

Ref #	Section	Question	Response
1		Due to the complex nature of the required response to this RFP, is an extension of the 01/18/2010 submission date a possibility?	Yes. Technical questions are due Feb. 8
2		Will CMS be considered the "owner/administrator" of the customer profile? Where will the database housing customer profiles reside physically? Are there any inferred requirements regarding redundancy, encryption, or API access for the customer profile data that is part of the scope of this RFP; e.g. will this ID be accessed by external system's?	The owner of the customer profile is the CMS and should be maintained as part of this system. The vendor will be required to provide details concerning the physical storage of this information. The vendor will be required to maintain security of the information maintained in the customer profile. No credit card information will be stored on the CMS.
3		Can proposed language clarifications be submitted by vendors for non-statutory RFP contract provisions?	No
4	1.19.10	<p>Renewal: ...Such renewal shall be limited in accordance with the terms and conditions of the original contract and shall be limited to two (4) one (1) year periods.</p> <p>Could the state clarify the number of years the renewal periods are limited to two or four?</p>	Up to four (4) 1 year renewals.
5	1.19.12	<p>Contract Termination</p> <p>In the event of early termination of the contract by the State, will the State consider reimbursement of shut-down expenses and for unreimbursed expenditures made by Contractor?</p>	No
6	1.19.14	May the Contractor assume that there is no holdback on amounts related to procurement of hardware and	No, this is not a correct assumption. The hold back refers a percentage of the total cost of the system that will be held until DMV

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		software ?	has accepted the completed system.
7	1.19.14.1	<p>Section 1.19.14 states "a minimum 10% retainage until the final deliverable is accepted."</p> <p>Is there a release of this retainage reflected in the table in 1.19.14.1 as "Final Acceptance by WV DMV?"</p>	WV DMV will issue the final acceptance in writing. This document will require signatures by both parties.
8	1.19.5	<p>Indemnification</p> <p>Will the State consider limiting the liability of the Contractor to a mutually agreed to cap and to excluding liability for consequential, indirect, punitive or special damages?</p>	No.
9	2.3.4	What (if any) are the implications of the Viisage contract expiration in March 2010?	The Viisage contract has no bearing on this project.
10	2.3.4	Please provide the approximate number of workstations, cameras, and printers per installation site that are currently deployed for the Driver's License System	The Viisage system has no bearing on this project. The cash register system will not be installed on any equipment associated with the Driver License system.
11	2.3.6	Will the Temporary Plate system and interfaces be in place at the time of CMS implementation?	The Temporary Plate system will not be interfacing with the CMS system. May require additional discussion.
12	2.3.6	This paragraph mentions a CVR system. However, the acronym's definition can't be found in the document. Please provide a definition.	CVR = Computerized Vehicle Registration System. This is an external system that will not be interfacing with the CMS.
13	2.3.6	This paragraph mentions usage of the temp tag program by Regional Offices to "receive the work from the dealers and allow for processing". Requirement 3.6.10 indicates that	The funds associated with this work have already been collected from the Dealer through the Temporary Tag system. In this situation, the Temp Tag issued by the Dealer is nearing expiration

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		<p>CMS must provide a method for accounting for plates issued to replace Temp Tags issued by a dealer. Is requirement 3.6.10 related to the system defined in this section? If so, what are the requirement(s) regarding how data provided via the Temp Tag system is entered into CMS? What is the expected deployment date for the Temp Tag system?</p>	<p>and the Dealer has come into the Regional Office to finalize the transaction so that the customer can be issued a final plate. The CMS will be required to account for the issuance of the plate must be reflected in the system inventory. The paperwork associated with this transaction must be validated and fees should be recorded on the paperwork.</p>
14	2.4.1	<p>The DMV has five primary transaction types, these include: title, vehicle registration (includes plates and decals) driver licenses/identifications, dealer services and IRP.</p> <p>Please provide the projected annual volumes for the five primary transaction types</p>	<p>DMV's 2009 Annual Report will be attached to this Addendum.</p>
15	3.1	<p>Once the unique customer profile ID is established by the CMS, will it then be placed on the bar code of licenses that are subsequently issued for that driver?</p>	<p>No.</p>
16	3.1	<p>How is the rate for this negotiated? (Section 2.2 details locations and hours of operation). 100 hours proposed hourly rate</p>	<p>The 100 hours for the hourly rate will be based on services on the central system. It was not intended to imply that the vendor would be expected to work in any of the remote locations.</p>
17	3.1	<p>Are fees modified during operational hours or are modifications to go into effect next business day?</p>	<p>The requirement will be modified to include a testing and acceptance phase for changes to the fee tables. This will occur prior to any fee changes being applied to the live system. Implementation</p>

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			of fee changes will be applied during non-operational hours.
18	3.1	Will CMS generated Customer Profile IDs be inserted into the Drivers System? Which system will be considered the "owner" of these IDs?	Yes, the Customer Profile IDs will be inserted into the Driver System (in DB2 table). The CMS will be the "owner" of this unique identifier.
19	3.1	What facilities will the state provide for CMS system testing of the DB2/stored procedure interface to the mainframe based Vehicle Drivers System? Does this preclude maintaining (large) copy of data needed in RT form these two systems? If so, what are the allowable conditions under which certain functions are unsupported in the event of network connectivity unavailability?	<p>The vendor will be provided the necessary access to the centralized mainframe test and production environments. Specific connection details will be provided upon award. Are you concerned about access to the test system or are you concerned about the production system?</p> <p>If access to the network is interrupted at any location, due to an issue with the State's infrastructure, the vendor will not be held liable for this down time.</p>
20	3.1	Is data conversion to be included as part of the project and cost proposal? If so, what are the requirements and scope?	No data conversion will be required.
21	3.1	In other similar project implementations, clients have found the use of DB2 stored procedures to be detrimental to the performance of the system. Would the WVDMV consider other options for accessing the DB2 server, such as a direct connection?	No.
22	3.1	<p>Is our assumption correct that Customer Profile will be created on a going forward basis and:</p> <p>No existing Customers in the Driver and Vehicle Systems will be converted into the Comprehensive Customer</p>	The Customer Profile will be created on a going forward basis. No data conversion will be required. The profile will be created for both new and old customers on a going forward

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		<p>Profile?</p> <p>The Customer Profile will be created for new customers only, and not for existing customers?</p>	basis.
23	3.1	<p>Is our assumption correct that:</p> <p>The DMV Staff will use the current mainframe systems to start the driver and vehicle transactions and collect all information required, and for calculation, collection of fees and inventory management would be done in the CMS.</p>	This is not a correct assumption.
24	3.1	<p>Section 3.1 states that the CMS must "allow for real time processing and collection of fees for all point of sale transactions that occur within the DMV across the state". Do the locations referenced by this requirement pertain only to the 23 regional offices, or are the two part-time driver facilities and 55 County Sheriff Offices also included in the total location count?</p>	<p>The county sheriff offices are totally separate and have their own accounting systems. Their transactions are not processed in real time. The 55 county sheriff offices will not be part of the CMS.</p>
25	3.1	<p>Can the specifications for the DB2 stored procedures used to interface with the Drivers System be made available prior to proposal submission, so that interface schemes can be devised?</p>	<p>The successful vendor will be involved in the development discussions.</p>
26	3.1	<p>Can the specifications for the DB2 stored procedures used to interface with the Vehicle System be made available prior to proposal submission, so that interface schemes can be devised?</p>	<p>The successful vendor will be involved in the development discussions.</p>
27	3.10	<p>Will hardware requirements impact a bidder's bottom line proposed cost in</p>	<p>Hardware recommendations will only be considered as part of the</p>

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		the evaluation?	technical evaluation, unless proprietary hardware is necessary. The vendor must include a list of all hardware required to implement the system. This should include workstations, servers, printers and other recommended peripherals. Specialized hardware would include, but is not limited to check readers, bar code readers, validation printers, etc. If the vendor is able to provide these items, then they can be included in the cost proposal.
28	3.11	What is the current peak transactions-per-day load, by location, for each type of transaction performed by the legacy CRS system?	Refer to the annual report, included in the addendum, for volumes of transactions.
29	3.11	Please elaborate on the role played by WV Office of Technology as pertains to deployment. Specifically, what tasks during deployment will the WV OT perform versus those performed by the vendor, including, but not limited to: network connectivity configuration, client workstation installation, remote connectivity (establishing & configuration maintenance).	Deployment tasks must be coordinated through the Office of Technology. Upon award, representatives from the Office of Technology will be included in the DMV project team.
30	3.11	Please provide the approximate number of workstation per installation site.	A chart outlining the workstation requirements at each location will be included in the addendum.
31	3.11.2	Will hardware be made available for development purposes?	Hardware for the development system will be the vendor's responsibility.
32	3.11.2	The State will provide workstations, printers and bar code readers and hardware technical support staff to maintain this equipment.	Currently, the Office of Technology refreshes workstations on a four year cycle. Some of the older equipment may include, Think

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		<p>Could the state define the workstation configuration? Is it the state's expectation that the successful vendor will provide cash drawer and signature pad?</p>	<p style="text-align: right;">8</p> <p>Center M55e workstations with: Pentium D 925 Processor (3.0 GHZ 800 MHz) MS XP Professional 80 GB Hard Drive 1 GB 533 MHz SDRAM CD-ROM 48X Intel Graphics Media Accelerator</p> <p>Current replacement workstation specs are: HP DC5800 EPEAT Gold MS XP Professional Intel Core 2 Duo E4700 Q33 Express Chip Set (2.80 GHz, 8 MB L2 Cache, 1066 Mhz FSB) 80 GB SATA HDD SMART IV 8M Cache 2 GB PC2-6400 DDR2-800 (1 DIMM) RAM SATA 16X Super Multi Light Scribe DVDRW Intel Graphics Medial Accelerator 3100</p> <p>The vendor should outline the realistic minimum operating workstation requirements for software being proposed as part of this RFP. If during system deployment a deficient workstation is identified, accommodations will be made.</p> <p>DMV does not currently have any bar code readers and requirements should be defined in the RFP response. The successful vendor will be required to specify any additional hardware, such as cash drawers, signature pads and</p>

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			validation printers, if applicable. The vendor is required to provide costs for this equipment, as detailed in the RFP.
33	3.12.4	Are data updates to the Number One machine included in the 5 minute start up requirement?	<p>The information concerning the number one machine is solely for informational purposes. The intention of this requirement is to get the location ready for business within 5 minutes. The vendor shall propose the anticipated system configuration as part of the response to this RFP.</p> <p>3.12.4 – re-write this requirement to reflect network outages.</p>
34	3.12.4	<p>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.</p> <p>At the bidders conference discussion included the apparent deletion of this requirement please confirm that this will occur with an amendment/Addenda to the RFP.</p>	<p>The information concerning the number one machine is solely for informational purposes. The intention of this requirement is to get the location ready for business within 5 minutes. The vendor shall propose the anticipated system configuration as part of the response to this RFP.</p> <p>3.12.4 – re-write this requirement to reflect network outages.</p>
35	3.13	<p>Security & Controls</p> <p>If the Contractor requires its staff to execute a confidentiality agreement (similar to the one required by this provision) upon employment and/or its subcontractors upon engagement,</p>	No, a WV Confidentiality Agreement will be required.

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		will the state deem such to meet this requirement?		
36	3.13.3	Please elaborate on this requirement.	<p>The data maintained in the CMS will ONLY be available to authorized DMV personnel. The vendor will be required to maintain the confidentiality of data maintained in the system. This requirement includes ANY vendor-subcontracted employees. This requirement is in accordance with 3.13.</p> <p>Background checks will be required for any employees that have access to DMV data this includes ANY subcontracted employee.</p>	
37	3.13.5	Where are the "established State enterprise security processes" defined?	<p>Details concerning the State's security policies can be found at http://www.technology.wv.gov/security.</p>	
38	3.13.6	Will Windows authentication be available to for a retail location when the network link to Charleston is down?	<p>If the connection to Charleston is down, then Windows authentication will not be available.</p>	
39	3.13.7	How does this requirement differ from 3.13.6?	<p>This appears to be duplicated.</p> <p>This requirement will be modified to reflect secured access to manager functions, without the need for the current CSR to log-off the workstation.</p>	
40	3.13.7	This requirement appears to state a requirement for stand-alone user accounts, differing from 3.13.6 which appears to indicate that Windows account identification is to be used	<p>3.13.7 will be deleted.</p> <p>The requirement in 3.13.6 will be expanded. "the cashier will be required to have a separate log on function for the CMS and this must</p>	

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		instead to identify the user. Please clarify.	print a validation slip for all log ons, locks and log outs. The user name and password will be using active directory credentials."
41	3.14	Thus, in the current architecture, there are two "number one" machines in each location?	There is only one number one machine per location. This is information concerning DMV's current configuration it is not intended to dictate to the vendor how the proposed system shall be configured. The goal is for the vendor to provide information concerning a proposed configuration.
42	3.14	<p>Backup and Recovery</p> <p>Is there any current BC/DR/COOP plan(s) in place at the present? If so, can we get a copy of those plans?</p> <p>What are the RTOs (recovery time objectives) and RPOs (recovery point objectives)?</p>	The vendor will be required to propose the best method for system backup and recovery.
43	3.15.1	Can the vendor expect to have remote access for maintenance and deployment tasks? If so, please describe the level of connectivity (software used, bandwidth, security).	<p>On a case by case basis, the vendor will be provided with remote access for maintenance tasks. The vendor is required to utilize the central server for deployment tasks. Any concerns with access to the system components should be outlined in the vendor's response to the RFP.</p> <p>Specific details concerning connectivity will be provided to the successful vendor.</p>
44	3.15.2	Does this mean the entire location is down, or any single workstation in the location?	A location will be considered down when all the workstations are unable to conduct business.
45	3.15.3	How does the replacement of	The vendor is responsible for the

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		<p>workstation PCs impact the maintenance agreement; are these considered standard maintenance or will WV IT be responsible?</p>	<p>initial system deployment; however, it is understood that workstations will be replaced throughout the life of the contract. The vendor will be required to provide installation documentation for future workstation installs. If problems arise during a system installation, the vendor will be required to troubleshoot any installation, as part of the maintenance contract.</p>
46	3.15.4	<p>System Warranty, Maintenance & Support</p> <p>“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.”</p> <p>Contractor requests an opportunity to discuss IP related provisions; at a minimum Contractor requests that the State consider the following:</p> <p>Contractor agrees to the extent a deliverable contains pre-existing or independently developed proprietary software or third party, to grant the State a perpetual, royalty free, license to utilize the object code of Contractor proprietary software. With respect to third party software, Contractor agrees to transfer the license in accordance with the Contractor’s license or to assist the State in obtaining the necessary</p>	<p>This is a requirement for procurements of major software systems. The state is legally required to have access to all historical data. The requirement that the object code be placed in escrow is intended to ensure that capability exists. The state has no intention of using the object or source code for any other purpose. The successful vendor may discuss this particular requirement during contract negotiations.</p>

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		licenses to such software.	13
47	3.15.7	<p>System Warranty, Maintenance and Support</p> <p>"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."</p> <p>May the Contractor assume that such "cost of cover" is within any negotiated limit of liability?</p>	This is particular situation is addressed in the State's WV-96.
48	3.16	<p>With regards to regression testing, i.e., testing impact of environmental changes on the CMS:</p> <p>What are the vendor requirements?</p> <p>How should this be cost be categorized, e.g., as maintenance?</p> <p>What is the expectation of the DMV relative to Windows Updates, operating system changes (e.g., from Windows XP to Windows 7), and .Net updates/upgrades?</p>	<p>If the operating environment changes, the vendor will be required to ensure that their system works properly.</p> <p>WV OT routinely pushes out operating system updates to all workstations. The vendor will be required as part of maintenance, to ensure system functionality as updates occurs. Plans are in development to migrate to Windows 7.</p>
49	3.17	<p>System Training and Documentation</p> <p>How many users do you anticipate needing to be trained as trainer?</p> <p>How many training locations would there be, and where?</p>	At a minimum, there are 60 individuals that will require vendor training. The vendor shall propose the number of training sessions required to proficiently train these individuals. These sessions will be required in Charleston and should be scheduled to accommodate travel time for DMV employees.
50	3.17.1	Does this requirement imply that there will be a training session of management staff presented on location at each installation	<p>This requirement will be revised, see the addendum.</p> <p>At a minimum, there are 60</p>

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		performed?	individuals that will require vendor training. The vendor shall propose the number of training sessions required to proficiently train these individuals. These sessions will be required in Charleston and should be scheduled to accommodate travel time for DMV employees.
51	3.18	If a vendor currently has a fully functional Cash Management System that is not written in .net, will it be acceptable for the vendor to demonstrate that system along with a presentation of the procedures they will use to convert their system to .net and procedures required to add the additional mandatory features stated in the RFP?	Yes, the vendor will be permitted to demonstrate a system that does not utilize .net. However, the vendor will be required to fully describe how the system will be ported over to .net technology. The vendor shall also detail the time required to perform this task in the technical response.
52	3.18	Does the State expect an existing solution that can be modified to accommodate the WVDMV, or is a development effort of a custom application anticipated?	DMV is not mandating either solution.
53	3.18	What is the minimum set of required functionality that must be available in a "network unavailable" state?	3.12.4 – re-write this requirement to reflect network outages.
54	3.18	What are the expectations of the DMV with respect to the vendor demonstration? Specifically: Must the demonstration involve a function software system, as opposed to a wireframe, or other proposed system?	The vendor will be permitted to demonstrate a system that does not utilize .net. However, the vendor will be required to fully describe how the system will be ported over to .net technology. The vendor shall also detail the time required to perform this task in the technical response.
55	3.18	If a system is demonstrated, must the system be in .NET already?	The vendor will be permitted to demonstrate a system that does not utilize .net. However, the

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			<p>vendor will be required to fully describe how the system will be ported over to .net technology. The vendor shall also detail the time required to perform this task in the technical response.</p>	
56	3.18	<p>At the vendor demonstration, will the vendor have the opportunity to hear and respond to any concerns raised during review of the written technical proposal?</p>	<p>The technical proposal will not be discussed during the vendor demonstration.</p>	
57	3.18.1	<p>Approximately how long after proposal submission will qualifying vendors be contacted regarding a proposed system demonstration? Is the demonstration required to be performed using an existing .Net CMS system to demonstrate capability to address stated requirements?</p>	<p>Vendors will be contacted at the conclusion of the written part of the technical evaluation.</p> <p>Yes, the vendor will be permitted to demonstrate a system that does not utilize .net. However, the vendor will be required to fully describe how the system will be ported over to .net technology. The vendor shall also detail the time required to perform this task in the technical response.</p>	
58	3.2	<p>What underlying technologies does the State expect will be employed as the ERP framework, as this could affect the system development approach for CMS.</p>	<p>The State is in the process of evaluating an EOI (Expression of Interest) to select a consultant to develop these standards.</p>	
59	3.3.1	<p>Is it reasonable to assume that the Drivers System has a unique ID for each driver?</p>	<p>DL is the unique identifier in the Drivers System.</p>	
60	3.3.1	<p>Displays the flow of "batch transactions" coming from the Main Frame</p> <p>What data is contained in these batch files and on what frequency would they be merged with the CMS?</p>	<p>Section 3.3.1 does not mention batch transactions.</p>	

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61	3.3.1 & 4.4.1	Section 3.3.1 requires the CMS to integrate with the Drivers System, but Section 4.4.1 stipulates the interaction between the CMS and the Vehicle System. Is the intent to require interaction regarding the Customer Profile and the Drivers System, the Vehicle System, or both of these systems?	All interactions between the Vehicle and Driver system will be through the DB2 stored procedures.
62	3.3.2	Are customers limited to individual persons? How are corporate entities to be handled?	Legal entities, as well as, individuals and will need to be assigned a customer profile.
63	3.3.2	This will require a RT connection to the Drivers System. Also unless entire Drivers System database is replicated at each location where CMS is in use (unlikely), this functionality will be unavailable in the event of connectivity interruption. The procedure for accommodating such situation is TBD if the ID generation is an algorithm based solely on Customer data in the barcode, reconciliation with the Drivers System database maybe possible when connectivity is re-established.	There will be a real time connection to the Driver System and the database will not be replicated at each location.
64	3.3.3	Is the Drivers License number the unique identifier in the Drivers System? Is there some other ID currently in the Drivers System?	DL is the unique identifier in the Drivers System.
65	3.3.4	Duplicates relative to CMS? Or relative to Drivers System? Is this in reference to potential matches as opposed to duplicates?	This relates to duplicates in the customer profile, implemented in the CMS.
66	3.4.1	What is the requirement for retention of fee code matrix revision history?	DMV would like to keep a record of fee code matrix changes for a year.
67	3.4.14	What does "validate supporting documentation" imply in 3.4.14?	Validating the supporting documentation means that the

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			system will imprint proof of payment for the entire transaction.
68	3.4.14	What is the "supporting documentation" described in this requirement?	The documents that are required as part of the transaction. These can change based upon the circumstance of the transaction. Generally, there will be a bill of sale, out of state title or registration card, MSO (manufacturer's statement of origin), etc.
69	3.4.14	Please provide more information about these validation requirements. How does validation on these items occur? What are the goals of validation?	The printer will be required to duplicate the transaction summary on the backup documentation. The primary goal is to provide an audit trail.
70	3.4.15	<p>"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."</p> <p>Can we assume the proposed CMS system will integrate with the following devices?</p> <p>Slip printer (for issuing receipts) Check Reader Credit Card Reader Bar Code Reader</p>	DMV does not currently have any hardware in place to meet this requirement. The vendor is required to propose necessary hardware need to fulfill this requirement.
71	3.4.16	Will the interface to inquiry by VIN (from the Vehicle Valuation System) be developed by WVDMV? If not, should the development of this interface be included in the vendor's proposal?	The vendor will be required to provide a method to allow the user to access data in the Vehicle Valuation System. The vendor will be required to describe how this will be accomplished.
72	3.4.17	"The CMS must have the ability to	All DMV staff will be able to

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		<p>override the values obtained from a vehicle valuation system in order to comply with established DMV business rules.”</p> <p>Does the CMS system allow any DMV staff to override the value obtained from the vehicle valuation system or it should be role based?</p> <p>Do we need to send the overridden values back to the Vehicle Valuation System?</p>	<p>18</p> <p>override values obtained from the vehicle valuation system. The vendor will NOT send any information to the vehicle valuation system.</p>
73	3.4.18	<p>How often are the VSAM files updated? Is this how the RT access to the Drivers System and VS is implemented?</p>	<p>The VSAM files are updated in real time. The VSAM files are only associated with the Vehicle System. The Driver System is also updated in real time, but use the DB2 format.</p>
74	3.4.18	<p>Can a specification of the stored procedure interface to the Vehicle System for acquiring Stop Code status be provided? Parameters and results specification and a brief description are desirable.</p>	<p>The successful vendor will be involved in the development discussions for the stored procedures.</p>
75	3.4.19	<p>Can a full list of these codes be provided?</p>	<p>These are the License Status Codes as of 01/28/10:</p> <ul style="list-style-type: none"> 01 VALID 02 EXPIRED 03 SUSPENDED 04 REVOKED 05 DECEASED 06 PROBATION 07 SURRENDR 08 UNLICENSED 09 EXP/PROBATN 10 REV/SURR 11 FRAUDULENT 12 CANCELLED

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76	3.4.2	Is it correct to assume that the CMS will perform all transactional fee calculations for all transactions outlined in Appendix B?	Yes.
77	3.4.2	We recognize that the types of transactions performed by the DMV are numerous and vary from simple to complex. As such, each transaction uses specific business processes that lead to the create of the transaction fee. Typically, these business rules and fee calculations are incorporated into the specific system modules (e.g., vehicles and drivers). Given this complexity, please confirm that the mainframe will pass the fee and tax calculations to the CMS.	The mainframe will not pass any fee or tax information to the CMS. Fee and tax calculations must originate in the CMS.
78	3.4.22	Please describe all the paperwork associated with title processing.	This includes a series of DMV forms and generally, there will be an application for a title, a bill of sale, out of state title or registration card, MSO (manufacturer's statement of origin), etc.
79	3.4.23	Needed POS-Partner API specifications or some other specifications outlining this set of requirement.	Effective February 1, 2010 POS Partner will no longer be utilized by DMV. It will be replaced by Global Virtual Terminal (GVT). For more information concern Global Transport, contact 1-800-462-6609 or email at certification.questions@globalpay.com .
80	3.4.4	What are the payment processing options provided by the WVSTC? How will payment processing services be advertised to POS clients of CMS?	This includes check, cash, credit cards in the settlement of a split payment transaction (part cash, part credit cards). A sign is posted at each window, indicating the

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81	3.4.8	<p>Addition of a transaction type infers additional system functionality. Please elaborate as to the State expectation regarding the addition of a transaction type as described in this section.</p>	<p>acceptable forms of payment.</p> <p>Transaction types refer to DMV specific business processes. Additional transaction types may include new forms of Ids, new titles, etc. Any additional transactions that DMV may be required by state code to process.</p>	
82	3.4.8	<p>“The vendor must provide the DMV a method for the addition or removal of transaction types as business processes change.”</p> <p>The requirement is expecting to allow the DMV staff to remove or add transaction types. Since there are different fields associated with each transaction type, and the DMV User is required to capture the information, can we have more clarification on this requirement?</p> <p>Can the State provide some examples of these transactions?</p> <p>Where would business rules be associated with the transactions?</p>	<p>See attached DMV Fee Types & Business Rules</p>	
83	3.4.9	<p>What does the “ability to record transactions” imply in 3.4.9?</p>	<p>DMV requires a detailed record of all transactions.</p>	
84	3.5	<p>Will returns be logged via CMS, or will the adjustments only be entered?</p>	<p>We want the CMS to track all inventory items; as a result returns should be logged in the system.</p>	
85	3.5.10	<p>“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.”</p> <p>Can you explain this process as you move through the mainframe and CMS applications?</p>	<p>The integration with the mainframe has not been finalized; the successful vendor will be involved in developing this process.</p>	
86	3.5.11	<p>“The CMS shall provide audit trail</p>	<p>Refer to the chart located on</p>	

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		<p>detail for use of the "misc" key. This detail shall contain user ID, amount, transaction type and location.</p> <p>What type of operation does the use of the "misc" category and "misc" key refer to?</p>	<p>3.4.10, all the miscellaneous transactions are outlined in the RFP.</p>
87	3.5.13 & 4.6.13	<p>Could you please provide additional detail about the format required for these reports? Also, what is the meaning of "service transactions" and what reconciliation periods will be required?</p>	<p>The service transaction refers to the type of service provided or transaction type. Details concerning the types of transactions are outlined in 3.4.10.</p> <p>As for the format of the reports, the successful vendor will be involved in discussions concerning the formatting of this report.</p>
88	3.5.14	<p>Where are the "business rules" cited in this requirement?</p>	<p>Business rules and a fee chart have been attached to this addendum.</p>
89	3.5.14	<p>This requirement implies that transactional logic, such as decal, plate, vehicle, and drivers logic, will reside in the CMS; is this assumption correct? If so, will the logic in CMS replace existing logic currently housed in the mainframe?</p>	<p>Transactional logic will reside in the CMS . The CMS will NOT replace any transactions or data maintained in the Vehicle and Driver mainframe systems.</p>
90	3.5.15	<p>What are the business rules (aka system logic) to implement this requirement?</p>	<p>This is referring to the various types of plates and plate classes issued by DMV. Details concerning the types of plates is outlined in Appendix A "Registration & Plate Classes with Abbreviations".</p>
91	3.5.15	<p>Same as 3.5.14.</p>	<p>Transactional logic will reside in the CMS . The CMS will NOT replace any transactions or data maintained in the Vehicle and Driver mainframe systems.</p>
92	3.5.17 & 4.6.14	<p>Could you please provide additional detail about the content requirements of these reports?</p>	<p>DMV requires the ability to specify any variable for reporting, such as beginning/ending date range, etc. The successful vendor will be</p>

Ref #	Section	Question	Response 22
			involved in discussions concerning the format of these reports.
93	3.5.19	Any data element? Are these role based restrictions?	Yes, reports could be based on any data element captured by the CMS. Only users that are assigned to a managerial role will be authorized to run reports.
94	3.5.21	Same as 3.5.14.	Transactional logic will reside in the CMS . The CMS will NOT replace any transactions or data maintained in the Vehicle and Driver mainframe systems.
95	3.5.22	For what period shall the audit trail be maintained? At some point can the audit trail be archived?	This audit trail shall be live in the system for one year and be available indefinitely.
96	3.5.23	Is it also your understanding that this feature will require a check scanner in each CSR window?	An appropriate capture device will be required to capture the check information. The vendor will be required to propose the necessary equipment to meet this requirement.
97	3.5.23	Does this requirement imply that a check reader (hardware) is in place at each workstation? Or is this requirement to provide a means for the user to enter these data?	No hardware is in place it is anticipated that the vendor will recommend what hardware is required to satisfy this requirement.
98	3.5.23	<p>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.</p> <p>Would the state consider modifying requirements of 3.5.23 and 4.6.19 to exclude the storage of routing numbers or clarify the reason for this requirement? There may be potential risks associated with combining these numbers.</p>	This requirement will be modified. The vendor should refer to 3.13.11. No credit card information will be kept, encrypted or otherwise. However, the requirement will be modified to include bank account and check routing information. This data should be encrypted and will only be accessible by with an appropriate level of security.

Ref #	Section	Question	Response
99	3.5.24	More detail is needed, especially as regards context of such transaction. Please provide an example use of the feature provided by this requirement.	Wire transfers are received electronically at the Treasurer's Office. These funds are received from various third party entities that perform work on behalf of DMV. Wire transfers must be manually recorded into CMS and details electronically transferred to WVFIMS.
100	3.5.25	Is there a file format? ...an API for transmitting data to WVFIMS?	The WVFIMS file is a flat file format and the necessary interface will be communicated to the successful vendor during system implementation.
101	3.5.26	Is this a real time or batch operation requirement?	This is a batch operation.
102	3.5.26	Please elaborate on refund requirements.	The process for refunds will be addressed in the business rules.
103	3.5.26	<p>The CMS shall process refunds then prepare and transmit electronically the necessary accounting entries to WVFIMS or any successor program,</p> <p>What is refunded? Is cash handed out from the drawer? If not, is there a check writing system that needs interfacing?</p>	Refunds are processed centrally based upon a signed application. All checks are issued from the WV State Treasurer's Office. The purpose of this requirement is to allow DMV to electronically transmit the accounting detail to the State's Accounting system, WVFIMS, while at the same time adjusting the revenue totals maintained in the CMS.
104	3.5.6	Do the time intervals listed in the requirement represent all possible interval types?	No, additional time intervals may be required as part of the custom reporting (ad hoc) requirements. DMV needs the flexibility to establish any time interval variable that may be required.
105	3.5.9	Shall such overrides be listed specifically in a report?	Yes, override details should be provided in a management report. DMV will also need the ability to track the transaction history for any overrides.

Ref #	Section	Question	Response
106	3.6	Should this be Appendix J not K	The labels for the appendices will be redefined.
107	3.6	How are the biennial and decennial decals differentiated from the annual ones?	Each type of decal has a different series number.
108	3.6	How must the CMS accommodate the change of plate decal, as noted in the inventory example: "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?"	CMS must allow a function where by decals used to update the expiration of unsold registration plates can be removed from inventory.
109	3.6	Does the definition of a "title skip" impact the CMS? Is a "skip" simply a set of 1000 titles, or is a title associated with its skip, and the skips maintained in the database also?	A skip is intended to keep all title numbers unique and are in sequential order.
110	3.6	How is the automation of title skip issuance and tracking by CMS envisioned?	DMV intends to automate the issuance of title numbers and ensure that duplicates are not issued.
111	3.6	<p>How many sites will receive inventory?</p> <p>What kind of users other than CSRs will use the inventory system?</p> <p>Will you need to manage inventory lifecycles; i.e. destruction phase?</p> <p>Will inventory statuses be tracked; i.e. obsolete, lost, void?</p> <p>Do all returns come to the central warehouse?</p> <p>Any special processing of sensitive information; i.e. confidential plates?</p> <p>Any direct shipments of supplies from vendors to field office (circumventing central warehouse)?</p> <p>To what extent do you require a planning module? For example a</p>	<p>At a minimum, inventory will be distributed to the locations defined in section 2.2 of the RFP. Locations maybe added to this chart as business rules change. This chart will be modified to include additional sites that are currently receiving inventory.</p> <p>Add Plate Room, CVR and WV Interactive to chart.</p> <p>It is envisioned that managerial staff will be the primary users of the inventory module.</p> <p>The requirement will be modified to include Inventory life cycles.</p>

Ref #	Section	Question	Response 25
		<p>planning module could set reorder points or low stock limits.</p> <p>Will the inventory have a cost value?</p> <p>How will the inventory value be derived?</p> <p>What is the difference between a window, cash drawer and register?</p> <p>Will procurement of new orders due to inventory shortages be a CMS function?</p>	<p>Inventory statuses will be tracked.</p> <p>All returns will be processed at the central warehouse.</p> <p>DMV does not have any confidential plates.</p> <p>At present, shipments to the regional offices will be processed at the central warehouse. However, in the future, direct shipments are a possibility.</p> <p>A planning module would be helpful.</p> <p>Inventory will have a cost value.</p> <p>Inventory value will be derived by counting the number of plates and decals, as well as the cost of each.</p> <p>A window is a physical location where the CSR sits. A cash drawer is where the transaction tender will be housed. A register refers to the PC that is used by the CSR.</p> <p>No, procurement orders will not be processed by the CMS.</p>
112	3.6.10	<p>Does 3.6.10 indicate a feature to import temporary tag data from the Temporary Plate System, or is this operation a manual adjustment in CMS?</p>	<p>The funds associated with this work have already been collected from the Dealer through the Temporary Tag system. In this situation, the Temp Tag issued by the Dealer is nearing expiration and the Dealer has come into the Regional Office to finalize the transaction so that the customer can be issued a final plate. The</p>

Ref #	Section	Question	Response	26
			CMS will be required to account for the issuance of the plate must be reflected in the system inventory. The paperwork associated with this transaction must be validated and fees should be recorded on the paperwork.	
113	3.6.13	Where are the "DMV Business Rules" defined?	Business rules and a fee chart have been attached to this addendum.	
114	3.6.15	Is a specification and example report available?	DMV does not have any electronic inventory reports available.	
115	3.6.17	Is this report restricted to the Cash Drawer Inventory of the CSR?	Yes.	
116	3.6.18	Where are such items reconciled? Why are the not issued through the CMS?	This relates to secured paper and decals that are used in the back room. These are not Point Of Sale issued items.	
117	3.6.18	Other than secure paper for titles, what other inventory items are expected to be tracked by CMS? And, are these inventory items serialized?	Inventory items are detailed in Appendix J.	
118	3.6.18	Other than secured paper for titles, what inventory items is the CMS expected to track? Are these inventory items serialized?	Inventory items are detailed in Appendix J.	
119	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." Does the feed come from the legacy vehicle or driver system?	No.	
120	3.6.20	What is a "backup page" as noted in the requirement?	This is supporting documentation goes along with the title work.	
121	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	This is supporting documentation goes along with the title work.	

Ref #	Section	Question	Response
		<p>minimum of two times on each backup page.</p> <p>Could the state clarify the definition of a backup page? How many pages are expected?</p>	
122	3.6.21	Does the unit of measure change frequently; or is this requirement intended to allow a unit of measure to be assigned to a type of inventory item, typically once, and then used thereafter?	The unit of measure per inventory item does not change frequently. For example for the plate inventory, the unit of measure is each plate; whereas, the unit of measure for titles is each box.
123	3.6.21	Please define the meaning of a unit of measure.	The unit of measure per inventory item does not change frequently. For example for the plate inventory, the unit of measure is each plate; whereas, the unit of measure for titles is each box.
124	3.6.21	Is a "unit of measure" simply a quantity of an item?	Yes.
125	3.6.22	More information is needed regarding the origin of file, format and content.	The file that will contain the Vehicle System information will be developed upon implementation of the CMS. Appropriate DOT staff will work with the vendor on the creation of this file.
126	3.6.22	Please elaborate on this requirement; specifically, the accounting requirement for transactions generated and imported from the mainframe.	The WVFIMS file is a flat file format and the necessary interface will be communicated to the successful vendor during system implementation.
127	3.6.22	"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	<p>The transactions refered to in their requirement are registration renewal and titling</p> <p>The only systems interfacing with the CMS will be the vehicle and drivers systems</p>

Ref #	Section	Question	Response
		<p>data fields.”</p> <p>Do you have examples of these types of transactions?</p> <p>What is the complete list of interfacing systems to CMS?</p>	
128	3.6.23	Format of the RFT file? Is a sample available?	DMV will provide a sample of the file prepared by the Treasurer’s Office to the successful vendor.
129	3.6.23	Same as 3.6.22.	DMV will provide a sample of the file prepared by the Treasurer’s Office to the successful vendor.
130	3.6.23	<p>“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 mailroom. Also, the mainframe file may contain packed data fields.”</p> <p>Do you have examples of these types of transactions?</p> <p>What is the complete list of interfacing systems to CMS?</p>	<p>DMV can provide a sample of the file prepared by the Treasurer’s Office.</p> <p>Systems interfacing with CMS are the Vehicles and Drivers systems.</p>
131	3.6.24	<p>“The CMS must provide a method for entering balances for items in the current inventory system.”</p> <p>Is there an existing inventory management system in place?</p> <p>What are the technical components of the existing inventory system?</p>	Inventory will be manually entered when the system is installed. The vendor will not be required to import data from any existing systems.

Ref #	Section	Question	Response
		<p>Will there be a need for a data conversion?</p> <p>How will the physical count be done to true-up values and verify beginning balances by location?</p>	
132	3.6.6	<p>“The CMS must allow the office manager to assign inventory to a CSR or cash register by applicable sequential number”</p> <p>What is the business process for assigning inventory to a window, cash drawer, and CSR?</p> <p>Will all inventory items be assigned this way or only items considered secure stock?</p> <p>Does the inventory item physically move to the location of the CSR or cash drawer after assignment?</p> <p>Can a CSR move to a different cash drawer during the course of a day? Will inventory stay with the cash drawer or follow the CSR?</p>	<p>At the Regional Office there are two levels of inventory (items assigned to the office and items assigned to the CSR).</p> <p>Items must be assigned to the CSR prior to its sale.</p> <p>Secured paper will be assigned to the “office” and not to the individual CSR.</p> <p>Inventory items physically move to the CSR after assignment by office management.</p> <p>In some offices inventory is assigned to a window (workstation) and individual CSRs can change throughout the day.</p>
133	3.6.7	<p>Is the Daily Inventory Usage Report specified in the document?</p>	<p>No automated report exists at this time.</p>
134	3.6.x	<p>How is license plate number uniqueness verified and what organization manages plate number uniqueness? Is CMS required to enforce plate number uniqueness?</p>	<p>Uniqueness of plates is maintained by plate class. The CMS will not be required to enforce this.</p>
135	3.6.x	<p>How is a returned plate managed relative to CMS requirements?</p>	<p>As plates are returned they are destroyed. Plates returned by the customer are not reissued.</p>

Ref #	Section	Question	Response
136	3.6.x	What are the requirements for processing of vanity plates, especially when the plate is shipped to a regional office for pickup by the consumer.	Vanity plates are shipped directly to the customer.
137	3.7.1	Is this "postal" barcode PostNet?	The postal bar code should be in a format that is acceptable by the US Post Office, "Post Net" certification is not required.
138	3.7.1	<p>Must support the creation and reading of 2D PDF-417, 3 of 9, and postal barcodes. Currently the State uses the AAMV A 2D PDF-417 barcode on the back of the driver license, title, and vehicle registration card.</p> <p>Please elaborate on what documents or other materials on which the state will require the CMS create barcodes.</p>	At this time, the division has no documents that require the CMS to create barcodes. However, this is a feature that maybe utilized in the future.
139	3.7.2	Is "real time" in quotes here (and elsewhere) to imply that the data are not actually Real Time; ie, they are actually periodically updated snapshots of these databases?	No, the quotes were just used to accentuate the fact that this data is real time.
140	3.7.2	<p>"The CMS must provide a method of capturing information incorporated in the bar code located on titles, registration and driver license renewals."</p> <p>Do all inventory items have a pre-existing bar code?</p> <p>Will all inventory items require a bar code or will there be manual input exceptions?</p>	<p>At the present time, all inventory items do not have an existing bar code. The successful vendor will be involved in determining bar coding requirements for inventory items.</p> <p>DMV is not currently utilizing a bar code reader.</p>

Ref #	Section	Question	Response
		What is the make of the bar code reader the State currently uses?	
141	3.7.3	Please elaborate on this requirement; specifically, the "subtract from the CSR inventory" requirement	The CMS is intended to track the inventory items issued to each cashier and sold by each cashier.
142	3.7.3	Which inventory items will be bar coded, and in each case, which barcode format will be used?	The successful vendor will be involved in determining bar coding requirements for inventory items.
143	3.8.2	Appendix C: Productivity report example?	See Attached.
144	3.8.2	Appendix D: is the Consolidated Office Report. Is the report in Appendix D a combination of the Office Total Report, Cashier Report and Master Cashier Report?	See Attached.
145	3.8.3	Appendix E is illegible. Can a cleaner sample be provided?	See Attached.
146	3.8.3	Appendix F is illegible. Can a cleaner sample be provided?	See Attached.
147	3.8.3	There is no Appendix G, but there are two Appendix H's. The FIRST of these appears to be this report. Appendix H is illegible; can a cleaner copy be provided?	A clarification concerning the appendices will be issued as part of the addendum.
148	3.8.3	There are two Appendix H's. The second of these appears to be this report. Appendix H is illegible. Can a cleaner sample be provided?	A clarification concerning the appendices will be issued as part of the addendum. Revised appendices are attached
149	3.8.3	This report appears to be exemplified by Appendix I and not J. Appendix I is illegible. Can a cleaner sample be provided?	See Attached.
150	3.9.2	How often are Legislative changes issued? What does a typical Legislative change involve, as it relates to CMS? Please provide examples of Legislative changes.	Legislative changes occur frequently during the year. Legislative changes can include additional plate classes and fee changes.
151	3.9.2	How often are Legislative changes issued? What does a typical	Legislative changes occur frequently during the year.

Ref #	Section	Question	Response
		Legislative change involve, as it relates to the CMS? Please provide examples of Legislative changes.	Legislative changes can include additional plate classes and fee changes.
152	3.9.3	Is travel included in the maintenance fee?	Costs defined in this RFP are to be all-inclusive and must include travel, if applicable.
153	3.9.4	<p>“The System must be able to accommodate an unlimited number of users located at various locations across the state.”</p> <p>What is the business reason and intent behind this requirement?</p> <p>To appropriately size the system, would the DMV consider rewording this requirement such that the system must be sized to accommodate a specified number of users (perhaps 500 based on the 350 workstations defined in the RFP) and also be capable of scaling to support a growth factor of 25% over the contract term?</p>	<p>This requirement will be modified.</p> <p>The requirement for unlimited users is included because staffing levels change.</p> <p>The system will be required to accommodate 300 concurrent users.</p> <p>The vendor will be required to outline the proposed system’s licensing requirements.</p> <p>There is a potential for DMV to open additional offices.</p>
154	3.9.8	Can the application be hosted at the vendor? Can a test client configuration (browser client, barcode scanner, credit card scanner) be hosted at a DMV location? How many test client configurations are anticipated to be needed for test purposes?	<p>The vendor is expected to identify recommended system configurations.</p> <p>If the vendor recommends a hosted configuration, the vendor shall clearly identify what components this involves and what impact this will have on the transition at the conclusion of the maintenance contract.</p> <p>A minimum of 2 test client configurations will be required at the DMV training center (located in Charleston). Any additional test configurations the vendor feels necessary, should be identified in</p>

Ref #	Section	Question	Response
			the response, as well as, any proposed location(s).
156	3.9.9	Please provide some examples of customized reports that would be created using the feature provided via this requirement?	DMV is requesting an ad hoc reporting feature to allow for the development of customized reports that are not already identified. There are many instances when DMV must provide information on an as requested basis and these requests cannot be identified.
157	4.12.4	<p>“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)”</p> <p>“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.”</p> <p>Will the DMV please identify what functions are required to continue operations in the event of a network connection failure?</p>	This requirement will be modified.
158	4.15.4	“The vendor should outline all the services provided during the one-year	The requirement will be modified. The warranty period shall be one

Ref #	Section	Question	Response
		<p>maintenance period (ref 3.15)."</p> <p>This section addresses both Warranty and Maintenance. Warranty is an obligation to make sure the application runs with no material defects. Maintenance is a bounded service provided by the vendor. This statement indicates that WV DMV expects a 12 month maintenance period, but isn't specific about the Warranty period.</p> <p>Given that there are no major annual processes that are required and the limited complexity of the Cash Management application, can the vendor assume that a six month Warranty period would be sufficient?</p>	year.
159	4.18.3	<p>We do business with a number of Federal government customers who aren't permitted to submit written recommendations, but who can be listed as points of contact for the WVDMV to reach to discuss questions regarding quality of work, on-time delivery, etc. Is this an acceptable deviation?</p>	No.
160	4.18.3	<p>Is an interface available to obtain the driver license photo given a driver's license #?</p>	No.
161	4.18.3	<p>What are the requirements for the CMS with respect to transactions effected at satellite offices, e.g., court house, sheriff's office? What are the inventory management requirements at these sites? What transactions can be effected at these sites?</p>	<p>The county sheriff offices are totally separate and have their own accounting systems. Their transactions are not processed in real time. The 55 county sheriff offices will not be part of the CMS.</p>
162	4.18.3	<p>Are satellite offices always affiliated</p>	No.

Ref #	Section	Question	Response
		with a regional office?	35
163	4.19.1	Are hardware, operating systems, and other items outlined in this section to be included as part of the cost proposal, or will these items be procured by the Agency independent of the vendor's cost?	Hardware recommendations will only be considered as part of the technical evaluation, unless proprietary hardware is necessary.
164	4.20	Will it be acceptable to submit 3 years of tax returns along with unaudited financials instead of audited financial statements?	Yes, DMV will accept three years of tax returns as well as unaudited financials. Annual reports will be acceptable but must be included in each RFP response.
165	4.20	Three years of financial statements are nearly 1,000 pages. Will the WVDMV accept one separately bound copy of financial statements rather than nine copies (e.g., 9,000 pages)?	DMV will accept three years of tax returns as well as unaudited financials. Annual reports will be acceptable but must be included in each RFP response.
166	4.20	<p>Please be advised that in between Requirement 4.20 and 4.22 there is missing Requirement number 4.21.</p> <p>Within Requirement 4.20 the sub requirement is numbered 4.21 and based on the set up of the RFP it should be 4.20.1.</p> <p>Please advise if this is correct and if you will be submitting an addendum to correct the numbering.</p>	<p>4.21 is listed on page 44 of the RFP. The requirement states, "The vendor should submit prior three years worth of audited financials from the company responding to this RFP."</p> <p>The addendum will not address the numbering format in this RFP.</p>
167	4.20 & 4.21	Three years of financial statements are nearly 1,000 pages. Will the DMV accept one separately bound printed copy of financial statements rather than nine copies (e.g. 9,000 pages)?	DMV will accept three years of tax returns as well as unaudited financials. Annual reports will be acceptable but must be included in each RFP response.
168	4.22	<p>Reference to Section 3.19</p> <p>Should the reference be updated to reflect Vendor Demonstration Section</p>	The addendum will not address the numbering format in this RFP.

Ref #	Section	Question	Response
		3.18 on page 40?	
	4.24	<p>Section 3.10.1 states the "Statewide Technology contracts that must be utilized to procure standard hardware and software"</p> <p>Section 4.24 states "The Cost Proposal shall identify all required software licenses with a line item price and annual software maintenance costs."</p> <p>Is the vendor expected to provide the Statewide Technology contract cost for software and hardware?</p> <p>How can the vendor get access to this pricing?</p>	<p>The information concerning the Statewide Technology contracts was provided for informational purposes. The vendor will not be required to provide any Statewide Contract pricing. The vendor is required to provide costs associated with all software and maintenance. In addition, the vendor should include costs associated with specialized hardware required to implement the system.</p>
169	4.24	<p>Please confirm: the Cost Proposal/Bid Sheets, including Maintenance & Upgrades, Vendor Preference Certificate should all be considered part of the cost portion, and as such, contained under separate envelope when submitting the proposal.</p>	<p>This is true.</p>
170	4.24	<p>Please provide documentation defining what the State considers "established State enterprise security standards" (Section 3.13.5). Is this encompassed by WVOT-PO1001?</p>	<p>Details concerning the State's security policies can be found at http://www.technology.wv.gov/security .</p>
171	4.24	<p>". . . Vendor will also be required to identify System Design, Programming, Project Management, Installation, Testing, and Training costs associated with each phase of the project."</p> <p>Section 1.19.14.1(page 14) displays a payment schedule for major deliverables with percentages.</p> <p>Should the System Design, Programming, Project Management,</p>	<p>Costs will be based on percentage of completion, not actual costs.</p>

Ref #	Section	Question	Response
		Installation, Testing, and Training costs align with the percentages in the payment table or should they represent actual costs incurred?	
172	4.41	Is it reasonable to assume that the Vehicle System has a unique ID for each vehicle owner? For each vehicle? How are corporate entities identified in the Vehicle System?	There is not a unique identifier for each owner. Title number would be unique to each vehicle. Corporate entities are listed in the owner field of the system.
173	4.6.19	<p>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.</p> <p>Would the state consider modifying requirements of 3.5.23 and 4.6.19 to exclude the storage of routing numbers or clarify the reason for this requirement? There may be potential risks associated with combining these numbers.</p>	This requirement will be modified. The vendor should refer to 3.13.11. No credit card information will be kept, encrypted or otherwise. However, the requirement will be modified to include bank account and check routing information. This data should be encrypted and will only be accessible by with an appropriate level of security.
174	4.9.6	Does section 4.9.6 duplicate section 4.9.2? If so, is it sufficient to provide the description related to support of these reports (i.e., Productivity Report, Office Total Report, Cashier Report and Master Cashier Report) in a single section (i.e., 4.9.2) of the proposal?	4.9.2 is a duplication of 4.9.6 and will be removed in the addendum.
175	5	<p>Will the DMV please explain how the costs associated with the optional maintenance years will be evaluated as a component of the total system cost?</p> <p>Will the DMV please explain how the hourly rate will be evaluated as a component of the total system cost?</p>	Please refer to section 4.26 of the RFP

Ref #	Section	Question	Response
176	5	<p>The Cost Management System Cost Price Schedule states that "the Cash Register System includes software, implementation, specialized hardware, one year maintenance and support of a turnkey operational system."</p> <p>What are the specific criteria used to determine what hardware is "standard" going on the bill of materials, and what is "specialized" to be included in this Price Schedule?</p> <p>Can the State provide a list of standard vendors?</p> <p>The State has asked us to include pricing for "Specialized Hardware" in our cost proposal submission. Please clarify what would constitute specialized hardware versus hardware for which we will not include pricing.</p> <p>Are there specific examples of specialized hardware that can be provided?</p>	<p>Items covered by statewide contract include, PCs, Servers, Monitors and Office Printers. Specialized equipment refers to any devices required to support this system (example: validation printers, bar code readers, check readers, etc).</p> <p>Statewide contracts can be obtained from:</p> <p>http://www.state.wv.us/admin/purchase/SWC/default.htm</p>
177	General	Can a bidder submit supplementary contract language for the State's consideration (e.g., vendor's standard licensing terms and conditions)?	Yes
178	General	Can a bidder submit supplementary contract language for the State's consideration (e.g., vendor's standard licensing terms and conditions)?	Yes
179	General	Can proposed language clarifications be submitted by vendors for non-statutory RFP contract provisions?	No
180	General	Could the state identify the total budget for this RFP and detail the anticipated vendor allotment to purchase the identified system	No.

Ref #	Section	Question	Response
181	Quotation Form	components and support services? Will the WVDMV respond to written questions as they are received? If WVDMV waits to respond until all questions are received by 1/25, how quickly after 1/25 will you provide answers?	All the questions will be addressed in a single addendum.
182	Quotation Form	The Quotation Form at the beginning of the RFP includes spaces for vendors to input pricing information for the Cash Register System. Please explain if these RFQ pages should include the pricing that is also contained within the sealed cost proposal.	No. all pricing is to be contained in the sealed cost proposal
183	Quotation Form	The Quotation Form at the beginning of the RFP includes spaces for vendors to input pricing information for the Cash Register System. Please explain if these RFQ pages should include pricing that is also contained within the sealed cost proposal.	No. all pricing is to be contained in the sealed cost proposal
184		How much of existing inventory functionality (central warehouse and branch receipts, ins/outs, transfers backs) are processed manually? How much of this information is input in the Vehicle Systems CICS transactions of the Office of Technology's mainframe (IBM z.OS Version 1.09) system? How much of this functionality is part of the CICS system? How much of this functionality will remain moving forward?	Currently all inventory is processed manually. None of this information is included in the Vehicle system. The mainframe processes will not be changing as part of this project.
185		How much of CICS z OS Version 1.09 system will be interfaced to and/or retained? Per 3.6.14 detailed workstation level inventories are required. How much of this functionality is maintained by	The mainframe processes will not be changing as part of this project. The current workstation inventories are maintained manually.

Ref #	Section	Question	Response
		the above mentioned current inventory system?	
186		Is it the desire of the DMV to have the cashiering application interact with the inventory system? If so, what level of interoperability is required, at the Teller? Workstation? Branch?	There will be no interaction with an existing system, the inventory will be housed in the CMS.

Reference #	Requirement	Modification
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.	This requirement has been removed from the RFP.
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.	In response to question #40, requirement number 3.13.7 will be removed from the RFP.
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.	In response to question 40, the requirement will be expanded, "The cashier will be required to have a separate log on function for the CMS and this must print a validation slip for all log ons, locks and log outs. The user name and password will be using active directory credentials.
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.	In response to question #49 & 50. At a minimum, there are 60 individuals that will require vendor training. The vendor shall propose the number of training sessions required to proficiently train these individuals. These sessions will be required in Charleston and should be scheduled to accommodate travel time for DMV employees.
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.	In response to question number 98, the requirement has been modified. The CMS will not maintain credit card information, encrypted or otherwise.
3.9.4	The system must be able to accommodate an unlimited number of users located at various locations across the state.	Requirement will be modified in response to question number 153. According to the chart outlining existing cash register locations, there are approximate 277, plus an additional 23

Reference #	Requirement	Modification
		machines for future expansion. The total expected will be 300 machines. The vendor must identify the impact of exceeding the 300 machines.
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)	3.12.4 was removed from the RFP and 4.12.4 will also be removed.
4.20	The vendor should submit prior three (3) years worth of audited financials from the company responding to this RFP.	Will be modified in accordance with question number 166. The following statement is hereby added to 4.20, "In the event, audited financials are not available; DMV will accept the previous three years worth of tax returns in addition to unaudited financials."
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)	In response to question number 174, section 4.9.6, is hereby deleted.
2.4.1	<p>Transaction & Fund Distribution</p> <p>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.</p>	In response to vendor question 14, the DMV Annual Report will be included in Addendum 1.
3.11.2	The State will provide workstations, printers and bar code readers and hardware technical support staff	In response to vendor question 30, a chart

Reference #	Requirement	Modification
	to maintain this equipment.	outlining the workstation requirements at each location will be included. In addition, bar code readers are hereby deleted from this requirement.
3.13.3	The CMS must also provide for confidentiality of customer data.	In response to question 36, DMV is requiring that background checks be provided for any vendor employees (including subcontractors) that will be working with DMV customer data.
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.	Information concerning Global Virtual Terminal Information will be attached. This is in response to question number 80.
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 two, one year maintenance renewal options.	The following statement will hereby be removed, "After the maintenance period has expired, the State will require two, one year maintenance renewal options."
3.15.2	"No issues should remain unresolved for more than four hours"	This requirement is hereby modified to require the vendor to provide an escalation procedure for issues that have been unresolved for more than four hours.

Current Cash Register Locations	Number of workstations
Beckley	11
Charlestown	12
Clarksburg	12
Elkins	8
Flatwoods	8
Franklin	6
Huntington	9
Kanawha City	15
Lewisburg	7
Logan	9
Martinsburg	15
Moorefield	8
Morgantown	11
Moundsville	10
Parkersburg	14
Pt. Pleasant	7
Princeton	8
Romney	8
Spencer	6
Wierton	7
Welch	6
Williamson	7
Winfield	10
Fairmont	1

Wheeling	1
Citations	1
Driver Licensing	2
Special Plats, Dealer Window	3
Records	1
Dealers	3
IRP	3
Titles	3
Warehouse	3
Accounting	3
Phone Center	30
Regional Office Operations	4
Insurance	1
Customer Service	4
Future Expansion	23
Total	300