7	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.12.8	Applicant **must** wait until his/her record is available in the DL system.
2.12.9	CSR is prompted to take the individual's photo.
2.12.10	CSR is prompted to capture the individual's signature on an electronic signature device.
2.12.11	CSR is prompted to capture the optional finger image(s).
2.12.12	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.12.13	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.12.14	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.12.15	DL system processes the data, stores the new image and prints the license.

2.13   PROCESS FOR ISSUANCE OF DUPLICATE CLASS E DRIVING LICENSE:

DUPLICATE CLASS E DRIVING LICENSE	
Step	Description
2.13.1	Applicant **must** complete a Driver's License Application and identify if changes are being made or if a duplicate license is needed.
2.13.2	Applicant **must** provide CSR with (1) proof of residency, and (1) proof of identification along with any supporting documentation required.
2.13.3	Individual's record is located using MVDH (Motor Vehicle Driver's History.) This screen is used to verify that the individual has not been suspended
2.13.4	CSR goes into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo then, 'D' for Duplicate or 'U' Update without renewal (changes keeping same expiration date) and enters the Driving License Number.

2.13.5	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state:
	  • If the PDPS/CDLIS checks come back okay then the CSR releases the transaction for process in the Cash Register System.
	  • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
	  • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.

2.13.6	CSR goes into the Cash Register System, collects the fees, if any, for the changes being made and validates the Driver's license application – the paperwork is then filed so that it can be sent to MOVIS for scanning.
2.13.7	To send the file to the DL system queue for printing, the CSR **must** select "online

DUPLICATE CLASS E DRIVING LICENSE	
Step	Description
	printing" and hit enter.
2.13.8	Applicant **must** wait until his/her record is available in the DL system.
2.13.9	CSR is prompted to take the individual's photo.
2.13.10	CSR is prompted to capture the individual's signature on an electronic signature device.
2.13.11	CSR is prompted to capture the optional finger image(s).
2.13.12	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.13.13	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.13.14	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.13.15	DL system processes the data, stores the new image and prints the license.

2.14 PROCESS FOR OUT OF STATE TRANSFER:

OUT OF STATE TRANSFER	
Step	Description
2.14.1	Applicant **must** complete a Driver's License Application and indicate that this is a transfer application.
2.14.2	Applicant **must** provide CSR with two (2) proofs of residency, and one (1) proof of identification, proof of Social Security documentation, together with the individual's out-of-state license. The applicant is required to surrender the out-of-state license before a WV license can be issued.
2.14.3	If a record is located, using MVDH (Motor Vehicle Driver's History.) This screen is used to verify that the individual does not have pending actions in WV.
2.14.4	Applicant is administered a vision screening test.
2.14.5	CSR goes into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'N' New and enters the applicant's demographic information.
2.14.6	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: - If the PDPS/CDLIS check comes back okay then the CSR releases the transaction for process in the Cash Register System. - If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. - If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.14.7	CSR imports digital image from other participating state's data (13 at present), to verify visual confirmation of applicant.

OUT OF STATE TRANSFER	
Step	Description
2.14.8	CSR goes into the Cash Register System, collects the fees, if any, for the changes being made, validates the Driver's license application and sends the paperwork to MOVIS for scanning. The out-of-state license is electronically surrendered, then shredded.
2.14.9	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.14.10	Applicant **must** wait until the record is available in the DL system.
2.14.11	CSR is prompted to take the individual's photo.
2.14.12	CSR is prompted to capture the individual's signature on an electronic signature device.
2.14.13	CSR is prompted to capture the optional finger image(s).
2.14.14	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.14.15	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.14.16	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.14.17	DL system processes the data, stores the new image and prints the license.

2.15 Process for New Driving License

PROCESS FOR LEVEL II DRIVING LICENSE	
Step	Description
2.15.1	Applicant **must** complete Driver's License Application and indicate that they are applying for a Level II license and **must** be eligible to take a road skills test. Eligibility for the skills test includes the following requirements: applicant **must** be at least 16 years of age; have a minimum of 180 consecutive days conviction-free driving at level 1, have a parent/guardian certification log sheet with a minimum of fifty (50) hours behind the wheel, of which ten (10) hours **must** be night driving, or complete a driver's education course and a valid school enrollment form.
2.15.2	Applicant is administered a vision screening test.
2.15.3	The applicant **will** be instructed to wait for a Driving Examiner to administer the Road Skills test.
2.15.4	Upon successful completion of the Road Skills test, the Driving Examiner **will** complete the bottom portion of the Driver's License Application, to indicate that the individual passed.
2.15.5	CSR goes into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'C' for Change and enters the Driving License Number.
2.15.6	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS check comes back okay then the CSR releases the transaction

PROCESS FOR LEVEL II DRIVING LICENSE	
Step	**Description**
	for process in the Cash Register System.
	• If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
	• If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.15.7	CSR goes into the Cash Register System, collects the fees for the Level II license, validates the Driver's License Application and sends the paperwork to MOVIS for scanning.
2.15.8	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.15.9	Applicant **must** wait until the record is available in the DL system.
2.15.10	CSR is prompted to take the individual's photo.
2.15.11	CSR is prompted to capture the individual's signature on an electronic signature device.
2.15.12	CSR is prompted to capture the optional finger image(s).
2.15.13	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.15.14	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.15.15	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.15.16	DL system processes the data, stores the new image and prints the license.

2.16   Process for Level III Driving License

PROCESS FOR LEVEL III DRIVING LICENSE	
Step	**Description**
2.16.1	Applicant **must** complete Driver's License Application and indicate that they are applying for a Level III. To be eligible for this license the applicant **must** have completed 12 consecutive months of conviction-free driving under a Level II license and **must** be at least 17 years of age. In addition, the applicant **must** have a valid school enrollment form.
2.16.2	Applicant is administered a vision screening test.
2.16.3	CSR goes into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'C' for Change and enters the Driving License Number.
2.16.4	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS check comes back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV

PROCESS FOR LEVEL III DRIVING LICENSE	
Step	Description
	Help Desk, the issue **must** be resolved before a license can be issued.
	• If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.16.5	CSR goes into the Cash Register System, collects the fees for the Level III license, validates the Driver's License Application and sends the paperwork to MOVIS for scanning.
2.16.6	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.16.7	Applicant **must** wait until the record is available in the DL system.
2.16.8	CSR is prompted to take the individual's photo.
2.16.9	CSR is prompted to capture the individual's signature on an electronic signature device.
2.16.10	CSR is prompted to capture the optional finger image(s).
2.16.11	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.16.12	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.16.13	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.16.14	DL processes the data, stores the new image and prints the license.

2.17 Process for New Class E Driving License

PROCESS FOR NEW CLASS E DRIVING LICENSE	
Step	Description
2.17.1	Applicant **must** complete Driver's License Application and indicate that they are applying for a new class E driving license. To be eligible for a full class E license, the applicant **must** be 21, have held a Level III license that has not been expired, or be a new applicant that has held a class E driving permit for at least 30 days. In the case of a new applicant, the individual **will** be required to successfully complete a road skills test.
2.17.2	Applicant is administered a vision screening test.
2.17.3	If the applicant, currently has a Level III license or has successfully completed the road skills test, the CSR go into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'C' for Change and enters the Driving License Number.
2.17.4	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS check comes back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.

PROCESS FOR NEW CLASS E DRIVING LICENSE	
Step	Description
	• If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.17.5	CSR goes into the Cash Register System, collects the fees for the Full Class 4E license, validates the Driver's License Application, and sends the paperwork to MOVIS for scanning.
2.17.6	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.17.7	Applicant **must** wait until his/her record is available in the DL system.
2.17.8	CSR is prompted to take the individual's photo.
2.17.9	CSR is prompted to capture the individual's signature on an electronic signature device.
2.17.10	CSR is prompted to capture the optional finger image(s).
2.17.11	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.17.12	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.17.13	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.17.14	DL system processes the data, stores the new image and prints the license.

2.18   Process For Motorcycle License or Endorsement

PROCESS FOR MOTORCYCLE LICENSE OR ENDORSEMENT	
Step	Description
2.18.1	Applicants for Motorcycle License (Class F License) or Motorcycle Endorsement **must** have held a Motorcycle Instruction Permit and complete a Driver's License Application, and **must** successfully complete a motorcycle road skills test. In addition, the applicant **must** provide one (1) form of identification and up to two (2) proofs of residency.
2.18.2	Applicant is administered a vision screening test.
2.18.3	Once the applicant has successfully completed the road skills test, the Driving Examiner **will** complete the results on the back of the Driver's License Application.
2.18.4	If the applicant wants a motorcycle only license, the CSR go into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'C' for Change, 'N' for New Applicant, and enter the Driving License number. However, if the individual is just adding a motorcycle endorsement to his/her class E license, then the CSR **will** go into the Motor Vehicle License Application (MVLA) Input/Update Screen and select 'P' for Primary Photo and 'U' for update.
2.18.5	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state:

PROCESS FOR MOTORCYCLE LICENSE OR ENDORSEMENT	
Step	Description
	• If the PDPS/CDLIS checks come back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.18.6	CSR goes into the Cash Register System, collects the fees for the Motorcycle license or Motorcycle Endorsement, validates the Driver's License Application and sends the paperwork to MOVIS for scanning.
2.18.7	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.18.8	Applicant **must** wait until his/her record is available in the DL system.
2.18.9	CSR is prompted to take the individual's photo.
2.18.10	CSR is prompted to capture the individual's signature on an electronic signature device.
2.18.11	CSR is prompted to capture the optional finger image(s).
2.18.12	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.18.13	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.18.14	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.18.15	DL system processes the data, stores the new image and prints the license.

2.19 CDL Processing

To obtain a CDL Driving License, the applicant **must** have a valid WV Operator's license and **must** obtain a USDOT certified physical examination with the appropriate supporting documentation for the Medical Examination Report. The individual **must** also complete the CDL application and send these forms and associated fees to the DMV's Central Office for test approval. The individual **will** be sent a CDL test card which **must** be taken to one of the Regional Offices or License Examination Centers. Upon successful completion of the knowledge test, the individual receives an instruction permit which is valid for 6 months and can be renewed one time within two (2) years of the issuance date.

Next, the individual is required to complete a road skills' test for the appropriate CDL class. The skills' test is administered by a Licensed, Certified Third Party Examiner. Once the individual has successfully completed this test, and has received the results, all the documentation can then be taken to one of the Regional Offices, or License Examination Centers, for a new license to be issued.

A CDL license is processed in the same manner as the other class E licenses; however, the license includes the description "CDL License" and also displays the CDL classification and endorsements on the front and the back includes a description of these endorsements. Following is a listing of the CDL Classifications and Endorsements.

2.19.1 CDL License Class Types

CDL License Class Types	
Type	**Description**
Class A	Any combination of vehicles with a gross weight of 26,001, or more, provided the gross weight rating of the vehicle(s) being towed in excess of 10,000 pounds.
Class B	Any single vehicle with a gross weight of 26,001 pounds, or more, provided the vehicle being towed in not in excess of 10,000 pounds.
Class C	Any single vehicle with a gross weight rating of less than 26,001 pounds, or any such vehicle being towed, not in excess of 10,000 pounds, provided that the vehicle is designed to transport 16 or more passengers, included driver; and the vehicle is used in the transportation of hazardous materials which requires the vehicle to be placarded less than 49 CFR, part 172, sub-part F.
Class D	Any single vehicle with a gross weight rating of less than 26,001 pounds and more than 8,000 pounds. The primary function or employment is the transportation of persons (less than 16) or property (not including hazardous materials) for compensation or wages. This classification does not require testing, but it does require additional fees. Operators with a Class D license are required to obtain a DOT Medical Certificate when operating a vehicle of 10,001 pounds GVWR or more.

2.19.2 CDL License Endorsements

License Endorsements	
H	Hazardous Materials (Requires TSA approval)
N	Tanker Vehicle
P	Passenger Vehicle
F	Motorcycle
T	Double/Triple Trailers
S	School Bus
X	Combination of Hazardous Materials and Tanker Vehicles (TSA approval required)

2.19.3 CDL Restrictions

CDL Restrictions	
K	Intrastate driving (driver under 21 years of age or possesses a CDL Medical Waiver)
L	No airbrakes on vehicle
N	Buses 26,000 pounds or less only
M	Class C or B bus only

2.19.4 CDL Permit

CDL PERMIT	
Step	**Description**
2.19.4.1	Applicant **must** currently have a valid WV Driving license and **must** complete an

CDL PERMIT	
Step	Description
	Application for Commercial Driving License and Endorsements. Applicant **must** also submit a copy of a current USDOT Medical/Physical (long form), or written verification of employment with a city, county, state or federal government entity, and a DLAB-2 (Driver's License Advisory Board) vision form, completed by a licensed optometrist or ophthalmologist. (If the applicant does not have a DLAB-2 form, they **must** take a vision screening examination.) Applicant **must** also submit the CDL testing fee for general knowledge, air brakes and combination. In addition, the applicant **must** submit an application for each endorsement as well as the fees associated with each. The applicant **must** mail or deliver this package to the DMV CDL Division located at the DMV's Central Office.
2.19.4.2	When the CDL section receives the package, it **will** review the submissions and notify the applicant if any additional paperwork is required. If the package is complete and correct, and all fees have been submitted, the CDL section **will** mail the applicant a CDL test card.
2.19.4.3	Applicant is then required to take the test card to any one of the twenty-three (23) Regional Offices or one of the two (2) License Examination Centers. A Driving Examiner **will** administer the test and **will** indicate, on the test card, whether or not the individual passed the exam.
2.19.4.4	If the individual did not pass the exam, then a re-test card can be issued and the test can be retaken within 7 days. Individuals are allowed three (3) attempts at passing the test (80% or better) before they **must** apply for a new test card.
2.19.4.5	Upon successful completion of the of the CDL knowledge test, a CDL instruction permit **will** be issued using the individual's existing driving license number. It is valid for a period of six (6) months and can only be renewed one time during a two year period. At this point, the individual's current Driving License **will** remain valid until the person has passed the road skills test.
2.19.4.6	CSR goes into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'C' for Commercial Instruction Permit, 'N' for New Applicant and enters the Driving License Number.
2.19.4.7	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS check comes back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.19.4.8	CSR goes into the Cash Register System, validates the CDL test card and sends the paperwork to the Commercial Driving Licensing Section for review, prior to sending it to MOVIS for scanning.
2.19.4.9	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.19.4.10	Applicant **must** wait until his/her record is available in the DL system.

CDL PERMIT	
Step	Description
2.19.4.11	CSR is prompted to take the individual's photo.
2.19.4.12	CSR is prompted to capture the individual's signature on an electronic signature device.
2.19.4.13	CSR is prompted to capture the optional finger image(s).
2.19.4.14	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.19.4.15	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.19.4.16	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.19.4.17	DL system processes the data, stores the new image and prints the license.

2.19.5 Process for CDL License

PROCESS FOR CDL LICENSE	
Step	Description
2.19.5.1	When the CDL applicant is ready to take the road skills' test, they **must** contact one of the Third Party Examiners to schedule an appointment for the test. Most skills' tests are given on weekends and evenings. The cost of the test is $75.00, payable to the test administrator. The applicant **must** supply the vehicle in which the test **will** be taken. The vehicle **must** be representative of the class for which the applicant is testing.
2.19.5.2	Upon successful completion of the road skills' test, the applicant **must** take an approved Skills Test History Form, or an eCDL electronic skills test record **must** be on file (Applicant **must** have a passing score of 80%, or better,) to one of the Regional Offices or License Examination Centers.
2.19.5.3	The CSR **will** go into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'C' for Change and enters the Driving License Number. The Driver's Record is now updated to a CDL license.
2.19.5.4	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS check comes back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.19.5.5	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.19.5.6	Applicant **must** wait until his/her record is available in the DL system.
2.19.5.7	CSR is prompted to take the individual's photo.

PROCESS FOR CDL LICENSE	
Step	Description
2.19.5.8	CSR is prompted to capture the individual's signature on an electronic signature device.
2.19.5.9	CSR is prompted to capture the optional finger image(s).
2.19.5.10	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system, and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.19.5.11	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed or delayed for further investigation.
2.19.5.12	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.19.5.13	DL system processes the data, stores the new image and prints the license.

2.19.6 Out of State Transfer – CDL

OUT OF STATE TRANSFER – CDL	
Step	Description
2.19.6.1	Applicant **must** complete a Commercial Driving License Application, indicate that this is a CDL transfer and supply US-DOT long form physical form, and either pass a DMV vision screening, or provide a DLAB-2. The individual is required to surrender their out-of-state driving license before a WV CDL license can be issued.
2.19.6.2	Applicant **must** provide CSR with two (2) proofs of residency, and one (1) proof of identification along with the individual's out-of-state license. All information **must** be faxed to the DMV CDL Division, located at the DMV's Central Office, for approval. The applicant is required to surrender the out-of-state license before a WV license can be issued.
2.19.6.3	If a record is located, using MVDH this screen is used to verify that the individual does not have pending actions in WV.
2.19.6.4	CSR goes into the MVLA License Application Input/Update Screen and selects 'P' for Primary Photo, 'N' New and enters the applicant's demographic information.
2.19.6.5	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state: • If the PDPS/CDLIS check comes back okay then the CSR releases the transaction for process in the Cash Register System. • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued. • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
2.19.6.6	CSR goes into the Cash Register System, collects the fees for the transfer, and validates the CDL license application and sends the paperwork to MOVIS for scanning. The out-of-state CDL license is electronically surrendered, back to the originating state.
2.19.6.7	To send the file to the DL system queue for printing, the CSR **must** select "online printing"

OUT OF STATE TRANSFER – CDL	
Step	**Description**
	and hit enter.
2.19.6.8	Applicant **must** wait until the record is available in the DL system.
2.19.6.9	CSR is prompted to take the individual's photo.
2.19.6.10	CSR is prompted to capture the individual's signature on an electronic signature device.
2.19.6.11	CSR is prompted to capture the optional finger image(s).
2.19.6.12	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.19.6.13	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed, or delayed for further investigation.
2.19.6.14	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.19.6.15	DL system processes the data, stores the new image and prints the license.

2.19.7 Renewal Process for CDL Driving License

RENEWAL PROCESS FOR CDL DRIVING LICENSE	
Step	**Description**
2.19.7.1	Driving license Renewal notice is generated from the Driver's Database 90 to 120 days prior to the expiration of the license, which occurs on the individual's birthday. If the individual does not have the renewal application, then the individual **must** complete the CDL Driving License Application and indicate that this is a renewal. In addition, the individual is required to re-test for a Haz-Mat endorsement, and a TSA approval letter, if one applies.
2.19.7.2	Applicant **must** provide CSR with the Renewal Notice along with one (1) proof of residency, and one (1) proof of identification and the long form physical document, or a written verification of employment with a city, county, state or federal government entity. Applicants **must** also provide a DLAB-2 form, or take a DMV Vision Screening Exam.
2.19.7.3	Individual's record is located using MVDH this screen is used to verify that the individual is eligible for a renewal.
2.19.7.4	CSR goes into the Motor Vehicle License Application (MVLA) Input/Update Screen and selects 'P' for Primary Photo, 'C' for Change and enters the Driving License Number.

2.19.7.5	An interface runs in the background which allows the Mainframe system to connect to PDPS, CDLIS and SSOLV, to see if the individual has an outstanding ticket or suspension in another state:
	   • If the PDPS/CDLIS check comes back okay then the CSR releases the transaction for process in the Cash Register System.
	   • If the PDPS check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.
	   • If the SSOLV check comes back with a problem, the CSR **must** contact the DMV Help Desk, the issue **must** be resolved before a license can be issued.

2.19.7.6	CSR goes into the Cash Register System, collects the fees for the renewal, validates the

RENEWAL PROCESS FOR CDL DRIVING LICENSE	
Step	Description
	Renewal Notice and sends the paperwork to Commercial Driving Licensing Section for review, prior to being sent to MOVIS for scanning.
2.19.7.7	To send the file to the DL system queue for printing, the CSR **must** select "online printing" and hit enter.
2.19.7.8	Applicant **must** wait until the record is available in the DL system.
2.19.7.9	CSR is prompted to take the individual's photo.
2.19.7.10	CSR is prompted to capture the individual's signature on an electronic signature device.
2.19.7.11	CSR is prompted to capture the optional finger image(s).
2.19.7.12	DL system processes the new photo and performs a one-to-one match against images in the system. If a previous photo exists in the system and if the new photo matches the existing photo on file, then the system finalizes the transaction.
2.19.7.13	If the system is not able to match the new photo to the existing photo, then the CSR **must** verify that the applicant in the office is the same individual. A supervisor is required to verify that the individual is the same and **must** approve the transaction. The process is either approved and completed, or delayed for further investigation.
2.19.7.14	CSR/Camera Operator **must** provide finger image to allow printing of card.
2.19.7.15	DL processes the data, stores the new image and prints the license.

2.20 DMV Business Rules

REF#	REQUIREMENT
2.20.1	The CSR **will** collect and scan the customer's documentation (for DL/ID applicants) and their photo **will** be taken. If the documentation is valid and complete, a vision screening **will** be administered. **If the applicant does NOT have all of the required documentation, their photo and demographic information will be stored, to enable a match against the DMVs systems, upon their return to any DMV Office, to complete the process.**
2.20.2	Customer **will** either be sent on to a window, or given a number (Q-Matic) so that they can get their work processed.
2.20.3	Photo **will** be pulled by the Customer Service Representative once the customer reaches the window, to ensure that we have the proper customer information, prior to processing. **During this step, the CSR must be able to edit the applicant's information, if it is found that an error has occurred and corrections need to be made.**
2.20.4	Customer Service Representative **must** determine, once the customer gets to the window, if they are processing a REAL ID application or a NON-REAL ID application. All REAL ID applicants **must** be flagged in the system so that their paperwork can be put on through the verification process. ALL REAL ID'S **WILL** BE ISSUED FROM A CENTRAL LOCATION ONCE THE APPLICANT'S ELIGIBILITY HAS BEEN DETERMINED.

2.20.5	Cards can be voided for one of the following reasons:
	    1. Information entered incorrectly,
	    2. Customer does not have enough money;
	    3. Detection of fraud;
	    4. System goes down;
	    5. Customer leaves;

REF#	REQUIREMENT
	6. Wrong customer (honest mistake, i.e. customer steps up to camera answering that the information you repeat to him/her is correct when really it is not, because the screen is showing a previous customer who had been skipped over, because they had not responded when their name was called.) Once a card is voided, the office **will** notify the Help Desk so that they can report to the Vendor that the record needs to be removed, and the DMV credited for the transaction.
2.20.6	Each Issuance Office **will** keep all cards that **must** be voided, match them with the previous day's report, after which they **will** be destroyed by a member of the supervisory staff.
2.20.7	Optional finger images **will** be taken starting with the right index finger, left index finger and on down each hand until the system accept the image. Customer **must** provide two (2) print images on the first visit, but only one for every time thereafter. Once a customer has provided their finger image he/she **must** do so every time thereafter, in order to process any transactions related to their driving license. Vendor **will** set up an override for this feature that can be utilized for unusual cases.
2.20.8	Customers wishing to remove the optional finger image **must** provide the image one more time in order to confirm their identity so that the image can be removed from the database.
2.20.9	The license **will** be reprinted if the license is damaged by the printer in any way. Count for Non-REAL ID photos **will** be maintained in the Regional Office and the license destroyed at the end of the day. Vendor **will** cover the cost of these cards.
2.20.10	Vendor **will** provide the agency with a detailed report for all REAL ID photos that were destroyed, due to a reprint.
2.20.11	If the pictures do not match then the CSR **will** contact a supervisor. All supporting documentation **will** be scanned and then a determination **will** be made based on the supporting documentation whether or not this is the correct customer. If the customer does not have supporting documentation, or their identity cannot be determined, then the documentation and the photo **will** be turned over to the investigation unit. If the customer has the proper supporting documentation then the license **will** be issued and the Investigation Unit **will** be notified of the situation concerning the other picture that is in the system. In the case of a REAL ID, the same steps **will** be followed however no photo **will** be issued from a Regional Office.
2.20.12	End of day close out **will** be performed only at the close of business. (Exception to this business rule is found in 3.4.17.) Once the end of day has been performed, data **will** be downloaded to the central server, in a random fashion, by location, and deleted from local unit for security reasons. This process **must** be done within four (4) hours of the office closing.
2.20.13	Camera operator **will** be responsible for accepting the record, by scanning the bar code and verifying that the demographic information is correct, once the license has been printed and visually checked for correctness, by first the operator and then the customer.
2.20.14	Facial recognitions below acceptable standards **must** be overridden by the Lead Customer Service Representative, Supervisor or Manager.
2.20.15	In the event that there is a power failure, and power is not restored until the next day, then the following steps **will** be taken. Once the power has been restored, the End of Day (EOD) close function **must** be performed in order to reset the system. Prior to running the EOD function the following **must** be performed : 1. The pictures waiting in the Select Document List **will** be processed, or voided,

REF#	REQUIREMENT
	depending upon whether or not the customer is still waiting. 2. All records showing in the Printed Documents List **must** be manually accepted. If power is restored within the same business day, the system **must** return to the same point at which it was interrupted, without loss of data.
2.20.16	The Division **will**, based on special circumstances, retrieve the photo of the applicant from the data base and produce a duplicate license with that photo.
2.20.17	When there has been a disaster such as hurricane, flooding, fire, etc. then the Division **will** look at the situation to determine if the current picture in the system can be used to identify the customer, so that a duplicate DL/ID can be produced, in order to help the customer in getting copies of the proper documentation they would normally need.

CURRENT ENVIRONMENT

Connectivity between the numerous DMV locations varies. At present, twenty-two (22) of the Regional Offices have T-1 lines. The Kanawha City office has a 100 MB connection. The Wheeling and Fairmont locations have 56K connections.

STATE-WIDE TELECOMMUNICATIONS NETWORK

The State of West Virginia utilizes a high-speed wide area backbone network in which most facilities are leased from private telecommunications providers. The network consists of 30 nodes in Verizon territory as well as a presence in Bluefield in Frontier territory.

Almost all of the 30 nodes have AT&T 5ESS switches in the Verizon central office. There are one or two that may have Siemens switches and 2 (Weston and Dunbar) that have Nortel DMS switches. All of the nodes in the Clarksburg Regional Calling Area are connected back to Clarksburg via T-1 (1.544Mb) circuits that are leased from Verizon. These nodes are in Buchannon, Bridgeport, Elkins, Fairmont, Grafton, Morgantown, Moundsville, New Martinsville, Weston and Wheeling. All of the nodes in the Charleston Regional Calling Area are connected back to Charleston via T-1 circuits that are leased from Verizon. These nodes are in Beckley, Dunbar, Hinton, Huntington, Kanawha City, Lewisburg, Logan, Madison, Nitro, Parkersburg, Pt. Pleasant, Rainelle, Ripley, Spencer, St. Albans, Summersville, and Williamson.

The South HUB in Charleston is connected to the North HUB in Clarksburg via DS-3 (45Mb) and OC-3 (155Mb) circuits that are leased from AT&T. The HUB in Clarksburg is also connected to Martinsburg in the Hagerstown, MD Regional Calling Area via a DS-3 circuit leased from AT&T. The HUB in Charleston is connected to Bluefield, WV in the Bluefield Independent Market Area (IMA) via a DS-3 that is leased from AT&T.

The network carries voice, data and video traffic for all executive branch agencies of state government, as well as much of the traffic from Higher Education and K-12 entities. This includes all of State Government's Internet traffic.

WVOT MAINFRAME

The State's Mainframe computer system is an IBM z 890, Model 2086-270 Enterprise server using version 1, Release 9, of z/OS. A second operating system, Version 5, Release 4, of z/VM is also run on this server, to support Linux/Oracle applications.

SECTION 3: PROCUREMENT SPECIFICATIONS AND DELIVERABLES.

The DMV Business Rules, found in Section 2.20, reflect a combination of current practices, and anticipated changes which may be required due to the mandates concerning REAL IDs. Although Section 2.20 does not contain mandatory specifications, the content of that Section should be given serious consideration, with regard to the Vendor responses to Sections 3 and 4. ALL deliverables in Section 3 are mandatory requirements, and in order to meet these, while still maintaining compliance with the DMV Business Rules, it is imperative that Vendors reference Section 2.20. The DMV is looking for a "Best Practices" paradigm concerning their business practices, so any improvements to these standards, offered by the Vendor's proposed system, should be clearly reflected in responses to both Sections 3 and 4.

Vendors are subject to the requirements for REAL/PASS ID regulations, including any relevant security mandates, including those pertaining to personnel, with supporting documentation provided, as required.

3.1 DL Central System   (NON-REAL ID REQUIREMENTS)

REF#	REQUIREMENT
3.1.1	Vendor **shall** provide an on-line, over-the-counter issuance and real time DL system.
3.1.2	The DL system **will** be a high priority system and **shall** be operational during business hours.
3.1.3	The DL system **shall** utilize DMV's existing business process requirements for issuing licenses, photo identifications and permits as defined in Section 2 of the RFP.
3.1.4	The DL system **shall** interface with the State's Mainframe Driver's Database to obtain demographic data that **will** be printed on card.
3.1.5	The DL system **shall** include an interface that **will** allow the Mainframe Driver's Database to retrieve images from the photo repository.
3.1.6	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. These stored procedures **will** be written by a DOT Information Services Division's Programmer Analyst.
3.1.7	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 the installation script from the Office of Technology's Data Center's website. Instructions **will** be provided to the successful Vendor.
3.1.8	The licenses and photo IDs produced by the DL system **shall** comply with current AAMVA standards for documents. (AAMVA standards compliance **must** be those in effect <u>at the time of award.</u>)
3.1.9	Cards produced from the DL system **shall** have life expectancy of a minimum of seven (7) years. Vendor **shall** provide testing data to support that the card can meet this requirement. Vendor **shall** replace any cards that fail during the life of this contract
3.1.10	Information printed on the card, including, but not limited to, the photo and two-dimensional barcode, **shall** remain stable and not suffer from significant deterioration for a minimum of seven (7) years. Vendor **shall** provide testing data to support that the card can meet this requirement. Vendor **shall** replace any cards that fail during the life of this contract
3.1.11	The Vendor **will** be required to work directly with representatives from DMV on the physical

REF#	REQUIREMENT
	design and layout of the driving licenses, photo identifications and permits. The card being produced from the proposed DL system **shall** comply with the current *AAMVA International Specification for DL/ID Card Design*. (AAMVA standards compliance **must** be those in effect at the time of award.)
3.1.12	The Central System **must** use TCP/IP protocol and **must** be compatible with WVOT Network.
3.1.13	Vendor **shall** provide all necessary hardware, including, but not limited to: servers, image capture workstations, cameras (including lighting adjustments), signature pads, finger image capture devices and printers; to make system operational. ALL equipment **will** include the necessary cabling, power conditioning equipment, and any peripherals required to connect the image capture workstations, completely and securely. If, at any time, during the life of the contract, the Vendor-provided equipment proves to be of a sub-standard quality, or fails to meet expectations, *as determined by the DMV*; the Vendor **will** be required to provide new, replacement devices, which **must** be pre-approved by the DMV.
3.1.14	Vendor **will** be responsible for hosting two (2) hot servers, with the first acting as the primary DMV DL/ID server, and the second acting as a fail-over mechanism, should the primary server fail. These **must** be located at the State's Data Center, located in Building Six (6) of the Capitol Complex. Vendor is responsible for maintaining a Disaster Recovery (DR) site, utilizing State DR standards, as agreed to by the State WVOT and the DMV. The following **will** be adhered to; including, but not limited to, a fifty (50) mile distance from the Vendor's DL/ID site. This DR site **shall** be on-line and available at all times; updating simultaneously as new information is added to DMV's systems.
3.1.15	Vendor **must** configure these servers in such a way that, should the primary server fail, the transition to the second, fail-over server **shall** be transparent to the end-users, and within the minimum downtime specifications, as indicated in Section 3.2.19, with no loss of data.
3.1.16	Switch over to the backup server **shall** be instantaneous.
3.1.17	Minimum acceptable downtime for the DL/ID Central System is 15 minutes.
3.1.18	The Vendor **shall** be required to provide each DMV Office with one (1) complete DL/ID system, to include the image capture workstation (including mouse and keyboard), monitor, signature pad, finger image capture device, and camera, with backdrop. Each system **must** also ship with two (2) printers, both to be on-line at all times, and one (1) additional printer, to serve as a backup for this mission-critical hardware, which **must** also be on-line and fully operational. ALL equipment **will** include the necessary cabling, power conditioning equipment, and any peripherals required to connect the image capture workstations, completely and securely. The Kanawha City, Martinsburg and Charles Town Regional Offices, are exceptions and each **shall** have two (2) complete DL systems. Each individual system supplied, regardless of location, **must** be provided with one (1) spare printer, for a total of three (3) per unit.
3.1.19	Each Regional Office **shall** have two (2) printers operating on-line at all times. Each Regional Office **shall** have, at a minimum, one (1) additional printer to be used for back up. The Kanawha City, Martinsburg and Charles Town Offices **shall** have four (4) printers online at all times, with two (2) additional printers, as backups. ALL BACKUP PRINTERS **WILL** BE ON-LINE AND FULLY OPERATIONAL, TO REDUCE DOWNTIME, IN THE EVENT OF A PRIMARY PRINTER FAILURE.
3.1.20	System **will** display most recent valid DL/ID photograph and display it next to the new picture,

REF#	REQUIREMENT
	in a split screen format, at the picture terminal.
3.1.21	System **shall** be capable of performing "one-to-one" facial and iris scan recognition, on each DL/ID being processed to compare current image with images on file. The system **shall** provide a configurable percentage rating, for all biometric scans, indicating that the level of confidence that the person in the current, and previous photo are the same. Vendor **shall** provide details concerning how the proposed system **will** meet this requirement, including Vendor correction response times, in the event that the accepted confidence level is not met.
3.1.22	The Vendor **shall** work with representatives from DMV to determine the acceptable level of confidence that the images match. When the acceptance level is below the defined level of confidence, then a system override **shall** be required.
3.1.23	When a system override is required to complete the DL/ID transaction, this override **shall** utilize a bio-metric security device such as a finger image. The Vendor **shall** provide detail as to how the system **will** meet this requirement. Vendor **must** provide a description of potential, multi-level security access checks, including, but not specifically limited to; biometrics, passwords, barcodes or other identifiers which allow a Supervisory override, with the requirement that DMV Supervisors provide a description as to why an override was required, **in every instance**. Vendor **shall** provide, in their bid response, their solution to tracking these overrides with standardized rationales, as detailed in Section 4.1.2.
3.1.24	System **will** be capable of performing "one-to-many" facial recognition, offering batch and "real time" functionality, at all DMV facilities, with no noticeable degradation in system performance (speed).
3.1.25	System **shall** be capable of retrieving previous photos and displaying to screen, as part of the DL/ID application.
3.1.26	When the CSR collects and scans the customer's documentation (for DL/ID applicants) their photo is taken. If the documentation is valid and complete, a vision screening test **will** be administered. **If the applicant does NOT have all of the required documentation, their photo and demographic information will be stored, to enable a match against the DMVs systems, upon their return to any DMV Office, to complete the process.**
3.1.27	Vendor **will** describe their intended storage mechanisms for this system, including detailed hardware and software specifications.
3.1.28	All images stored in the DL/ID system **shall** be indexed by driver license and SSN, as well as DOB. DMV reserves the right to add additional algorithms required to ensure security and accessibility to these stored images. All images **shall** be stored in the appropriate format to the source (photo, signature, finger image, identification documentation, et al.)
3.1.29	The System **must** be capable of the creation of a unique identifier specific to non-United States' citizens, which **will** generate an exception report, for tracking purposes.
3.1.30	Retrievals from the image repository **shall** be by any method of DMV-required index criteria (individual data index, or any combination specified.) Specified workstations **will** be provided with retrieval access outside of the DL/ID process. Vendor **shall** describe the system's ability to accommodate this requirement.
3.1.31	The DL/ID system **shall** provide the ability to print specified photos from the photo repository. The functionality **will** be limited to specific workstations. The Vendor **shall** describe the system's ability to accommodate this requirement.

REF#	REQUIREMENT
3.1.32	Vendor **shall** be responsible for migration of images and index information from current system to new system. The Vendor **shall** provide a detailed explanation as to how this task **will** be performed. Vendor **shall** also include a detailed explanation as to the steps taken to ensure that the integrity of the images and data being imported is maintained. The successful Vendor **will** be responsible for arranging the successful importation of these images and data, in conjunction with the current Vendor, if necessary.
3.1.33	Vendor **shall** be required to have their system interface with the WEAPONS SYSTEM, designed specifically for the State of West Virginia, by Computer Products of Illinois (CPI), as well as the WATCH system. WEAPONS is a CPI proprietary system. Interface information **will** be provided to the apparent successful Vendor.
3.1.34	Images and data stored within the DL/ID system **shall** be the sole property of the State of West Virginia.
3.1.35	The Vendor **shall** ensure that the original software, source code, object code, and all modifications, including, but not limited to DL/ID template designs, backgrounds, and any other West Virginia-specific intellectual property, throughout the life of any agreement resulting from the release of this RFP, **will** be held in escrow, to be released to the agency upon termination of said agreement. **This escrow account MUST be created, and the original software, object and source code will be placed there, within sixty (60) days of the award of the contract.** This clause has been created to ensure uninterrupted service to the State's taxpayers. The use of the original software and source code **will** cease, upon replacement of the affected Vendor system. It is further understood that the State **will** retain a perpetual license to the object code, to provide the required accessibility to stored data, per State and Federal regulations.
3.1.36	Issuance of DL/IDs to customers whose birthday falls on the 29th of February, have proven to cause system issues in the past. The Vendor **must** detail how their system handles this anomaly, as well as applicant's whose age is three (3) digits, e.g. 100 years of age, or older. Vendor's solution **shall** cause no interruption of workflow, system downtime, or any other impediment to the business of the DMV.
3.1.37	The State is in the process of implementing an Enterprise Resource Planning (ERP) system. The successful Vendor **must** demonstrate the ability to integrate and/or interface with complex, modular systems, such as those commonly found in Enterprise Resource Planning Systems (ERPs).

3.2 REAL ID ISSUANCE-ONLY SECTION

The State of West Virginia is aware of the fact that the Federal Government may pass legislation in the near future for secure IDs which may not have the same standards as the REAL ID.

Vendors are subject to the requirements for REAL/PASS ID regulations, including any relevant security mandates, including those pertaining to personnel, with supporting documentation provided, as required. Any change in Federal or State law, or court actions which constitutes binding precedent in West Virginia, and which significantly alters the Vendor's required activities or any change in the availability of funds, shall be viewed as binding, and shall warrant good faith renegotiation of the compensation paid to the Vendor by the Agency, and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor, at least thirty (30) days prior to cancellation of this contract.

3.2.1	Vendor **shall** provide a Central Issuance solution, for REAL ID-compliant DL/IDs and State Photo Identification cards. (REAL ID-compliant credentials **shall** be referred to hereinafter as RDL, or RID, as applicable.)
3.2.2	The RDL/RID system **will** be a high priority system and **shall** be operational during business hours.
3.2.3	The RDL/RID system **shall** utilize DMV's existing business process requirements for issuing licenses, with the addition of Federally-mandated RDL/RID components, as detailed in Sections 2.20 and 3.1.
3.2.4	The RDL/RID system **shall** interface with the State's Mainframe Driver's Database to obtain demographic data that **will** be printed on the card.
3.2.5	The RDL/RID system **shall** include an interface that **will** allow the Mainframe Driver's Database to retrieve images from the photo repository. DMV programming staff **will** develop the programming required on the Mainframe side; however, the RDL/RID system **shall** provide necessary access to the images.
3.2.6	The licenses and photo IDs produced by the RDL/RID system **shall** comply with current Federally-mandated and AAMVA standards for RDL/RID documents.
3.2.7	Cards produced from the RDL/RID system **shall** have life expectancy of a minimum of seven (7) years. Vendor **shall** provide testing data to support that the card can meet this requirement. Vendor **shall** replace any cards that fail during the life of this contract.
3.2.8	Information printed on the RDL/RID card, including but not limited to the photo, two-dimensional barcode and endorsements, **shall** remain stable and not suffer from significant deterioration for a minimum of seven (7) years. Vendor **shall** provide testing data to support that these cards can meet this requirement. Vendor **shall** replace any cards that fail during the life of this contract.
3.2.9	The Vendor **will** be required to work directly with representatives from DMV on the physical design and layout of the RDL/RID driving licenses and photo identifications. The card being produced from the proposed RDL/RID system **shall** comply with the current Federally-mandated and *AAMVA International Specification for RDL/RID Card Design*.
3.2.10	The Central System **must** use TCP/IP protocol and **must** be compatible with WVOT Network.

3.2.11	The Vendor **will** be responsible for the hosting, configuration and installation of a Federally-compliant RDL/RID Central Issuance facility.
3.2.12	This Vendor Central Issuance RDL/RID facility **must** contain the required security features, and all hardware and software needed to produce RDL/RID, in compliance with Federal Standards. (Title II of the REAL ID Act of 2005 and Title II of the Homeland Security Act of 2002, including any recent amendments to these Acts, as designated by the United States Congress.)
3.2.13	Vendor **must** provide detailed specifications for biometric collection devices, including, but not limited to: two (2) facial biometric devices, offering; iris scanning of both eyes, and facial recognition, and finger image scanners, at a minimum. Vendor solution **must** meet the minimum standard of 120 pixels between the eyes, for facial recognition. Vendor should detail any other biometric devices their system may include, if not specified in this document.
3.2.14	Vendor **will** be responsible for hosting two (2) hot servers, with the first acting as the primary DMV RDL/RID server, and the second acting as a fail-over mechanism, should the primary server fail. Vendor is responsible for maintaining a Disaster Recovery (DR) site, utilizing State DR standards, as agreed to by the State WVOT and the DMV. The following **will** be adhered to; including, but not limited to, a fifty (50) mile distance from the Vendor's RDL/RID site. This DR site **shall** be on-line and available at all times; updating simultaneously as new information is added to DMV's systems.
3.2.15	Vendor **must** configure these servers in such a way that, should the primary server fail, the transition to the second, fail-over server **shall** be transparent to the end-users, within the minimum downtime specifications, as indicated in Section 3.2.17, with no loss of data.
3.2.16	Switch over to the fail-over server **shall** be automatic and **must** occur, and be completed, within the minimum downtime, as specified in 3.2.17.
3.2.17	Minimum acceptable downtime for the RDL/RID Central System is fifteen (15) minutes.
3.2.18	Vendor **will** describe their intended storage mechanisms for this system, including detailed hardware and software specifications.
3.2.19	All images stored in the RDL/RID system **shall** be indexed by driving license and SSNs, as well as DOB. DMV reserves the right to add additional algorithms, as required, to ensure security and accessibility to these stored images. All images **shall** be stored in JPG format.
3.2.20	Retrievals from the image repository **shall** be by any method of DMV-required index criteria (individual data index, or any combination specified). Specified workstations **will** be provided with retrieval access outside of the RDL/RID process.
3.2.21	Images and data stored within the RDL/RID system **shall** be the sole property of the State of West Virginia.
3.2.22	The DMV currently employs SSOLV, CDLIS and PDPS, to verify the identity of those individuals applying for DL/IDs. It is the intention of the DMV to utilize SAVE and EVVE, when these systems are made available. Vendor **must** detail what additional verification processes they perform, to produce RDL/RID.
3.2.23	The Vendor **shall** describe the security process by which cards are centrally issued, pursuant to the requirements of REAL ID. The successful Vendor **must** be compliant with the most current Federal requirements.
3.2.24	The system **must** notify the DMV, electronically, when the RDL/RID has been produced.
3.2.25	The system **must** notify the DMV, electronically, when the RDL/RID has been mailed to the recipient, following electronic verification of the card, at the production site.

3.2.26	The system **shall** provide a method of electronic notification to the DMV which proves that the applicant has accepted delivery of the RDL/RID.
3.2.27	Vendor **shall** describe their process of electronically notifying the DMV when RDL/RID cards are returned due to incorrect addresses.
3.2.28	The Vendor **shall** ensure that the original software, source code, object code, and all modifications, including, but not limited to REAL ID template designs, backgrounds, and any other West Virginia-specific intellectual property, throughout the life of any agreement resulting from the release of this RFP, **will** be held in escrow, to be released to the agency upon termination of said agreement. **This escrow account MUST be created, and the original software, object and source code be placed there, within sixty (60) days of the award of the contract.** This clause has been created to ensure uninterrupted service to the State's taxpayers. The use of the original software and source code **will** cease, upon replacement of the affected Vendor system. It is further understood that the State **will** retain a perpetual license to the object code, to provide the required accessibility to stored data, per State and Federal regulations.
3.2.29	When there has been a disaster such as hurricane, flooding, fire, etc. then the Division **will** look at the situation to determine if the current picture in the system can be used to identify the customer so that a duplicate can be produced in order to help the customer in getting copies of the proper documentation they would normally need.
3.2.30	Per the requirements of 3.2.29, Vendor's proposals **shall** include specifications for a mobile, easily transportable Image Capture Station: including cameras, backdrops and printers, meeting all of the standards detailed in Section 3. This unit should be lightweight, durable equipment, which **will** include the same software and hardware interface capabilities of a desktop unit. All mobile units **must** include carrying cases durable enough to endure hazardous conditions, with no resulting damage to the physical components enclosed.

3.3 SYSTEM UPDATES:

3.3.1	Any updates to the system, which **shall** be pushed out via the central server, **must** be pre-approved at the discretion of the DMV, and **must** be uniform throughout the system, including, but not limited to, all backup printers housed in all DMV locations. Vendor **shall** be responsible for any necessary, on-site installation of any approved, or required, DMV updates, at each applicable site. Vendors **must** provide a detailed Statement of Work (SOW) for the implementation of such updates, approved by DMV personnel, to minimize system process impact.
3.3.2	Vendor **shall** include virus protection software for all image capture workstations. <u>The approved State standard for antivirus protection is Symantec.</u> Vendor **shall** also provide regular updates to the virus software as directed by the DMV or OISC project contacts. (This is to ensure that all Image Capture Workstations are upgraded at the same time that all other State agencies obtain these upgrades.) Vendor **shall** provide the most current version of the installed antivirus software.

3.4 System Access & System Security

REF#	REQUIREMENT
3.4.1	At a minimum the DL/ID system **shall** require that authorized users have a bio-metric logon for each image capture workstation. The DMV's preference is for a biometric keyboard for each workstation.
3.4.2	The Vendor **shall** describe how the proposed DL/ID system **will** be secured by both physical and programmatic means.
3.4.3	The State is in the process of implementing an Enterprise Resource Planning (ERP) system. The successful Vendor **must** demonstrate the ability to integrate and/or interface with complex, modular systems, such as those commonly found in Enterprise Resource Planning Systems (ERPs).
3.4.4	The Vendor **shall** take all reasonable precautions to protect against unauthorized access to, or release of, DMV records, including data, confidential information, or any other PII in its custody. If it is discovered that information or services provided under the resulting contract have been disclosed, or are being used in violation of the Federal Driver Privacy Protection Act, the West Virginia Records Disclosure Act, the Federal Privacy Act of 1974, or any other applicable State or Federal laws; the Vendor **must** perform the following notification required procedures. The Vendor **will** immediately notify the DMV by telephone **and** facsimile, **and** the Office of Technology, simultaneously, if it discovers that ANY personal information, has been disclosed, or is being used in violation of the contract, or State and Federal laws.

3.5 Image Capture Workstations

REF#	REQUIREMENT
3.5.1	All workstations **must** be **new** equipment, meeting Gartner Group compliance, be comprised of industry-standard components, and network certified.
3.5.2	Vendor **shall** provide detailed specifications for the proposed image capture workstations necessary to implement their system. This detail **shall** include, CPU speed, memory, and any other relevant components. ALL equipment **will** include the necessary cabling, power conditioning equipment, and any peripherals required to connect the image capture workstations, completely and securely. In addition, the Vendor **shall** be required to accommodate the future addition of Regional Offices as they are opened.
3.5.3	Vendor **shall** include virus protection software for all image capture workstations. The approved State standard for antivirus protection is Symantec. Vendor **shall** also provide regular updates to the virus software as directed by the DMV or OISC project contacts. (This is to ensure that all Image Capture Workstations are upgraded at the same time that all other State agencies obtain these upgrades.) Vendor **shall** provide the most current version of the installed antivirus software.
3.5.4	Equipment **will** be optimized and configured to support the capturing of Applicants' facial photograph, iris scan, signature image, and finger image, optimally in less than one (1) minute, but in no longer than two (2). (All biometric data **will** be stored, for "one to one" matching and

REF#	REQUIREMENT
	other identification purposes.)
3.5.5	Vendor **must** provide detailed specifications for biometric collection devices, including, but not limited to: two (2) facial biometric devices, offering; iris scanning of both eyes, and facial recognition; and finger image scanners, at a minimum. Vendor solution **must** meet the minimum standard of 120 pixels between the eyes, for facial recognition. Vendor should detail any other biometric devices their system may include, if not specified in this document.
3.5.6	System software and hardware **shall** be capable of queuing and processing successive applicant's photos and personal information, to allow for 'Photo First' requirements. This step **must** populate the Driver's database, either via CSR manual input, or a pre-existing bar code (prior license, IDs, permits, et al.)
3.5.7	**Will** provide sufficient processing power and bus speed to retrieve stored Image record in less than five (5) seconds.
3.5.8	Vendor **must** provide cabling for attachment to DMV LAN.
3.5.9	Vendor **shall** include a Microsoft compatible mouse and mouse pad, with each workstation.
3.5.10	Workstations **must** comply with all applicable ADA requirements.
3.5.11	System **shall** include, at a minimum, 19" Flat Panel monitors, with a minimum resolution of 1280 x 1024, with each workstation.
3.5.12	These monitors **must** have a swivel and tilt base, to allow for comfort and fatigue-free viewing and a privacy screen, to ensure PII security.
3.5.13	MPR II and EPA Energy Star requirements **shall** be applicable.
3.5.14	Monitors **must** include controls for contrast, horizontal and vertical positioning, and size controls.
3.5.15	The Image Capture Workstation **must** include a solid-state, color digital camera, with an auto-focus lens system, capable of producing an AAMVA standard's compliance color image, per West Virginia State Code §17-B-2-8. Vendor **shall** provide detailed specifications for equipment being proposed. The Vendor's solution **must** offer a variable, white-balance, non-glare, soft-focus LED flash.
3.5.16	The Image Capture Workstation system components (hardware and software) **shall** be sufficient to allow for automatic face-find and framing, capturing an in-focus, above the shoulder, image of the applicant. All photograph images **must** center the facial features being captured, automatically, to achieve consistency from one DL/ID to the next.
3.5.17	Vendor **will** provide the necessary illumination device(s) to compensate for inadequate lighting, with the system software configured to automatically adjust and trigger these devices, ensuring that accurate contrast, color and glare-free conditions are maintained during the photographing of facial images. (This specification is applicable to all DMV locations, without deviation.)
3.5.18	The Image Capture equipment **shall** have the capability of being operated by either a left or right-handed operator.
3.5.19	The camera **shall** be easily adjustable, to accommodate applicants, either standing or sitting.
3.5.20	The Vendor's solution **shall** provide a backdrop, either of the wall-mounted variety, or free-standing (depending on the site) with each Image Capture Workstation, *if Vendor's system requires these to meet Image Capture specifications.*
3.5.21	The Vendor **will** provide electronic signature capturing devices, including installation and

REF#	REQUIREMENT
	support, for each Image Capture Workstation. Vendor **shall** provide detailed specifications for equipment being proposed, as noted in Section 4. These devices **must** have the resolution requirements necessary to meet AAMVA's current specifications for DL/ID. (AAMVA standards compliance **must** be those in effect at the time of award.)
3.5.22	Vendor **shall** provide an electronic signature capture device that supports both left and right-handed applicants, and adheres to all appropriate ADA requirements.
3.5.23	The electronic signature capture device **must** be capable of allowing both the DL/ID applicant and the Image Capture Workstation operator to view the signature, to ensure acceptability.
3.5.24	The system **must** notify the DMV, electronically, when the DL/ID has been verified by the recipient, indicated by the driver's signature on a configurable signature pad, and that the applicant has verified all information by some additional method (checkbox.) The signature pad's configuration should include the ability to display the information associated with the customer. The DMV envisions possible electronic representation of the card, display of demographic information, and **must** clearly display the class and endorsements, for each card.
3.5.25	The system **must** notify the DMV, electronically, when the DL/ID has been produced, and a message is generated to the Mainframe, indicating that production of the card has been completed.
3.5.26	The system **shall** provide a method of electronic notification to the DMV which proves that the applicant has accepted delivery of the DL/ID, by use of a bar code reader, verifying the DL/ID's production has been successful in all aspects (Name and DOB are the principal identifiers which require verification.) This notification should include time and date stamp, for recording purposes.

3.6 Driving License & Photo Identification Card Requirements

Ref #	Requirement
3.6.1	The DL/ID system **shall** produce a card that is 3 3/8" x 2 1/8" with rounded corners.
3.6.2	The card stock **shall** contain a 1-D barcode, engraved serial number, or other, tracking schema capable of being read by a barcode reader, and the proposed system **must** offer an inventory method to manage these consumables. (See Section 3.6.10)
3.6.3	The card **shall** be constructed of a tamper resistant material with a holographic security feature applied to both sides of the card. This holograph **shall** not interfere with the ability to read the barcode. (If laminates are not used, the card stock **must** be durable enough to last 5-7 years, which is the anticipated lifespan of the average DL/ID.)
3.6.4	The DL/ID system **shall** be flexible and allow for modifications to the format of the various types of licenses and photo identification cards. This **shall** include the ability to produce both a horizontal and vertical card such as those currently being produced and outlined in Section 2.4.
3.6.5	The DL/ID system **shall** be capable of capturing an electronic color photographic image of the applicant that **shall** be printed on the front of the card. This image **shall** be stored in the DL/ID system, in JPG format.
3.6.6	The DL/ID system **shall** be capable of producing a card with an above the shoulder color photograph in the upper left hand corner. The photo's size **shall** be a minimum of 1 3/16" x 1 1/2". This color image **shall** be stored in the DL/ID system in JPG format.

Ref #	Requirement
3.6.7	At a minimum, the new DL/ID system **shall** be required to issue the following types of licenses, identifications and permits: - Standard Photo ID - Youth ID - Employee ID - Senate ID - State House of Delegate ID - Salespersons ID - REDI ID - WV State Bar ID - Secondary ID (Non-Operator's ID) - County Officials ID - Barbers & Cosmetologists ID - Level I – Operator's Permit - Operator's Permit - Motorcycle Instruction Permit - CDL Instruction Permit - Level II License - Level III License - Operator Class E License - Operator CDL - Motorcycle-Only License - Class G Bi-optic Permit - Class G Bi-optic License Detailed information concerning the formats and procedures associated with each license, identification or permit is located in Section 2 of this RFP.
3.6.8	The DL/ID system **must** provide the flexibility to produce additional types of licenses, photo identifications, or permits, which can be created and added by trained DMV staff members, without requiring major programming changes.
3.6.9	The DL/ID system **shall** be capable of creating new, and/or inserting unique background images or agency-specific logos for various identification cards, as needed, by trained DMV staff members, at no additional charge to the DMV.
3.6.10	The Vendor **must** provide up to two (2) new DL/ID types per year, at the request of the DMV, at no additional charge, for the life of the contract. The entire process, from request to production, **shall** not exceed thirty (30) days. In the event that Legislative or Statutory changes mandate a shorter timeframe, Vendors **must** be prepared to accelerate this process.

3.6.1 Front of Driving License & Photo Identification Card Requirements

Ref #	Requirement
3.6.1.1	In compliance with the most current AAMVA standards, the Vendor's proposed solution **shall** follow the zone formatting, as specified in AAMVA's International Specifications for DL/ID Card Design. An electronic version of these specifications may be found at: http://www.aamva.org. (AAMVA standards compliance **must** be those in effect at the time of award.)
3.6.1.2	The DL/ID format in Zone 1, for the requirements of this RFP, **shall** have WEST VIRGINIA as the central header, with descriptors of the type of card being issued as a centered, sub-header. The types of DL/ID to be produced **must** follow those specified in Sections 2.4.1, 2.4.2, and 2.4.3.
3.6.1.3	At a minimum, the new DL/ID system **shall** be required to issue the types of licenses, identifications and permits described in Section 2.4. Detailed information concerning the formats and procedures associated with each license, identification or permit is located in Section 2 of this RFP.
3.6.1.4	The DL/ID format in Zone 2, for the requirements of this RFP, **shall** include the following data elements: Last Name First Name Middle Name Suffix Date of Birth Sex Weight Height Eye Color Date of Issuance Date of Expiration Applicant's DL/ID number (seven digit alpha-numeric, e.g. ANNNNNN.) Applicant's Address DL Class (where applicable) Applicant's Restrictions/Endorsements (if any) (See Sections 2.4.4, 2.4.5, and 2.4.6 for DL Class descriptions, restrictions and endorsements.) Organ Donor symbols (This **must** appear in the upper left corner of the DL/ID, within the applicant's photo.)
3.6.1.5	The design of the license, photo identification or permit **shall** include a highlighted area that draws attention to the individual's Date of Birth, and Expiration Date.
3.6.1.6	The DL/ID format in Zone 3, for the requirements of this RFP, **shall** capture an electronic photograph of the applicant that **shall** be printed on the front of the card. The photo's size **shall** be a minimum of 1 3/16" x 1 ½". (AAMVA standards compliance **must** be those in effect at the time of award.) This image **shall** be stored in the DL/ID system, in JPG format.
3.6.1.7	The digitized photo of the Applicant **shall** be a full-face frontal, above the shoulder, view of

Ref #	Requirement
	the applicant, and **shall** be centered in the assigned space.
3.6.1.8	The signature **shall** be a smooth reproduction of the individual's signature and **shall** not be jagged in appearance. This signature is captured and stored as part of the file containing the individual's photo.
3.6.1.9	The DL/ID system **shall** provide the ability to change the background color of the card. At a minimum, the background color **shall** be RED for drivers under the age of 18, BLUE for drivers under the age of 21 and YELLOW for Youth IDs, covering applicants who are 15 years of age, or younger.
3.6.1.10	The DL/ID system **shall** be capable of creating new, and/or inserting unique additional background colors to be added, if needed.
3.6.1.11	At a minimum, DL/ID system **shall** produce vertically formatted cards for drivers under the age of 18, drivers under the age of 21 and Youth IDs, covering applicants who are 15 years of age, or younger.
3.6.1.12	The photo for the vertically formatted card **shall** be located in the lower left hand corner (Zone 3) and **shall** be 1 3/16" x 1 ½". (AAMVA standards compliance **must** be those in effect <u>at the time of award.</u>)

3.6.2   Back of Driving License & Photo Identification Card Requirements

Ref #	Requirement
3.6.2.1	The bottom portion of the back of the DL/ID **shall** be designated as Zone 4, and **shall** include explanations of codes used in Zone 2, describing endorsements and restrictions, as well as restrictions associated with each Graduated Driving License, as defined in Section 2.4.
3.6.2.2	The DL/ID system **shall** be able to include a definition in Zone 4, for each of the symbols used in Zone 2, i.e. organ donor, hearing impaired and diabetic.
3.6.2.3	The upper portion of the back of the DL/ID **shall** be designated as Zone 5, which **shall** present the Open Source, Machine-Readable, 2-D PDF-417 barcode. This barcode **must** include ALL information contained on the front of the DL/ID.
3.6.2.4	The 2-D PDF-417 barcode **must** be horizontally placed in Zone 5, regardless of the orientation of the front of the DL/ID.
3.6.2.5	The Open Source, Machine-Readable 2-D PDF-417 barcode **must** be designed in accordance with the specifications contained in Section 3.7.

3.6.3   Document Security Features

REF#	REQUIREMENT
3.6.3.1	Vendor **must** comply with AAMVA "Best Practices" standards and guidelines for ensuring and verifying Document authenticity. (AAMVA standards compliance **must** be those in effect <u>at the time of award.</u>)
3.6.3.2	Vendor **shall** provide the minimum, as required by REAL ID requirements, of security features; to include forensic, overt and covert types.
3.6.3.3	Vendor's overt security features **will** be easily recognized in the field, without the use of

REF#	REQUIREMENT
	specialized equipment or extensive training.
3.6.3.4	Vendor's covert security features **must** be verifiable in any law enforcement, DMV, or secondary inspection facility, through the use of special inspection equipment provided by the Vendor. (e.g. black light)
3.6.3.5	Vendor **must** provide detailed security options breakdown, including ALL possible additional features available for their solution, including a separate, line-item cost sheet for all listed.
3.6.3.6	Vendor's solution **must** provide an Open Source, Machine-Readable 2-D PDF-417 barcode security option, to appear on the back of the DL/ID, which **shall** be compliant with the specifications regarding 2-D barcode readers detailed in Section 3.7.4.
3.6.3.7	Vendor **must** include information and instructions on identifying each of the security features included in their response, and define the required training necessary to identify each.

3.6.4   Bar codes – Zone 5

REF#	REQUIREMENT
3.6.4.1	Vendor's 2-D Bar code reader security option **shall** be capable of being read by any open-source industry standard Open Source, Machine-Readable 2-D PDF-417.
3.6.4.2	Vendor **must** ensure that the encrypted 2-D Bar code remain stable, and survive intact under any conditions of wear and tear. Vendor **shall** guarantee that it remain readable for the life of the card, or replace it, at no additional charge to the DMV.
3.6.4.3	Vendor's 2-D Bar code **must** be protected against counterfeiting and alteration, and be high-density, two-dimensional, using Open Source, Machine-Readable 2-D PDF-417 technology.
3.6.4.4	The DL/ID system **shall** produce on the back of the card a high density two dimensional (2-D) barcode using AAMVA approved Open Source, Machine-Readable 2-D PDF-417 technology; as outlined in the 2003-09-25 Annex D AAMVA Standards.
3.6.4.5	The Open Source, Machine-Readable 2-D PDF-417 barcode **shall** conform to ANSI X3.182, ANSI/ASQC Z1.4, ASCII/ISO 646, ASCII/ISO 8859-1, ISO/IEC 15438, and MIL-L-61002.
3.6.4.6	The Open Source, Machine-Readable 2-D PDF-417 barcode **shall** contain a file header which maps the specific locations of the data. (See Section 3.6.6 of RFP.) Sub-files **shall** be employed to carry the specific data information. (See Section 3.6.7 of RFP.)
3.6.4.7	The Open Source, Machine-Readable 2-D PDF-417 barcode **shall** include, at a minimum, the demographic information included on the front of the card as described in Section 3.6.1 of the RFP.
3.6.4.8	The Open Source, Machine-Readable 2-D PDF-417 barcode **shall** have a minimum print quality meeting the AIM Uniform Symbol Specification Open Source, Machine-Readable 2-D PDF-417 and ANSI X3,182 barcode print quality.
3.6.4.9	The Open Source, Machine-Readable 2-D PDF-417 barcode **shall** use the 256 character table known as ASCII/ISO 8859-1 as the character set table, when generating high-density symbols, and for efficiency **shall** use the 128 character subset TEXT COMPACTION TABLE, as defined in AAMVA's standard specifications. (AAMVA standards compliance **must** be those in effect at the time of award.)
3.6.4.10	The Open Source, Machine-Readable 2-D PDF-417 Bar Code **shall** have an error correction rate of 5.

3.6.5 Data Encoding Structure

All compliant Open Source, Machine-Readable 2-D PDF-417 barcodes **shall** employ a file header that allows authorized parties to interpret the encoded data. Sub-files **shall** be employed to carry the specific information. The combination of a header and one or more sub-file designators **shall** make up a compliant 2-D barcode.

Each 2-D barcode **shall** begin with a file header that **will** identify the barcode as complying with the standard. The header **shall** be followed by a sub-file designator "DL" to identify the DL/ID data type stored in the file. Each data element contained in a sub-file **shall** be prefaced by a data element identifier (Element ID) as defined in the following table (3.6.7). The use of a field separator character **shall** serve to both terminate a field and indicate the presence of a following field identifier.

3.6.6 Header

Compliant 2-D PDF-417 Symbols **must** begin with a Header in the following format:

BAR CODE HEADER REQUIREMENTS		
Field	Bytes	Contents
1	1	**Compliance Indicator:** An Open Source, Machine-Readable 2-D PDF-417 symbol encoded according to the rules of this standard **shall** include a Compliance Indicator. The Compliance Indicator, as defined by this standard, is the Commercial At Sign (@) (ASCII/ISO 646 Decimal "64"), (ASCII/ISO 646 Hex "40"). The Compliance Indicator is the first character of the symbol.
2	1	**Data Element Separator:** The Data Element Separator is used in this standard to indicate that a new data element is to follow, and that the current field is terminated. Whenever a Data Element Separator is encountered (within a Sub-file type which uses Data Element Separators), the next character(s) **shall** either be a Segment Terminator or **shall** define the contents of the next field according to the template of the specific Sub-file. The Data Element Separator, as defined by this standard is the Line Feed character (ASCII/ISC 646 Decimal "10") (ASCII/ISO 646 Hex "0A"). The Data Element Separator is the second character of the symbol.
3	1	**Record Separator:** The Record Separator, as defined by this standard, is the Record Separator character (character (ASCII/ISC 646 Decimal "30") (ASCII/ISO 646 Hex "1E"). There is no special case defined for when this field be used. It is embodied within the recommendations for future growth. The Record Separator is the third character of the symbol, and **shall** always be reflected within the header in a compliant symbol.
4	1	**Segment Terminator:** As used in this standard the Segment Terminator is used to end Sub-files where Field Identifiers are employed. The Segment Terminator as defined by this standard is the Carriage Return character ("ASCII/ISO 646 Decimal "13") (ASCII/ISO 646 Hex "0D"). The Segment

BAR CODE HEADER REQUIREMENTS		
Field	Bytes	Contents
		Terminator is the fourth character of the symbol.
5	5	**File Type:** This is the designator that identifies the file as an AAMVA compliant format. The designator is defined as the 5 byte upper character string "ANSI", with a blank space after the fourth character. (AAMVA standards compliance **must** be those in effect <u>at the time of award</u>.)
6	6	**Issuer Identification Number (IIN):** This number uniquely identifies the issuing jurisdiction and can be obtained by contacting the ISO Issuing Authority (AAMVA).
7	2	**AAMVA Version Number:** This is a decimal value between 00 and 99 that specifies the version level of the Open Source, Machine-Readable 2-D PDF-417 barcode format. Version "0" and "00" is reserved for barcodes printed to the specification of the American Association of Motor Vehicle Administrators (AAMVA) prior to the adoption of the AAMVA DL/ID-2000 standard. All barcodes compliant with the AAMVA DL/ID-2000 standard are designated Version "01". All barcodes compliant with this current AAMVA specification **shall** be designated Version "02". Should a need arise requiring major revision to the format, this field provides the means to accommodate additional revision. (AAMVA standards compliance **must** be those in effect <u>at the time of award</u>.)
8	2	**Jurisdiction Version Number:** This is a decimal value between 00 and 99 that specifies the jurisdiction version level of the Open Source, Machine-Readable 2-D PDF-417 barcode format. Notwithstanding iterations of this specification, jurisdictions implement incremental changes to their barcodes, including new jurisdiction-specific data, compression algorithms for digitized images, digital signatures, or new truncation conventions used for names and addresses. Each change to the barcode format within each AAMVA version (above) **must** be noted, beginning with Jurisdiction Version 00.
9	2	**Number of Entries:** This is a decimal value between "01 and 99" that specifies the number of different Sub-file types that are contained in the barcode. This value defines the number of individual sub-file designators that follow. All sub-file designators (as defined below) follow one behind the other. The data related to the first sub-file designator follows the last Sub-file Designator.

3.6.7 Bar code Data elements

The following table defines the mandatory data elements that are accommodated in the "DL" sub-file type.

Column 1 – (Data Reference)   This serves as a reference indicator for citation elsewhere in this standard and in other documents.

Column 2 - (Element ID)   Three letter barcode element identifier which corresponds to the data element. The three letter identifier **must** precede the encoded data element.

Column 3 – (Data Element)   Common name or phrase that designates what information is to be encoded in the 2-D barcode.

Column 4 – (Definition)   Description of the data element, including any exceptions.

Column 5 – (Card Type)   Identifies the applicability of the data element. DL = Driving License only; ID = non-driver identification only: Both = applicable to both a driving license and non-driver identification card.

Column 6 – (Length/type) Valid field length (equal to the number of characters) for each data element. The following refer to the valid characters or image used (A = alpha A-Z, N = numeric 0-9, S = Special, F = fixed length, V = variable length) in the related application.

BAR CODE MANDATORY DATA ELEMENTS						
Data Ref.	Element ID	Data Element	Definition	Card Type	Length Type	WV DMV Requirement
a.	DCA	Jurisdiction-specific vehicle class	Jurisdiction-specific vehicle class/group code, designating the type of vehicle the Applicant has the privilege to drive.	DL	V4ANS	Map to WV's requirements
b.	DCB	Jurisdiction-specific restriction codes	Jurisdiction-specific codes that represent restrictions to driving privileges.	DL	V10ANS	
c.	DCD	Jurisdiction-specific endorsement codes	Jurisdiction-specific codes that represent additional privileges granted to the Applicant beyond the vehicle class	DL	V5ANS	

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BAR CODE MANDATORY DATA ELEMENTS							
Data Ref.	Element ID	Data Element	Definition	Card Type	Length Type	WV Requirement	DMV
			(transportation of passengers, hazardous materials, operation of motorcycles, etc.).				
d.	DBA	Document Expiration Date	Date on which the driving and identification privileges granted by the document are no longer valid.	Both	F8N		
e.	DCS	Applicant Last Name	Family name of the Applicant. (Last, or Surname.)	Both	V40ANS		
f.	DCT	Applicant First and Middle Names	Given names of the Applicant. (Includes First and Middle name, but not surname.)	Both	V80ANS		
g.	DCU	Name Suffix	Name Suffix	Both	V5ANS		
h.	DBD	Document Issuance Date	Date on which the document was first issued. (MMDDCCYY)	Both	F8N		
i.	DBB	Date of Birth	Date on which the Applicant was born. (MMDDCCYY)	Both	F8N		
j.	DBC	Physical description-Sex	Gender of Applicant. 1=Male, 2=Female.	Both	F8N		
k.	DAY	Physical Description-Eye Color	Color of Applicant's eyes. (ANSI D-20 Codes.)	Both	F3A		
l.	DAU	Physical Description-Height	Height of Applicant, e.g. WV uses 6-1	Both	F6AN		
m.	DCE	Physical Description-Weight	Indicates the approximate weight of the Applicant.	Both	F1N		
n.	DAG	Address – Street	Street portion of the Applicant's address.	Both	V35ANS		
o.	DAI	Address – City	City portion of the Applicant's address.	Both	V20ANS		

BAR CODE MANDATORY DATA ELEMENTS						
Data Ref.	Element ID	Data Element	Definition	Card Type	Length Type	WV DMV Requirement
p.	DAJ	Address-Jurisdiction	State portion of the Applicant's address.	Both	F2A	
q.	DAK	Address-Postal Code	Postal code portion of the Applicant's address. If the trailing portion of the postal code in the U.S. is not known, zeros **will** be used to fill in the trailing set of numbers.	Both	F11N	
r.	DAQ	Applicant DL/ID Number	The number assigned or calculated by the issuing authority.	Both	V25ANS	
s.	DCF	Document Discriminator	Number **must** uniquely identify a particular document issued to that Applicant from others that may have been issued in the past. This number may serve multiple purposes of document discrimination, audit information number, and/or inventory control.	N/A	F3A	
t.	DCG	Country Identification	Country in which DL/ID is issued. U.S. = USA, Canada = CDN	N/A	F3A	
u.	DCH	Federal Commercial Vehicle Codes	Federally established codes for vehicle categories, endorsements, and restrictions that are generally applicable to commercial motor vehicles. If the	N/A	F4AN	

BAR CODE MANDATORY DATA ELEMENTS						
Data Ref.	Element ID	Data Element	Definition	Card Type	Length Type	WV DMV Requirement
			vehicle is not a commercial vehicle, NONE is to be entered.			
v.	DAZ	Hair Color	Brown, black, blonde, gray, red/auburn, sandy, white	N/A	V12A	
w.	DCP	Jurisdiction-specific vehicle classification description	Text describing the jurisdiction-specific code(s) for types of vehicles Applicant is authorized to drive.	N/A	V50ANS	
x.	DCR	Jurisdiction-specific restriction code description	Text describing the jurisdiction-specific restriction code(s) that curtail driving privileges.	DL	V50ANS	

3.7 Image Standards

REF#	REQUIREMENT
3.7.1	The State is mandating the use of an open source technology which **shall** allow for integration with existing information systems, maximizing DMV's ability to utilize and transmit images electronically to other entities, including AAMVA and other states. Well-defined industry and de facto standards **shall** apply, in the areas of operating systems, communications, and storage.
3.7.2	The system **will** save all captured images, including biometric, (i.e. facial photograph, finger image and signature.) The current photo images are stored in standard JPEG format. Vendor **must**, if JPEG is outdated, propose **the most recent standard** for this type of image storage, and the system **shall** present the last two (2) photos available in the image repository, at the time of DL/ID renewal. These images **shall** be indexed by using the DL/ID number.
3.7.3	Vendor's response **must** explain how the system **shall** notify the Image Capture Workstation operator if any of these images are of inadequate quality, or need to be recaptured, prior to the image being permanently saved.
3.7.4	The DL/ID images **must** be available real time, to any/all Image Capture Workstations, and **shall** be retrievable by applicant DL/ID number, or their SSN number.

REF#	REQUIREMENT
3.7.5	All DL/ID images **will** be stored, in real time, only on DMV's Vendor-supplied central server, not on any local image capture workstations.
3.7.6	All DL/ID images **shall** only be available to Image Capture Workstation operators during DL/ID processing. All image inquiries **shall** be logged by operator number and a report **will** be generated daily, for managerial review at each DMV location, as part of the end-of-day process. Any other access to these images **will** be restricted to DMV-designated supervisory staff, and require a security access.
3.7.7	In the event of attempted fraud involving the image or the demographic information, as provided in 3.7.6, the Vendor's system **shall** immediately forward the image, in a printable format, to the DMV's Investigations Unit; while continuing the process of image and document capture. The system **shall** also provide a dialogue box for the operator, to capture contact information and other, pertinent data. This data includes: Office Location and transaction information such as; photo, demographics, scanned documents, and contact information.

3.8 System Reporting Requirements

REF#	REQUIREMENT
3.8.1	The System **shall** be able to produce specific reports, on a daily, weekly and monthly basis, for named DMV supervisory personnel, concerning the number of DL/IDs issued at each location. It **will** also produce a consolidated report that outlines the total figures for the entire state. This report **shall** be broken down by DL/ID type.
3.8.2	The System **shall** be capable of producing reports that detail the number of photo match and duplicate photo overrides. This **shall** also include the probability rating associated with the photo match and the logon ID of the user who approved the override.
3.8.3	The System **shall** produce reports which outline system components that may be missing or not operational. In addition, the system **shall** provide reports which outline the amount of down-time per location and statewide.
3.8.4	The System **shall** produce daily, weekly and monthly reports that detail any open or existing maintenance/repair calls.
3.8.5	The System **shall** produce monthly inventory reports indicating the level of consumables available at each location.
3.8.6	The System **shall** produce reports that outline administrative activities including the addition, deletion or modification of user profiles.
3.8.7	The Vendor **shall** be required to work with DMV personnel to define and develop any additional reports, including ad hoc, as needed.

3.9 DL/ID System Training

REF#	REQUIREMENT
3.9.1	The Vendor **shall** provide hands-on Administrator Level Training for approximately twelve (12) individuals from DMV. This training **shall** cover any functions that are necessary to keep the system operational on a day-to-day basis. This **shall** include, but is not limited to, the creation, deletion or modification of user profiles. In addition, Administrator training **shall** provide users with a detailed understanding of necessary system utility features and reporting. The Vendor **will** be required to provide the users with the software needed for this training (including licenses) and adequate documentation to perform system functions. Any materials produced, to accommodate this requirement, **shall** become the property of DMV, with unlimited use and reproduction rights. The Vendor **shall** describe how this requirement **will** be met and provide a detailed training outline.
3.9.2	The Vendor **shall** provide, at a minimum, four (4) systems consisting of image capture workstations, monitors, signature pads, finger image capture devices and eight (8) printers for the DMV DL System Training. ALL equipment **will** include the necessary cabling, power conditioning equipment, and any peripherals required to connect the image capture workstations, completely and securely. It is the DMV's intent that these units **shall** be moved into the production environment, following the initial training period.
3.9.3	End user training **shall** at a minimum cover the following items: - Proper daily use of the system - Steps required for issuing a document - Possible errors and steps for correcting errors - Techniques for capturing photos, signatures and optional finger image - First line problem diagnosis and minor preventive maintenance requirements (i.e., changing printer supplies, etc).
3.9.4	End user training **will** be conducted at twenty-four (24) DMV sites, statewide, to include current Regional Office staff.

3.10 DL/ID System Consumables

REF#	REQUIREMENT
3.10.1	The Vendor **shall** provide, deliver and maintain all necessary consumable supplies for the production of the WV DL/ID.
3.10.2	The Vendor **will** be required to provide a supply of all consumables to all Regional Offices and the Charleston Central Site, as defined in Sections 2.2.1 and 2.2.2. A minimum of two months' supply **shall** be available at each location, with the amount of materials needed to be determined by the DMV. In addition, the Vendor **shall** be required to accommodate the future addition of Regional Offices as they are opened. (All supplies for the License Examination Centers **shall** be obtained from their nearest Regional Office.)
3.10.3	The Vendor **shall** detail the specific consumables required for the operation of the DL/ID

REF#	REQUIREMENT
	system.
3.10.4	All unused consumables **will** remain the property of the Vendor.
3.10.5	The Vendor **shall** provide for the secure disposal of all unused supplies. (Description for this process, in compliance with the Federal mandates in this area, **must** be provided in Section 4. This procedure **must** be adhered to, as well.)
3.10.6	All partially used, or wholly used, consumables **shall** become the property of DMV and **will** be destroyed.
3.10.7	Vendor **shall** notify DMV **IMMEDIATELY** if any consumables are lost or stolen.
3.10.8	The Vendor **shall** provide a tracking mechanism for the distribution of consumables.
3.10.9	The Vendor **shall** deliver consumables to each location as defined in Section 2.2.1 and 2.2.2. Vendor **shall** ensure that all deliveries are kept secure.
3.10.10	Vendor **shall** provide a detailed explanation as to how consumables **will** be handled and maintained during the contract period.

3.11   DL/ID System Maintenance

REF#	REQUIREMENT
3.11.1	The Vendor **shall** be responsible for Statewide, support, delivery, installation, maintenance and removal of all hardware, software and peripherals, when applicable, associated with this RFP.
3.11.2	Vendor **shall** provide maintenance on all equipment associated with this RFP.
3.11.3	Vendor **will** maintain offices, and staffing, in West Virginia to guarantee the availability of sufficient certified personnel for the required support. Vendor **shall** promptly notify the DMV of any changes in project-related staffing. These project members **must** be pre-approved by the DMV.
3.11.4	Vendor **will** maintain duplicate equipment, equal to or better than, the equipment needed to fulfill this RFP, at their central West Virginia office, to provide immediate replacements for any piece, or pieces, of hardware that suffer catastrophic failure. Vendor **must** stock enough duplicate equipment to accommodate multiple failures, at separate DMV sites. The Vendor **shall** be responsible for tracking this equipment when it is sent to various locations. Should replacements be required, the Vendor **shall** bear the cost of shipping, delivery, or any other charges associated with this service.
3.11.5	Vendor response to service calls **shall** begin with a **thirty (30) minute call-back**, to the DMV, with resolution within four (4) hours, statewide. Maximum acceptable downtime for any DL/ID System location is four (4) hours. Per Section 1.19.15, liquidated damages **will** be assessed, should the Vendor fail to maintain this level of support. The **only** exception to the on-site time frames, are circumstances which require the intervention of West Virginia State technical staff, which may cause a delay (security access, physical building access) which is **documented and verified**, by designated DMV employees.
3.11.6	In the event that the ID printers, located at all DMV Offices, need to be replaced, the Vendor **will** ship a new (not used or refurbished) printer to the affected office, and include a shipping tag, for use by the DMV to send back the malfunctioning unit. The DMV requires that this procedure take place within seventy-two (72) hours of the initial printer replacement,

REF#	REQUIREMENT
	following the determination by DMV's Help Desk that replacement is necessary.
3.11.7	Vendor **must** use the serial number of the affected printers as part of the tracking data, together with the relevant UPS or FedEx tracking number. The Vendor **shall** provide an on-line inventory tracking system, which can be accessed by appropriate DMV personnel, which reflects equipment movement, from any location. (Warehouse to Kanawha City, Winfield to Vendor, for repairs, et. al.) This requirement is not restricted to printers. The DMV requires that the system **will** track ALL Vendor-supplied equipment, by category/ type (e.g. monitor, printer, CPU) and serial number, without exception.
3.11.8	Vendor **shall** perform quarterly inspections of all DMV sites, to evaluate equipment performance, and perform any necessary preventative maintenance. This inspection **must** include calibration checks on all biometric scan devices. An asset inventory, including consumables, **must** also be done at the same time, in conjunction with DMV technical personnel.
3.11.9	Vendor **shall** provide designated DMV primary contacts with all quarterly inspection reports as outlined in 3.11.8. Findings of these inspections **must** be signed off on and approved by the DMV primary contacts. The primary contacts list **will** be provided to the successful Vendor, upon award.
3.11.10	Vendor **must** provide an inventory report to DMV, following the quarterly inspections, identifying all Vendor-owned equipment, by site and serial number. DMV's technical supervisory personnel, or their designee, **must** have agreed on the quantity and condition of all inventoried equipment, prior to the acceptance of Vendor's report.
3.11.11	Vendor **shall** provide their preventive maintenance procedures and identify items that **will** be included in the inspection.
3.11.12	Vendor **will** replace any individual piece of deficient equipment if more than three (3) legitimate service calls are required during any twelve (12) month period of usage. If, during the initial three (3) year contract period, this same deficient device has a total of five (5) service calls, it **shall** be retired. This provision applies to any piece of Vendor-supplied equipment.
3.11.13	Vendor **shall** provide Help Desk Support, including a toll free telephone number that is staffed Monday through Friday 7:00 a.m. to 8:00 p.m. (Eastern Time Zone) and Saturday from 7:00 a.m. until 2:00 p.m. for reporting any system difficulties and /or failures. Vendor **shall** also provide an email address for reporting issues as well.
3.11.14	The Vendor **must** provide 24x7x365 Points of Contact (POC); one (1) primary and one (1) secondary POC, for after hours support, in the event of emergency.
3.11.15	The Vendor **shall** provide a help desk tracking mechanism for DMV. Each request for service **shall** be assigned a tracking number and **shall** include specific information related to the call. DMV **shall** be provided with a reporting mechanism to track the status of all open service calls. Calls **shall** not be closed until the DMV Help Desk approves the resolution of the call.
3.11.16	The primary point of contact for all service calls **shall** be the DMV Help Desk.
3.11.17	Initial, verbal acknowledgement of repair request **shall** be made, within thirty (30) minutes of receiving the call.
3.11.18	If necessary, on-site response **must** be provided within four (4) business hours of receipt of

REF#	REQUIREMENT
	problem report, or on the next applicable DMV business day. If the DMV determines that this is a mission-critical application piece, the Vendor **shall** come on-site to remedy the problem, **prior to the opening of the next business day,** at no additional charge to the agency.
3.11.19	All preventative on-site maintenance **will** be coordinated with the DMV Help Desk.
3.11.20	Routine Maintenance **shall** be scheduled to minimize system downtime and **shall** be coordinated with the DMV Help Desk and Site Supervisors.
3.11.21	Any support activities **must** be signed off on by the DMV Site Supervisor, or their designee, and be reported simultaneously to the DMV IT Support Staff. No service call **shall** be considered closed until the above mentioned signatory and reporting events have happened.
3.11.22	Vendor **shall** be required to relocate equipment from any location in the event that an office is closed or moved to a new location. Refer to Section 2.2.1 and 2.2.2. It **will** be the responsibility of the Vendor to track any equipment relocation.
3.11.23	In the event of contract cancellation, or expiration, the Vendor **must** be responsible for removal of all Vendor-provided equipment and software.
3.11.24	Vendor **shall** provide remote total-system maintenance capabilities, primarily for the implementation of proactive, preventative maintenance. This specification is designed to accommodate DMV-requested support, NOT to replace any on-site maintenance requirements presented in this RFP. **VENDOR SHALL NOT ACCESS THE SYSTEM, FOR ANY REASON, WITHOUT PRE-APPROVAL BY THE DMV.** Vendor **shall** describe this functionality.
3.11.25	Vendor **shall** describe their methodology for providing routine software/system updates. Vendor **will** provide detailed directions for, and description of, this software maintenance. It is the DMV's intent that this be handled in the same manner as the requirements found in 3.11.8 and 3.11.9.
3.11.26	Vendor **must** address Service Level Agreement (SLA) requirements, as found in Attachment B.

3.12   DL/ID System Implementation

REF#	REQUIREMENT
3.12.1	The Vendor **will** be responsible for complete system installation and implementation for all hardware, software and peripherals outlined throughout this RFP. The Vendor **shall** be required to provide a representative on-site as each office is brought online.
3.12.2	The Vendor **shall** provide the DMV with a full implementation plan and schedule with well defined action dates and milestones. This schedule **will** be reviewed by both parties and **must** be approved by DMV.
3.12.3	The implementation schedule **shall** provide adequate time, as agreed to by both DMV and the Vendor to accommodate for user end user training.
3.12.4	The implementation schedule **shall** provide adequate time, as agreed to by both DMV and the Vendor to allow migration activities and switch-over to the new system.
3.12.5	The Vendor **shall** be required to appoint a Project Manager to work directly with DMV

REF#	REQUIREMENT
	Information Services and DMV Driver's Services staff, for the coordination of system implementation. All candidates **must** be pre-approved by the DMV. Any future changes in Vendor project staff **must** also be pre-approved by the DMV.
3.12.6	The Vendor **shall** submit weekly status reports concerning implementation activities.
3.12.7	The implementation and development schedule **will** become part of the RFP. Any deviation from this schedule **will** require prior approval by DMV.
3.12.8	Vendor **shall** have adequate certified software engineers who worked on the development of the WV DL/ID system during the implementation at the Central Site.
3.12.9	Vendor **shall** describe their implementation and project management methodology. This implementation **must** be standardized throughout the initial installation.
3.12.10	Vendor **must,** for any and **all** updates, upgrades or system maintenance, (including virus protection as detailed in (Section 3.5.3), perform such activities from DMV's Central Site, located in Charleston. All individual CSR machines, and related system components **must** be configured to operate in exactly the same way. **No** deviations from the central, standard configuration **will** be accepted.

3.13   DL/ID System Training

REF#	REQUIREMENT
3.13.1	The Vendor **shall** provide for complete system testing prior to the implementation of the new DL/ID system. This **shall** include operability between the DMV Mainframe Application and the DL/ID system.
3.13.2	The Vendor **shall** test and demonstrate to DMV that the migration of the existing images and data was successful. This **must** be approved by DMV before further implementation activities can occur.
3.13.3	The Vendor **will** be required to demonstrate successful process of DL/ID transactions. This demonstration **shall** demonstrate efficiency and accuracy of the data and images being transferred.
3.13.4	The Vendor **shall** demonstrate the system's reporting capabilities.
3.13.5	The Vendor **shall** demonstrate testing of the following items: - data and database integrity - functional testing of software and hardware - user interface/usability testing - performance testing of software, hardware and communications - stress and volume testing - security and access control testing - fail over and recovering testing - configuration testing - installation testing - regression testing - document production, durability and validation testing - acceptance testing

REF#	REQUIREMENT
3.13.6	DMV **must** approve each testing activity prior to implementation and rollout of the full DL/ID system.

3.14 DL/ID System Documentation

REF#	REQUIREMENT
3.14.1	The Vendor **shall** provide a minimum of two (2) paper copies of the system documentation. This documentation **shall** incorporate all the detailed design decisions and configurations. This documentation **shall** also be provided in electronic format. This documentation **shall** include the following: - system configuration - problem diagnosis of all system functions - breakdown of each component or feature of the DL/ID system appropriate diagrams, specifications and operating requirements
3.14.2	The Vendor **shall** maintain the system documentation, notating any and all changes to DMV's configuration, for the life of the contract. This documentation **must** be complete in all aspects, and presented to the DMV upon contract termination.
3.14.3	Vendor **shall** follow the requirements of 1.19.13 of this document to propose any changes they feel would benefit the DMV in this process. In all cases, a detailed SOW, including the anticipated timelines for such alterations, **must** also be provided.

3.15 Vendor Reference Requirements

REF#	REQUIREMENT
3.15.1	Vendor **shall** be required to provide a minimum of three (3) references for implementations of other, secure ID production systems, with at least, one (1) representing State or Federal government. Examples include: Driver Licenses/IDs, Military IDs, and Public or Private Sector Transportation Worker ID cards. (e.g. taxi drivers, port access IDs, et al.) At least one (1) of these references **must** be for a system with a volume of, at a minimum; 450,000 cards, per year.
3.15.2	Vendor **must** provide resumes for personnel who **will** be assigned to this project. A listing of what roles **shall** be filled by each employee, is required.

SECTION 4: DESIRABLES

(THIS SECTION WILL BE AWARDED EVALUATION POINTS WHICH WILL HAVE A DIRECT BEARING ON THE FINAL RFP AWARD ASSESSMENT.)

4.1   <u>SYSTEM CONFIGURATION AND SPECIFICATIONS:</u>

4.1.1   Vendor should indentify what the anticipated bandwidth requirements are for the requested picture capture system feature.

4.1.2   Vendor should provide detailed specifications for their proposed picture capture equipment, and address, in this Section, what their solution to a dual camera installation would be, including specifics as to how they will address facial recognition and one-to-many photo comparisons. Vendors should address the possibility of utilizing web cams in their system solution, any experience with this equipment for photo capture, describing, in detail, any performance issues which may have affected the final photo capture.

4.1.3   Vendor should provide detailed specifications for any proposed lighting solutions associated with the photo process, how it will remain standardized for all DMV locations, and how their proposal will provide the most effective results. Any measurement metrics that will affect calibration standards should be detailed here.

4.1.4   Vendor should detail any auto-adjusting or manual calibration features available with their system, if applicable, and whether the system will automatically notify the CSR to wait, until this process is completed. It is preferred that any manual options be secure, offering only a Supervisor's access to this feature.

4.1.5   Vendor should propose any alternative lighting solutions they may have available, to replace the standard flash photography method.

4.1.6   The Vendor should describe how the DL/ID system can provide a means to capture an optional finger image as part of the DL/ID process. The Vendor should describe how the proposed system will meet this requirement, and provide detailed specifications for the equipment needed to perform this process.

4.1.7   Vendor should provide detailed specifications for the printing equipment that will be provided with their system.

4.1.8   Workstations should be provided with a 101-key adjustable height keyboard. At a minimum, the DMV's preference is that authorized users have a bio-metric logon for each image capture workstation. The ideal solution would be a biometric keyboard. Please describe how your specifications meet this need.

4.1.9   The requirements of Section 3 include a minimum of 19" Flat Panel monitors, with a minimum resolution of 1280 x 1024, with each workstation. Vendor's response should also include specifications for a 21" Flat Panel monitor, for evaluation purposes.

4.1.10   The Vendor should provide the specifications for a vision-testing solution, with system interface, which includes "field of vision" and acuity testing. The Vendor's solution should provide the ability to generate reports regarding the statistics associated with this pass/fail solution.

4.1.11   The Vendor should address how customers presenting a DLAB-2 form, in lieu of vision screening, may be tracked, as would any pass/fail applicants.

4.1.12   Vendor should describe, in detail, their system's capabilities for one-to-many photo comparisons and any effects this feature may have on the DMV's system bandwidth and performance.

4.1.13   The Vendor should describe how their solution for creating a unique identifier, which will be associated with any type of ID and will follow the customer through the process, is created. This identifier should be associated with the image captured during the "Photo First" process, to ensure that the DMV can track individuals, for the purposes of reducing, or eliminating, the potential for identity fraud. In the event that the process cannot be completed on the first visit, the Vendor should describe how these images and identifiers will be stored, and how these incomplete transactions should be flagged and retrieved, at all DMV locations.

4.1.14   The Vendor should describe, in detail, how their system handles the following: when the CSR collects and scans the customer's documentation (for DL/ID applicants), then their photo is taken. If the documentation is valid and complete, a vision screening test will be administered. **If the applicant does NOT have all of the required documentation, their photo and demographic information will be stored, to enable a match against the DMVs systems, upon their return to any DMV Office, to complete the process.**

4.1.15   The Vendor should describe, in detail, how their system notifies the DMV, electronically, when the DL/ID has been produced, and a message is generated to the Mainframe, indicating that production of the card has been completed.

4.1.16   The Vendor should describe, in detail, how their system notifies the DMV, electronically, when the DL/ID has been verified by the recipient, indicated by the driver's signature on a configurable signature pad. The signature pad's configuration should include the ability to display the information associated with the customer. The DMV envisions possible electronic representation of the card, display of demographic information, and should clearly display the class and

endorsements, for each card. Vendor's response should include **specific detail** regarding this process.

4.1.17 The Vendor's response should include detail describing how their system will enable the bar code input to be checked against the information contained on the front of the card, with preference given to a system which can also check the bar codes of out-of-state driver's licenses.

4.1.18 The Vendor should describe, in detail, how their system provides a method of electronic notification to the DMV which proves that the applicant has accepted delivery of the DL/ID, by use of a bar code reader, verifying that the DL/ID's production has been successful in all aspects. This notification should include time and date stamp, for recording purposes.

4.1.19 The Vendor should include any costs associated with additional DL/ID template types, as mentioned in Section 3.6.10. This should be presented in the appropriate area in Section 4, Cost Proposal.

4.2 **REAL ID:**

4.2.1 With regard to REAL ID requirements; the Vendor should describe what specifications they would propose to address the Federal REAL ID standards, and how their solution will meet the initial "Photo First" requirements. (These should be compliant with those standards in effect at the time of award.) The DMV is requesting an in-depth description of how this can be handled in "real time," an analysis of what equipment would be needed on-site at DMV locations, or whether additional channels or larger bandwidth would be the solution to these photo requirements. The DMV prefers a solution wherein this photo would also be used as the "final" photo, for ID production. Vendor should describe how this may be accomplished, or detail any impediments they are aware of, based on their experience in this area. REAL IDs produced by the Vendor's proposed system must meet all of the criteria above, incorporating the Federally-required RDL/RID security features and include the specifications for the physical design of the REAL ID production rooms.

4.2.2 The Vendor should describe any available alert and notification mechanisms within their system, to "flag" photo comparison issues associated with the image captured during the "Photo First" process, with relation to the photo currently on file (One to One, or One to Many, comparisons.) This is intended for the purposes of reducing, or eliminating, the potential for identity fraud. Ideally, this would generate a notification to the DMV's Fraud and Driver Licensing Units, identifying a potential security risk.

4.2.3 The Vendor should describe any available alert and notification mechanisms

within their system, to "flag" documentation authentication issues associated with those presented by the customer upon arrival. This is intended for the purposes of reducing, or eliminating, the potential for identity fraud. Ideally, this would generate a notification to the DMV's Fraud and Driver Licensing Units, identifying a potential security risk.

4.2.4   Vendor should provide a method of electronic notification to the DMV which proves that the applicant has accepted delivery of the RDL/RID. Vendor should describe this process, including any and all security measures to be implemented.

4.2.5   The Vendor should describe their detailed implementation and development schedule for the proposed system, including timelines, specific deliverables, and what level of involvement may be required of DMV's technical staff. The Vendor should describe how their proposed methodology should guarantee that the implementation is standardized throughout the initial installation.

4.2.6   Vendor should provide an in-house, single point of contact, to back up the central account representative, including a toll free telephone number that is staffed Monday through Friday 8:00 a.m. to 6:00 p.m. (Eastern Standard Time) and Saturday from 8:00 a.m. until 2:00 p.m. for reporting any system difficulties and /or failures.

4.2.7   Vendor should provide specifications for the secure, Central Issuance facility necessary to produce the REAL IDs, with the assumption that the Vendor will use an existing security hub, not necessarily located within the state of West Virginia. (All estimated costs should be provided in the Cost Section (5) of this RFP, for evaluation and comparison purposes.)

4.3   <u>BARCODE SPECIFICATIONS:</u>

4.3.1   The Vendor should describe how they will address the formatting of the upper portion of the back of the RDL/RID, designated as Zone 5, where the specifications should present the Open Source, Machine-Readable 2-D PDF-417 barcode, which includes all of the information contained on the front of the DL/ID.

4.3.2   Vendor should provide specifications for a barcode reader, compatible with their system, meeting all requirements of AAMVA's standards, for consideration as equipment which may be offered to the DMV as part of their equipment offerings/inventory.

4.3.3   Vendor should provide specifications for a label printer which will create a barcode, to be affixed to customer's application, for verification of identity and tracking purposes, throughout processing, for any ID type.

4.4   <u>SYSTEM ACCESS AND SECURITY</u>

4.4.1   The Vendor should describe any physical security recommendations for each CSR workstation, ensuring maximum control over the accessing and viewing of PII, and other, internal DMV information.

4.4.2   At a minimum, the DMV requires that authorized users have a bio-metric logon for each image capture workstation. The DMV's preference is for a biometric keyboard for each workstation. Responding Vendors should verify that this equipment could be provided, and fully functional with their system.

4.4.3   Vendor should describe, in detail, how their system deals with an event of attempted fraud involving the image or the demographic information, as provided in 3.7.6. The Vendor's response should demonstrate how their system can immediately forward the image, in a printable format, to the DMV's Investigations Unit; while continuing the process of image and document capture. The system should also provide a dialogue box for the operator, to capture contact information and other, pertinent data. This data includes: Office Location and transaction information such as; photo, demographics, scanned documents, and contact information.

4.5   <u>IMAGE CAPTURE STATION SPECIFICATIONS:</u>

4.5.1   Additional specifications for scanners/document authenticators, signature pads, barcode scanners and any related equipment which would be required to allow complete applicant processing, from "Photo First" to issuance, at each CSR workstation, should also be included. (This specification does not include the DL/ID printers, as the DMV will be placing those printers in a specified location.) The DMV is interested in reviewing the possibility of streamlining the application process at larger facilities, and some will require up to fourteen (14) stations, configured as individual photo/document capture workstations. This configuration may be requested in up to ten (10) DMV locations. Smaller locations may require fewer, similarly configured workstations, to be determined by the DMV.

4.5.2   System software and hardware should be capable of queuing and processing successive applicant's photos and personal information, to allow for 'Photo First' requirements. This step must populate the Driver's database, either via CSR manual input, or a pre-existing bar code (prior license, IDs, permits, et al.)

4.5.3   The Image Capture equipment should have the capability of being operated by either a left or right-handed operator. Vendor's proposal should include specifications detailing how this equipment will work.

4.5.4   The camera should be easily adjustable, to accommodate applicants, either standing or sitting.

4.5.5   The Vendor's solution should provide electronic signature capturing devices, including installation and support, for each Image Capture Workstation. Vendor should provide detailed specifications for equipment being proposed.

4.5.6   The electronic signature capture devices should include a stylus, together with a means to prevent its removal. Vendor's response should include the specifications for this equipment. The DMV is requesting that the signature pad display the following: applicant name, address, DOB, and a "yes/no" option; to provide customer verification capability, prior to final signature. Vendor should clearly indicate how their system accomplishes this task.

4.5.7   The Vendor's image capture stations should be capable of completing the printing process of DL/IDs within two (2) minutes from the time that the CSR hits "Print." Vendor's response should detail how this will be accomplished.

4.5.8   The DMV desires that the system be operational within approximately ten (10) minutes of cold boot, and take no longer than approximately ten (10) minutes to

shut down at the close of business. Vendor should detail what their system's abilities are to meeting this timeframe, and if this proves constraining, to explain their solution's optimum, average cold boot and shut down timeframes.

4.5.9   The Image Capture Workstation should include an adjustable solid-state, color digital camera, capable of producing an AAMVA standard's compliance color image, per West Virginia State Code § 17-B-2-8, with an auto-focus lens system and auto-adjustable height capability to provide ADA compliance. Vendor should provide detailed specifications for equipment being proposed. These cameras should be RDL/RID quality. All specifications in Section 4, related to camera equipment, should meet the same standards. (See Section 3.5.15 for required specifications.)

4.5.10   Vendor should provide detailed specifications for biometric collection devices, including, but not limited to: two (2) facial biometric devices, offering; iris scanning of both eyes, and facial recognition, and finger image scanners, at a minimum. Vendor solution should meet the minimum standard of 120 pixels between the eyes, for facial recognition. Please detail what your solution's pixel measurement is, and if there is any type of selectable variation available. (DMV's preference is for a higher pixel rate, and responses should include the highest possible, relative to the Vendor's system.) Vendor should detail any other biometric devices their system may include, if not specified in this document.

4.5.11   With regard to the specifications found in 4.5.10, the Vendor should provide all options for hand-image scanners, with preference given to multiple finger image scanners.

4.5.12   Vendor's solution should provide a means to accommodate individual applicants with ocular light sensitivity, and explain, in detail, how this is accomplished.

4.5.13   Retrievals from the image repository should be by any method of DMV-required index criteria (individual data index, or any combination specified). Specified workstations should be provided with retrieval access outside of the RDL/RID process. Vendor should describe, in detail, the system's ability to accommodate this requirement.

4.5.14   Individual capture workstations shall communicate with the State's IBM Mainframe, located in Building 6, at the main Capitol Complex, per the description found in Section 1.2. The purpose of this is to provide lookup capabilities to verify the information provided by the applicant, and capture the data from the Drivers' database, located on the Mainframe system for the production of the DL/IDs and REAL IDs. Each of these sites shall also have the capability of updating the Drivers' database. **Vendor should provide a detailed description of their system's capability to interface with the Mainframe, and how their lookup capabilities are managed.**

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4.6   <u>SERVER CONFIGURATIONS QUESTIONNAIRE</u>

4.6.1   Are there Vendor-specific hardware requirements?
4.6.2   Number of servers and purpose?
4.6.3   Server Hardware requirements? (Number of processor cores and speed per server, amount and type of RAM, Network connections et al.)
4.6.4   Amount of locally attached storage?
4.6.5   Locally attached storage partitioning requirements?
4.6.6   Locally attached storage RAID requirements?
4.6.7   Software Requirements?
4.6.8   Operating System Requirements?
4.6.9   Backup Requirement?
4.6.10 Systems High Availability Requirements? (Clustering, Load Balancing et al.)
4.6.11 Physical location of equipment? (Centralized Data Center or Remote Office?)
4.6.12 LAN and WAN bandwidth requirements?

4.7   <u>EXTERNAL STORAGE REQUIREMENTS QUESTIONNAIRE</u>

4.7.1   Type? (SAN, NAS, ISCSI, CAS/WORM)
4.7.2   Storage Access Speed Requirements?
4.7.3   Servers which require connectivity?
4.7.4   Minimum of five (5) year estimate on storage capacity requirements, broken into twelve (12) month growth patterns.

4.8   <u>REPORTS AND INVENTORY:</u>

4.8.1   Supervisor should have the ability to perform overrides from both the front terminals and the back office.

4.8.2   Per the mandatory requirements found in Section 3.8, the Vendor should describe what offerings exist in their solution to explain why the system is indicating a problem with any image comparison (finger or photo), with emphasis on specific occasions where the Supervisor finds no reason for the system to reject a match. Section 3.8 also indicates that the Supervisor must have override authority, in these instances. It is the DMV's desire to have a drop-down box, with standardized rationales to choose from, when overrides are needed. The Vendor should describe what their approach to this function would be, and if this option already exists in their product. It is desirable that the Vendor work with the relevant members of the DMV to provide possible override rationales, specific to West Virginia's current business processes.

4.8.3   The Vendor should provide copies of reports from similar installations,

demonstrating how their proposed system meets the reporting criteria detailed in Section 3.

4.8.4 The Vendor should describe their proposed procedures for the provision of, delivery, and the maintaining of required stock levels for all necessary consumable supplies for the production of the WV DL/ID.

4.8.5 Per the requirements in Section 3, the Vendor will maintain an inventory of replacement equipment, pre-configured to the DMV's system specifications. The Vendor should describe, in detail, how they will track this equipment when it is sent to various DMV locations, and what type of asset inventory management process may be used, to ensure that sufficient replacement equipment is maintained, throughout the life of this contract.

4.8.6 The Vendor should describe, in detail, what types of additional reports they anticipate identifying, during the implementation process, which would be advantageous to the DMV and how they will work with DMV personnel to define and develop these. The Vendor should also describe their methodology for the creation of other, unspecified reports, which would be developed during the life of the contract, and how they will transfer this information to DMV staff. (Vendor should note in their response if they anticipate any additional training requirements associated with this process.)

4.9   TRAINING:

4.9.1 The Vendor should provide the DMV with a train-the-trainer program and training materials which will be used for employee training. Any material produced to accommodate this requirement will become the property of DMV, with unlimited use and reproduction rights.

4.9.2 The Vendor should describe how this requirement would be met and provide a detailed training outline.

4.10   MAINTENANCE AND INSPECTIONS:

4.10.1 DMV Designated Authorities should have limited ability to perform basic system maintenance, including, but not limited to; calibration, system configuration and system messaging.

4.10.2 Vendor should describe their process, in detail, for any and all updates, upgrades and routine system maintenance (including virus protection as detailed in Section 3.5.3).

4.10.3   Vendor's proposal should detail how they can perform such activities from DMV's Central Site, located in Charleston. Vendor should further describe how all individual CSR machines, and related system components can be configured to operate in exactly the same way.

4.10.4   Vendor should describe their procedures for carrying out a quarterly inspection of all DMV sites. These inspections are intended to evaluate equipment performance, perform any necessary preventative maintenance, and provide an asset inventory (including consumables), in conjunction with DMV technical personnel.

4.10.5   Vendor should provide a detailed description of their preventive maintenance procedures and identify items that will be included in the inspection.

4.10.6   Vendor should provide any additional offerings for Service Level Agreements (SLA) requirements, including those referenced in Attachment B.

4.11   **VENDOR REFERENCES**

4.11.1   Vendor shall be required to provide a minimum of three (3) references for implementations of a similar size and scope, of other, secure ID production systems, with at least, one (1) representing State or Federal government. Examples include Military IDs, and Public or Private Sector Transportation Worker ID cards. (e.g. taxi drivers, port access IDs, et al.) All references will be verified for accuracy and completeness; and shall be scored by the Evaluation Committee. To be considered a valid reference, at least one (1) of these implementations should be for an ID system producing, at a minimum, 450,000 IDs, annually. (Section 3.15.1)

4.11.2   Vendor should include the reference's Point of Contact (POC) for the applicable Client Project Lead for each installation. This information should consist of the POC name; job title; project title (if different than standard job title); phone number, with extension; email address; fax number; physical work location address (PO boxes are not acceptable); and the entity for which the work was performed. (e.g. The State of West Virginia.) (Section 3.15.2)

4.11.3   Per the specifications found in Section 3, Vendor should provide a complete list of the anticipated Vendor project members, with relative titles, resumes, and any involvement in projects for which references were requested in Section 4.11.1. All resumes and references will be verified for accuracy and completeness; and will be scored by the Evaluation Committee. (See Section 3.15.2)

4.12   <u>HARDWARE EVALUATION AND VENDOR DEMONSTRATIONS</u>

4.12.1   The Vendor who meets all of the mandatory specifications and attains the highest point score of all Vendors shall be awarded the contract. The Minimum Acceptable Score (MAS) is the baseline for awards. Vendors must score a minimum of 70% of the total technical points possible. The technical assessment information is listed above in Section 3 and Section 4.

4.12.2   The minimum qualifying score on the technical portion is 49 points. All Vendors not attaining the minimum acceptable score (MAS) shall be disqualified and removed from further consideration.

4.12.3   All proposed hardware should be presented at the Vendor Demonstration, for Vendors who attain the MAS, with the expectation that a demonstration of this equipment and the associated software shall be representative of the Vendor's system, including hardware and software requirements, for evaluation purposes. All options available in Vendor's system, various backdrop colors for IDs, additional security features not listed in this document, et al, should be demonstrated during this presentation.

4.12.4   The DMV is desirous of a multiple printer model demonstration, in association with the Vendor Demonstration, as noted in this Section. The DMV is requesting that each responding Vendor bring a minimum of three (3) DL/ID printers on the date requested (TBD), so that the DMV may make a decision to award based on the best possible hardware configurations.

4.13: PROPOSAL FORMAT AND RESPONSE REQUIREMENTS

4.13.1 Vendor's Proposal Format:

The proposal should be formatted in the same order as the RFP, providing the information listed below:

Title page - Should state the RFP Subject and number, the name of the Vendor, Vendor's business address, telephone number, name of authorized contact person to speak on behalf of the Vendor, dated and signed.

Table of Contents - Clearly identify the material by Section and page number.

Section I – Vendor must, by referencing the individual business rules and the Mandatory requirements of Section 3, express their solution's ability to meet the DMV's specific needs.

Section II – Provide responses to the Desirables found in Section 4, including all specifications, software module enhancements, Vendor references, staffing, et. al.

Section III – Vendor's Statement of Work, with detailed Project Implementation Plan, Anticipated Timelines for each phase, including Milestones.

Section IV – Vendor Demonstration synopsis. (This should be prepared in advance, to facilitate the management of the Vendor's need for this step, in conjunction with the Division of Motor Vehicles.)

4.14 Evaluation Process:

4.14.1 Method of Evaluation:

The proposals will be evaluated by a committee of three (3) or more individuals in accordance with the criteria stated. The Vendor who meets all the mandatory specifications and attains the highest point score of all Vendors shall be awarded the contract. The selection of the successful Vendor shall be made by a consensus of the evaluation committee.

4.15 **Evaluation Criteria:** The following are the evaluation factors and maximum points possible for technical point scores:

A. DL/ID System Requirements (Mandatory, Section 3)	(0) Points Possible
B. RDL/RID System Requirements (Mandatory, Section 3)	(0) Points Possible
C. Vendor References (Section 4.11)	(15) Points Possible
D. Section Four (4) Desirables	(30) Points Possible
E. Vendor Demonstration (Section 4.12)	(25) Points Possible
F. Cost	(30) Points Possible
Total	100 Points Possible

Each cost proposal cost will be scored by use of the following formula for all Vendors who attained the Minimum acceptable score:

$$\frac{\text{Lowest price of all proposals}}{\text{Price of Proposal being evaluated}} \times (?)30 = \text{Price Score}$$

4.16 **Minimum Acceptable Score:**
Vendors must score a minimum of 70% of the total technical points possible. The technical points are listed above in Sections 3 and 4. The minimum qualifying score on the technical portion is 49 points. All Vendors not attaining the minimum acceptable score (MAS) shall be disqualified and removed from further consideration.

The State will select the successful Vendor's proposal based on best value purchasing which is not necessarily the Vendor with the lowest price. Cost is considered, but is not the sole determining factor for award. The State does reserves the right to accept or reject any or all of the proposals, in whole or in part, without prejudice, if to do so is felt to be in the best interests of the State.

Vendor's failure to provide complete and accurate information may be considered grounds for disqualification. The State reserves the right, if necessary, to ask Vendors for additional information to clarify their proposals.

4.17 **Cost Proposal Format/Bid Sheets**

Total all-inclusive fee (per standard DL/ID card) $_____

Total all-inclusive fee (per RDL/RID card) $_____

Grand total breakdown:
(Vendor **must** provide the individual cost breakdown, for each card type, which resulted in the per card cost.)

1) Breakdown for standard DL/ID cards
   Project Implementation $_____
   Server hosting $_____
   Hardware $_____
   Software $_____
   Maintenance $_____
   Additional Template Production $_____
   Support $_____

2) Breakdown for RDL/RID
   Project Implementation $_____
   REAL ID Central Issuance Site $_____
   a. If DMV provides facility space $_____
   b. If Vendor provides facility space $_____
   c. If Vendor utilizes an existing Security Hub $_____
   Server hosting $_____
   Hardware $_____
   Software $_____
   Maintenance $_____
   Additional Template Production $_____
   Support $_____

COST PROPOSAL FOR SECTION FOUR: DESIRABLES

Many of the desirables noted in Section 4 are for evaluation purposes, to determine how responding Vendors will address issues of concern for either present needs, or future growth. Section 4 also includes potential upgrades or add-ons to those specifications required in Section 3. The DMV would like all responding Vendors to reply, by using specific, sequential Section 4 reference numbers, (e.g. 4.2.1) to detail costs for which specific, desired features have been requested. **THESE COSTS MUST APPEAR IN SECTION 4.17, COST PROPOSAL. NO REFERENCES TO COST MAY BE INCLUDED IN THE TECHNICAL RESPONSE TO SECTION 4.**

ATTACHMENT A

Overt (Level 1)

- Hologram Security Laminate (OVD)
- Duplicate Information/Redundant data
- Pre Printed Micro text
- Ghost Image
- Guilloche Background Pattern
- Overlapping Data & Images
- Variable small point size printing
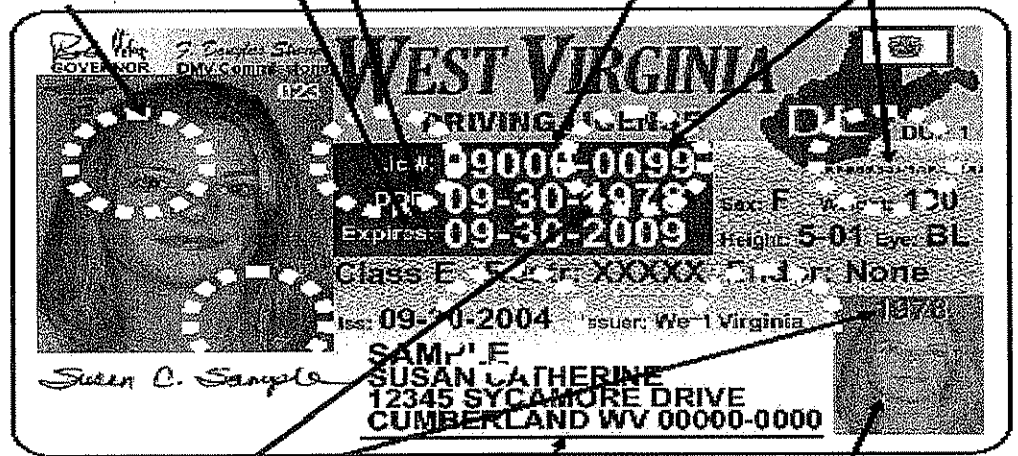
Covert (Level 2)

- 2D Barcode
- Micro-test (Laminate)
- Ultraviolet (UV-Pre-Printed)
- Digital Laid Lines
- Known Flaws
- Security Font
- OVD
  Feature contains:
  Micro Text
  Micro Image
  Unique features of an OVD product

RED = OVERT

Optically Variable Device (OVD) · Known Flaws · Fine Line Print · Duplicate Date of Birth · Micro-text · Ghost Image

ATTACHMENT B   **SERVICE LEVEL AGREEMENTS (SLA)**

1. Standard SLA: The successful Vendor **shall** be responsible for the on-going maintenance of the DL/ID-REAL ID system and its hardware and software.

2. Scheduled Maintenance: Scheduled Maintenance **shall** mean any maintenance that the Vendor performs related to the State of West Virginia's DL/ID-REAL ID system. Scheduled maintenance **must** occur on Sunday mornings beginning no earlier than 2AM with completion no later than 6AM EST. Any maintenance that extends outside of these parameters **must** be pre-approved by designated representatives of the DMV. Vendor **must** provide at least ten (10) calendar days advance notification, in writing (e-mail is acceptable) to the DMV, or their technical designees, of any scheduled maintenance. The DMV then disseminate this information to their staff, to ensure compliance with any needs the Vendor might have for such maintenance. (e.g. computers left on, printers turned off, et al.) Upon receiving such notice, the DMV may request to have such maintenance postponed to a later date, if agreed upon by the Vendor and the State.

3. Emergency Maintenance: In the event of the need for emergency maintenance, the Vendor **shall** inform both the DMV Help Desk and/or their appropriate designees, and **must** receive written approval from the DMV's primary system contact, prior to working on the system, or any infrastructure which may affect the workflow.

4. Outages: The Vendor **must** describe, in detail, their levels of service guarantees and remedies for outages or system failure. The Vendor's response **must** meet or exceed the minimum expectations required by the DMV, as described in this RFP. If a Vendor fails to describe their service levels, or does not meet the DMV's minimum requirements in this area, the Vendor's quote be disqualified from further evaluation. The minimum guaranteed expectations required by the DMV **must** be included in the cost of the DL/ID-REAL IDs.

5. System Availability: The Vendor's SLA **must** provide that the DMV's DL/ID-REAL ID system be available at least ninety-six (96%) percent of the time, as measured on a monthly basis by trouble ticket time. The system is considered not available for the number of minutes that a trouble ticket shows any work interruption due to hardware or software failure. The unavailable time is started when the DMV opens a trouble ticket with the Vendor's Customer Support Center. The unavailable time stops when the applicable system trouble has been resolved and full service is again available to the State.

6. Service Availability: The Vendor's Service Level Agreement (SLA) **must** provide availability of the DMV's DL/ID-REAL ID system, ninety-six (96%) percent of the time. The State of West Virginia may assess Liquidated Damages if the network availability falls below ninety-six (96%) percent.