



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
 DMV100109

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 FRANK WHITTAKER
 804-558-2316

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 |
|--------------|---------------|----------|--------|---------------|
| 12/30/2009 | | | | |

BID OPENING DATE: 02/18/2010 BID OPENING TIME 01:30PM

| LINE | QUANTITY | UOP | CAT NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
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| <p>CASH REGISTER SYSTEM</p> <p>REQUEST FOR PROPOSAL (RFP)</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES IS REQUESTING PROPOSALS FOR AN AGENCY WIDE CASH MANAGEMENT SYSTEM TO BE UTILIZED IN ALL DMV REGIONAL OFFICES AS WELL AS OTHER DESIGNATED LOCATIONS WITHIN THE DIVISION OF MOTOR VEHICLES PER THE ATTACHED SPECIFICATIONS.</p> <p>MANDATORY PRE-BID</p> <p>A MANDATORY PRE-BID WILL BE HELD ON 01/14/2010 @ 9:00AM AT 5707 MACCORKLE AVE, SE, SUITE 200 CHARLESTON, WV 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.</p> <p>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</p> | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. 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).



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| <p>COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY 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.</p> <p>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.</p> <p>ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 01/25/2010 AT 3:00 PM.</p> <p>ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>EXHIBIT 2</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) 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 "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING</p> | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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| <p>THIRTY (30) DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS, AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>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 (4) ONE (1) YEAR PERIODS.</p> <p>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 WITH THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>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 TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK).</p> <p>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.</p> | | | | | | |

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| <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>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.</p> <p>REV. 05/26/2009</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 44</p> | | | | | | |

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| PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: | | | | | | |
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| CONTACT PERSON (PLEASE PRINT CLEARLY): | | | | | | |
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| ***** THIS IS THE END OF RFQ DMV100109 ***** TOTAL: _____ | | | | | | |

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REQUEST FOR PROPOSAL

DMV – Cash Management System

PART 1 GENERAL INFORMATION, TERMS AND CONDITIONS

1.1 Purpose:

The Acquisition and Contract Administration Section of the Purchasing Division, hereinafter referred to as “State”, is soliciting proposals for the Department of Transportation, Division of Motor Vehicles (DMV), hereinafter referred to as “Agency”, to purchase an agency wide Cash Management System (CMS) to be utilized in all the DMV Regional Offices as well as other designated locations within the DMV. This solicitation serves as notice, pursuant to West Virginia Code §5A-3-10c, 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 STATE OF WEST VIRGINIA, Division of Motor Vehicles, hereinafter referred to as “WVDMV” or “DMV”, invites you to submit proposals for a CASH MANAGEMENT SYSTEM (CMS). The agency is interested in a Point of Sale system that would include, but is not limited to, the following components, Point of Sale Cash Register, Cash Drawer Balancing, Inventory Management, Bar Coding Technology, Accounting, Account Posting and Tracking, and Financial Management Reporting. The system must also interface with the Division’s existing mainframe based Vehicle and Drivers Systems. The goal is to develop a comprehensive customer database. Future plans, not incorporated in this RFP, are for a phased development of an integrated business system which will replace the Vehicle and Drivers Systems. Proposals submitted in response to this solicitation must comply with the instructions and procedures contained herein.

The State of West Virginia is seeking a contractor qualified to provide electronic applications to support all of the cash register functions within the Division of Motor Vehicles. The WVDMV is responsible for providing the citizens of West Virginia with services related to operating and maintaining ownership of all motor vehicles, this includes, but, is not limited to, driver licensing and improvement, vehicle title and registration, and vehicle dealer licensing.

1.3 RFP Format:

This RFP has four parts. “Part 1” contains general information, terms and conditions; “Part 2” describes the background and working environment of the project; “Part 3” is a statement of the specifications for the services requested pursuant to this RFP, contractual requirements, and special terms and conditions; and “Part 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 will 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, Buyer
Purchasing Division
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130
Phone: (304) 558-2316

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 Part 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.

8

1.9.2 State law requires that the original technical and cost proposal be submitted to the 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
plus (8) convenience copies plus one copy on CD (NOTE: CD copy shall not include the cost portion) 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 Frank Whittaker
Req#: DMV100109
Opening Date: 02/18/2010
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 2.5% 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 prebid 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/page, or a minimum of \$10.00 per request which ever 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..... | 12/30/2009 |
| Mandatory Pre-bid Conference..... | 01-14-10, 9am |
| Bid Opening Date..... | 02/18/2010 |

1.17 **Mandatory Pre-bid Conference:**

A mandatory pre-bid conference shall be conducted on the date specified above at the DMV Office located at 5707 MacCorkle Avenue, SE, Suite 200, Charleston, WV 25317. **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.**

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 the 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 through the implementation and system acceptance. Once the system has been accepted, by the state, the one year maintenance contract will become effective and may be renewed upon mutual consent. Such renewals are for a period of up to one (1) year, with a maximum of five (5) 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 ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation 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 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:

The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract. Progress payments will be made, in accordance with, section 1.19.14.1. Any provision for progress payments must also include language for a minimum 10% retainage until the final deliverable is accepted.

If progress payments are permitted, Vendor is required to identify points in the work plan at which compensation would be appropriate. Progress reports must be submitted to Agency with the invoice detailing progress completed or any deliverables identified. Payment will be made only upon approval of acceptable progress or deliverables as documented in the Vendor's report. Invoices may not be submitted more than once monthly and State law forbids payment of invoices prior to receipt of services.

1.19.14.1 Project Deliverables & Payment Schedule

Vendor shall be required to complete the following milestones, which will be outlined in the project plan. Partial payments for system will be based upon the completion of these tasks as outlined.

| DMV CMS System | |
|--|------------------------------|
| Deliverable | Percentage of Payment |
| Vendor orientation to WV DMV processes | - |
| System analysis | - |
| Completion and acceptance of system design | 45% |
| System development and testing | 30% |
| Installation and rollout to all offices | 15% |
| Final Acceptance by WVDMV | 10% |

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 \$ 500.00 per day for failure to complete installation by established deadline in the approved project plan. 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 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

2.1 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 driver's 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: Vehicle Services, Driver Services, Regional Offices/Call Center Services and Administration.

Vehicle Services

The Vehicle Services section is responsible for the titling and registering of all vehicles and motorboats. It is also responsible for the collection of taxes and registration fees which help support the Road Fund. Vehicle Services is comprised of four different sections: Titles & Registration, Dealer Services, International Registration Plan (IRP), and Information Services.

Titles & Registration

This section is responsible for processing all title and registration (vehicle, motorboat, motorcycle, recreational) work received through the mail or by customer visit. This work comes from dealers, individuals and license services throughout the state.

Dealers Services

This section is responsible for the licensing and regulation of all automobile dealers, leasing companies, rental agencies and license services throughout West Virginia. It is also responsible for the inspection of salvage vehicles.

International Registration Plan (IRP)

This section is responsible for the titling and credentialing of motor carriers based in West Virginia. The IRP section will collect fees for other jurisdictions from those carriers involved in interstate commerce and remit those fees to the other jurisdictions on a monthly basis. Likewise, the IRP section will receive funds from other jurisdictions for carriers based elsewhere but traveling through West Virginia. IRP also issues Fuel Tax Decals to motor carriers.

Information Services

Information Services is responsible for supporting all of the information and data systems in the division as well support for the divisions' twenty three regional offices and two part time driver licensing facilities.

Driver Services

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

Driver Licensing

This unit is responsible for the issuance of various types of Drivers' Licenses and Identification Cards.

Driver Improvement

This unit is responsible for administering laws and regulations governing the restriction, suspension, revocation, and restoration of driving privileges.

Regional Offices/Call Center Services

The Regional Offices/Call Center Services is responsible for the oversight of the twenty-three Regional Offices and the Call Center. The Regional Offices work directly with the public to handle all DMV business with the exception of suspensions and reinstatements. The Call Center is responsible for answering the Division's toll free 800 line and local phone number. This office handles approximately 450,000 calls per year.

Administration

Administration Section is responsible for performing all administrative support and fiscal activities of the Division of Motor Vehicles.

2.2 Location

The West Virginia Division of Motor Vehicles (DMV), operating under the Department of Transportation (DOT), is legislatively charged with the collection and maintenance of motor vehicle and driving information belonging to the citizens of West Virginia. The agency collects the fees associated with transactions in twenty-three Regional Offices and two part time driver licensing facilities as well as fifty-five County Sheriff Offices.

| Regional Offices & Locations | | |
|------------------------------|--|---|
| Office Name | Address City, State, Zip | Hours |
| * Headquarters | 1900 Kanawha Blvd. East, Building 3 Charleston, WV 25305 | 8:00 A.M. to 5:00 P.M. Monday through Friday |
| * DMV Records | 1606 Washington Street Charleston, WV 25311 | 8:00 A.M. to 5:00 P.M. Monday through Friday |
| * DMV IRP | 1606 Washington Street Charleston, WV 25311 | 8:00 A.M. to 5:00 P.M. Monday through Friday |
| * DMV Dealers | 1615 Washington Street Charleston, WV 25311 | 8:00 A.M. to 5:00 P.M. Monday through Friday |
| Beckley | 107 Pinecrest Drive Beckley, WV 25801 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Charles Town | 24 Roland Road Kearneysville, WV 25430 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Clarksburg | 105 Platinum Drive, Suite D Bridgeport, WV 26330 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Elkins | 1029 North Randolph Avenue I | 8:30 A.M. to 5:00 P.M. |

| Regional Offices & Locations | | |
|------------------------------|---|--|
| Office Name | Address City, State, Zip | Hours |
| | Elkins, WV 26241 | Monday through Friday |
| Flatwoods | 295 Skidmore Lane Sutton, WV 26601 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Franklin | Pendleton Bus Center, Suite 200 Franklin, WV 26807 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Huntington | 801 Madison Avenue Huntington, WV 25701 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Kanawha City | 140 Kanawha Mall Charleston, WV 25387 | 8:00 A.M. to 6:00 P.M. Monday through Friday 8:00 A.M. to 12:00 P.M. Saturday |
| Lewisburg | 148 Maplewood Avenue Lewisburg, WV 24901 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Logan | 428 Main Street Logan, WV 25601 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Martinsburg | 1438 Edwin Miller Blvd. Martinsburg, WV 25401 | 8:30 A.M. to 5:00 P.M. Monday through Friday 8:00 A.M. to 12:00 P.M. Saturday |
| Moorefield | 410 South Main Street Moorefield, WV 26836 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Morgantown | 1525 Deckers Creek Blvd. Morgantown, WV 26505 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Moundsville | 400 Teletech Drive, Suite 100 Moundsville, WV 26041 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Parkersburg | 3001 Dudley Avenue Parkersburg, WV 26104 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Point Pleasant | 1408 Kanawha Street Point Pleasant, WV 25550 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Princeton | 198 Davis Street Princeton, WV 24740 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Romney | Ridge Loop Road & US Route 50 @ Sunrise Summit Romney, WV 26757 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Spencer | 115 Church Street Spencer, WV 25276 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Weirton | 100 Municipal Plaza Suite 100 Weirton, WV 26062 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Welch | 92 McDowell Street Welch, WV 24801 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Williamson | 225 East 3rd Avenue Williamson, WV 25661 | 8:30 A.M. to 5:00 P.M. Monday through Friday |
| Winfield | 116 Liberty Square | 8:30 A.M. to 5:00 P.M. |

| Regional Offices & Locations | | |
|-------------------------------------|--|---|
| Office Name | Address City, State, Zip | Hours |
| | Hurricane, WV 25526 | Monday through Friday |
| 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 & Wednesday |
| * | These offices are moving to: 5707 MacCorkle Ave. SE Charleston, WV 25317 | |

2.3 Current Systems

2.3.1 Drivers System

All driver license and identification (DL/ID) transactions are processed online, in real time, through the Drivers System's CICS transactions on the Office of Technology's mainframe (IBM z/OS version 1.9). Driver data is stored in a DB2 database. There are approximately 1.5 million active driving and identifications records 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 Office of Technology's mainframe (IBM z/OS version 1.9). 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 will perform this service; however, the customer will 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 the WVDMV is a standalone system developed by Fletcher Data Systems. Fees associated with DMV transactions are collected and recorded using DMV's PC based cash register system. Fees collected are allocated to the appropriate funds. 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, which acts as a server for the cash register system within each office) 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 the accounting section 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 source documents are validated. The validation gives evidence of the financial transaction and provides an audit trail. The source documents are then forwarded to the appropriate department for entry into the mainframe Vehicle System. The cash register system does not communicate with any other system and therefore cannot update a driver or vehicle record. The receipt printing and validation printing of documents is performed using NCR 2567 printers that record the payment of the fees and transactions being performed.

2.3.4 Viisage Digital Drivers' License System

The DMV is currently using a digitized drivers' licensing system provided by Viisage. The system consists of approximately 34 workstations and cameras, as well as, 55 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. The Viisage contract expires March 1, 2010.

2.3.5 Automated Testing System

The DMV Automated Testing System is a computerized testing system that uses criteria supplied by federal/state/other agencies (depending on the type of test) to generate a test. The test questions are randomly selected from a pool of questions based on the above criteria with the answer order being randomized to increase the uniqueness of the test.

2.3.6 Temporary Plate System

The proposed print on demand temporary plate system will operate like the CVR system. The data will be entered by the dealers and will be in a pending mode until the paper work is received by the DMV. Once this is received and approved, the money associated with the transaction will be requested from the vendor. The mainframe will be updated and the title registration will be mailed to the customer. Some of the information that the dealer will be entering will be extracted by the mainframe (i.e., previous title number, VIN number, Make, etc.). The new temp tag program will allow the Regional Offices to receive the work from the dealers and allow for processing. The funds associated with these transactions will not be accounted for in their daily totals. Funds from the temp tag program will have to be processed through the main office in Charleston similar to the manner that CVR funds are handled.

2.3.7 *MOVISplus* (Informational)

WV Division of Motor Vehicles is currently using imaging technology and maintains all of its historical documents in TIFF Group IV format on WORM (write once read many) optical media. All of the DMV's business processes revolve around the usage of the document management/imaging system. Every paper document received by DMV is processed for scanning and storage into *MOVISplus*. This system is utilized to research customer requests and to provide customer assistance. To date, approximately 300 users located throughout the State have access to *MOVISplus*.

2.3.8 Payment Processing Applications

Credit Cards

The DMV is required to use payment processing software that is under contract with the WV State Treasurer. Currently, Vital POS Partner is used for processing all credit card transactions. Vital POS Partner is an off-the-shelf, PC based, point-of-sale application used for electronic payments. The application provides for capture of the customer's credit card information, authorization for payment and clearing and settlement processing. This application also features an Application Programmers Interface (API) that functions as a transaction-processing engine and integrates easily into any point-of-sale or order management system. Additional information concerning this product is located at www.pos-partner.com. If at some point in the future, the WV State Treasury decides to change software, the DMV will be required to utilize the replacement.

Cash & Checks

According to West Virginia State Code §12-2-2, all funds received by the division must be deposited into the account of the WV State Treasurer within 24 hours.

2.3.9 WVFIMS

The State of West Virginia uses the Financial Information Management System (FIMS) as the primary accounting system. FIMS is a cash based system where revenue is recognized when it is received and expenditures are recognized when they are paid. The WVDMV is required to use FIMS. Revenue is posted to FIMS through the manually entry of the deposit data.

2.3.10 VISTA/RS System

Affiliated Computer Services, Inc. (ACS) is the provider of the software VISTA/RS that is utilized by the Division of Motor Vehicles for the registration and payment of apportionment of commercial vehicles. VISTA/TS is utilized by the Department of Tax and Revenue in the registration and payment of road taxes by commercial carriers. VISTA/TS is also utilized by the Division of Motor Vehicles to issue fuel tax credentials to carriers. MVS Express is a new module developed by ACS to allow state employees and IRP commercial carriers to register vehicles and process their IRP and IFTA applications through the internet.

2.3.11 Network Environment

The State's enterprise server (mainframe) and network is owned and maintained by the Department of Administration's Office of Technology (OT). The DMV pays a monthly fee to use these OT services. The vendor will have to work with OT, through the DMV, to complete the implementation. The OT has an Enterprise level Windows based network with Active Directory. This network provides access to users located in Charleston area and throughout the state. Workstations are either Windows 2000 or Windows XP Professional with service pack 1 and/or 2, machines and are currently using Attachmate Extra version 9.0 for 3270 terminal emulation. All the DMV Regional offices are connected to the OT network via T1 connections, with the exception of the Kanawha City Office which has a 100 MB fiber connection.

2.4 DMV Operational Policies

2.4.1 Transaction & Fund Distribution

The DMV has five primary transaction types, these include: title, vehicle registration (includes plates and decals) driver licenses/identifications, dealer services and IRP. These transactions are identified in detail in Appendix B. When a transaction is completed and the fees have been collected, they are allocated across several accounting funds. A given transaction may be allocated to three or more fund types. At the conclusion of the business day, each collection site is required to account for the total fees collected within each fund. These details are then used to generate each location's deposit with the WV State Treasurer's Office.

2.4.2 Titles & Registration

The State of West Virginia requires that all motorized vehicles and motor boats owned by resident legal entities have a title and/or registration. To obtain a WV title, a 5% sales tax is assessed and is based on the purchase price or value of the vehicle. Titles are also subject to a \$10 document fee as well as a \$5 lien fee, if applicable. To legally operate this vehicle, the owner must register the vehicle with the State and obtain a registration plate. The registration fee varies depending on the vehicle class. The vehicle registration must be renewed upon expiration. Once a vehicle has been renewed, a plate decal will be provided to the customer, indicating that the registration is current and valid.

| Registration Classes | |
|-----------------------------|---|
| Class | Explanation |
| Class A | Passenger Vehicles less than 8000 pounds |
| Class B | Vehicles up to 80,000 pounds GVW (total cost registration is based on weight) |
| Class C | Trailers 2,001 pounds or over GVW |
| Class G | Motorcycle |
| Class G Antique | Antique Motorcycle (35 years or older) |
| Class H | Buses |

| Registration Classes | |
|----------------------|---|
| Class | Explanation |
| Class J | Taxi |
| Class M | Mobile Equipment |
| Class R | Recreational Vehicles (Mobile Homes, House Trailers) |
| Class T | Miscellaneous Trailers (Trailers with GVW of 2,000 pound or less) |
| Class V | Antique Cars |
| Class X | Farm Trucks – (total registration cost is based on weight) |
| Class Y | Motorboat – (total registration cost is based on length) |

2.4.3 Driver Licenses & Identification

Residents in the State of West Virginia are required to obtain and maintain a valid driving license to operate a motor vehicle on the public roads. West Virginia has a graduated driving license program for residents under 18. The GDL and Class G licenses do not follow the same issuance and renewal guidelines as your standard five year drivers' license. Both of these programs are based on the individual's age and/or driving restrictions.

| Types of Licenses & Identification Issued by DMV | | |
|--|--|---|
| Class | Examples | Description |
| Class A | CDL CDL Instructional Permit | 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 | CDL CDL Instructional Permit | 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 | CDL CDL Instructional Permit | 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 | CDL No test required | Commercial vehicles; non-CDL classes (example: taxi cabs, delivery vans, etc.). |
| Class E | Regular License, Instruction Permit, and GDL | Operator's License allows for the operation of a vehicle for personal use. |
| Class F | Regular License, Instruction Permit | Motorcycle-only license. The holder of this license class may not possess any other type of license. |
| Class G | Age 18 or older Regular License, Instruction Permit | Bi-optic lenses |
| Identification | | Photo identification only, verifies the person's identity |

| Types of Licenses & Identification Issued by DMV | | |
|---|--|--|
| Class | Examples | Description |
| | | and proof of residency. |
| Kid's ID | Under 15 | The parent or guardian may apply for photo identification which verifies the child's identity. |
| Miscellaneous Ids | Barbers & Cosmetologists, Salespersons' License and State Agencies, etc. | Identification provided, verifies the person's identity and agency affiliation. |

PART 3 PROCUREMENT SPECIFICATIONS AND DELIVERABLES

3.1 General System Requirements

The successful vendor will be required to provide a system that is comprised of the following core components: Point of Sale Cash Register, Cash Drawer Balancing, Inventory Management, Bar Coding Technology, Accounting, Account Posting and Tracking, and Financial Management Reporting. Along with system implementation, the vendor will be required to provide system training for DMV personnel as well as technical support staff. The vendor will also be required to provide on-going system and technical support during DMV operational hours as detailed in section 2.2 of this RFP.

A Cash Management System (CMS) for the Division of Motor Vehicles must allow for real time processing and collection of fees for all point of sale transactions that occur within the DMV across the state. These transactions include, but are not limited to, issuance of titles, new registrations, registration renewals, sales of decals, sale of registration plates, issuance and renewal of driver licenses and collection of reinstatement fees. The system must be easily configurable so that as fees are modified, or as new fees are added, the division will be able to make such changes with no vendor intervention. In addition, the system must be able to track and reconcile inventory, utilize bar coding technology, provide cash drawer balancing, account posting/tracking and financial management reporting in accordance with generally accepted accounting practices.

Most importantly, the CMS will be used to establish and maintain a comprehensive customer database by creating a unique customer profile identification number for each customer. Currently, the customer data collected and stored in the Vehicle and Drivers Systems are not standardized; therefore, it is impossible to determine all the transactions associated with a particular individual (i.e. all vehicles owned by a specific driver). Future plans, not incorporated in this RFP, are for a phased development of an integrated business system which will replace the Vehicle and Drivers Systems. The customer profile identification number will establish a "method" to connect the existing systems.

In addition, the CMS will be required to interface with the Division's existing mainframe based Vehicle and Drivers Systems. The vendor will not be given direct access to the Driver's database (DB2 Version 8) or Vehicles' VSAM files. The data will be passed between systems by using DB2 stored procedures. The stored procedures will be written and maintained by the DOT Information Services Division. Access is via a DB2 Connect runtime Client. The successful vendor will be assigned a mainframe user ID to access the DB2 Client,

the configuration files, and installation script from the Office of Technology Data Center website. Instructions 25 will be provided to the successful vendor.

3.2 Enterprise Resource Planning System (ERP)

The State (WV) is in the process of implementing an Enterprise Resource Planning (ERP) system. The 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). The vendor must demonstrate previous experience with complex modular systems as part of their response to the reference requirements, section 4.18.

3.3 Comprehensive Customer Profile

The DMV intends for the system to be architected using a shared customer profile that provides a cross reference between fees collected by the cash register system for transactions in both the Vehicle and Drivers Systems. The current Vehicle and Drivers Systems do not have a shared customer database. At the current time, the Vehicle System is not designed to facilitate the development of a comprehensive customer profile. It is envisioned that the Driver transactions would provide the groundwork for the creation of the customer profile. This profile will be created on a going forward basis and shall consist of all elements listed in 3.3.1.

3.3.1 Every individual that conducts business with the Drivers System will have a customer profile identification number. The customer profile shall consist, at a minimum, of the following attributes:

- Legal name (last, first, middle, suffix). Provide a history of name changes
- Street (physical) address (city, county, state, zip code)
- Mailing address (street or Post Office Box, city, county, state, zip code)
- Phone numbers (home, work, cell)
- Driver License and/or Identification Number
- Note/comment field
- Stop transaction code

3.3.2 A unique customer profile identification number will be automatically assigned by the CMS and permanently associated with the customer. The system must be flexible enough so as to accept an existing unique identifier generated by the Drivers System.

3.3.3 The DMV requires the use of the existing 2D Barcode PDF 417 (when available) located on the Driver License/ID to initiate the development of the customer profile. The existing 2D PDF 417 barcode consists of the following items: First, Middle, Last Name, Driver License Number, Address, Date of Birth, Issue Date, Expiration Date, Restrictions/Endorsements.

3.3.4 The system must provide the ability to identify possible duplicate customers and display those results for a user to review. The system must also allow the user to select one of the results or continue processing the transaction if the customer is not listed.

3.3.5 The system must provide a method for assigning a "cash only" status in the customer profile.

3.3.6 The customer profile needs to contain a record of all the transactions processed through the CMS for each individual or entity. At a minimum this should include type of transaction, amount, date/time and location of transaction, as well as the user ID.

3.4 Cash Management System Functionality

3.4.1 The CMS must have the ability to maintain a defined accounting transaction detail necessary for the allocation of the fee and revenue object code. The fee code matrix needs to be effective date driven to maintain revenue account types.

3.4.2 The CMS must calculate the taxes and fees that are owed for a service that is provided.

3.4.3 The CMS must have the functionality to encrypt data transmitted and stored by the application. Encryption levels must meet or exceed the industry standard for the chosen solution.

3.4.4 The CMS must be flexible enough to accept multiple forms of payment for services provided to DMV's customers. At a minimum, this shall include: cash, check, credit, and debit cards. The successful vendor will be required to utilize the payment processing options provided by the West Virginia State Treasurer's Office.

3.4.5 The CMS must be able to track various types of tender presented for payment, this information will be used for reconciliation purposes.

3.4.6 The CMS must be able to report/audit by tender type, as well as user ID, location, date range, over/under amounts for the purpose of daily reconciliation and general compliance auditing.

3.4.7 At a minimum, the CMS must be capable of performing the type of transactions outlined in 3.4.10.

3.4.8 The vendor must provide the DMV a method for the addition or removal of transaction types as business processes change.

3.4.9 At a minimum, the CMS must provide the ability to record transactions as outlined in Appendix B

3.4.10 Minimum Cash Drawer Operations

| Business Transactions | |
|--------------------------------|---|
| Function | Basic Operation |
| Title (option Vehicle or Boat) | Original Duplicate Replacement Lien Clear Lien Non-Negotiable Non Repair Certificate Reconstruction Exam Government |
| Registration | New Renew Exchange Transfer (include option for additional weight for B & X plates) Replace/Duplicate |

| Business Transactions | |
|-----------------------|---|
| Function | Basic Operation |
| | Dealer Dealer Temp Non-Resident Add Weight Boat Print Temporary Registration |
| Temporary Tags | Tag-N-Bag |
| Penalties | Bad Checks Reinstate Operator License Pick Up Registration Reinstate Registration Insurance Pick Up Plate Insurance Reinstate Registration |
| Miscellaneous | Trip Permits Information Dealer Audit Handicap Permit Hearing Permit Driving Record Miscellaneous License Service Rehab. Interlock Leased Vehicle Dealer License Miscellaneous Decals Vehicle Rental Serial Number Tags (Assembled Vehicle) Hull Identification (Boats) |
| Licenses/ID | Operator CDL Instruction ID Cards GDL Licenses Motorcycle License Motorcycle Permit Motor Vehicle Salesperson License Misc. Ids |
| Error Correct | Error Correct is only used after a transaction has been completely finalized and money has been collected. With Supervisory approval, the CSR re-enters the transaction to |

| Business Transactions | |
|----------------------------|---|
| Function | Basic Operation |
| | complete the error correct and back out the transaction. |
| Void | Void – to delete/cancel a transaction before it has been finalized and payment is collected |
| Override | Allows for the completion of a transaction with a deviation of monetary compensation within predetermined parameters. |
| No Sale | Opens the cash drawer in the absence of a sale. |
| Cash Tendered | Payment is in form of cash |
| Check Tendered | Payment is in form of check or money order, etc. |
| Credit/Debit Card Tendered | Payment is in form of credit card |
| Credit Slip Tendered | Use of funds previously received for current transaction. |
| Lock | Locks cash drawer. |

3.4.11 The CMS will provide workstation totals for display on the terminal, as needed, as well as printed report for use in closing out a CSR at the end of the shift.

3.4.12 The CMS must produce printed receipts for multiple services provided to a customer which details each individual transaction.

3.4.13 The CMS must provide a duplicate receipt that is maintained on receipt tape roll. This will be used for manual verification of transactions. This receipt tape shall include the information outlined in 3.4.14.

3.4.14 The CMS must validate supporting documentation. The validation must include: date, machine number, user ID, transaction type, transaction number, location, document number and amount.

3.4.15 The CMS must allow for DMV personnel to swipe the credit card when presented for payment and produce a receipt for the customer to sign. The CMS must also allow for manual entry of the credit card information.

3.4.16 An interface must be provided to allow the CMS to inquire by VIN from the vehicle Valuation System. NOTE: A vendor currently supplies the WVDMV with information used to calculate the fees and taxes associated with transactions, this is information taken from Red Book (the vendor may change during the life of the contract). The vehicle's Vehicle Identification Number (VIN) is used as the index to the data.

3.4.17 The CMS must have the ability to override the values obtained from a vehicle valuation system in order to comply with established DMV business rules.

3.4.18 The CMS must check the stop codes in the Vehicle System for all title and registration transactions. A stop code is a code which indicates that a transaction cannot be completed due to one of the following: stolen

plate, lost plate, stolen vehicle, insurance, vehicle opt-in, vehicle sold, levy, plate returned, bad check and refund 29
If the vehicle record has one or more stop codes, the CMS must display a message and not allow the transaction to be completed. The stop codes are stored in a VSAM file. The stop codes will be accessed by using a stored procedure as described in section 3.1.

3.4.19 The CMS must check the DL/ID status in the Drivers System for all DL/ID transactions. If the status is not valid, the CMS must display a message and not allow the transaction to be completed. The status code is stored in a DB2 database. The status code will be accessed by using a stored procedure as described in section 3.1.

3.4.20 The CMS must provide the ability to search using wild card characters and partial searching using customer profile identification number, customer name, DL/ID number, revenue account code or ID, title number, registration number, VIN and decal number.

3.4.21 The CMS shall ensure that duplicate title numbers are not issued at any location.

3.4.22 The CMS shall print the title number on all paperwork associated with title processing.

3.4.23 The CMS must be compatible with credit card software. The DMV is currently using Pos-Partner, software provided by The West Virginia State Treasurer's Office. The CMS must be flexible enough to work with Pos-Partner or any subsequent payment processing software packages.

3.4.24 The CMS must allow for the exchange of registration plates and account for inventory changes and the fees associated with these plates. Example: A customer with a Class "A" plate may exchange for a Class "B". In this situation, there is a difference in fees due to the weight associated with the Class "B" plate as well as varying expiration dates.

3.5 Management Functions

3.5.1 The CMS must provide a segregation of duties between management and CSR for the purposes of cashier reconciliation, review and approval activities.

3.5.2 The fee code matrix utilized by the CMS must be effective date driven.

3.5.3 The CMS must provide the capability to search and sort reports by fee code

3.5.4 The CMS must provide the capability to search and sort reports by tender type

3.5.5 The CMS must allow management to review a breakdown of transactions for the day, by CSR. This should include, but is not limited to a detailed breakdown of inventory items sold.

3.5.6 The solution must provide a method for reporting the itemized accounting breakdown of all monies collected for a variety of time intervals (hourly, daily, weekly, monthly, and yearly).

3.5.7 The accounting solution will provide complete cash flow and financial reports for WVDMV monies collected at Regional Offices, headquarters, satellite driver examination offices and any authorized agents conducting WVDMV business.

- 3.5.8 The CMS shall provide an override feature that will allow for finalization of a transaction when payment amount is less than or greater than the amount due. The DMV has made a policy to accept fees that are within \$5.00 of the required amount.
- 3.5.9 The CMS must provide a line item override feature that will allow the CSR to adjust the fee amount collected.
- 3.5.10 The CMS shall provide a mechanism to alert the CSR not to finalize the transaction in the event that a stop code exists on a customer's account.
- 3.5.11 The CMS shall provide a drop down list that would allow the CSR to pick a reason for using the "misc" category.
- 3.5.12 The CMS shall provide audit trail detail for use of the "misc" key. This detail shall contain user ID, amount, transaction type, and location.
- 3.5.13 The CMS shall provide a method to generate a total of both plates and decals sold by year and class. This total shall be by workstation and location.
- 3.5.14 The CMS shall provide built in system logic, based on business rules, to ensure that the correct decal was sold during a transaction.
- 3.5.15 The CMS shall provide built in system logic that would ensure that the correct license plate was issued.
- 3.5.16 The CMS shall provide the capabilities to produce detail summary reports. These reports must show transaction payments by tender type and service transaction for the reconciliation period.
- 3.5.17 The CMS shall provide summary reports based on: Calendar year, State fiscal year (July 1 – June 30), Federal Fiscal Year (October 1 – September 30), any beginning/ending date range, source of revenue and/or collection point.
- 3.5.18 The CMS shall detail monies collected and presented for deposit. The bank deposit detail report will serve as an aide to help in preparing the official, bank-required deposit slip.
- 3.5.19 The CMS shall have the ability to produce ad hoc reports using any data element maintained in the system. These reports shall be on any time period, as required by user.
- 3.5.20 The CMS must produce standardized reports as outlined in section 3.8.2.
- 3.5.21 The CMS will automatically prorate fees in accordance with established business rules.
- 3.5.22 The CMS will provide for, and maintain, an "audit trail" that tracks user access regardless of any changes made to the information housed within the system. For compliance purposes, the audit trail must be keyed to the user ID. The audit trail must detail the date and time of access, change, the user making the change, and the nature and impact of the change that has been made.
- 3.5.23 The CMS shall provide a method for associating check information, i.e., routing number and bank account numbers with each transaction. This information must be electronically captured.
- 3.5.24 The CMS shall be capable of accepting a manual deposit for wire transfers or other extraneous receipts or deposits.

3.5.25 The CMS shall prepare deposit information for review and eventual transmission to the State's accounting system, currently WVFIMS. The deposit shall specify the allocation of revenue collected, for distribution into the appropriate funds.

3.5.26 The CMS shall process refunds then prepare and transmit electronically the necessary accounting entries to WVFIMS or any successor program.

3.6 Inventory Requirements

The DMV maintains an inventory that consists of approximately 108 different registration plates, approximately 10 types of registration decals and several types of secure paper. Each of these items bear a sequential number used for identification in inventory tracking and reconciliation. Appendix K provides a detailed breakdown of all inventory items tracked by the DMV.

The central control point for the Division's inventory is the warehouse located in Charleston, WV. This office issues inventory items to each of the Division's locations as requested by authorized staff. This office also issues inventory to entities that are not part of the CMS. These include the DMV Mail Room, WV County Sheriff's offices, and other entities as defined by the DMV.

If excess inventory is returned to the warehouse, the appropriate adjustments must be made to the inventory balances. In some instances if inventory is needed it will be transferred directly from one location to another.

Inventory Items

Items that will be maintained in inventory are registration plates, registration decals, title numbers and secure paper. Each plate is assigned a unique number comprised of both alpha and numeric characters and can be as many as eight characters in length. A skip of registration plates is a series of sequential numbers. A registration decal is a sequentially numbered sticker that must be applied to the registration plate and it designates the year of expiration. This decal is generally renewed annually; however, there are cases where it is renewed bi-annually or every ten years. This decal is comprised of a nine digit unique number.

Inventory Example

The DMV orders plates from Prison Industries in a sequentially numbered series; the number may vary in a series. The plates are ordered with a specific year of expiration printed on the plate. When these plates are not used, in a timely manner, they will need to have a new decal applied with the appropriate year of expiration. New decals can be applied at either the warehouse or regional office.

When a shipment of plates is received from Prison Industries, the plates are distributed among the issuing locations depending upon the location's need. The plates assigned to each location must be accounted for individually in the master inventory as well as in the office inventory. The item must be tracked through its lifecycle from receipt at the warehouse to the final assignment with the customer. This example is applicable for plates and registration decals. It should be noted, that the warehouse is the controlling authority for inventory distribution.

Title Skips

Title numbers are unique alpha numeric numbers assigned at the time a title is issued. A title skip is a series of sequential title numbers assigned to each issuing location to ensure that duplicate title numbers are not issued. Title skips normally consist of 1000 title numbers. It is envisioned that the CMS will automate the process of issuing and tracking of title skips.

- 3.6.1 The CMS must maintain a division wide (master) inventory beginning with receipt of inventory at the warehouse.
- 3.6.2 Registration plates are sequentially numbered (with exceptions, 666, 000) and must be tracked through the inventory and issuance process using registration plate number.
- 3.6.3 Registration decals are sequentially numbered and must be tracked through the inventory and issuance process using registration decal number.
- 3.6.4 The CMS must allow authorized users to assign inventory to a register by applicable number.
- 3.6.5 The warehouse will transfer inventory to other locations through the CMS. The system must be able to make the necessary adjustments to track the removal of inventory from the warehouse and assign the items to the assigned location.
- 3.6.6 The CMS must allow the office manager to assign inventory to a CSR or cash register by applicable sequential number.
- 3.6.7 The CMS must allow the office or warehouse manager to use inventory to apply decals to plates. When decals are assigned, they must also be automatically removed from inventory. Decals utilized in this manner will not have a corresponding monetary receipt. Inventory used in this manner must be detailed in daily inventory usage report.
- 3.6.8 The CMS must prevent the issuance of inventory items not assigned to that cash drawer.
- 3.6.9 As inventory is sold the CMS must automatically subtract items from the cash drawer inventory.
- 3.6.10 The CMS must provide a method for accounting for plates issued to replace Temp Tags issued by a dealer. These transactions will not have a corresponding monetary receipt.
- 3.6.11 The CMS must provide a detailed breakdown of all inventory items sold for the day. This report must show Beginning Balance, Additions, Usage and Ending Balance.
- 3.6.12 After authorized personnel have verified and approved inventory usage reports, the CMS must automatically deduct the items from the office inventory.
- 3.6.13 The CMS must provide a method for supervisory override to correct inventory errors, as defined in the DMV business rules.
- 3.6.14 The CMS must have the ability to track inventory assigned to a CSR or assigned to a window.
- 3.6.15 The CMS must produce inventory usage reports based on daily, semi-monthly and yearly intervals.
- 3.6.16 The CMS reporting for inventory must be agency-wide and broken down by location, cash drawer and inventory item. These reports should be produced in real-time without disrupting workflow.
- 3.6.17 The CMS shall provide a detailed report that would allow the CSR to review both inventory issued and still available for sale.

3.6.18 The inventory component must allow for the tracking of items that are not issued directly through the CMS. This currently includes secured paper used for issuing titles. 33

3.6.19 The Manager for each Regional Office will contact the Charleston Central Office for the allotment of title numbers that are available for issuance at that location. The Office manager, at each location, will assign a block of title numbers to each register. The CMS will utilize the next available title number in the block assigned to that register. The goal is to ensure that duplicate title numbers are not issued.

3.6.20 The CMS must provide a method for printing title numbers that have been assigned on the associated paperwork. This must be printed a minimum of two times on each backup page.

3.6.21 The CMS shall allow the DMV to designate the unit of measure for each inventory item.

3.6.22 The CMS must be capable of importing completed transactions from a file generated from the mainframe. When this data is received, the CMS must prepare the appropriate accounting entries. Note: These transactions are batch processed by the mailroom. Also, the mainframe file may contain packed data fields.

3.6.23 The CMS must be capable of importing transactions from a RFT file received from the State Treasurer's Office. When this data is received the CMS must prepare the appropriate accounting entries. Note: These transactions are batch processed by the State Treasurer's Office on their remittance processor.

3.6.24 The CMS must provide a method for entering beginning balances for items in the current inventory system.

3.7 Bar Coding Requirements

3.7.1 Must support the creation and reading of 2D PDF-417, 3 of 9, and postal barcodes. Currently the State uses the AAMVA 2D PDF-417 barcode on the back of the driver license, title, and vehicle registration card.

3.7.2 The CMS must provide a method of capturing information incorporated in the bar code located on titles, registration and driver license renewals. The information in the bar code will be compared against "real time" information stored in the mainframe. This must alert the CSR if any stop codes/suspensions exist in the individual's record in both Vehicle and Drivers Systems.

3.7.3 The registration plate may contain a barcode to populate the customer profile with plate class, plate number and subtract from the CSR's inventory.

3.7.4 The CMS must be capable of reading bar codes assigned to inventory items.

3.7.5 The CMS must allow the user to scan the bar code on inventory items for entry into the system.

3.8 Reporting

3.8.1 The system shall have the ability to produce ad hoc reports using any data element maintained in the system. These reports shall be on any time period, any location, as required by user.

3.8.2 The CMS must produce the following reports: Productivity Report, by location (daily, weekly, monthly and yearly); Office Total Report, covering all locations (daily, weekly, monthly and yearly); Cashier Report, by individual and location (daily) and Master Cashier Report, by location (daily). Examples of these reports are located in Appendix C & D.

3.8.3 The CMS must be able to produce the following Management Reports for any Location for any selected period of time: 34

Summary Office Activity Report – this report allows the management section to produce a report that lists number of transactions, total cash, total check, total credit, total per credit card type, over/under, voids and error corrects, per CSR. (See Appendix E)

Transaction Report by Cashier (Reprint) – this report allows the management section to reproduce the activity of any selected CSR for a selected period of time. This report shall contain ALL transaction detail. (See Appendix F)

Consolidated Totals by Office (See Appendix G) – this report allows the management section to produce a summary report, that lists transactions, cash, check, credit slip, amount per each type of credit card, over/under, voids, error corrects, deposit total, credit card total and total collected.

Consolidated Regional Office Report (Reprint) – this report allows the management section to reproduce the consolidated activity for a specific regional office, by day. (Appendix I)

Consolidated Statewide Activity Report – this report allows the management section to produce a report that details all collections received, processed through all registers on a statewide basis. (See Appendix J)

3.8.4 The CMS must provide for and maintain an “audit trail” that tracks user access regardless of any changes made to the information housed within the system. For compliance purposes, the audit trail must be keyed to the user ID. The audit trail must detail the date and time of access, change and the nature and impact of the change that has been made.

3.9 System Requirements

3.9.1 The CMS shall allow DMV staff to make modifications to the fees and fund distribution as necessary. This would include the addition of new fees and the deletion of old fees as legislation changes.

3.9.2 System modifications resulting from Legislative changes will be required as part of on-going maintenance.

3.9.3 In the event that business rules are changed, the vendor will be required to perform the necessary programming to modify the system accordingly. All non-legislative changes will be handled on a per hour basis. The vendor will be required to provide an hourly rate to accommodate these modifications.

3.9.4 The system must be able to accommodate an unlimited number of users located at various locations across the state.

3.9.5 Must provide for and maintain an “audit trail” that tracks user access regardless of any changes made to the information housed within the system. For compliance purposes, the audit trail must be keyed to the user ID. The audit trail must detail the date and time of access, change, the user making the change, the office where change occurred, the nature and impact of the change that has been made.

3.9.6 Must provide an n-tier, supporting both “rich client” and web functionality and utilizing relational database technology. The database technology must be Microsoft SQL Server (the state has standardized on Microsoft Products).

3.9.7 Utilize .NET technology.

3.9.8 The vendor shall provide a Test Environment that will be used by DMV personnel to test modifications to the system before these changes are made effective. 35

3.9.9 The system shall provide an easy to use (requires little to no training) customized report writing feature. Reports should be made available for viewing on screen as well as in printed format option.

3.10 Hardware/Software Requirements

3.10.1 The State of West Virginia has a number of Statewide Technology contracts which must be utilized to procure standard hardware and software for state government. All specialized equipment and or hardware or software should be outlined in Part 4.

3.10.2 The vendor will be required to work directly with the agency IT staff and hardware vendors to ensure system functionality.

3.10.3 The proposed system shall function on the DOT/DMV workstations. Currently, DMV anticipates installing the CMS on approximately 350 workstations throughout the state. The DOT is on a three year replacement cycle; at most any workstation will be four years old. Our current minimum workstations specifications are: Intel Pentium processor, 2 GB memory, and 80 GB hard drive.

3.10.4 The WV Office of Technology regularly distributes Microsoft Updates to all workstations connected to the network. The vendor will be required to work with IT staff to resolve issues which may arise concerning the functionality of the proposed system.

3.10.5 In the event that the agency is required to purchase hardware from a state-wide contract, the vendor will be required to work directly with contract vendors to resolve operational issues. The vendor must provide minimum specifications required for all workstations and servers, to ensure system compatibility with the vendor's proposed solution.

3.10.6 Servers required for this system will be installed at one of the Office of Technology's secured locations.

3.11 State provided items (VENDOR MUST PROVIDE MINIMUM SPECIFICATIONS INCLUDING ANTICIPATED BAND WIDTH)

3.11.1 The State will provide the network infrastructure.

3.11.2 The State will provide workstations, printers and bar code readers and hardware technical support staff to maintain this equipment.

3.11.3 The State will provide central hardware (i.e. servers, storage etc) and hardware technical support staff to maintain this equipment.

3.12 System Performance Specification

3.12.1 The agency requires that the system application startup activities take no more than five (5) minutes per day, per site, to perform routine system management tasks, i.e., those tasks that must be completed daily in order for the system to operate (load system updates, password updates, etc.).

3.12.2 The system must be capable of, on demand, restoring of a prior day's workstation and office totals, with specific date of restoration selectable by the authorized DMV site management team member.

3.12.3 No alterations to the previous day's totals will be allowed, with the exception of voids for incomplete transactions, and these changes must be handled by authorized DMV management. (Applicable to power outages, etc.)

3.12.4 The vendor must propose a system architecture that allows for the office to continue operating in the event that the network connection is lost. Currently, the DMV uses a "number one machine" concept where the cash registers in the office attach to a back office computer which acts as a server in case of network connectivity problems. The back office machine then connects to the main server located in Charleston.

3.13 Security and Controls

3.13.1 The proposed solution must conform to West Virginia State Code §17A-2A-1, Uniform Motor Vehicle Records Disclosures act, as well as, Federal laws, statutes and guidelines.

3.13.2 The Vendor understands that this Agreement requires access to Personally Identifiable Information or PII found within the WVDMV's records. Personally Identifiable Information includes any information that can identify a person including, but not limited to the name, address, social security number, driver's license number, date of birth, photograph, computerized image, telephone number, medical information or disability information of any person or organization found in DMV records.

The Vendor understands that any PII obtained from the WVDMV's records are subject to the federal Driver Privacy Protection Act and the West Virginia Uniform Records Disclosure Act, hereinafter WVURDA found at West Virginia Code §17A-2A-1 et seq. A copy of the WVURDA is attached and made a part of this Agreement.

The Vendor and its employees, agents, contractors, subcontractors, assigns and heirs agree to read the WVURDA and all personnel who will have access to the WVDMV's records must sign a Confidentiality Agreement prior to access to PII found within the WVDMV's records. Failure to comply with this provision may affect deadlines required by the Vendor. The Vendor agrees that failure to submit Confidentiality Agreements from all Vendor users of the WVDMV's records constitutes a breach of the Agreement and the WVDMV may terminate the Agreement without consequence to the WVDMV on that basis.

The Vendor hereby agrees that it will only access PII as required to perform its duties under the Agreement. The Vendor understands that it is required to secure the PII that it accesses as part of this Agreement and to ensure that it is not accessed by unauthorized individuals, released to any other persons, companies or entities.

The Vendor agrees to keep all personal and non personal information accessed from testing applicants and WVDMV confidential and protected from intentional and unintentional disclosure;

The Vendor acknowledges that authorized access or transactions provide no right to possession or ownership by the Vendor to the WVDMV's data records or to the records of the testing applicants at any time;

The Vendor shall not access or retain any data submitted by testing applicants or by the WVDMV for any reason other than the information that it is required to retain under this Agreement in its transaction logs;

The Vendor will ensure that it does not aggregate information or create any databases to information which it has access, including WVDMV's data and data submitted by testing applicants for the purposes of building comprehensive data records or for any other purpose;

The Vendor will take all reasonable precautions to protect against unauthorized access or release of WVDMV data records, confidential records or confidential information in its custody;

The Vendor will follow the notification requirement if it discovers that information or services provided under this Agreement 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 state or federal laws. **The Vendor shall also immediately notify the WVDMV within 24 hours by telephone and by facsimile at 304.558.2723 and by facsimile machine at 304.558.1987 and the West Virginia Office of Technology at 304.558.9966 or 877.558.9966 if it discovers that personal information provided under this Agreement have been disclosed or are being used in violation of the Agreement, or state or federal laws.**

3.13.3 The CMS must also provide for confidentiality of customer data.

3.13.4 The CMS must be secure from entry by unauthorized users.

3.13.5 The CMS must be compliant with the established State enterprise security processes, including overall system access, violation reports, audit trails, and system logs.

3.13.6 Access to data and system software will be controlled by an individual's network user ID. The system shall use the individual's current network password for access to the system. The State uses Microsoft Active Directory for logon and password control.

3.13.7 The CMS must require a secure combination of user ID and password in order for an operator to gain access to functionalities that have been predefined for all levels of the system.

3.13.8 The CMS solution must provide the ability to configure permissions by user/role/group, which shall include discretionary edits as well as general functions.

3.13.9 The CMS must provide a method for the CSR to lock and unlock the cash drawer session (during breaks, lunch, and middle of transaction).

3.13.10 The CMS must record the time and date when a user locks and unlocks the workstation. The CMS must also record this information on the register tape.

3.13.11 The CMS must maintain credit card information in encrypted format. This information will only be accessible by users with the appropriate level of security.

3.14 Backup and Recovery

Backup and disaster recovery are required components in the proposed solution. Extreme measures should include but are not limited to a backup server that is a mirror image of the primary server. The backup server should ensure that no information is lost and that the proposed solution is capable of restarting in-progress processes.

3.14.1 In the event of a disaster, ensure that the DMV business operations are not suspended for more than twenty-four hours. (Assuming all power and network connectivity are available).

3.14.2 In the event of a power outage and/or network disruption, provide capabilities of recovering data from processes that are in-progress.

3.14.3 Be able to restart in-progress transactions within five (5) minutes after the restoration of connections to the appropriate servers.

3.15 System Warranty, Maintenance & Support

The current Cash Register system has been effective for the past twenty four years. It is anticipated that a replacement system should remain effective for an equal period of time.

3.15.1 The Vendor shall be responsible for Statewide support, delivery, installation and maintenance of the system resulting from this RFP.

3.15.2 The primary point of a contact for all calls concerning the system shall be the DMV Help Desk. Maximum acceptable down time for any location is four hours.

The following procedure shall be followed for all problems being reported concerning the CMS:

- The vendor will be required to provide online/telephone system support to all the DMV offices beginning one hour before and extending two hours after the stated DMV business hours, Monday through Saturday. In addition, the vendor shall provide a pager number or cell phone number so that the DMV is able to contact vendor technical support personnel after hours and on Saturday.
- Regional Office or other DMV locations will contact the DMV Help Desk. In the event that the DMV Help Desk is not open, the locations will be permitted to contact the vendor designated representative.
- The DMV Help Desk will contact the vendor and a telephone response must be provided immediately.
- If necessary, the DMV Help Desk will coordinate a conference call with the CMS vendor and other parties to resolve technical issues.
- The call shall not be considered closed until the DMV Help Desk has confirmed that the system is operational.
- No issues shall remain unresolved for more than four hours.
- Issues that are not resolved will be directed to the vendor's contract administrator for immediate resolution.
- The CMS vendor shall be required to provide a weekly log of trouble calls and the status of the resolution of each issue.

3.15.3 The system shall be provided with a one year maintenance period. During this time the vendor will be required to provide software upgrades and services necessary to keep the system operational. After the maintenance period has expired, the State will require four, one year maintenance renewal options.

3.15.4 The vendor shall ensure that the original software, source code, object code and all modifications, 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. It is further understood that the State will retain a perpetual license to the object code.

3.15.5 Any upgrades or system modifications must be installed from the central server to all of the cash register workstations to insure that all machines are functioning on the same version of the software.

3.15.6 The State will require the vendor to extend the system warranty period if identified deficiencies have not been corrected.

3.15.7 In the event that the vendor and/or subcontractors are unable to remedy identified deficiencies, the State reserves the right to hire another vendor to remedy the situation. This will be at the contract vendor's expense.

3.15.8 Any changes to the production CMS shall be approved in writing, not by email, by the DMV prior to rollout to workstations and servers attached to the system. The authorizing authority for system modifications will be identified during project meetings.

3.15.9 The vendor shall be responsible for distributing modifications to the CMS to each of the DMV sites once modifications have been tested and approved by DMV management.

3.16 System Implementation & Testing

3.16.1 The vendor shall be responsible for complete system installation and implementation for all system components provided as part of this RFP.

3.16.2 The vendor shall provide the DMV with a full implementation plan and schedule with well defined action dates and milestones. This schedule shall be reviewed by both parties and must be approved by the DMV. The vendor shall submit weekly status reports, via conference call, concerning implementation activities. Status reports shall continue until 30 days after the last site has been successfully brought into production.

3.16.3 The vendor shall be required to appoint a project manager to work directly with the DMV.

3.16.4 The implementation and development schedule shall become part of the resulting contract. Any deviation from the proposed schedule shall require approval by the DMV.

3.16.5 The vendor shall have one software engineer that worked on the development of the WV CMS to be onsite during the implementation at the headquarters office.

3.16.6 The vendor shall perform a complete system test of all CMS system components. At a minimum the test shall include processing of each transaction outlined in the fee code matrix as well as production of system reports and management functions.

3.16.7 DMV personnel will then conduct a complete system test which will consist of processing each transaction outlined in the fee code matrix as well as production of system reports and management functions.

3.16.8 The vendor will not implement any system or component thereof that the DMV has not tested and approved in writing (not by email).

3.16.9 The production CMS system shall not be rolled out to the DMV offices until all phases of the system testing have been completed successfully and results have been approved by DMV contract administrator in writing (not by email).

3.17 System Training & Documentation

3.17.1 The vendor shall provide the DMV with a train-the-trainer program and training materials provided in electronic format. The vendor will be required to provide sufficient training for management staff so they become

proficient in the operation of the system and are able to train other supporting staff to a level of equal proficiency. The vendor will be responsible for providing system training during installation as performed at each site. Any material produced to accommodate this requirement shall become the property of the DMV with permission to reproduce this documentation as necessary.

3.17.2 The vendor shall provide hands-on Administrator Level Training for a limited number of individuals from the DMV. Administrator training shall provide users with a detailed understanding of how to utilize the system from each of the following perspectives: CSR, Supervisor, Manager, and Accounting Staff. Any material produced to accommodate this requirement shall become the property of the DMV with permission to reproduce this documentation as necessary.

3.17.3 The vendor will be required to provide the DMV with system documentation that provides in depth detail for each function/component of the CMS. This documentation shall be in written and electronic format and the DMV shall be provided with the permission to reproduce this documentation as necessary.

3.17.4 In the event that system changes are made, the vendor will be required to update system documentation accordingly.

3.18 Vendor Demonstration

3.18.1 Qualifying vendors shall conduct a step-by-step demonstration for processing transactions similar to those outlined in the RFP. The mandatory on-site vendor demonstration shall be held in Charleston, WV. Each vendor will be provided with a four hour time period to demonstrate the functionality of the proposed solution and how it will accommodate West Virginia's requirements. The vendor shall be required to conduct a functional demonstration of the system components. The vendor will be contacted during the evaluation process to schedule the on-site demonstration. Failure to appear for the on-site demonstration shall result in automatic disqualification.

3.19 Special Terms and Conditions:

3.19.1 License Requirements: Workers Compensation, Contractor's License, etc. compliance language. The vendor will be required to register with the State Purchasing Division upon contract award.

PART 4 PROPOSAL FORMAT AND RESPONSE REQUIREMENTS

4.1 Vendor's Proposal Format:

Vendors are requested to address each of the written responses in the order they have been provided. The vendor may attach additional information if necessary to thoroughly address each requirement.

The proposal should be formatted in the same order, using the same numbering sequence, 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 - The vendor should provide a statement outlining the overall scope and purpose of the project and briefly outline the proposed system's components as well as DMV's objectives.

4.2 **Approach and Methodology**

The approach and methodology plan provided with the RFP response should account for the components listed below.

4.3 **Understanding of the project**

4.3.1 The vendor should outline in detail their understanding of the project and its objectives. (Ref. 3.1)

4.3.2 **Enterprise Resource Planning Systems**
Please describe the ability to integrate or interface with complex, modular systems such as those commonly found in Enterprise Resource Planning Systems (ERP). (Ref. 3.2)

4.4 **Customer Profile**

The vendor should describe, in detail, how the proposed system will accommodate a shared customer profile. This description should outline the components that comprise the customer profile and how it interacts with various portions of the system. (Ref. 3.3)

4.4.1 The vendor should describe how the customer profile could be utilized to interact with transactions involving the Vehicle System. (Ref. 3.3.1)

4.4.2 The vendor should describe how a customer profile identification number will be assigned and tracked by the CMS. (Ref. 3.3.2)

4.4.3 The vendor should describe how the 2D PDF 417 barcode could be utilized with the proposed CMS. (Ref. 3.3.3)

4.4.4 The vendor should outline how the CMS would identify duplicate customers. In addition, the vendor should outline the process for adding customers to the system. (Ref. 3.3.4)

4.4.5 The vendor should describe the process for assigning a customer with a "cash only" status. The vendor should also explain how the cash only status impacts future transactions in the CMS. (Ref. 3.3.5)

4.4.6 The vendor should explain how the customer profile is used to track all transactions processed through the CMS for each individual or entity. At a minimum, this description should include details for the type of transaction, amount, date/time and location of transaction, as well as user ID. (Ref. 3.3.6)

4.4.7 In general terms, the vendor should provide details concerning how the customer profile could be utilized in the existing DMV environment. (Ref. 3.3)

4.5 **Cash Management System Functionality**

4.5.1 The vendor should describe how the proposed CMS will provide the accounting transaction detail necessary for the allocation of the fee and revenue object code. (Ref. 3.4.1)

4.5.2 The vendor should describe how the CMS will be able to calculate the taxes and fees that are owed for a service that is provided. (Ref. 3.4.2)

4.5.3 The vendor should outline the method of data encryption that will be provided with the proposed application. (Ref. 3.4.3)

- 4.5.4 The vendor should outline how the CMS will accommodate one transaction with multiple forms of payment. (Ref. 3.4.4)
- 4.5.5 The vendor should outline the process for tracking various tender types for reconciliation purposes. (Ref. 3.4.5)
- 4.5.6 The vendor should describe how the system will allow for reporting/auditing by tender type, user ID, location, date range, over/under amounts. (Ref. 3.4.6)
- 4.5.7 The vendor should describe, in general terms, how the CMS will perform transactions outlined in 3.4.10. The vendor should also provide a step-by-step example of how a CMS would process a transaction from start to finish. (Ref. 3.4.10)
- 4.5.8 The vendor should describe the method for adding or removing transactions types from the CMS. (Ref. 3.4.8)
- 4.5.9 The vendor should describe how the proposed system will record transactions in the system database. (Ref. 3.4)
- 4.5.10 The vendor should describe the process for cash drawer reconciliation. (Ref. 3.4.11)
- 4.5.11 The vendor should describe the controls that are in place to assist in the close out process. (Ref. 3.4.11)
- 4.5.12 The vendor should describe the process for printing receipts. In addition, the vendor should detail how the receipt will reflect multiple services that are provided to a customer and how these transactions are separated. (Ref. 3.4.12)
- 4.5.13 The vendor should describe how the CMS will validate supporting documentation. This explanation should also detail equipment required to meet this requirement. (The validation must include: date, machine number, CSR number, type of transaction, transaction number, location, document number and amount). (Ref. 3.4.14)
- 4.5.14 The vendor should describe how the CMS will process credit card transactions and how receipts for such transactions will be produced for the customer to sign. (Ref. 3.4.15)
- 4.5.15 The vendor should describe how the CMS would interface with a Vehicle Valuation System. (Ref. 3.4.16)
- 4.5.16 The vendor should describe the process for overriding values obtained from a vehicle valuation system. (Ref. 3.4.17)
- 4.5.17 In general terms, the vendor should describe how the CMS would obtain stop codes from the Vehicle System. (Ref. 3.4.18)
- 4.5.18 The vendor should outline how the CMS would allow for wild card and partial searches for customer profile identification number, customer name, driver license number, revenue account code or id, title number, registration number, VIN and decal number. (Ref. 3.4.20)
- 4.5.19 The vendor should describe how the CMS will prevent the issuance of duplicate title numbers for any location. (Ref. 3.4.20)

4.5.20 The vendor should detail how the CMS will print title numbers on all paperwork associated with title processing. The vendor should also describe the equipment required for printing. (Ref. 3.4.22) 43

4.5.21 The vendor should detail how the CMS will be compatible with credit card processing software provided by the Office of the West Virginia State Treasurer. (Ref. 3.4.23)

4.6 Management Functions

4.6.1 The vendor should describe the segregation of duties between management and CSR for the purposes of cashier reconciliation, review and approval activities. (Ref. 3.5.1)

4.6.2 The vendor should describe how the fee code matrix utilized by the CMS is "effective date" driven. The vendor should also describe the process for modifying the fee code matrix. (Ref. 3.5.2)

4.6.3 The vendor should describe the ability to sort items in the CMS, such as sorting by fee code or tender type. (Ref. 3.5.3 & 3.5.4)

4.6.4 The vendor should describe and provide an example of a breakdown of transactions by the day, by CSR and inventory items sold. (Ref. 3.5.5)

4.6.5 The vendor should provide an example of how the CMS will report the itemized accounting breakdown of money collected for various intervals. (Ref. 3.5.6)

4.6.6 The vendor should detail the process for a supervisor to override a transaction. (Ref. 3.5.8 & 3.5.9)

4.6.7 The vendor should provide an explanation of the override feature that will allow the system to process transactions less than or greater than the amount due. (Ref. 3.5.9)

4.6.8 The vendor should provide details as to how the CMS will provide alerts to the CSR if a stop code exists on the customer's mainframe records (Vehicle System). The vendor should also provide details as to how the system will provide alerts for suspensions in the Drivers System. (Ref. 3.5.10)

4.6.9 The vendor should provide details concerning the configuration of the drop down list for the "misc" category and outline the process for inserting additional reasons. (Ref. 3.5.11)

4.6.10 The vendor should provide a detailed explanation of the audit trail feature and provide examples of data being maintained. (Ref. 3.5.12 & 3.5.22)

4.6.11 The vendor should provide a detailed description of how the proposed CMS will calculate the total plates and decals used by each workstation and office. (Ref. 3.5.13)

4.6.12 The vendor should provide a detailed description outlining how the CMS will ensure that the correct plate and/or decal were issued during a transaction. (Ref. 3.5.14 & 3.5.15)

4.6.13 The vendor should provide examples of summary reports that the CMS will be capable of producing. These reports should show transaction payments by tender type and service transactions for the reconciliation period. (Ref. 3.5.16)

4.6.14 The vendor should provide examples of reports based on: Calendar year, State Fiscal Year (July 1 – June 30) and Federal Fiscal Year (October 1 – September 30). The vendor should also provide details concerning the

process for creating reports with various beginning/ending (date range), source of revenue and/or collection point. (Ref. 3.5.17) 44

4.6.15 The vendor should list, in detail, the steps required to produce a bank deposit report. (Ref. 3.5.18)

4.6.16 The vendor should provide a detailed description of the ad hoc reporting capabilities in the proposed CMS system. The vendor should also provide examples of some ad hoc reports. (Ref. 3.5.19)

4.6.17 The vendor should provide details concerning the proposed system's ability to prorate registration fees in accordance with DMV business rules. (Ref. 3.5.21)

4.6.18 The vendor should provide a detailed explanation of the system's audit trail functionality. The vendor should also provide examples of the detail maintained in the audit logs. Also, the vendor should explain how this data is maintained over a long period of time (at a minimum seven to ten years). (Ref. 3.5.22)

4.6.19 The vendor should provide details concerning the system's availability to associate check information, i.e., routing number and bank account numbers, with each transaction. The vendor should also explain how this data is maintained and how it is kept secure. (Ref. 3.5.23)

4.6.20 The vendor should explain the process for the system to accept manual deposits for wire transfers or other extraneous receipts/deposits. (Ref. 3.5.24)

4.6.21 The vendor should provide details concerning the proposed system's ability to produce deposit information for review. (Ref. 3.5.25)

4.6.22 The vendor should describe the process for preparing, generating necessary accounting transactions and electronically transmitting refunds. (Ref. 3.5.26)

4.7 Inventory Requirements

4.7.1 The vendor should provide a detailed overview of the inventory component of the proposed CMS system. (Ref. 3.6)

4.7.2 The vendor should provide a detailed description of the initial inventory receipt process from the supplier to the warehouse. (Ref. 3.6.1)

4.7.3 The vendor should provide a detailed overview of how the CMS will handle the inventory of DMV consumables such as plates, registration decals and title skips. (Ref. 3.6)

4.7.4 The vendor should outline the steps involved with assigning inventory items to a register. (Ref. 3.6)

4.7.5 The vendor should provide a detailed description of the inventory transfer process (moving inventory from the warehouse to Regional Office, then assignment of items to a cash register). (Ref. 3.6.4 & 3.6.5)

4.7.6 The vendor should provide an overview and examples of inventory usage reports. (Ref. 3.6.7)

4.7.7 The vendor should indicate how the CMS will prevent the issuance of inventory items not assigned to a cash drawer. (Ref. 3.6.8)

4.7.8 The vendor should outline the process involved with tracking of inventory items that have been sold for⁴⁵ given period of time. The vendor should provide examples of reports that outline Beginning Balance, Additions, Usages and Ending Balance. (Ref. 3.6)

4.7.9 The vendor should describe the process involved with deducting items from office inventory after inventory usage reports have been produced. (Ref. 3.6.12)

4.7.10 The vendor should provide a description of the method that will be used to account for hard plates taken from inventory and issued to replace the temporary tag provided by the Dealer through the Temp Tag System (no money will be handled for these transactions). (Ref. 3.6.10)

4.7.11 The vendor should provide a detailed description of the supervisory override process for correcting inventory errors. (Ref. 3.6.13)

4.7.12 The vendor should describe how the CMS will track inventory assigned to a CSR or window. (Ref. 3.6.14)

4.7.13 The vendor should describe the process involved with creating inventory usage reports (daily, semi-monthly and yearly) and provide examples of these reports. (Ref. 3.6.15)

4.7.14 The vendor should describe how the CMS will allow the CSR to review both inventory issued and the remainder still available for sale. (Ref. 3.6.17)

4.7.15 The vendor should describe how the CMS will allow for the tracking of secured paper. (Ref. 3.6.18)

4.7.16 The vendor should describe how the CMS will manage the issuance of title numbers and ensure that duplicate title numbers are not issued. (Ref. 3.6.19 & 3.6.20)

4.7.17 The vendor should describe the method for adding inventory items to the CMS. The vendor should provide details for defining the unit of measure, cost and location, of inventory items. (Ref. 3.6.21)

4.7.18 The vendor should describe the process involved with importing completed transactions to the CMS (Renewals processed by the Treasurer's Office). (Ref. 3.6.22 & 3.6.23)

4.7.19 The vendor should describe the process involved with transferring inventory into the CMS from inventory in the existing system. (Ref. 3.6.24)

4.7.20 The CMS should describe the process for exchange of registration plates, accounting for inventory changes, and the fees associated with these plates. Example: A customer with a Class "A" plate may exchange for a Class "B". In this situation, there is a difference in fees due to the weight associated with the Class "B" plate as well as varying expiration dates (Ref. 3.4.24)

4.8 Bar Coding Requirements

4.8.1 The vendor should indicate how the CMS will capture information from the 2D PDF-417 bar code current utilized on the Driver License, as well as on the, Title and Registration documentation. The vendor should describe how the CMS will be able to compare this information against real time information available in mainframe records. (Ref. 3.7.1 & 3.7.2)

4.8.2 The vendor should provide details concerning the use of the bar code to populate information within the customer profile. (Ref. 3.7.2)

4.8.3 The vendor should describe the process for reading bar codes for assigned inventory items. The vendor should also provide specifications for the equipment required to perform this function. (Ref. 3.7.3 & 3.7.4)

4.9 Reporting

4.9.1 The vendor should describe the proposed CMS ability to produce ad hoc reports. The vendor should also provide step-by-step details for producing reports. (Ref. 3.8.1)

4.9.2 The vendor should provide examples of the following reports: Productivity Report, Office Total Report, Cashier Report and Master Cashier Report. The vendor should also outline the steps required to produce these reports. (Ref. 3.8.2)

4.9.3 The vendor should provide a detailed description of the data maintained in the audit logs. (Ref. 3.8.4)

4.9.4 The vendor should provide, in detail, the steps required to produce the following reports: (Ref. 3.8.3)

Summary Office Activity Report – this report allows the management section to produce a report that lists number of transactions, total cash, total check, total credit, total per credit card type, over/under, voids and error corrects, per CSR. (See Appendix E)

Transaction Report by Cashier (Reprint) – this report allows the management section to reproduce the activity of any selected CSR for a selected period of time. This report shall contain ALL transaction detail. (See Appendix F)

Consolidated Totals by Office (See Appendix G) – this report allows the management section to produce a summary report, that lists transactions, cash, check, credit slip, amount per each type of credit card, over/under, voids, error corrects, deposit total, credit card total and total collected.

Consolidated Regional Office Report (Reprint) – this report allows the management section to reproduce the consolidated activity for a specific regional office, by day. (Appendix I)

Consolidated Statewide Activity Report – this report allows the management section to produce a report that details all collections received, processed through all registers on a statewide basis. (See Appendix J)

4.9.5 The vendor should provide examples of cash flow and financial reports that the CMS will be able to create. These examples should reflect transaction details from various locations such as Regional Offices, Headquarters, Satellite Driver Examiner Offices and any other locations conducting WVDMMV business. (Ref. 3.5.7)

4.9.6 The vendor should provide, in detail, the steps required to produce the following reports: Productivity Report, by location (daily, weekly, monthly and yearly); Office Total Report, covering all locations (daily, weekly and yearly); Cashier Report, by individual and location (daily) and Master Cashier Report, by location (daily). The vendor should provide samples of similar reports. (Ref. 3.8.2)

4.10 System Requirements

4.10.1 The vendor should outline the steps involved with making modifications to the fee and fund distribution tables. (Ref. 3.9) 47

4.10.2 The vendor should outline the services available as part of ongoing maintenance and support. (Ref. 3.9)

4.10.3 The vendor should detail the proposed system's licensing requirements and detail what software products and licenses will be required to complete the system. (Ref. 3.9)

4.10.4 The vendor should provide a detailed breakdown of all the system configuration and components that will be provided with the proposed system. (Ref. 3.9)

4.10.5 The vendor should describe the Test Environment that will be provided; this should include a detailed description of all hardware and software necessary to meet the requirement. (Ref. 3.9.8)

4.10.6 The vendor should describe the report writing features that will be provided with the proposed system and outline the options for printing and viewing the reports. (Ref. 3.9.9)

4.11 Hardware/Software Requirements

4.11.1 The vendor should provide a detailed breakdown of the hardware (including miscellaneous hardware, number of servers, workstation requirements and specifications) and software required for the proposed system (software components and licenses required). (Ref. 3.10)

4.11.2 The vendor should outline all installation requirements as well as any hardware configurations that maybe necessary to install the system. (Ref. 3.10)

4.11.3 The vendor should also provide a detailed description of the interface that will be proposed with this solution (is this a full desktop client or web based solution). (Ref. 3.10)

4.11.4 The vendor should describe how it will work with the IT staff to resolve issues which may arise concerning the functionality of the proposed system. (Ref. 3.10)

4.11.5 The vendor should provide minimum specifications including band with requirement and any other network infrastructure requirements for the proposed system. (Ref. 3.10)

4.12 System Performance Specification

4.12.1 The vendor should describe the proposed system's startup activities as well as the time and tasks required to perform routine system management tasks. (Ref. 3.12.1)

4.12.2 The vendor should describe how the system will be capable of restoring a prior day's workstation and office totals. (Ref. 3.12.2)

4.12.3 The vendor should outline all system safe guards that will protect the system in the event of a power outage or network interruption. (Ref. 3.12.2 & 3.12.3)

4.12.4 The vendor should propose a system architecture that allows for the office to continue operating in the event that the network connection is lost. The vendor should outline in detail how the proposed system will accommodate this requirement. (Ref. 3.12.4)

4.13 Security and Controls

- 4.13.1 The vendor should explain the safeguards that will ensure the confidentiality of customer data. (Ref. 3.13.1)
- 4.13.2 The vendor should detail the safeguards that will secure the system from unauthorized access. (Ref. 3.13.2)
- 4.13.3 The vendor should outline the system access requirements, i.e., user name and password requirements. (Ref. 3.13.7)
- 4.13.4 The vendor should provide a detailed description of the user role and group access configuration for the proposed system. (Ref. 3.13.8)
- 4.13.5 The vendor should provide details for assigning the user rights and roles for the proposed system. (Ref. 3.13)
- 4.13.6 The vendor should outline the steps involved with locking and unlocking a cash drawer/workstation. (Ref. 3.13.9 & 3.13.10)
- 4.13.7 The vendor should outline in detail how credit card information will be kept secure. (Ref. 3.13.11)

4.14 Backup and Recovery

- 4.14.1 The vendor should outline the equipment that will be required and the steps involved with backup and recovery of the proposed system. (Ref. 3.14)
- 4.14.2 The vendor should describe in detail how the proposed CMS will operate in the event of a disaster. (Ref. 3.14)
- 4.14.3 The vendor should describe how the proposed CMS will accommodate for network disruptions and power outages. (Ref. 3.14)
- 4.14.4 The vendor should describe how the proposed CMS will be able to restart in-progress transactions and accommodate the recovery of data from processes that are in-progress. (Ref. 3.14.3)

4.15 System Warranty, Maintenance & Support

- 4.15.1 The vendor should describe how statewide support and maintenance will be accommodated in the proposed system. (Ref. 3.15)
- 4.15.2 The vendor should identify the physical location and contractual relationship (i.e., subcontractor, directly employed or otherwise) for any personnel that will be assigned to support the proposed system. The vendor should also outline the method for contacting support personnel. (Ref. 3.15)
- 4.15.3 The vendor should outline the procedure that should be followed to report technical issues. (Ref. 3.15)
- 4.15.4 The vendor should outline all the services provided during the one year maintenance period. (Ref. 3.15)
- 4.15.5 The vendor should describe the process for installing system modifications and/or upgrades. (Ref. 3.15)

4.16 System Implementation & Testing

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4.16.1 The vendor should describe the planned approach for complete system development, installation and implementation for all components of the proposed system. This should include a proposed project plan with identifiable milestones. (Ref. 3.16)

4.16.2 The vendor should identify the proposed project manager that will be assigned to work with the DMV. The vendor should also include a description of the individual's qualifications and a brief description of previous project experience. (Ref. 3.16)

4.17 System Training & Documentation

4.17.1 The vendor should provide a description of the system training and documentation. (Ref. 3.17)

4.17.2 The vendor should provide examples of documentation and training materials that will be provided with the proposed system. (Ref. 3.17)

4.18 Vendor Reference Requirements

4.18.1 The vendor should identify any and all subcontractors that will be involved in the development, implementation, and training, as well as, on-going system support.

4.18.2 The vendor should provide a minimum of two references for similar CMS installation of similar size and scope. The vendor should also provide contact information for the primary individual involved with the project, this should include name, telephone number, address and email address.

4.18.3 The vendor should supply written documentation from previous clients (on their letterhead) outlining experience with complex modular system implementation. The contact supplying this information must have been part of the system implementation team.

4.19 Production System

4.19.1 The vendor should provide a complete list of hardware, operating systems, web server software, browser software, programming languages, development tools, libraries, management tools, network infrastructure and any other components that are required for the proposed solution to be successfully installed and maintained.

4.20 Vendor Financial Stability

4.21 The vendor should submit prior three (3) years worth of audited financials from the company responding to this RFP.

4.22 Vendor Demonstration

4.22.1 The vendors shall conduct a step-by-step demonstration for processing transactions similar to those outlined in the RFP. The mandatory on-site vendor demonstration shall be held at a location to be designated. Each vendor will be provided with a four hour time period to demonstrate the functionality of the proposed solution and how it will accommodate West Virginia's requirements. The vendor shall be required to conduct a functional demonstration of the system components. The vendor will be contacted during the evaluation process to schedule the on-site demonstration. Failure to appear for the on-site demonstration shall result in automatic disqualification. (Ref. 3.19)

4.23 Additional System Functionality

The vendor should outline any additional system functionality they will be providing.

4.24 Cost Proposal Format/Bid Sheets

4.24.1 Cost proposal forms/bid sheets are to be on a separate page so that they may be filled out and submitted independently from the technical proposal. The Cost Proposal shall identify all required software licenses with a line item price and annual software maintenance costs. Vendor will also be required to identify System Design, Programming, Project Management, Installation, Testing and Training costs associated with each phase of the business system. The vendor may add additional items to the table as long as the costs are easily identifiable.

4.24.2 The vendor should provide costs for systems maintenance and upgrades that would occur following the expiration of the one year warranty and maintenance period as described above.

4.25 Resident Vendor Preference:

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

4.26 Evaluation Process:

4.26.1 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 will be made by a consensus of the evaluation committee.

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

| | (#) Points Possible |
|------------------------------------|---------------------|
| A. Core System Functionality | 28 |
| B. Ongoing Maintenance & Support | 15 |
| C. Additional System Functionality | 3 |
| D. Vendor Demonstration | 19 |
| E. References | 5 |
| F. Cost | 30 |
| Total | 100 |

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

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

4.27 Minimum Acceptable Score:

Vendors must score a minimum of 70% of the total technical points possible. The technical points are listed above in Section 4.2. 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.

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. 51

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.

Section 5: Cash Management System Costs

| Description | Price |
|--|-------|
| Cash Register System (Inclusive Total) software, implementation, specialized hardware, one year maintenance and support of a turnkey operational system NOTE: this should include all licensing and support for between 300 and 350 workstations | |
| *Hourly rate \$ _____ \$ per hour x 100 hours (Insert amount of hourly rate, multiple by 100 \$ insert total) | |
| | |
| Year Two Maintenance | |
| Year Three Maintenance | |
| Year Four Maintenance | |
| Year Five Maintenance | |
| Total System Cost with 5 year maintenance contract | |

*Vendor must provide an all inclusive hourly rate which shall be used for completion of unforeseen work related to the original scope of work deemed necessary by the State. Hours are estimated for evaluation purposes only; actual hours may be more or less the State's discretion.

Costs for travel and other related expenses must be included in bid prices. No separate payments will be made for travel expenses.

Appendix A Registration & Plate Classes with Abbreviations

| Registration Classes | | | |
|----------------------|---|-------------------|------------|
| Class | Explanation | Cycle | Expiration |
| Class A | Passenger Vehicles less than 8000 pounds | 1 or 2 year cycle | Monthly |
| Class B | Vehicles up to 80,000 pounds GVW (total cost registration is based on weight) | 1 year | June 30 |
| Class C | Trailers over 2,000 pounds GVW | Lifetime | None |
| Class G | Motorcycle | 1 year | July 1 |
| Class G Antique | Antique Motorcycle (35 years or older) | 10 year | July 1 |
| Class H | Buses | 1 year | July 1 |
| Class J | Taxi | 1 year | July 1 |
| Class M | Special Mobile Equipment | 1 year | July 1 |
| Class R | Recreational Trailers | 3 year | April 1 |
| Class T | Miscellaneous Trailers | 3 year | April 1 |
| Class V | Antique Cars | 10 year | July 1 |
| Boats | Motorboat | 3 year | April 1 |
| Class X | Farm Trucks – (total registration cost is based on weight) | 1 Year | July 1 |

| Plate Classes & Abbreviations | | | |
|-------------------------------|--|--------------------|--------------|
| Abbreviation | Class Descriptions | Registration Class | Expiration |
| A | Cars, Vans, Buses, Motor Homes & Trucks less than 8,000 pounds | A | Monthly |
| A2 | Two year Registration | A | Monthly |
| ABC | Breast Cancer Awareness | A | July 1 |
| ABR | 4 H Plates | A | July 1 |
| AC | Classic Cars | A | July 1 |
| ACF | Certified Firefighter | A | July 1 |
| ACO | 9/11 Commemorative | A | July 1 |
| ACV | 9/11 Commemorative Vanity | A | January 1 |
| ADV | Disabled Veterans | A | July 1, 2015 |
| AEF | Education Promotion Plates for anyone | A | July 1 |
| AF | Fire Fighters & Emergency Services | A | July 1 |
| AG | National Guard | A | July 1 |
| AH | Handicap | A | July 1 |
| AI | Legislative | A | January 1 |
| AIF | Former Legislative | A | January 1 |
| ALE | Wounded Law Enforcement | A | July 1, 2015 |

| Plate Classes & Abbreviations | | | |
|-------------------------------|--|--------------------|--------------|
| Abbreviation | Class Descriptions | Registration Class | Expiration |
| ALS | Low Speed Vehicle | A | July 1 |
| AIS | Silver Legislative | A | January 1 |
| AM | Marines, Disabled American Veterans, Bronze Star, WWII, Korean War, Vietnam War, Persian Gulf War, War on Terrorism, Retired Military. | A | July 1 |
| AM | Second Military Plate for Purple Heart, Pearl Harbor, POW, DV, Medal of Honor, DSC, NC, AFC, Silver Star, DFC | A | July 1 |
| ANC | NASCAR | A | October 1 |
| AND | Deer Plate | A | July 1 |
| ANR | Wildlife Monthly | A | Monthly |
| ANV | Vanity Wildlife | A | January 1 |
| ANW | Vanity Deer Plate | A | January 1 |
| AO | Organizations – Colleges, Professional Firefighters, Educators | A | July 1 |
| AP | Prisoner of War | A | July 1, 2015 |
| APA | Patriotic | A | July 1 |
| APH | Purple Heart | A | July 1, 2015 |
| APV | Patriotic Vanity | A | January 1 |
| AR | Amateur Radio | A | July 1 |
| ARF | Whitewater Rafting | A | July 1 |
| AS | Governor's Numbers | A | July 1 |
| ASA | Governor's Scenic | A | July 1 |
| ASN | Governor's Wildlife | A | July 1 |
| AV | Vanity | A | January 1 |
| AVC | Vanity generic NASCAR | A | October 1 |
| AVF | Volunteer Firefighter | A | July 1 |
| AVN | Vanity NASCAR | A | October 1 |
| AVS | Vanity Scenic | A | January 1 |
| AW | Veterans | A | Monthly |
| AW2 | Two Year Veterans | A | Monthly |
| AX | Antique Plates – issued the same year as the vehicle model year expires 2005 | A | July 1, 2015 |
| AY | Antique Plates – issued the same year as the vehicle model year expires yearly | A | July 1 |
| B | Trucks with gross weight of 8001 lbs and over | B | July 1 |
| BA | Apportioned IRP truck plates | B | July 1 |
| CP | Trailers over 2000 lbs | C | None |
| CAP | Apportioned IRP trailer plates | C | July 1 |
| D | Dealers | D | July 1 |

| Plate Classes & Abbreviations | | | |
|-------------------------------|---|--------------------|--------------|
| Abbreviation | Class Descriptions | Registration Class | Expiration |
| G | Motorcycle | G | July 1 |
| GA | Antique Motorcycle plate | G | July 1, 2015 |
| GC | Classic Motorcycle plate | G | July 1 |
| GG | Vertical Motorcycle plate | G | July 1 |
| GGI | Vertical Legislature Motorcycle plates | G | July 1 |
| GGV | Vertical Vanity Motorcycle plate | G | July 1 |
| GH | Handicap Motorcycle plate | G | July 1 |
| GI | Legislative Motorcycle | G | July 1 |
| GS | Governor's Motorcycle | G | July 1 |
| GV | Vanity Motorcycle plate | G | July 1 |
| GW | Veterans Motorcycle plate | G | July 1 |
| GX | Antique Motorcycle plates – have to be the same year as motorcycle expires yearly | G | July 1, 2015 |
| GY | Antique Motorcycle plate – have to be the same year as motorcycle expires yearly | G | July 1 |
| H | Buses – Limousines for hire | H | July 1 |
| HA | Apportioned IRP Plates – buses and limousines for hire | H | July 1 |
| I | Vehicles not to be licensed | I | None |
| J | Taxi | J | July 1 |
| M | Special Equipment | M | July 1 |
| R | Camping Trailers and House Trailers | R | April 2011 |
| RS | Scenic Camping Trailers | R | April 2011 |
| T | Trailer of 2000 lbs or less GVW | T | April 2011 |
| U | Vehicle Class for Low Speed Vehicles | U | ? |
| V | Antique Vehicles | V | July 1, 2015 |
| X | Farm Vehicles | X | ? |
| Y1A | Boats – Fee – Less than 16 Feet | Y | April 2011 |
| Y11 | Boats – Fee – 16 Feet or over but less than 26 Feet | Y | April 2011 |
| Y12 | Boats – Fee – 26 Feet or over but less than 40 Feet | Y | April 2011 |
| Y13 | Boats – Fee – 40 Feet or over | Y | April 2011 |
| Y2A | Boats – NO Fee – less than 16 Feet | Y | April 2011 |
| Y21 | Boats – NO Fee – 16 Feet or over but less than 26 Feet | Y | April 2011 |
| Y22 | Boats – NO Fee – 26 Feet or over but less than 40 Feet | Y | April 2011 |
| Y23 | Boats – NO Fee – 40 Feet or over | Y | April 2011 |
| Y3A | Government – Less than 16 feet | Y | April 2011 |
| Y31 | 16 Feet or over but less than 26 Feet | Y | April 2011 |
| Y32 | 26 Feet or over but less than 40 Feet | Y | April 2011 |

| Plate Classes & Abbreviations | | | |
|-------------------------------|--|--------------------|------------|
| Abbreviation | Class Descriptions | Registration Class | Expiration |
| Y33 | 40 Feet or over | Y | April 2011 |
| Z | Salvage – NO license | Z | None |
| PAS | Government /Permanent State Plate – Cars, buses, passenger vans | P | None |
| PBS | Government /Permanent State Plate - All trucks | P | None |
| PCS | Government /Permanent State Plate – Trailers over 2000 lbs | P | None |
| PGS | Government /Permanent State Plate – Motorcycle | P | None |
| PMS | Government /Permanent State Plate – Special Equipment | P | None |
| PRS | Government /Permanent State Plate – Camping Trailers & House Trailers | P | None |
| PTS | Government /Permanent State Plate – Trailers 2000 lbs or less GVW | P | None |
| PAC | Government/Permanent County Plate – Cars, buses, passenger vans | P | None |
| PBC | Government/Permanent County Plate – All trucks | P | None |
| PCC | Government/Permanent County Plate - Trailers over 2000 lbs | P | None |
| PGC | Government/Permanent County Plate – Motorcycles | P | None |
| PMC | Government/Permanent County Plate – Special Equipment | P | None |
| PRC | Government/Permanent County Plate – Camping Trailers & House Trailers | P | None |
| PTC | Government/Permanent County Plate - Trailers over 2000 lbs or less GVW | P | None |
| PAT | Government/Permanent City Plate - Cars, buses, passenger vans | P | None |
| PBT | Government/Permanent City Plate – All trucks | P | None |
| PCT | Government/Permanent City Plate – Trailers over 2000 lbs | P | None |
| PGT | Government/Permanent City Plate – Motorcycles | P | None |
| PMT | Government/Permanent City Plate – Special Equipment | P | None |
| PRT | Government/Permanent City Plate – Camping Trailers & House Trailers | P | None |

| Plate Classes & Abbreviations | | | |
|-------------------------------|--|--------------------|------------|
| Abbreviation | Class Descriptions | Registration Class | Expiration |
| PTT | Government/Permanent City Plate – Trailers 2000 lbs or less GVW | P | None |
| PAV | Government/Permanent Volunteer Fire Dept – Cars, buses, passenger vans | P | None |
| PBV | Government/Permanent Volunteer Fire Dept – All Trucks | P | None |
| PCV | Government/Permanent Volunteer Fire Dept – Trailers over 2000 lbs | P | None |
| PGV | Government/Permanent Volunteer Fire Dept – Motorcycle | P | None |
| PMV | Government/Permanent Volunteer Fire Dept – Special Equipment | P | None |
| PRV | Government/Permanent Volunteer Fire Dept – Camping Trailers & House Trailers | P | None |
| PTV | Government/Permanent Volunteer Fire Dept – Trailers 2000 lbs or less GVW | P | None |
| PAL | Government/Permanent Sheriffs – Cars | P | None |
| PBL | Government/Permanent Sheriff – Trucks | P | None |

Cash Register Transactions

Table 1: Cash Drawer Transactions - Titles

| Category | Transaction Type | Required Entry | | |
|--|--|------------------------|---|--|
| Title Select: B or V Boat or Vehicle | Original | Title Number | Data entry | |
| | | Book Value | Data entry – 5% calculation results in Privilege Tax Amount The is where the Redbook system comes up and the CSR can search the value of the vehicle by entering the first 10 digits of the VIN number. The CSR has the option of entering the value that is displayed or an actual sale price to calculate the Privilege Tax. | |
| | | Sale Price | Entered by CSR | |
| | | Trade-in | Entered by CSR | |
| | | Net Price | System Generated | |
| | | Sales Tax | System Generated | |
| | | # of Liens | Entered by CSR | |
| | | Lien Fee | System generated | |
| | | Document Fee | System generated | |
| | | Environmental Clean up | System generated | |
| | | Total | Calculation | |
| | | Duplicate | Title Number | Data Entry – alpha numeric 7 digit number Example ANNNNNNN |
| | | | Title Fee | System generated |
| | Environmental Clean up | | System generated | |
| | Total | | Calculation | |
| | Replacement | Title Number | Data Entry – alpha numeric 7 digit number Example ANNNNNNN | |
| | | Replacement/Error | System generated | |
| | | Title Fee | System generated | |
| | | Total | Calculation | |
| | Lien – applies a lien to a title that has already been issued. | Title Number | Data Entry – alpha numeric 7 digit number Example ANNNNNNN | |
| | | # of Liens | Entered by CSR | |

Table 1: Cash Drawer Transactions - Titles

| Category | Transaction Type | Required Entry | |
|----------|------------------------|------------------------|---|
| | | | |
| | | Lien Fee | System generated |
| | | Document Fee | System generated |
| | | Environmental Clean up | System generated |
| | | Total | Calculation |
| | Clear Lien | Title Number | Data Entry – alpha numeric 7 digit number Example ANNNNNN |
| | | # of Liens | Entered by CSR |
| | | Lien Fee | System generated |
| | | Document Fee | System generated |
| | | Environmental Clean up | System generated |
| | | Total | Calculation |
| | Non Repair Certificate | Title Number | Data Entry – alpha numeric 7 digit number Example ANNNNNN |
| | | Junk/Salvage/Cosmetic | Enter - J, S, C |
| | | Document Fee | System Generated |
| | | Total | Calculation |
| | Reconstruction Exam | Document # | |
| | | Reconstruction Exam | System Generated |
| | | Total | Calculation |
| | Government – No Fee | Title Number | Data Entry – alpha numeric 7 digit number Example ANNNNNN |
| | | Lien Fee | System Generated |
| | | Document Fee | System Generated |
| | | Total | Calculation |

| Table 2: Cash Drawer Transactions - Registration | | | | | |
|--|---|-----------------------|---|-----------------|---|
| Category | Transaction Type | Required Entry | | | |
| Registration | New *If applicable | Class | See Vehicle Class List | | |
| | | Number of Years | 1 or 2 | | |
| | | Plate # | 8 character Alpha Numeric | | |
| | | Decal # | 7 digit numeric | | |
| | | Registration Fee | System calculations – determined by number of years and prorated fees if applied | | |
| | | Weight | A weight must be entered on Class B vehicles – usually skipped on other class types. Class X vehicles have subcategories which denote the vehicle's weight | | |
| | | Insurance Fee | System Generated | | |
| | | Litter Fee | System Generated | | |
| | | *Reservation Fee | System Generated | | |
| | | *Special Plate | System Generated | | |
| | | Total | Calculation | | |
| | | Registration | Renew *If applicable | Class | See Vehicle Class List |
| Number of Years | 1 or 2 | | | | |
| Plate # | 8 character Alpha Numeric | | | | |
| Decal # | 7 digit numeric | | | | |
| Registration Fee | System calculations – determined by number of years and prorated fees if applied | | | | |
| Insurance Fee | System Generated | | | | |
| Litter Fee | System Generated | | | | |
| *Reservation Fee | System Generated | | | | |
| *Special Plate | System Generated | | | | |
| Total | Calculation | | | | |
| Registration | Exchange The CR system calculates the value remaining of the registration fee. It also subtracts this amount from the amount due for a new | | | Class | A, B, C (see list of possible classes) |
| | | | | Number of Years | 1 or 2 (if class A) |
| | | Weight | XXXXX (80,000 is the max. weight) | | |
| | | From Plate # (current | 8 character Alpha | | |

Table 2: Cash Drawer Transactions - Registration

| Category | Transaction Type | Required Entry | |
|--------------|---|----------------------------------|---|
| | plate (including insurance and litter fees). | plate) | Numeric |
| | | Class | |
| | | To Plate # (new plate) | 8 character Alpha Numeric |
| | | Decal # weight | XXXX (max entry.) |
| | | Registration Fee | System Generated |
| | | Litter Fee | System Generated |
| | *If applicable | *Special Plate – if applicable | System Generated |
| | | *Reservation Fee – if applicable | System Generated |
| | | Total | Calculation |
| Registration | Transfer | Class | A, B, C |
| | Usually used to transfer one plate to a different vehicle | Plate # | 8 character Alpha Numeric |
| | | Registration Fee | System Generated |
| | | Insurance Fee | System Generated |
| | | Total | Calculation |
| Registration | Replace/Duplicate | Class | A, B, C |
| | | Plate # | 8 character Alpha Numeric |
| | | Type | R – Duplicate Plate S – Duplicate Decal D – Duplicate Registration E – Registration No Charge F – Decal No Charge P – Plate No Charge L – Lost Nascar |
| | | Number of Years | 1 or 2 |
| | | Decal # | 7 digit numeric |
| | | Registration Fee | System Generated |
| | | Insurance Fee | System Generated |
| | | Total | Calculation |
| Registration | Dealer | Dealer Number | 5 digit numeric value |
| | | License Fee | System Generated |
| | | # Formula Plate | System determines # of plates |
| | | Fee | System Generated |
| | | # other plate | Entered by CSR |
| | | Fee | System Generated |
| | | # Additional Certificate | System Generated |

| Table 2: Cash Drawer Transactions - Registration | | | |
|--|------------------------------|--|---|
| Category | Transaction Type | Required Entry | |
| | | | (1.00 per copy for additional locations) |
| | | Fee | System Generated |
| | | Recovery Fee | System Generated |
| | | Total | Calculation |
| Registration | Dealer Temp Tags | Dealer # | 5 digit numeric value |
| | | # of Plates | |
| | | Registration Fee | |
| | | Total | Calculation |
| Registration | Non-Resident | Class | A, B or C |
| | | Plate # | 8 character Alpha Numeric |
| | | Registration Fee | System Generated |
| | | Insurance Fee | System Generated |
| | | Litter Fee | Litter Fee |
| | | Total | Calculation |
| Registration | Boat Registration | Length in Feet | Number entry – up to X digits |
| | | Class | Y (with subcategories which indicate vessel length) |
| | | Registration # | WV# from mainframe |
| | | Decal # | 9 digit numeric |
| | | Type | Original Renew Duplicate Registration Duplicate Decal F – Error Registration G – Error Decal N – N/F Reg |
| | | F, G, N used for correcting error made by the division | |
| | | Registration Fee | System Generated |
| Registration | Print Temporary Registration | Boat/Vehicle | B or V |
| | | License/Boat Number | Alpha Numeric???? |
| | | Title Number | 7 digit Alpha Numeric ANNNNNN |
| | | Class | A, B, C |
| | | Gross Weight | Data entry |
| | | VIN/Serial/Hull number | Data entry |
| Registration | Additional Weight | Class | B |
| | | Plate # | Entered by CSR |
| | | Current Weight | Entered by CSR |
| | | Additional Weight | Entered by CSR |
| | | New Weight | System generated |

Table 3: Cash Drawer Transactions – License/Identification

| Category | Transaction Type | Required Entry | |
|-----------------|---|-----------------|---|
| Operator | Original | Operator Number | Data entry – 7 character alpha numeric field |
| | | Class | Data entry – D, E, F |
| | | Type | <u>O</u> riginal <u>R</u> eissue <u>D</u> uplicate <u>E</u> xpire <u>N</u> o Fee <u>X</u> - Endorsement |
| | | Birth Year | Data entry – 4 digit year |
| | | Number of years | System calculates the number of years required based on the drive for five rule. |
| | | License Fee | Calculation (xxx per year) |
| | | Motor Voter Fee | .50 |
| | | Total | System generated |
| | | Operator | Reissue |
| Class | Data entry – D, E, F | | |
| Type | <u>O</u> riginal <u>R</u> eissue <u>D</u> uplicate <u>E</u> xpire <u>N</u> on Fee <u>X</u> - Endorsement | | |
| Birth Year | Data entry – 4 digit year | | |
| Number of years | System calculates the number of years required based on the drive for five rule. | | |
| License Fee | Calculation (xxx per year) | | |
| Motor Voter Fee | .50 | | |
| Total | System generated | | |
| Operator | Duplicate | | |
| | | Class | Data entry – D, E, F |
| | | Type | <u>O</u> riginal <u>R</u> eissue <u>D</u> uplicate <u>E</u> xpire <u>N</u> on Fee <u>X</u> - Endorsement |

Table 3: Cash Drawer Transactions – License/Identification

| Category | Transaction Type | Required Entry | |
|----------|--|-----------------|---|
| | | License Fee | Fee set by code currently \$5.00 |
| | | Motor Voter Fee | .00 |
| | | Total | System generated |
| Operator | Expire | Operator Number | Data entry – 7 character alpha numeric field |
| | | Class | Data entry – D, E, F |
| | | Type | <u>O</u> riginal <u>R</u> eissue <u>D</u> uplicate <u>E</u> xpire <u>N</u> on Fee <u>X</u> - Endorsement |
| | | Birth Year | Data entry – 4 digit year |
| | | Number of years | System calculates the number of years required based on the drive for five rule. |
| | | License Fee | Calculation (xxx per year) |
| | | Motor Voter Fee | .50 |
| | | Expiration | \$5.00 (penalty fee) |
| | | Total | System generated |
| Operator | Non-Fee | Operator Number | Data entry – 7 character alpha numeric field |
| | | Class | Data entry – D, E, F |
| | | Type | <u>O</u> riginal <u>R</u> eissue <u>D</u> uplicate <u>E</u> xpire <u>N</u> on Fee <u>X</u> - Endorsement |
| | | License Fee | 0.00 |
| | | Motor Voter Fee | 0.00 |
| | | Total | System generated |
| Operator | Endorsements If a person is getting a new license or renewing a license and decides to add an endorsement (motorcycle), the cashier must ring up the license transaction and then go back and ring up the | Operator Number | Data entry – 7 character alpha numeric field |
| | | Class | Data entry – D, E, F |
| | | Type | <u>O</u> riginal <u>R</u> eissue <u>D</u> uplicate <u>E</u> xpire <u>N</u> on Fee <u>X</u> - Endorsement |

Table 3: Cash Drawer Transactions – License/Identification

| Category | Transaction Type | Required Entry | | | |
|--------------------------|--|-----------------|--|-----------------|--|
| | endorsement separately. This is only a problem on Class D & E licenses. It is a flat \$5.00 fee for adding an endorsement. | Birth Year | Data entry – 4 digit year | | |
| | | Number of years | System calculates the number of years required based on the drive for five rule. | | |
| | | License Fee | Calculation (xxx per year) | | |
| | | Motor Voter Fee | .50 | | |
| | | Total | System generated | | |
| CDL | Original CDL Endorsements are applied at the time the person applies for a CDL. | Operator Number | Data entry – 7 character alpha numeric field | | |
| | | Class | A, B or C | | |
| | | Type | <u>O</u> riginal <u>R</u> enewal <u>D</u> uplicate <u>A</u> dd Endorsement <u>E</u> xpire <u>R</u> e <u>T</u> est | | |
| | | Birth Year | Data entry – 4 digit year | | |
| | | Number of Years | Calculation (xxx per year) | | |
| | | Application Fee | System generated | | |
| | | Test Fee | System generated | | |
| | | Endorsements | \$10.00 per endorsement | | |
| | | Total | System generated | | |
| | | CDL | Renew | Operator Number | Data entry – 7 character alpha numeric field |
| Class | A, B or C | | | | |
| Type | <u>O</u> riginal <u>R</u> enewal <u>D</u> uplicate <u>A</u> dd Endorsement <u>E</u> xpire <u>R</u> e <u>T</u> est | | | | |
| Birth Year | Data entry – 4 digit year | | | | |
| # of Years | Calculation (xxx per year) | | | | |
| License fee | System generated | | | | |
| Haz. Mat.'1? (Yes or no) | \$10.00 if applicable | | | | |
| Total | System generated | | | | |
| CDL | Duplicate | | | Operator Number | Data entry – 7 character alpha numeric field |
| | | | | Class | A, B or C |
| | | Type | <u>O</u> riginal <u>R</u> enewal <u>D</u> uplicate | | |

Table 3: Cash Drawer Transactions – License/Identification

| Category | Transaction Type | Required Entry | |
|----------|------------------|-------------------------|--|
| | | | <u>A</u> dd Endorsement <u>E</u> xpire <u>R</u> e <u>T</u> est |
| CDL | Add Endorsement | Document fee | \$5.00 |
| | | Operator Number | Data entry – 7 character alpha numeric field |
| | | Class | A, B or C |
| | | Type | <u>O</u> riginal <u>R</u> enewal <u>D</u> uplicate <u>A</u> dd Endorsement <u>E</u> xpire <u>R</u> e <u>T</u> est |
| | | Document Fee | \$5.00 |
| | | Endorsements (1 to 6) | System generated |
| | | Total | System generated |
| CDL | Expire | Operator Number | Data entry – 7 character alpha numeric field |
| | | Class | A, B or C |
| | | Type | <u>O</u> riginal <u>R</u> enewal <u>D</u> uplicate <u>A</u> dd Endorsement <u>E</u> xpire <u>R</u> e <u>T</u> est |
| | | Year of birth | Entered by CSR |
| | | # of years | System generated |
| | | License Fee | System generated |
| | | Haz. Mat'l? (Yes or no) | System generated |
| | | Expiration fee | System generated |
| | | Total | System generated |
| CDL | Retest | Operator Number | Data entry – 7 character alpha numeric field |
| | | Class | A, B or C |
| | | Type | <u>O</u> riginal <u>R</u> enewal <u>D</u> uplicate <u>A</u> dd Endorsement <u>E</u> xpire <u>R</u> e <u>T</u> est |
| | | Document fee | \$5.00 |
| | | Retest fee | \$25.00 |
| | | Total | System generated |

Table 3: Cash Drawer Transactions – License/Identification

| Category | | Transaction Type | | Required Entry | |
|----------------------|----------------------|-------------------|--|----------------|--|
| Operators | Instruction | Operator Number | Data entry – 7 character alpha numeric field | | |
| | | Class | V or F (vehicle or motorcycle) | | |
| | | Type | Original Duplicate Renew | | |
| | | Permit Fee | \$5.00 | | |
| | | Total | System generated | | |
| Operators | ID cards | ID # | Data entry – 7 character alpha numeric field | | |
| | | Type | Original Child Renew Duplicate Expire | | |
| | | Birth Year | Data entry – 4 digit year | | |
| | | # of Years | System generated | | |
| | | License Fee | System generated | | |
| | | Total | System generated | | |
| | | GDL | GDL Level 1 = Instruction Level 2 = Restricted Level 3 = Unrestricted | Permit # | Data entry – 7 character alpha numeric field |
| Level | 1, 2, or 3 | | | | |
| Type O/D/E | Entered by CSR | | | | |
| Permit Fee Per Level | \$5.00 | | | | |
| Licenses/IDs | Salesperson Licenses | Operator # | Entered by CSR | | |
| | | Type O/R/D/E | Entered by CSR | | |
| | | Year of Birth | Entered by CSR | | |
| | | Number of Years | System generated | | |
| | | License Fee | System generated | | |
| | | Back ground check | System generated | | |

| Table 4: Cash Drawer Transactions – Miscellaneous | | | |
|---|--------------------------------------|--------------------|--|
| Category | Transaction Type | Required Entry | |
| Miscellaneous | Trip Permits | Trip Code | 1 – One Way MH – Mobile Home – only sold downstairs in Building 3 by Darrell Cunningham IRP Permits |
| | | Beginning Permit # | Data Entry |
| | | Ending Permit # | Data Entry |
| | | # Permits | Calculation |
| | | Permit Fee | System Generated |
| | | Total | Calculation |
| Miscellaneous | Information | Document # | Data Entry – free form |
| | | Information Fee | No calculation – data entry |
| | | Total | Calculation |
| Miscellaneous | Penalties Example using Bad Check | Document # | Data Entry – usually file number |
| | | Penalty Code | 1 – Bad Check (Acct. only) 3 – P/U (Pick up)(not used often) 5 – P/U registration 7 – Insurance Reinstatement P/U plate (\$50.00) 9 – Insurance RE/Registration (\$100) 2 – DUI School (\$30.00) 4 – Reinstare Operators (Acct & Drivers) 6 – Reinstare Registration (Acct. & Drivers everything but insurance) 8 – Re/OP/New (Insurance) (\$50.00 – reinstatement) A – SEC Deposit |

| Table 4: Cash Drawer Transactions – Miscellaneous | | | |
|---|--|-----------------------|---|
| Category | Transaction Type | Required Entry | |
| | | Fee | System Generated |
| | | Check Amount | Amount of Bad Check |
| | | Total | Calculation |
| Miscellaneous | Handicap | Permit # | 6 digit alpha numeric |
| | Transaction used for inventory control – there is a change for second replacement of permit (\$5.00) – the \$5 fee is rung up under Misc/Misc. | Permit fee | No Charge |
| | | Total | Calculation |
| Miscellaneous | Hearing | Docket # | File # (7 digit alpha numeric) |
| | | Hearing Fee | No standard fee – data entry Some hearings are \$10.00 others are \$50.00 |
| | | Additional Costs | Witness fees, documents, mileage, etc. This totally is manually entered – a fee sheet is attached to the file so the cashier knows what fees to ring up. These fees are paid at the time of reinstatement. |
| | | Total | Calculation |
| Miscellaneous | Driving Record | Document # | Driver License number - Data entry – 7 character alpha numeric field |
| | Consists of personal history and convictions | # Documents | Page count |
| | | Document Fee | \$5.00 per document – system calculation based on number of pages |
| | | Total | Calculation |
| Miscellaneous | Miscellaneous | Misc. Fee Description | Open data entry |

Table 4: Cash Drawer Transactions – Miscellaneous

| Category | Transaction Type | Required Entry | |
|---------------|--|-----------------|--|
| | | Misc. Fee | Open entry |
| | <p>This is used to ring up overpayments when people send in too much money. The cashier has to record the additional funds and is not permitted to give a refund greater than \$10.00. If the overpayment exceeds this amount, it is entered into the Cash Register System here and then can be used as credit or a refund can be issued out of the Accounting Section.</p> <p>Also used when someone requests a copy of their File. Copies are .25 per page, plus a search fee.</p> | Total | Calculation |
| Miscellaneous | License Service Only used by Dealers | Document # | License service ID # |
| | | Fee | System Generated |
| | | Total | Calculation |
| Miscellaneous | Rehab. Interlock Used only by Driver Services | Document # | File # must allow for concurrent DUI files, which is the DUI file number, plus all concurrent files represented by Alpha characters. (315545A, B, C, D, E) |
| | | Fee | System Generated |
| | | Total | Calculation |
| Miscellaneous | Leased Vehicle Used only in Dealers Application \$250.00 Renewal \$100.00 Sales Tax is used only to ring up monthly remittance | Document # | Leasing company # (8 characters) |
| | | Type | Ap – Application Ren – Renew Sales Tax |
| | | Sales Tax | Entered by CSR |
| | | Application Fee | Zero if Application or Renew |
| | | Title Fee | System Generated |

| Table 4: Cash Drawer Transactions – Miscellaneous | | | |
|---|----------------------|------------------------|--------------------------------------|
| Category | Transaction Type | Required Entry | |
| | | | |
| | | Temp. Registration Fee | System Generated |
| | | Total | Calculation |
| Miscellaneous | Miscellaneous Decals | Starting Decal # | Entered by CSR |
| | | Ending Decal # | Entered by CSR |
| | | Fuel Tax/IFTA | F or I |
| | | Quantity | Calculation from Above |
| | | Fee Amount | System Generated |
| | | Total | System Generated |
| Miscellaneous | Vehicle Rental | Registration # | Rental Company Number (8 characters) |
| | | Fee | Enter amount of collections |
| | | | |

Appendix C
Division of Motor Vehicles – Productivity Report

DIVISION OF MOTOR VEHICLES
CHARLESTON MAIN OFFICE
PRODUCTIVITY REPORT
04/20/09 thru 04/24/09

| DAY | REVENUE | | GRAND TOTAL OF REVENUE | GRAND TOTAL OF CUSTOMERS | TITLES PRINTED | OPERATOR RENEWALS & 23'S | AMT OF PROCESSED FORMS | | | | |
|-------|--------------------|-------------------|------------------------------|--------------------------------|-------------------|--------------------------------|------------------------|-------------------------------|---------------------|-----------------------------|--------------------------|
| | GENERAL REVENUE | DEALER REVENUE | | | | | TITLE AND REG | REGIS- TRATION RENEWALS | 44'S AND 32'S | TOTAL NUMBER OF TRANS | TOTAL CREDIT CARDS |
| MON | \$6,554.35 | \$6,285.75 | \$12,840.10 | 56 | 39 | 18 | 138 | 10 | 8 | 215 | 2 |
| TUES | \$6,342.63 | \$7,995.11 | \$16,337.74 | 45 | 20 | 15 | 138 | 4 | 8 | 198 | 4 |
| WED | \$4,149.75 | \$8,261.55 | \$12,411.30 | 45 | 92 | 10 | 179 | 5 | 3 | 239 | 6 |
| THURS | \$4,093.18 | \$13,531.70 | \$17,624.88 | 47 | 39 | 17 | 119 | 8 | 6 | 191 | 6 |
| FRI | \$8,541.56 | \$14,111.40 | \$22,652.96 | 50 | 34 | 15 | 122 | 7 | 8 | 206 | 5 |
| TOTAL | \$31,681.47 | \$50,185.51 | \$81,866.98 | 243 | 224 | 75 | 696 | 34 | 33 | 1049 | 23 |

Appendix D

Division of Motor Vehicles – Consolidated Office Report

January 2009 — December 2009

| | Dealer Revenue | Total Revenue | Customers | Instant Prints | Operator Renewals | Titles Processed | Renewals | 44 & 32 | Transactions |
|--------------|----------------|----------------|-----------|----------------|----------------------|---------------------|----------|---------|--------------|
| Winfield | \$995,328.58 | \$2,617,117.78 | 25,854 | 2,264 | 7,933 | 8,516 | 6,284 | 3,121 | 34,040 |
| Martinsburg | \$585,612.02 | \$1,921,501.28 | 29,178 | 3,657 | 9,812 | 7,849 | 8,781 | 3,064 | 37,826 |
| K-City | \$0.00 | \$2,330,830.08 | 43,541 | 2,599 | 16,736 | 9,665 | 5,853 | 9,594 | 53,098 |
| Huntington | \$1,461,897.41 | \$2,606,283.13 | 21,567 | 4,773 | 9,578 | 10,126 | 4,563 | 3,232 | 36,650 |
| Logan | \$0.00 | \$926,064.72 | 14,166 | 996 | 4,132 | 3,644 | 3,455 | 3,062 | 17,203 |
| Clarksburg | \$322,015.91 | \$1,350,706.03 | 24,759 | 2,480 | 8,605 | 7,813 | 4,065 | 4,273 | 31,841 |
| Moundsville | \$452,200.00 | \$1,529,149.76 | 19,253 | 2,119 | 6,067 | 5,532 | 2,334 | 1,080 | 21,376 |
| Princeton | \$391,785.50 | \$1,110,746.03 | 16,252 | 1,279 | 5,834 | 4,407 | 4,740 | 1,271 | 19,947 |
| Main Office | \$698,521.85 | \$986,886.65 | 3,940 | 2,711 | 1,443 | 7,823 | 787 | 683 | 13,715 |
| Parkersburg | \$864,630.45 | \$2,219,259.12 | 26,381 | 3,056 | 9,271 | 9,282 | 5,232 | 2,596 | 34,503 |
| Pt. Pleasant | \$219,263.19 | \$556,500.34 | 7,408 | 468 | 2,285 | 2,312 | 1,945 | 866 | 9,789 |
| Moorefield | \$85,833.89 | \$464,050.65 | 7,427 | 1,000 | 2,099 | 2,446 | 2,040 | 1,312 | 9,783 |
| Elkins | \$368,134.78 | \$930,333.60 | 14,315 | 1,022 | 4,821 | 3,917 | 3,900 | 1,677 | 18,122 |
| Beckley | \$234,301.14 | \$1,167,440.98 | 22,072 | 1,799 | 9,947 | 6,325 | 2,602 | 2,853 | 28,686 |
| Morgantown | \$78,565.75 | \$1,476,782.06 | 22,541 | 1,202 | 9,424 | 5,797 | 5,533 | 3,130 | 29,601 |
| Romney | \$50,003.48 | \$729,861.26 | 10,376 | 827 | 3,907 | 3,503 | 2,371 | 362 | 15,503 |
| Flatwoods | \$195,601.50 | \$605,093.67 | 11,174 | 729 | 4,261 | 2,946 | 2,611 | 1,356 | 13,770 |
| Spencer | \$0.00 | \$477,364.61 | 6,836 | 812 | 2,146 | 2,284 | 1,683 | 723 | 9,595 |
| Lewisburg | \$0.00 | \$530,290.65 | 11,285 | 790 | 4,091 | 3,103 | 2,510 | 1,951 | 14,555 |
| Williamson | \$230,017.53 | \$537,699.30 | 6,865 | 716 | 1,854 | 2,133 | 2,476 | 1,053 | 8,651 |
| Franklin | \$2,705.35 | \$232,639.08 | 2,749 | 875 | 473 | 914 | 886 | 476 | 4,533 |
| Weich | \$0.00 | \$262,854.95 | 6,061 | 459 | 2,306 | 1,499 | 1,346 | 910 | 7,933 |
| Weirton | \$406,718.59 | \$1,077,247.59 | 9,573 | 896 | 3,879 | 2,766 | 2,248 | 781 | 12,997 |
| Fairmont | \$0.00 | \$47,925.00 | 4,398 | 0 | 4,398 | 0 | 0 | 0 | 4,398 |
| Wheeling | \$0.00 | \$12,019.75 | 1,089 | 0 | 1,089 | 0 | 0 | 0 | 1,126 |
| Charles Town | \$3,209.60 | \$889,572.36 | 16,488 | 507 | 4,677 | 3,324 | 4,735 | 2,362 | 19,099 |
| Totals | \$7,646,347 | \$27,586,220 | 385,548 | 38,036 | 141,068 | 117,946 | 82,980 | 51,788 | 508,340 |

Appendix E - Management Report Summary of Office Activity

| DATE - 7/08/2009 | | | CONSOLIDATED LOCATIONS REPORT REVENUE COLLECTIONS | | | | | | | | TIME - 13:56:32 | |
|------------------|-----|------|--|----------------|----------|-----------------|-----------|--------|----------|-----|-----------------|-----|
| LOCATION | CRF | TRAN | CASH | CHECK | CREDIT | AMX | DISC | H/C | VISA | D/U | NOTES | ST |
| BECKLEY | 806 | 115 | 1,307.00 | 5,315.75 | .00 | .00 | .00 | 23.00 | 623.01 | .00 | .00 | .00 |
| | 808 | 95 | 913.75 | 6,183.75 | .00 | .00 | .00 | 365.50 | 74.00 | .00 | .00 | .00 |
| | 811 | 105 | 2,048.00 | 3,581.75 | .00 | .00 | .00 | .00 | 241.00 | .00 | .00 | .00 |
| | 805 | 41 | 277.75 | 54.00 | .00 | .00 | .00 | 13.00 | 31.00 | .00 | .00 | .00 |
| | 810 | 45 | 378.50 | 31.00 | .00 | .00 | 43.75 | 41.75 | 31.00 | .00 | .00 | .00 |
| BECKLEY | | 401 | 4,925.00 | 15,166.25 | .00 | .00 | 43.75 | 448.25 | 1,096.01 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | | 20,691.25 | CR. CARD TOTAL | 1,498.81 | TOTAL COLLECTED | 21,590.06 | | | | | |

Appendix F
Transaction Report by Cashier

| DATE: 07/01/2009 TO: 07/01/2009 | | WEST VIRGINIA DIVISION OF MOTOR VEHICLES TRANSACTION REPORT | | | | | | | | | | | | | |
|---------------------------------|----------|--|---------|-----------|------|-------|------|----------|--------|------|------|------|-------|------|-----|
| LOCATION: RICHMOND | | CASHIER: 0003 GEORGE WALKER | | | | | | | | | | | | | |
| LI | 06-01-B | 1 | 1130000 | LIC- | 00 | 00 | APP- | 10 | 000- | 00 | 000- | 00 | 0000- | 0 | 000 |
| | | | | | .00 | 000- | 00 | 000-1003 | 000-04 | EXP- | 00 | 000- | 00 | 000- | |
| SA | | | | 0001-0001 | CHE- | 10.00 | CHE- | 00 | 000- | 00 | 000- | | | | |
| | | | | | 000- | 00 | 000- | 00 | 000- | 00 | 000- | | | | |
| LI | 0000-E | 2 | 0000000 | LIC- | 10 | 00 | APP- | 00 | 000- | 00 | 000- | 00 | 0000- | 0 | 000 |
| | | | | | .00 | 000- | 00 | 000-1004 | 000-05 | EXP- | 00 | 000- | 00 | 000- | |
| SA | | | | 0002-0002 | CHE- | 00 | CHE- | 00 | 000- | 00 | 000- | | | | |
| | | | | | 000- | 00 | 000- | 00 | 000- | 00 | 000- | | | | |
| LI | 0000-000 | 3 | 0000000 | LIC- | 00 | 000- | APP- | 00 | 000- | 00 | 000- | 00 | 0000- | 0 | 000 |
| | | | | | .00 | 000- | 00 | 000-1004 | 000-05 | EXP- | 00 | 000- | 00 | 000- | |
| SA | | | | 0003-0003 | CHE- | 00 | CHE- | 00 | 000- | 00 | 000- | | | | |
| | | | | | 000- | 00 | 000- | 00 | 000- | 00 | 000- | | | | |
| LI | 0000-E | 4 | 0001000 | LIC- | 00 | 000- | APP- | 00 | 000- | 00 | 000- | 00 | 0000- | 0 | 000 |
| | | | | | .00 | 000- | 00 | 000-1004 | 000-05 | EXP- | 00 | 000- | 00 | 000- | |
| SA | | | | 0004-0004 | CHE- | 00.00 | CHE- | 00 | 000- | 00 | 000- | | | | |
| | | | | | 000- | 00 | 000- | 00 | 000- | 00 | 000- | | | | |
| LI | 0000-R | 5 | 0000000 | LIC- | 00 | 000- | APP- | 00 | 000- | 00 | 000- | 00 | 0000- | 0 | 000 |
| | | | | | .00 | 000- | 00 | 000-1005 | 000-06 | EXP- | 00 | 000- | 00 | 000- | |
| SA | | | | 0005-0005 | CHE- | 00 | CHE- | 00 | 000- | 00 | 000- | | | | |
| | | | | | 000- | 00 | 000- | 00 | 000- | 00 | 000- | | | | |
| LI | 0000-R | 6 | 0000000 | LIC- | 00 | 000- | APP- | 00 | 000- | 00 | 000- | 00 | 0000- | 0 | 000 |
| | | | | | .00 | 000- | 00 | 000-1004 | 000-05 | EXP- | 00 | 000- | 00 | 000- | |
| SA | | | | 0006-0006 | CHE- | 00.00 | CHE- | 00 | 000- | 00 | 000- | | | | |
| | | | | | 000- | 00 | 000- | 00 | 000- | 00 | 000- | | | | |
| LI | 0000-R | 7 | 0000000 | LIC- | 00 | 000- | APP- | 00 | 000- | 00 | 000- | 00 | 0000- | 0 | 000 |
| | | | | | .00 | 000- | 00 | 000-1004 | 000-05 | EXP- | 00 | 000- | 00 | 000- | |

WEST VIRGINIA DEPARTMENT OF MOTOR VEHICLES
TRANSACTION REPORT

PAGE 2

go to the next page in the document

| ID | ORG | APP | CHG | CRD | CHK | AMT |
|----|----------|-------------|-------|-----|-----|-------|
| IV | | 0007-0007 | 13.00 | .00 | .00 | .00 |
| | | | | | | |
| IV | | | .00 | .00 | .00 | .00 |
| IV | 0000 0 | 8 8122713 | 10.00 | .00 | .00 | 0 AMT |
| | | | .00 | .00 | .00 | .00 |
| IV | | | .00 | .00 | .00 | .00 |
| IV | | 0000-0000 | 10.00 | .00 | .00 | 7.00 |
| | | | .00 | .00 | .00 | .00 |
| IV | 0000 000 | 9 94752675E | .00 | .00 | .00 | 0 AMT |
| | | | .00 | .00 | .00 | .00 |
| IV | | | .00 | .00 | .00 | .00 |
| IV | | 0000-0000 | .00 | .00 | .00 | 11.00 |
| | | | .00 | .00 | .00 | .00 |
| IV | 0000 000 | 10 P52133C | 1.00 | .00 | .00 | 7 AMT |
| | | | .00 | .00 | .00 | .00 |
| IV | | | .00 | .00 | .00 | .00 |
| IV | | 0010-0010 | 3.00 | .00 | .00 | .00 |
| | | | .00 | .00 | .00 | .00 |
| IV | 0000 000 | 11 P55231T | 1.00 | .00 | .00 | 0 AMT |
| | | | .00 | .00 | .00 | .00 |
| IV | | | .00 | .00 | .00 | .00 |
| IV | | 0011-0011 | 5.00 | .00 | .00 | .00 |
| | | | .00 | .00 | .00 | .00 |
| IV | 0000 0 | 12 P55231T | 10.00 | .00 | .00 | 0 AMT |
| | | | .00 | .00 | .00 | .00 |
| IV | | | .00 | .00 | .00 | .00 |
| IV | | 0012-0012 | .00 | .00 | .00 | 5.00 |
| | | | .00 | .00 | .00 | 13.00 |
| IV | 0000 000 | 13 P53224S | 1.00 | .00 | .00 | 0 AMT |
| | | | .00 | .00 | .00 | .00 |
| IV | | | .00 | .00 | .00 | .00 |
| IV | | 0013-0013 | 5.00 | .00 | .00 | .00 |
| | | | .00 | .00 | .00 | .00 |

WEST VIRGINIA DEPARTMENT OF MOTOR VEHICLES
TRANSACTION REPORT

DATE: 07/02/2009 To 07/05/2009

11

LOCATION -BOWLEY

CASHIER -D01 DEBORAH WILKER

| | | | | | | | | | | | | | | |
|----|--------|------------|-----------|-------|-------|------|----------|--------|------|------|------|-----|------|--|
| SI | DPND C | 14 7597113 | LIC- | 5.00 | APP- | .00 | REG- | .00 | TET- | .00 | END- | 0 | INT- | |
| | | | | .50 | DOC- | .00 | DOB-1965 | YES-NO | EXP- | .05 | M/W- | .50 | LMI- | |
| FR | | ***** | 2014-2014 | CEN- | 5.00 | CHK- | .00 | CAL- | .00 | CRS- | .00 | | | |
| | | ***** | | AMV- | .00 | M/C- | .00 | D/S- | .00 | VIS- | .00 | | | |
| LI | DPND C | 15 F507829 | LIC- | 12.50 | APP- | .00 | REG- | .00 | TET- | .00 | END- | 0 | INT- | |
| | | | | .50 | DOC- | .00 | DOB-1964 | YES-NO | EXP- | .05 | M/W- | .50 | LMI- | |
| FR | | ***** | 2005-2015 | CEN- | 13.00 | CHK- | .00 | CAL- | .00 | CRS- | .00 | | | |
| | | ***** | | AMV- | .00 | M/C- | .00 | D/S- | .00 | VIS- | .00 | | | |
| LI | DPND C | 16 E101200 | LIC- | 17.50 | APP- | .00 | REG- | .00 | TET- | .00 | END- | 0 | INT- | |
| | | | | .50 | DOC- | .00 | DOB-1961 | YES-NO | EXP- | .05 | M/W- | .50 | LMI- | |
| FR | | ***** | 2006-2016 | CEN- | .00 | CHK- | 18.00 | CAL- | .00 | CRS- | .00 | | | |
| | | ***** | | AMV- | .00 | M/C- | .00 | D/S- | .00 | VIS- | .00 | | | |
| LI | DPND C | 17 F225402 | LIC- | 12.50 | APP- | .00 | REG- | .00 | TET- | .00 | END- | 0 | INT- | |
| | | | | .50 | DOC- | .00 | DOB-1956 | YES-NO | EXP- | .05 | M/W- | .50 | LMI- | |
| FR | | ***** | 2007-2017 | CEN- | .00 | CHK- | .00 | CAL- | .00 | CRS- | .00 | | | |
| | | ***** | | AMV- | .00 | M/C- | 11.00 | D/S- | .00 | VIS- | .00 | | | |
| LI | DPND C | 18 C606258 | LIC- | 12.50 | APP- | .00 | REG- | .00 | TET- | .00 | END- | 0 | INT- | |
| | | | | .50 | DOC- | .00 | DOB-1969 | YES-NO | EXP- | .05 | M/W- | .50 | LMI- | |
| FR | | ***** | 2013-2013 | CEN- | 13.00 | CHK- | .00 | CAL- | .00 | CRS- | .00 | | | |
| | | ***** | | AMV- | .00 | M/C- | .00 | D/S- | .00 | VIS- | .00 | | | |
| LI | DPND D | 19 F224170 | LIC- | 6.00 | APP- | .00 | REG- | .00 | TET- | .00 | END- | 0 | INT- | |
| | | | | .00 | DOC- | .00 | DOB-1944 | YES-NO | EXP- | .00 | M/W- | .00 | LMI- | |
| FR | | ***** | 2011-2011 | CEN- | 6.00 | CHK- | .00 | CAL- | .00 | CRS- | .00 | | | |
| | | ***** | | AMV- | .00 | M/C- | .00 | D/S- | .00 | VIS- | .00 | | | |
| LI | DPND C | 20 C891544 | LIC- | 12.50 | APP- | .00 | REG- | .00 | TET- | .00 | END- | 0 | INT- | |
| | | | | .50 | DOC- | .00 | DOB-1964 | YES-NO | EXP- | 3.00 | M/W- | .50 | LMI- | |

WEST VIRGINIA DIVISION OF MOTOR VEHICLES
TRANSACTION SUMMARY

DATE: 01/26/2009 To: 01/26/2009

PAGE: 1

LOCATION - DECHLEY

CASHIER - DRS BENDRAM MILLER

| | | | | | | | | | | | | | |
|----|----------|----------------|-------|-------|-------|----------|--------|------|------|-------------|-------|------|------|
| FN | ***** | 0020-0020 CSE- | .00 | CHE- | 11.00 | CHE- | .00 | CHE- | .00 | | | | |
| | ***** | AMM- | .00 | MTC- | .00 | DIS- | .00 | VIS- | .00 | | | | |
| LI | 10-0 L.D | 21 1311881 | GLC- | 15.00 | APP- | .00 | HAS- | .00 | TST- | .00 | REND- | 2 | AMT- |
| | | | .00 | DOC- | .00 | DOB-1960 | YES-06 | EXP- | .00 | M/Y- | .00 | LVL- | |
| FN | ***** | 0021-0021 CSE- | 15.00 | CHE- | .00 | CHE- | .00 | CHE- | .00 | | | | |
| | ***** | AMM- | .00 | MTC- | .00 | DIS- | .00 | VIS- | .00 | | | | |
| LI | 10-0 L.D | 22 1311896 | LTC- | 15.00 | APP- | .00 | HAS- | .00 | TST- | .00 | REND- | 0 | AMT- |
| | | | .00 | DOC- | .00 | DOB-1960 | YES-06 | EXP- | .00 | M/Y- | .00 | LVL- | |
| FN | ***** | 0022-0022 CSE- | 10.00 | CHE- | .00 | CHE- | .00 | CHE- | .00 | | | | |
| | ***** | AMM- | .00 | MTC- | .00 | DIS- | .00 | VIS- | .00 | | | | |
| LI | 0900 0 | 23 1541103 | LTC- | 1.50 | APP- | .00 | HAS- | .00 | TST- | .00 | REND- | 0 | AMT- |
| | | | .00 | DOC- | .00 | DOB-1960 | YES-04 | EXP- | .00 | M/Y- | .50 | LVL- | |
| FN | ***** | 0023-0023 CSE- | .00 | CHE- | .00 | CHE- | .00 | CHE- | .00 | | | | |
| | ***** | AMM- | .00 | MTC- | .00 | DIS- | .00 | VIS- | 3.00 | 043029 7055 | | | |
| LI | DP20 2 | 24 2309267 | LTC- | 12.50 | APP- | .00 | HAS- | .00 | TST- | .00 | REND- | 0 | AMT- |
| | | | .00 | DOC- | .00 | DOB-1973 | YES-05 | EXP- | .00 | M/Y- | .50 | LVL- | |
| FN | ***** | 0024-0024 CSE- | 13.00 | CHE- | .00 | CHE- | .00 | CHE- | .00 | | | | |
| | ***** | AMM- | .00 | MTC- | .00 | DIS- | .00 | VIS- | .00 | | | | |
| LI | DP20 0 | 25 1413101 | LTC- | 5.00 | APP- | .00 | HAS- | .00 | TST- | .00 | REND- | 0 | AMT- |
| | | | .00 | DOC- | .00 | DOB-1973 | YES-00 | EXP- | .00 | M/Y- | .00 | LVL- | |
| LI | NC-0 D | 26 1225877 | LTC- | 5.00 | APP- | .00 | HAS- | .00 | TST- | .00 | REND- | 0 | AMT- |
| | | | .00 | DOC- | .00 | DOB-1973 | YES-00 | EXP- | .00 | M/Y- | .00 | LVL- | |
| FN | ***** | 0025-0025 CSE- | 10.00 | CHE- | .00 | CHE- | .00 | CHE- | .00 | | | | |
| | ***** | AMM- | .00 | MTC- | .00 | DIS- | .00 | VIS- | .00 | | | | |
| LI | 1000 000 | 27 1510022 | LTC- | 5.00 | APP- | .00 | HAS- | .00 | TST- | .00 | REND- | 0 | AMT- |
| | | | .00 | DOC- | .00 | DOB-1975 | YES-00 | EXP- | .00 | M/Y- | .00 | LVL- | |

DATE: 07/05/2009 To 07/09/2009

WEST VIRGINIA DIVISION OF MOTOR VEHICLES
TRANSACTION HISTORY

LOCATION: HOOVER

CARRIER: BNS DEBORAH MILLER

LI 1800 000 34 8430510 LIC- 5.00 APP- .00 HAS- .00 TEST- .00 FEED- 0 ANT-

.00 DOC- .00 000-1999 RES-00 EXP- .00 M/V- .00 LVL-

TI ***** 8034-0014 CRN- 1.00 CRN- .00 CRD- .00 CRG- 2.00

***** ANX- .00 M/C- .00 DIS- .00 VTS- .00

LI 1800 000 35 8530510 LIC- 5.00 APP- .00 HAS- .00 TEST- .00 FEED- 0 ANT-

.00 DOC- .00 000-1999 RES-00 EXP- .00 M/V- .00 LVL-

TI ***** 8035-0015 CRN- 1.00 CRN- .00 CRD- .00 CRG- 15.00

***** ANX- .00 M/C- .00 DIS- .00 VTS- .00

LI 0800 0 36 8530510 LIC- 7.50 APP- .00 HAS- .00 TEST- .00 FEED- 5 ANT-

.00 DOC- .00 000-1999 RES-00 EXP- .00 M/V- .00 LVL-

TI ***** 8036-0036 CRN- 1.00 CRN- .00 CRD- .00 CRG- .00

***** ANX- .00 M/C- .00 DIS- .00 VTS- .00

LI 1800 000 37 8530510 LIC- 5.00 APP- .00 HAS- .00 TEST- .00 FEED- 1 ANT-

.00 DOC- .00 000-1999 RES-00 EXP- .00 M/V- .00 LVL-

TI ***** 8037-0037 CRN- 5.00 CRN- .00 CRD- .00 CRG- .00

***** ANX- .00 M/C- .00 DIS- .00 VTS- .00

LI 1800 000 38 8530510 LIC- 5.00 APP- .00 HAS- .00 TEST- .00 FEED- 5 ANT-

.00 DOC- .00 000-1999 RES-00 EXP- .00 M/V- .00 LVL-

TI ***** 8038-0038 CRN- 5.00 CRN- .00 CRD- .00 CRG- 5.00

***** ANX- .00 M/C- .00 DIS- .00 VTS- .00

LI 0800 0 39 8530510 LIC- 7.50 APP- .00 HAS- .00 TEST- .00 FEED- 5 ANT-

.00 DOC- .00 000-1999 RES-00 EXP- .00 M/V- .00 LVL-

TI ***** 8039-0039 CRN- .00 CRN- .00 CRD- .00 CRG- .00

***** ANX- .00 M/C- .00 DIS- .00 VTS- 1.00 004914 23463

LI 0800 0 40 8530510 LIC- 15.00 APP- .00 HAS- .00 TEST- .00 FEED- 0 ANT-

.00 DOC- .00 000-1999 RES-00 EXP- .00 M/V- .00 LVL-

WEST VIRGINIA DIVISION OF MOTOR VEHICLES
TRANSACTION RECORD

DATE: 01/03/2005 TO 01/03/2005

1-07-

LOCATION: BOWLEY

CHESTER #305 CEDARHILL

LI 10-0 1.0 93 1131971

LIC- 10.00 REP- .00 REG- .00 TST- .00 FEES- 2.00

DE DOC- .00 REG-1992 YRS-04 EXP- .00 RCV- .00 LIC-

TH

0000-0001 CSR- 25.50 REG- .00 EXP- .00 CNG- .00

CHK- .00 REC- .00 INT- .00 FIS- .00

Appendix H – Management Report Consolidated Totals by Office

| DATE-6/30/2009 | CONSOLIDATED LOCATIONS REPORT | | | | | | | | | | TOTAL |
|----------------|-------------------------------|-----------|----------------|-----------|-----------------|-----------|----------|-----------|-------|-----------|-------|
| | REVENUE COLLECTIONS | | | | | | | | | | |
| LOCATION | TREN | CASH | CHECK | CARD | AMR | BOYC | NIC | WISA | OTD | NOTES | OT |
| BONNEVILLE | 401 | 4,425.00 | 15,166.25 | .00 | .00 | 43.75 | 445.25 | 1,085.91 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | 20,091.25 | CR. CARD TOTAL | 1,490.00 | TOTAL COLLECTED | 21,579.06 | | | | | |
| BRIDGEMONT | 545 | 5,017.50 | 11,965.35 | .00 | .00 | 56.00 | 1,155.20 | 2,141.00 | .00 | 125.75 | .00 |
| DEPOSIT TOTAL | | 16,982.85 | CR. CARD TOTAL | 1,172.00 | TOTAL COLLECTED | 18,154.85 | | | | | |
| CHARLESTON | 246 | 1,011.50 | 24,470.14 | .00 | .00 | .00 | 71.90 | 90.00 | 15.00 | 30.00 | 1.00 |
| DEPOSIT TOTAL | | 25,491.64 | CR. CARD TOTAL | 141.00 | TOTAL COLLECTED | 25,632.64 | | | | | |
| CHARLESTOWN | 346 | 1,725.00 | 5,416.40 | .00 | 45.00 | 5.00 | 329.25 | 3,975.00 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | 8,148.40 | CR. CARD TOTAL | 1,448.25 | TOTAL COLLECTED | 9,596.65 | | | | | |
| MEMBERS | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | .00 | CR. CARD TOTAL | .00 | TOTAL COLLECTED | .00 | | | | | |
| MO | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | .00 | CR. CARD TOTAL | .00 | TOTAL COLLECTED | .00 | | | | | |
| NEWER DERRY | 72 | .00 | .00 | 3,341.20 | .00 | .00 | .00 | .00 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | .00 | CR. CARD TOTAL | .00 | TOTAL COLLECTED | 3,341.20 | | | | | |
| ORFORD | 107 | 1,283.85 | 7,146.75 | .00 | .00 | .00 | .00 | 290.00 | 5.00 | 311.00 | .00 |
| DEPOSIT TOTAL | | 8,520.60 | CR. CARD TOTAL | 700.00 | TOTAL COLLECTED | 9,220.60 | | | | | |
| ORFORDS | 271 | 7,170.00 | 5,411.75 | .00 | 15.50 | .00 | 142.50 | 722.00 | .00 | 30.50 | .00 |
| DEPOSIT TOTAL | | 12,581.25 | CR. CARD TOTAL | 1,028.00 | TOTAL COLLECTED | 13,609.25 | | | | | |
| PLAZA | 291 | 3,315.95 | 11,415.40 | .00 | .00 | 14.00 | 299.00 | 502.00 | .00 | 101.50 | .00 |
| DEPOSIT TOTAL | | 14,630.35 | CR. CARD TOTAL | 368.00 | TOTAL COLLECTED | 15,002.35 | | | | | |
| PRINCETON | 84 | 511.50 | 7,920.54 | .00 | .00 | .00 | 7.50 | .00 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | 8,432.04 | CR. CARD TOTAL | 7.50 | TOTAL COLLECTED | 8,439.54 | | | | | |
| RANDOLPH | 519 | 7,833.85 | 18,771.25 | .00 | 2,565.50 | .00 | 1,251.75 | 2,280.50 | 4.00 | 552.25 | .00 |
| DEPOSIT TOTAL | | 27,105.00 | CR. CARD TOTAL | 4,917.75 | TOTAL COLLECTED | 32,022.75 | | | | | |
| RAF | 24 | 5.00 | 4,679.20 | .00 | .00 | .00 | 30.00 | 122.00 | .00 | 10,411.54 | .00 |
| DEPOSIT TOTAL | | 6,681.20 | CR. CARD TOTAL | 819.00 | TOTAL COLLECTED | 7,500.20 | | | | | |
| RAF OR NIC | 25 | .00 | .00 | .00 | 7,644.54 | 2,779.00 | 1,311.40 | 20,210.44 | .00 | 1,441.44 | .00 |
| DEPOSIT TOTAL | | .00 | CR. CARD TOTAL | 38,918.54 | TOTAL COLLECTED | 38,918.54 | | | | | |
| RAMONA CITY | 514 | 5,003.20 | 15,996.44 | .00 | 60.00 | .00 | 1,241.10 | 1,316.00 | .00 | 129.50 | .00 |
| DEPOSIT TOTAL | | 16,998.64 | CR. CARD TOTAL | 5,237.30 | TOTAL COLLECTED | 22,235.94 | | | | | |
| RAMONA | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | .00 | CR. CARD TOTAL | .00 | TOTAL COLLECTED | .00 | | | | | |
| RENTON | 261 | 3,716.50 | 4,571.10 | .00 | .00 | .00 | 251.50 | 512.75 | .00 | .00 | .00 |
| DEPOSIT TOTAL | | 8,287.60 | CR. CARD TOTAL | 463.75 | TOTAL COLLECTED | 8,751.35 | | | | | |
| ROGER | 212 | 4,911.22 | 14,079.01 | .00 | .00 | .00 | 61.50 | 194.75 | .00 | 436.50 | .00 |
| DEPOSIT TOTAL | | 18,990.23 | CR. CARD TOTAL | 253.75 | TOTAL COLLECTED | 19,243.98 | | | | | |

| DATE: 07/08/2003 | | CONSOLIDATED LOCATION REPORT REVENUE COLLECTIONS | | | | | | | | YTD: 6/30/03 | | |
|------------------|-------|---|----------------|----------|-----------|-----------------|-----------|------------|-------|--------------|-------|--|
| LOCATION | TRF# | CASH | CHECK | CREDIT | AMT | DEFC | WPC | ASS | DFG | 6078 | 61 | |
| HARTINGSDORF | 511 | 3,411.75 | 17,296.65 | .00 | 3,354.85 | 66.00 | 1,641.50 | 2,632.35 | 10.00 | 170.00 | .00 | |
| DEPOSIT TOTAL | | 32,708.40 | CR. CARD TOTAL | | 7,694.20 | TOTAL COLLECTED | | 30,402.00 | | | | |
| MOOREFIELD | 152 | 1,819.75 | 6,689.00 | .00 | .00 | .00 | 259.50 | 120.00 | .00 | .00 | .00 | |
| DEPOSIT TOTAL | | 6,007.75 | CR. CARD TOTAL | | 318.50 | TOTAL COLLECTED | | 6,386.25 | | | | |
| ORCHARDTOWN | 679 | 4,859.10 | 31,559.80 | .00 | .00 | 210.00 | 948.50 | 3,481.50 | 5.00 | 605.00 | 21.00 | |
| DEPOSIT TOTAL | | 36,218.00 | CR. CARD TOTAL | | 1,788.50 | TOTAL COLLECTED | | 34,827.50 | | | | |
| WINDSORVILLE | 172 | 4,152.00 | 8,162.40 | .00 | .00 | 55.00 | 545.50 | 807.15 | .00 | 9.75 | .00 | |
| DEPOSIT TOTAL | | 14,494.45 | CR. CARD TOTAL | | 1,101.75 | TOTAL COLLECTED | | 15,395.70 | | | | |
| WARRINGBORO | 591 | 6,521.10 | 65,878.00 | .00 | 121.00 | 32.00 | 1,858.50 | 2,369.10 | .00 | 1,059.10 | 6.00 | |
| DEPOSIT TOTAL | | 34,101.01 | CR. CARD TOTAL | | 4,070.50 | TOTAL COLLECTED | | 38,171.51 | | | | |
| WATKINSON | 150 | 1,459.00 | 22,124.50 | .00 | .00 | .00 | 65.00 | 270.00 | 5.00 | 475.00 | .00 | |
| DEPOSIT TOTAL | | 24,062.50 | CR. CARD TOTAL | | 635.00 | TOTAL COLLECTED | | 24,697.50 | | | | |
| WT. PELHAMPT | 163 | 3,128.00 | 12,408.34 | .00 | .00 | .00 | 785.50 | 625.50 | .00 | .00 | .00 | |
| DEPOSIT TOTAL | | 14,545.94 | CR. CARD TOTAL | | 1,471.00 | TOTAL COLLECTED | | 16,016.94 | | | | |
| WYOMING | 11 | 2.00 | 89.80 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | |
| DEPOSIT TOTAL | | \$1.05 | CR. CARD TOTAL | | .00 | TOTAL COLLECTED | | 91.80 | | | | |
| ROBERT | 334 | 1,578.14 | 16,191.15 | .00 | .00 | .00 | 845.20 | 1,305.50 | .00 | 43.00 | .00 | |
| DEPOSIT TOTAL | | 18,779.29 | CR. CARD TOTAL | | 2,160.70 | TOTAL COLLECTED | | 20,939.99 | | | | |
| ROUTE CHARLISE | | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | .00 | |
| DEPOSIT TOTAL | | .00 | CR. CARD TOTAL | | .00 | TOTAL COLLECTED | | .00 | | | | |
| SPENCER | 157 | 1,429.00 | 4,431.80 | .00 | .00 | .00 | 5.00 | 799.50 | .00 | 13.00 | .00 | |
| DEPOSIT TOTAL | | 5,060.80 | CR. CARD TOTAL | | 884.50 | TOTAL COLLECTED | | 6,245.30 | | | | |
| WELCH | 147 | 2,314.00 | 6,405.50 | .00 | .00 | .00 | 63.50 | 192.00 | .00 | .00 | .00 | |
| DEPOSIT TOTAL | | 8,719.50 | CR. CARD TOTAL | | 237.50 | TOTAL COLLECTED | | 9,213.50 | | | | |
| WILLIAMSBURG | 141 | 1,959.50 | 1,490.15 | .00 | .00 | .00 | 55.00 | 275.50 | .00 | 30.00 | 61.00 | |
| DEPOSIT TOTAL | | 5,849.65 | CR. CARD TOTAL | | 321.50 | TOTAL COLLECTED | | 6,181.15 | | | | |
| WINDLESS | 502 | 4,848.50 | 28,816.97 | .00 | 45.00 | 250.50 | 1,216.75 | 2,104.50 | .00 | 18.00 | .00 | |
| DEPOSIT TOTAL | | 34,457.97 | CR. CARD TOTAL | | 4,405.25 | TOTAL COLLECTED | | 38,863.22 | | | | |
| WINTON | 155 | 1,732.50 | 6,405.35 | .00 | .00 | .00 | 45.00 | 150.50 | .00 | 1,390.00 | .00 | |
| DEPOSIT TOTAL | | 11,138.45 | CR. CARD TOTAL | | 195.50 | TOTAL COLLECTED | | 12,333.95 | | | | |
| GRAND WINDING | 6,327 | 85,514.11 | 356,428.20 | 3,381.00 | 11,591.18 | 7,510.15 | 24,846.15 | 48,400.50 | 16.00 | 15,116.10 | 91.00 | |
| DEPOSIT TOTAL | | 447,502.11 | CR. CARD TOTAL | | 87,569.44 | TOTAL COLLECTED | | 535,071.55 | | | | |

Appendix H – Management Report Consolidated Regional Office Report

CONSOLIDATED TOTALS FOR - 06/01/2009

| SHEET | |
|----------------------|--------------|
| WISCONSIN TAX | 64 10,136.75 |
| ORIGINAL TITLES | 14 105.00 |
| DUPLICATE TITLES | 10 49.00 |
| DRY FEES | 6 43.00 |
| LINK RELEASE FEES | 1 5.00 |
| GOVERNMENT TITLES | 1 2.00 |
| BOAT RENT TAX | 1 5.00 |
| BOAT REG TITLES | 1 5.00 |
| INSURANCE FEES | 171 85.50 |
| LITTER CONTROL FEES | 146 164.00 |
| XRF REG DOC FEES | 16 69.00 |
| DUPLICATE REGIST. | 10 43.50 |
| DUPLICATE PLATES | 7 10.00 |
| DUPLICATE DECALS | 1 1.00 |
| DUPLICATE REG W/C | 2 0.00 |
| DUPLICATE PLATES W/C | 7 0.00 |
| DUPLICATE DECALS W/C | 4 0.00 |
| NEW REG - CLASS A | 52 940.50 |
| NEW REG - CLASS AC | 1 50.00 |
| NEW REG - CLASS BCF | 1 57.00 |
| NEW REG - CLASS AND | 1 28.00 |
| NEW REG - CLASS BVS | 1 16.43 |
| NEW REG - CLASS AI | 1 57.00 |
| NEW REG - CLASS B | 4 2,313.50 |
| NEW REG - FORM. C | 2 126.00 |
| NEW REG - CLASS E | 2 48.00 |
| NEW REG - CLASS F | 1 48.00 |
| NEW REG - CLASS FR | 1 0.00 |
| NEW REG - CLASS A | 66 2,716.00 |
| NEW REG - CLASS BNE | 1 28.50 |
| NEW REG - CLASS B | 6 614.50 |
| NEW REG - CLASS G | 4 58.00 |
| NEW REG - CLASS GV | 2 28.00 |
| XRF REG - CLASS A | 16 0.00 |
| BOAT REG. - NEW | 2 49.00 |
| BOAT REG. - RENEWAL | 1 28.00 |
| RESERVATION FEES | 10 155.00 |
| WILDLIFE SPEC FEE | 3 30.00 |
| SPEC GAME WILDLIFE | 2 35.00 |
| A. JAMES HANCOCK | 73 355.00 |
| SCENIC - CLASS A) | 1 30.00 |
| SCENIC - CLASS BVS | 1 30.00 |
| REM OPERATORS - D | 3 93.75 |
| DRP OPERATORS - D | 1 5.00 |
| NEW OPERATORS - E | 12 140.00 |
| REM OPERATORS - E | 51 660.00 |
| DRP OPERATORS - E | 24 129.00 |
| DRP OPERATORS - F | 13 147.50 |
| REM OPERATORS - F | 16 51.00 |
| REM OPERATORS - F | 1 4.50 |
| NEW I.D. CARD - X | 15 150.00 |
| NEW I.D. CARD - X | 1 5.00 |

| | |
|---------------------|----------|
| NEW I.D. CARD - X | 4 20.00 |
| EXP I.D. CARD - X | 4 0.50 |
| C.D.L. REPI - E | 1 9.00 |
| C.D.L. APPL - C | 1 0.00 |
| C.D.L. NEW FEE - A | 2 47.50 |
| C.D.L. NEW FEE - B | 1 43.75 |
| C.D.L. SUP FEE - A | 1 5.00 |
| NEW ONE DOC FEE - E | 13 45.00 |
| INSTRUCTORS NEW | 1 13.00 |
| INSTRUCTORS REN. | 3 10.00 |
| INSTRCT NEW - CYCLE | 3 15.00 |
| CDL LEVEL 1 - DOC | 1 1.00 |
| CDL LEVEL 2 - DOC | 6 30.00 |
| CDL LEVEL 2 - DRP | 1 5.00 |
| CDL LEVEL 3 - DOC | 1 10.00 |
| NOTING VOTER | 80 42.00 |
| HANDICAP PLACARD | 9 1.00 |
| DELIVING PERMITS | 5 25.00 |
| MISCELLANEOUS FEES | 9 46.00 |

LOCATION TOTALS 29,604.76

| | |
|------------------------|----|
| TITLES ISSUED | 35 |
| PLATES ISSUED | 48 |
| VERTICAL PLATES ISSUED | 0 |
| SCENIC ISSUES | 2 |
| WILDLIFE ISSUED | 1 |
| SACRAGE ISSUED | 0 |
| TEMP. ISSUED | 0 |
| DECALS ISSUED | 12 |
| 2YR DECALS ISSUED | 20 |
| PLACARDS ISSUED | 9 |
| BOAT DECALS ISSUED | 3 |
| GOV PLATES | 1 |
| GOV DECALS ISSUED | 0 |

| | |
|------------------------|-----------|
| WISCONSIN TAX | 18,136.75 |
| PRIV TAX-LICENSED VEH. | 0.00 |
| PRIV TAX-RENTAL VEH. | 0.00 |
| STATE ROAD | 9,119.26 |
| LITTER CONTROL | 146.00 |
| GENERAL INSURANCE | 16.75 |
| MOTOR BOAT (DMV) | 30.00 |
| MOTOR BOAT (DMV) | 30.00 |
| HEARING FEES | 0.00 |
| HEARING SOCKET FEES | 0.00 |
| RETURNED CHECK FEES | 0.00 |
| INSURANCE FEES | 85.50 |
| REINSTATE OPERATORS | 0.00 |
| DRIVER RENOV. | 0.00 |
| DRIVER RENOV. 1' LOCK | 0.00 |
| REG REGISTRATIONS | 0.00 |
| SPEC. DOC. PLATES | 10.00 |
| CDL FEES (DMV) | 135.00 |

| | |
|-----------------------|-----------|
| SEA ENDORSEMENT TEST | 0.00 |
| INSUR. BROCH. VEH. | 0.00 |
| MOTORCYCLE SAFE-DMV | 99.00 |
| MOTORCYCLE LIC. EXAM | 10.50 |
| NOTICE POSTER | 40.00 |
| DMV AD VALERCH | 0.00 |
| DMV AD VALERCH ADMIN | 0.00 |
| SPEC. REG.-SCENIC | 20.00 |
| TEXT | 0.00 |
| TEXT INTEREST | 0.00 |
| SPEC. GAME PLATE | 30.00 |
| SPEC. GAME PLATE-1 YR | 0.00 |
| HASCAR PLATE FEES | 0.00 |
| HASCAR PLATE FEES-1 | 0.00 |
| A. JAMES MACHEN | 35.00 |
| DEALER RECOVERY | 0.00 |
| LOCATION TOTAL | 20,604.76 |

Appendix I – Management Report
 Consolidated Statewide Activity Report

*Consolidated Statewide
 Activity Report*

CONSOLIDATED TOTALS FOR - 06/01/2009
 GRAND TOTALS

| | | |
|----------------------|-------|------------|
| NET CASH/UNRES. | 16 | 75.75 |
| PRIVILEGE TAX | 1,550 | 325,257.00 |
| PRIV. TAG-LEASED VEH | 0 | 21,446.91 |
| ORIGINAL TITLES | 1,565 | 1,640.00 |
| DUPLICATE TITLES | 154 | 740.00 |
| REPLACE TITLES | 7 | 0.00 |
| ERRON TITLES | 34 | 0.00 |
| LIEN FEES | 209 | 1,330.00 |
| LIEN RESEARCH FEES | 16 | 75.00 |
| SALVAGE CERTIFICATES | 34 | 595.00 |
| NON-REPAIRABLE COST. | 1 | 25.00 |
| RECONSTRUCT EXAM. | 11 | 455.00 |
| GOVERNMENT TITLES | 5 | 0.00 |
| BOAT PRIV TAX | 32 | 3,149.75 |
| BOAT DOC TITLES | 31 | 150.00 |
| BOAT DUP TITLES | 3 | 5.00 |
| BOAT LIEN FEES | 4 | 20.00 |
| INSURANCE FEES | 5,643 | 1,421.50 |

| | | |
|----------------------|-------|-----------|
| LETTER CONTROL FEES | 5,757 | 5,757.00 |
| XFR REG DOC FEES | 383 | 1,024.00 |
| RCH REG DOC FEES | 17 | 55.00 |
| DUPLICATE REGIST. | 209 | 1,000.50 |
| DUPLICATE PLATES | 36 | 180.00 |
| DUPLICATE DECALS | 10 | 150.00 |
| DUPLICATE REG N/C | 59 | 0.00 |
| DUPLICATE DECALS N/C | 101 | 0.00 |
| TEMPORARY PLATE FEES | 827 | 2,460.00 |
| DEALER FEES | 175 | 26,536.00 |
| TEXES. W/O TRANS. | 26 | 0.00 |
| NEW REG - CLASS A | 796 | 24,561.50 |
| NEW REG - CLASS AC | 5 | 261.06 |
| NEW REG - CLASS AEF | 1 | 20.50 |
| NEW REG - CLASS AN | 13 | 389.00 |
| NEW REG - CLASS APF | 7 | 87.86 |
| NEW REG - CLASS BDD | 6 | 213.76 |
| NEW REG - CLASS AMR | 3 | 85.50 |
| NEW REG - CLASS AND | 93 | 446.76 |
| NEW REG - CLASS AMW | 1 | 45.13 |
| NEW REG - CLASS AQ | 7 | 57.00 |
| NEW REG - CLASS ASB | 5 | 173.38 |
| NEW REG - CLASS ASA | 1 | 28.50 |
| NEW REG - CLASS AV | 9 | 181.45 |
| NEW REG - CLASS AVE | 5 | 83.25 |
| NEW REG - CLASS AJ | 9 | 180.50 |
| NEW REG - CLASS ADV | 1 | 0.00 |
| NEW REG - CLASS AG | 1 | 28.50 |
| NEW REG - CLASS AR | 7 | 342.00 |
| NEW REG - CLASS AR | 2 | 28.00 |
| NEW REG - CLASS AY | 1 | 57.00 |
| NEW REG - CLASS AM | 8 | 256.50 |
| NEW REG - CLASS B | 27 | 6,507.88 |
| NEW REG - FORM. C | 58 | 2,960.00 |
| NEW REG - CLASS G | 13 | 1,058.50 |
| NEW REG - CLASS GV | 5 | 12.50 |
| NEW REG - CLASS GE | 1 | 14.50 |
| NEW REG - CLASS DW | 7 | 29.00 |
| NEW REG - CLASS E | 29 | 672.00 |
| NEW REG - CLASS T | 59 | 944.00 |
| NEW REG - CLASS V | 10 | 140.00 |
| NEW REG - CLASS XI | 7 | 60.00 |
| NEW REG - CLASS XJ | 1 | 60.00 |
| NEW REG - CLASS PJ | 4 | 0.00 |
| NEW REG - CLASS PC | 1 | 0.00 |
| NEW REG - CLASS R | 1,763 | 93,579.50 |
| NEW REG - CLASS RPH | 25 | 769.50 |
| NEW REG - CLASS ABE | 65 | 2,117.50 |
| NEW REG - CLASS B | 477 | 45,117.75 |
| NEW REG - CLASS G | 341 | 4,544.50 |
| NEW REG - CLASS GV | 26 | 377.00 |
| NEW REG - CLASS GW | 6 | 17.00 |
| NEW REG - CLASS H | 23 | 482.50 |
| NEW REG - CLASS R | 1 | 132.00 |
| NEW REG - CLASS T | 16 | 240.00 |

| | | |
|-----------------------|-------|----------|
| NEW REG - CLASS XI | 13 | 199.50 |
| NEW REG - CLASS XJ | 9 | 466.00 |
| NEW REG - CLASS XJ | 4 | 168.00 |
| NEW REG - CLASS XJ | 1 | 250.00 |
| XFR REG - CLASS A | 372 | 6.00 |
| XFR REG - CLASS B | 2 | 6.00 |
| XFR REG - CLASS C | 2 | 6.00 |
| XFR REG - CLASS G | 5 | 6.00 |
| XFR REG - CLASS GV | 1 | 6.00 |
| XFR REG - CLASS E | 4 | 9.00 |
| XFR REG - CLASS T | 5 | 0.00 |
| XFR REG - CLASS V | 1 | 0.00 |
| RCH REG - CLASS AV | 7 | 4.00 |
| RCH REG - CLASS AVB | 7 | 19.01 |
| RCH REG - CLASS AP | 2 | 16.66 |
| RCH REG - CLASS AN | 1 | 4.00 |
| RCH REG - CLASS E | 7 | 51.87 |
| RCH REG - CLASS W | 1 | 4.00 |
| BOAT REG. - NEW | 40 | 156.00 |
| BOAT REG. - RENEWAL | 23 | 166.00 |
| BOAT REG-DUP REG | 3 | 12.00 |
| BOAT REG-DUP DECAL | 1 | 5.00 |
| RESERVATION FEES | 213 | 2,135.00 |
| 9-11 RESERVATIONS-FYR | 6 | 188.00 |
| 9-11 SPEC RES FEES | 6 | 68.00 |
| WILDLIFE SPEC FEE | 17 | 176.00 |
| SPEC GAME WILDLIFE | 51 | 1,165.00 |
| SPEC GAME WILDLIFE-2 | 16 | 450.00 |
| A. JAMES MARCHON | 1,782 | 2,410.00 |
| SCENIC - CLASS AG | 9 | 50.00 |
| SCENIC - CLASS AEA | 1 | 10.00 |
| SCENIC - CLASS AEG | 8 | 80.00 |
| NEW OPERATORS - D | 13 | 169.75 |
| NEW OPERATORS - D | 22 | 469.75 |
| DUP OPERATORS - D | 11 | 55.00 |
| EXP OPERATORS - D | 3 | 93.75 |
| NO FEE OPERATORS - D | 4 | 0.00 |
| NEW OPERATORS - E | 135 | 1,517.50 |
| NEW OPERATORS - E | 131 | 9,845.50 |
| DUP OPERATORS - E | 197 | 1,493.00 |
| EXP OPERATORS - E | 182 | 1,600.00 |
| NO FEE OPERATORS - E | 19 | 0.00 |
| SNB OPERATORS - E | 72 | 347.00 |
| NEW OPERATORS - F | 0 | 9.00 |
| NEW OPERATORS - F | 2 | 43.50 |
| DUP OPERATORS - F | 10 | 55.00 |
| NEW I.D. CARD - X | 124 | 1,182.50 |
| CHILD I.D. CARDS | 10 | 50.00 |
| NEW I.D. CARD - X | 44 | 326.00 |
| DUP I.D. CARD - X | 50 | 250.00 |
| EXP I.D. CARD - X | 14 | 0.00 |
| C.D.L. TEST - A | 6 | 150.00 |
| C.D.L. TEST - B | 1 | 75.00 |
| C.D.L. APPL - A | 2 | 482.50 |
| C.D.L. APPL - B | 8 | 183.75 |

Appendix J – Inventory Items

| Class | Type | Sub-Code | Description |
|-------|------|----------|--------------------------|
| 910 | 010 | 000010 | IS&C CONTINUE TITLES |
| 910 | 010 | 000020 | CUT SHEET TITLES |
| 910 | 010 | 000025 | IS&C NON NEGOTIABLE TIT |
| 910 | 010 | 000030 | POSTAL REGISTRATION REC |
| 910 | 010 | 000035 | SECURE POWER OF ATTORNEY |
| 910 | 010 | 000040 | TM-5 REASSIGNMENTS (DEA) |
| 910 | 010 | 000045 | CUT SHEET REGISTRATION |
| 910 | 010 | 000055 | NON-REPAIRABLE TITLE |
| 910 | 020 | 000005 | DEALER MANUALS |
| 920 | 001 | 000100 | JANUARY 'A |
| 920 | 001 | 000200 | FEBRUARY 'A |
| 920 | 001 | 000300 | MARCH 'A |
| 920 | 001 | 000400 | APRIL 'A |
| 920 | 001 | 000500 | MAY 'A |
| 920 | 001 | 000600 | JUNE 'A |
| 920 | 001 | 000700 | JULY 'A |
| 920 | 001 | 000800 | AUGUST 'A |
| 920 | 001 | 000900 | SEPTEMBER 'A |
| 920 | 001 | 001000 | OCTOBER 'A |
| 920 | 001 | 001100 | NOVEMBER 'A |
| 920 | 001 | 001200 | DECEMBER 'A |
| 920 | 001 | 001500 | CLASS A VANITY |
| 920 | 001 | 001600 | CLASS A SAMPLE |
| 920 | 001 | 001700 | GOVERNOR CLASS A |
| 920 | 002 | 000001 | APPORTIONED CLASS B |
| 920 | 002 | 000002 | CLASS B TRUCK |
| 920 | 002 | 000003 | CLASS C PERM TRAILER |
| 920 | 002 | 000004 | CLASS D DEALERS |
| 920 | 002 | 000006 | CLASS F M/C DEALERS |
| 920 | 002 | 000007 | CLASS G MOTORCYCLE |
| 920 | 002 | 000008 | CLASS H BUSES |
| 920 | 002 | 000010 | CLASS J TAXI |
| 920 | 002 | 000013 | CLASS M MOBILE |
| 920 | 002 | 000018 | CLASS R HOUSE TRAIL |
| 920 | 002 | 000019 | T-T PLATES (MOTORCYCLE) |
| 920 | 002 | 000020 | CLASS T TRAILERS |
| 920 | 002 | 000022 | CLASS V ANTIQUE CAR |
| 920 | 002 | 000024 | CLASS X FARM TRUCK |
| 920 | 002 | 000227 | VERTICAL MOTORCYCLE PLA |
| 920 | 003 | 002220 | VIRGINIA TECH |
| 920 | 013 | 000005 | AIR FORCE CROSS |
| 920 | 013 | 000007 | VETERANS MOTORCYCLE |
| 920 | 013 | 000010 | AMERICAN LEGION |
| 920 | 013 | 000020 | DISABLE AM VETERAN |
| 920 | 013 | 000025 | DISTINGUISHED NAVY CROS |

| Class | Type | Sub-Code | Description |
|-------|------|----------|-------------------------|
| 920 | 013 | 000030 | DISABLE VETERAN |
| 920 | 013 | 000035 | DISTINGUISHED SERVICE C |
| 920 | 013 | 000040 | MARINE |
| 920 | 013 | 000045 | DISTINGUISHED SILVER ST |
| 920 | 013 | 000050 | FORMER POW |
| 920 | 013 | 000055 | DISTINGUISHED FLYING CR |
| 920 | 013 | 000060 | PURPLE HEART |
| 920 | 013 | 000065 | BRONZE STAR |
| 920 | 013 | 000070 | NATIONAL GUARD |
| 920 | 013 | 000071 | AIR NATIONAL GUARD |
| 920 | 013 | 000072 | ARMY NATIONAL GUARD |
| 920 | 013 | 000075 | WW 11 |
| 920 | 013 | 000080 | PEARL HARBOR |
| 920 | 013 | 000082 | 82ND AIRBOURNE |
| 920 | 013 | 000085 | KOREAN WAR |
| 920 | 013 | 000090 | VIETNAM WAR |
| 920 | 013 | 000095 | PERSIAN GULF |
| 920 | 013 | 000231 | WAR OF AFGHANISTAN |
| 920 | 013 | 000239 | WAR OF IRAQ |
| 920 | 013 | 000313 | COMBAT MEDIC |
| 920 | 013 | 000392 | COMBAT INFANTRY BADGE |
| 920 | 013 | 000719 | GOLD STAR FAMILY |
| 920 | 013 | 001601 | RETIRED ARMY PLATE |
| 920 | 013 | 001603 | RETIRED COAST GUARD PLA |
| 920 | 013 | 001606 | RETIRED AIR FORCE PLATE |
| 920 | 013 | 001613 | RETIRED MARINE PLATE |
| 920 | 013 | 001614 | RETIRED NAVY PLATE |
| 920 | 013 | 001814 | RETIRED NAVY |
| 920 | 013 | 002322 | WOMEN VETERANS |
| 920 | 014 | 000002 | RUSTY WALLACE |
| 920 | 014 | 000003 | DALE EARNHARDT |
| 920 | 014 | 000006 | MARK MARTIN |
| 920 | 014 | 000008 | EARNHARDT, JR |
| 920 | 014 | 000017 | MATT KENSETH |
| 920 | 014 | 000018 | BOBBY LABONTE |
| 920 | 014 | 000020 | TONY STEWART |
| 920 | 014 | 000024 | JEFF GORDON |
| 920 | 014 | 000028 | RICKY RUDD |
| 920 | 014 | 000029 | HARVICK, KEVIN |
| 920 | 014 | 000088 | DALE JARRETT |
| 920 | 014 | 000099 | JEFF BURTON |
| 920 | 014 | 000100 | REG NASCAR |
| 920 | 019 | 000200 | FEBRUARY SCENIC |
| 920 | 019 | 000300 | MARCH SCENIC |
| 920 | 019 | 000400 | APRIL SCENIC |
| 920 | 019 | 000500 | MAY SCENIC |
| 920 | 019 | 000600 | JUNE SCENIC |

| Class | Type | Sub-Code | Description |
|-------|------|----------|-------------------------|
| 920 | 019 | 000700 | JULY SCENIC |
| 920 | 019 | 000800 | AUGUST SCENIC |
| 920 | 019 | 000900 | SEPTEMBER SCENIC |
| 920 | 019 | 001000 | OCTOBER SCENIC |
| 920 | 019 | 001100 | NOVEMBER SCENIC |
| 920 | 019 | 001200 | DECEMBER SCENIC |
| 920 | 019 | 001300 | CLASS R SCENIC |
| 920 | 019 | 001400 | CLASS T SCENIC |
| 920 | 019 | 001500 | SCENIC VANITY |
| 920 | 022 | 000100 | JANUARY VETERANS |
| 920 | 022 | 000200 | FEBRUARY VETERANS |
| 920 | 022 | 000300 | MARCH VETERANS |
| 920 | 022 | 000400 | APRIL VETERANS |
| 920 | 022 | 000500 | MAY VETERANS |
| 920 | 022 | 000600 | JUNE VETERANS |
| 920 | 022 | 000700 | JULY VETERANS |
| 920 | 022 | 000800 | AUGUST VETERANS |
| 920 | 022 | 000900 | SEPTEMBER VETERAN |
| 920 | 022 | 001000 | OCTOBER VETERAN |
| 920 | 022 | 001100 | NOVEMBER VETERAN |
| 920 | 022 | 001200 | DECEMBER VETERAN |
| 920 | 023 | 000100 | JANUARY WILDLIFE |
| 920 | 023 | 000200 | FEBRUARY WILDLIFE |
| 920 | 023 | 000300 | MARCH WILDLIFE |
| 920 | 023 | 000400 | APRIL WILDLIFE |
| 920 | 023 | 000700 | JULY WILDLIFE |
| 920 | 023 | 001000 | OCTOBER WILDLIFE |
| 920 | 023 | 001100 | NOVEMBER WILDLIFE |
| 920 | 023 | 001200 | DECEMBER WILDLIFE |
| 920 | 023 | 001500 | VANITY WILDLIFE PLATES |
| 920 | 023 | 001600 | SAMPLE WILDLIFE PLATES |
| 920 | 023 | 001800 | DEER WILDLIFE PLATE |
| 920 | 023 | 001822 | DEER VANITY PLATE |
| 920 | 027 | 000001 | UNITED WE STAND |
| 920 | 027 | 000005 | AMATEUR RADIO |
| 920 | 027 | 000007 | HANDICAP MOTORCYCLE |
| 920 | 027 | 000010 | ANTIQUE MOTORCYCLE |
| 920 | 027 | 000015 | MOTORCYCLE VANITY |
| 920 | 027 | 000020 | EMS |
| 920 | 027 | 000023 | WOUNDED IN LINE OF DUTY |
| 920 | 027 | 000025 | FIREFIGHTERS |
| 920 | 027 | 000030 | HANDICAP |
| 920 | 027 | 000031 | BREAST CANCER PLATE |
| 920 | 027 | 000033 | CLASSIC CAR |
| 920 | 027 | 000035 | IRP TEMPORARY |
| 920 | 027 | 000045 | NON-RESIDENTIAL |
| 920 | 027 | 000048 | 4H PLATE |

| Class | Type | Sub-Code | Description |
|-------|------|----------|-------------------------|
| 920 | 027 | 000054 | EDUCATION PLATE |
| 920 | 027 | 000055 | TEMPORARY |
| 920 | 027 | 000060 | SPECIAL ORGANIZATION |
| 920 | 027 | 000065 | TEMPORARY MOTORCYCLE |
| 920 | 027 | 000366 | CERTIFIED FIREFIGHTER |
| 920 | 027 | 000411 | ORGAN DONOR PLATE |
| 920 | 027 | 000911 | 911 PLATE |
| 920 | 027 | 001219 | LOW SPEED VEHICLES |
| 920 | 027 | 001620 | PUBLIC TRANSIT |
| 920 | 027 | 001901 | UNITED WE STAND SAMPLE |
| 920 | 027 | 001933 | CLASSIC CAR SAMPLES |
| 920 | 027 | 002318 | WATER RAFTING |
| 920 | 027 | 005500 | CHARACTER EDUCATION |
| 920 | 027 | 009001 | UNITED WE STAND VANITY |
| 920 | 027 | 009911 | 911 COMMEMORATIVE VANIT |
| 920 | 028 | 000001 | COUNTY A |
| 920 | 028 | 000002 | COUNTY B |
| 920 | 028 | 000003 | COUNTY C |
| 920 | 028 | 000007 | COUNTY G |
| 920 | 028 | 000008 | COUNTY (H) BUS PLATE |
| 920 | 028 | 000013 | COUNTY M |
| 920 | 028 | 000018 | COUNTY R |
| 920 | 028 | 000019 | SHERIFF PLATES |
| 920 | 028 | 000020 | COUNTY T |
| 920 | 029 | 000001 | STATE A |
| 920 | 029 | 000002 | STATE B |
| 920 | 029 | 000003 | STATE C |
| 920 | 029 | 000007 | STATE G |
| 920 | 029 | 000013 | STATE M |
| 920 | 029 | 000018 | STATE R |
| 920 | 029 | 000020 | STATE T |
| 920 | 029 | 000027 | STATE CAR FRONT |
| 920 | 030 | 000001 | VFD A |
| 920 | 030 | 000002 | VFD B |
| 920 | 030 | 000003 | VFD C |
| 920 | 030 | 000013 | VFD M |
| 920 | 030 | 000018 | VFD R |
| 920 | 030 | 000020 | VFD T |
| 920 | 031 | 000001 | CITY A |
| 920 | 031 | 000002 | CITY B |
| 920 | 031 | 000003 | CITY C |
| 920 | 031 | 000007 | CITY G |
| 920 | 031 | 000013 | CITY M |
| 920 | 031 | 000018 | CITY R |
| 920 | 031 | 000020 | CITY T |
| 920 | 031 | 000025 | CITY POLICE A |
| 920 | 031 | 000026 | CITY POLICE B |

| Class | Type | Sub-Code | Description |
|-------|------|----------|-------------------------|
| 920 | 114 | 000002 | VANITY R WALLACE |
| 920 | 114 | 000003 | VANITY D EARNHARDT |
| 920 | 114 | 000006 | VANITY MARK MARTIN |
| 920 | 114 | 000008 | VANITY EARNHARDT JR |
| 920 | 114 | 000017 | VANITY MATT KENSETH |
| 920 | 114 | 000018 | BOBBY LABONTE VANITY |
| 920 | 114 | 000020 | TONY STEWART VANITY |
| 920 | 114 | 000024 | VANITY J GORDON |
| 920 | 114 | 000028 | VANITY R RUDD |
| 920 | 114 | 000029 | VANITY HARVICK |
| 920 | 114 | 000088 | VANITY D JARRETT |
| 920 | 114 | 000099 | VANITY JEFF BURTON |
| 920 | 114 | 000100 | VANITY REG NASCAR |
| 920 | 914 | 000008 | DALE JR SAMPLE |
| 920 | 914 | 000017 | MATT KENSETH SAMPLE |
| 920 | 914 | 000020 | TONY STEWART #20 SAMPLE |
| 920 | 914 | 000029 | KEVIN HARVICK #29 SAMPL |
| 920 | 914 | 000103 | D. EARNHARDT SAMPLE |
| 920 | 914 | 000124 | J.GORDON SAMPLE |
| 920 | 914 | 001100 | NASCAR SAMPLE |
| 930 | 010 | 002007 | 2007 VEHICLE DECALS |
| 930 | 010 | 002008 | 2008 VEHICLE DECALS |
| 930 | 010 | 002009 | 2009 VEHICLE DECALS |
| 930 | 010 | 002010 | 2010 VEH DECALS |
| 930 | 010 | 002011 | 2011 VEHICLE DECALS |
| 930 | 010 | 002012 | 2012 VEHICLE DECALS |
| 930 | 020 | 002007 | 2007 M/C DECALS |
| 930 | 020 | 002008 | 2008 MOTORCYCLE DECALS |
| 930 | 020 | 002009 | 09 MOTORCYCLE DECALS |
| 930 | 020 | 002010 | 2010 MOTORCYCLE DECAL |
| 930 | 040 | 002008 | 2008 T & R DECALS |
| 930 | 040 | 002011 | 2011 T & R DECALS |
| 930 | 050 | 002008 | MOTORBOAT FEE DECALS |
| 930 | 050 | 002011 | 2011 BOAT FEE |
| 930 | 060 | 002008 | MOTORBOAT NO FEE DECALS |
| 930 | 060 | 002011 | 2011 NO FEE |
| 930 | 070 | 000001 | HULL IDENTIFICATION |
| 930 | 070 | 000002 | SERIAL NO. TAGS |
| 930 | 070 | 002015 | 10 YEAR DECALS |
| 930 | 080 | 002008 | 2008 FARM USE DECALS |
| 930 | 080 | 002009 | 2009 FARM DECALS |
| 930 | 090 | 002008 | 2008 MOTOR CARRIER |
| 930 | 090 | 002009 | 09 MOTOR CARRIER |
| 930 | 090 | 002010 | MOTOR CARRIER 2010 |
| 930 | 095 | 002008 | 2008 IFTA DECALS |
| 930 | 095 | 002009 | 09 IFTA DECALS |
| 930 | 095 | 002010 | IFTA DECALS 2010 |

Appendix K Vendor Reference

| Submit one reference form for each reference required in the RFP | |
|---|--|
| Contact Name | |
| Telephone Number | |
| Company/Agency | |
| E-mail Address | |
| Physical Address | |
| Description of the system installed including software, hardware, number of users, etc. | |

| Appendix N GLOSSARY | |
|--------------------------------|--|
| Item | Description |
| AAMVA | American Association of Motor Vehicle Administrators. National organization that the motor vehicle departments in all 50 jurisdictions belong to. The organization helps to set standards for jurisdiction-to-jurisdiction communications and to support the motor vehicle type causes at the federal level. |
| ACH enterprise account | Automated Clearinghouse - Account used for electronic banking and funds transfer. |
| ACS | Affiliated Computer Services Inc., provided of software VISTA/RS that is utilized by the DMV for the registration and payment of apportionment of commercial vehicles. |
| Authorized agent | Person, business, or organization that contracts with the WVDMV to provide motor vehicle services on behalf of WVDMV. |
| CDL | Commercial Driver License - state-issued license that allows an individual to drive a large truck or bus. |
| CSR | Customer Service Representative |
| CVR | Computerized Vehicle Registration |
| DL/ID | Driver License/Identification Card |
| DMV | Division of Motor Vehicles |
| DUC | Dealer of Used Cars |
| DUI | Driving Under the Influence |
| DRV | Dealer of Recreational Vehicles |
| EVVER | Electronic Verification of Vital Events Records |
| GDL | Graduated Driver's License |
| Hull ID | Boat Identification Number |
| IFTA | International Fuel Tax Agreement |
| IRP | International Registration Plan |
| Form 1 | Application for Certificate of Title for a Motor Vehicle |
| FIMS or WVFIMS | Financial Information Management System |
| MISC | Miscellaneous |
| MCO | Manufacturer's Certificate of Origin |
| MOVIS | Motor Vehicle Imaging System |
| MVS Express | New module developed by ACS to allow State employees and IRP commercial carriers to register vehicles and process their IRP and IFTA applications through the internet. |
| MVS Express/RS | Utilized by DMV for the registration and payment of apportionment of commercial vehicles. |
| MVS Express/TS | Utilized by DMV to issue fuel tax credentials to carriers. |
| NASCAR | National Association for Stock Car Auto Racing |
| NON-NEGOTIABLE TITLE | Title issued in the absence of the actual out of state title. The titles are issued a title number beginning with the letter "Q". |

| Appendix N GLOSSARY | |
|------------------------|---|
| Item | Description |
| NMVTIS | National Motor Vehicle Title Information System - Provides a central pointer to the jurisdiction where a vehicle is currently titled in order to try and keep one title record per vehicle. It also maintains brand history and stolen vehicle information |
| POSS | Position |
| REMIS | Remote Entry Management Information System, DOT Internal Accounting System |
| TRP | Temporary Registration Permit |
| Vehicle Brand | Branding of a vehicle such as: bonded, junked, salvaged, flood damage. Denotes a special condition of the vehicle that prints on the title. This field on the title is required by federal law to depict certain conditions of the vehicle for consumer awareness. |
| VIN | Vehicle Identification Number |
| VINA | Software package provided by R.L. Polk, that incorporates vehicle identification numbers. |
| WVDOT | West Virginia Department of Transportation |
| WVDMV | West Virginia Division of Motor Vehicles |
| WVDOC | State of West Virginia Correctional Industries. They are responsible for operating the 3M equipment that manufactures license plates for the WVDMV. |
| WVOT | West Virginia Office of Technology, which is a group of individuals utilizing a systematic approach that examines, evaluates, and implements redesigned business processes to achieve improvements in performance in areas important to customers and stakeholders. |

State of West Virginia VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, 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*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or,**
2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**
3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**
4. **Application is made for 5% resident vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or,**
5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or,**
6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____ Signed: _____

Date: _____ Title: _____

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

RFQ No. _____

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

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

"Debtor" means any individual, corporation, partnership, association, Limited Liability Company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

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

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: _____

Authorized Signature: _____ Date: _____

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this ____ day of _____, 20__.

My Commission expires _____, 20__.

AFFIX SEAL HERE

NOTARY PUBLIC _____