



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
DMV110025

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
FRANK WHITTAKER 304-558-2316

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

DIVISION OF MOTOR VEHICLES

 1317 HANSFORD STREET
 CHARLESTON, WV
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/14/2010				

BID OPENING DATE: 09/23/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 2 *****						
THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED TECHNICAL QUESTIONS AND ANSWERS OMITTED FROM ADDENDUM NO. 1 IN ERROR.						
THE BID OPENING DATE AND TIME HAVE NOT CHANGED.						
0001	1	LS		990-32		
AUTOMATED DRIVERS TESTING SYSTEM						
***** THIS IS THE END OF RFQ DMV110025 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

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

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

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

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

Automated Drivers License Testing System RFQ DMV110025

#	Section/Page	RFP Paragraph Number	Requirement Statement	Question/Answer
1	0/3	Second Paragraph	<p>The RFQ states: <i>“Mandatory requirements included herein are intended to establish the minimum required functionality and processes for operation and support of the new ATS. Any specification containing the word “must”, “shall”, or “will” are mandatory.”</i> In addition, Part 3.0 of the RFQ is titled “Procurement Specifications – Mandatory”.</p>	<p>Are all mandatory requirements contained in Part 3.0 of the RFQ? How should bidders treat language in Part 2.0 “Current Operating Procedures” which appears to contain requirements for the new ATS? Example: Section 2.6 Vision Screening states <i>“The results are entered and maintained by the ATS. The only data entered is a Pass/Fail, a Yes/No response for corrective lenses required and a note (comment) section.”</i> This language is not contained in the mandatory requirements in Part 3.0 and does not use the words “must”, “shall” or “will”. Will DMV please clarify and provide ALL mandatory requirements so that bidders can confirm compliance and properly price the system?</p> <p>Please refer to 3.2 Scope of Work Bullets 3 and 6 <i>The system shall provide the following capabilities</i> <i>Meet present and changing Driver’s License Testing needs.</i> <i>Support all required languages in on-screen, oral and written formats.</i> So, therefore anything within section two is covered under current and future systems which are mandatory per the reference section.</p>

Automated Drivers License Testing System RFQ DMV110025

		<p>Vendor must provide all necessary materials and services to replace the current testing system</p> <p>And provide a windows based, network-capable Automated Testing System, which meets all (FMCSA)</p> <p>And (AAMVA) requirements for Knowledge and Skills tests. The system must include application software, Technical support services installation and training.</p> <p>Be conducted with the use of detachable listening device.</p>	<p>Can West Virginia DMV provide us the Hardware and Software specs of the installed Dell GX620 workstations/test stations</p> <p><i>The specs for the current system are irrelevant as we have already ordered replacement equipment for the testing stations. (HP 9100 Touch Smarts). We have yet to order replacement equipment for the Examiner consoles, but anticipate the replacements will be HP Power User pcs, as we are under contract with HP for any pc order. Any pc will use Microsoft Windows 7 Professional as the operating system.</i></p> <p>Does the state already have the detachable headset/headphones to be used for this feature?</p> <p><i>Not to date, but we will be ordering those when we are ready for the new installation.</i></p>
2	3/16 & 21	3.2/3.6	<p>What is a "re-word system"? Why is 16 a maximum?</p> <p><i>That was an editing error on our part. It should state "The system must be capable of expanding to a minimum of 16 languages"</i></p>
3	3/17	3.4	<p>Reword system must be capable of expanding to a max of 16.</p> <p>Please clarify that "any requested changes" relates only to item bank changes and not changes or enhancements to application software. No. These applies to any DMV required changes for the life of the contract.</p>
4	3/20	3.5	<p>Any requested changes will be made without any additional cost to DMV</p> <p>Will the state provide the DUI information that must be presented as part of the demonstration? The state will provide the needed information to the successful vendor.</p>
5	3/22	3.9	<p>Display a set of screens that show DUI awareness policies for the State of WV, as provided by the DMV.</p>

Automated Drivers License Testing System RFQ DMV110025

6	3/23	3.10	<p>Provide for a notification "flag" on the Examiner Console and the Testing Station, if the applicant has failed any combination of the CDL written or skills test, three (3) times to require the applicant to pay any fees due prior to further testing.</p>	<p>Will the vendor system be the gatekeeper for this information? Could the state clarify what combination of tests require the applicant to pay any fees due prior to further testing? No. Additional information regarding DMV policies/procedures will be provided to the successful vendor.</p>
7	3/26	3.12	<p>Allow for the manual data entry of test results of all written and skills test, in the DMV-approved test formats, to include, but not limited to: CDL pre-trip CDL basic control skills CDL driver skills Automotive written/skills Motorcycle written/skills Driver clinic written/skills Class G (Bi-optic) skills test Rider Skill Test Score Sheet (RST) - Three Wheel Vehicles (This will replace the Motorcycle tests in late 2010.) (Exhibit E)</p>	<p>Please provide definitions of all test data that is to be entered into the ATS system for these non-ATS test results. Does the state merely want a record of the pass/fail status of these other tests or will additional granular information about each test type need to be stored in the system? Please see attachments for this information.</p>
8	3/28	3.14	<p>Allow the Administrator access to the system and the ability to set a new password for the user. Once logged on with a temporary password, the user must be required to designate a new, personally-protected password, before being allowed to log in again</p>	<p>Is this intended to be on the West Virginia domain? Yes</p>

Automated Drivers License Testing System RFA DMV110025

<p>9</p> <p>3/28</p> <p>3.14</p>	<p>Interface with the Mainframe DMV Driver's System to verify Social Security and Driver's License numbers. If historical data is available, the Administrator Console shall retrieve the applicant's information, including, but not limited to; name, address and date of birth. The DMV Driver's System data is stored in a Mainframe DB2 database (IBM Z/OS version 1.9).</p>	<p>What are the circumstances where the central administrator would need to fetch updated applicant information from the mainframe since this is done at the time of the test via the Examiner Console application? Every transaction must be "verified" between against the DB2 database to pull/send any information about the potential applicant. This will allow us to maintain an updated database.</p>
<p>10</p> <p>3/29</p> <p>3.15</p>	<p>Section administrator must be capable of entering data to confirm that all new CDL applicants have registered, and paid the test fees needed to take the applicable CDL test.</p>	<p>It is our understanding that the ATS would not be required to track customer payments for tests given as the state already has a cashiering system. This is a tracking mechanism to prevent unapproved applicants from testing. The section administrator will only be verifying fees paid and the date paid.</p>
<p>11</p> <p>3/29</p> <p>3.15</p>	<p>The Software shall alert the examiner and the section administrator when the applicant has used their three attempts</p>	<p>Can the vendor assume that this requirement relates to all tests going forward from the time their Automated Drivers Testing System is installed. Yes.</p>
<p>12</p> <p>3/29</p> <p>3.16</p>	<p>The Web-Based Test System must emulate the testing environment provided at a DMV Testing facility, at a non-DMV Test System location, with the exception of the collection of testing fees. Upon successful completion of the test, the applicant will go to a local DMV Test site to pay for the test(s) taken. Current law allows for two testing attempts for each testing fee. The web system must record and track the number of test attempts and must be retrievable by all examiner work stations.</p>	<p>What test types may be issued on the web testing system? This indicates that the applicant can take two tests per payment which does not agree with the previously defined three tests per payment on the CDL tests. Only the standard learners permit will be available at this time on the web testing system which is allowed two tests for one payment. CDL tests do not apply as the requirements differ.</p>

West Virginia
Automated Drivers License Testing System RFQ DMV110025

13	3/29	3.16	Operate as a secure site using Transport Layer Security (TLS) and data encryption.	Who would be responsible for the purchase and installation of such a certificate, the state or the vendor? <i>The state of WV.</i>
14	3/29	3.16	The Web-Based Test System must emulate the testing environment provided at a non DMV Testing Facility	How many non DMV Testing facilities/concurrent users will utilize the Web Based Test System? <i>Approximately ten sites to begin with as a pilot program and the final decision cannot be made until a successful pilot is achieved.</i>
15	3/30	3.17	The Test/Statistical Database must: <ul style="list-style-type: none"> Be compatible to reside on the state's structured query language (SQL) server. 	Please provide the current specifications of the state's SQL server, including memory, data storage capability, backup capability, current resource use and planned expansion to support the ATS database(s). <i>This information will be provided to the successful vendor.</i>
16	3/31	3.17	Maintain on-line records for the current year, plus the four (4) preceding years. The system must have the ability to archive data on a yearly basis, or on demand. The system must be able to store data for retrieval for a minimum of seven (7) years, from the archival database. A historical database must be provided which allows archived data to be electronically retained after seven (7) years then migrated to another "electronic media" format, which is suitable for archival purposes	Please detail the annual number given of each type of test to be stored in the ATS central database for purposes of data storage estimations to be provided to the state. <i>See attached testing totals for 2009 calendar years.</i>

West Virginia
Automated Drivers License Testing System RFQ DMV110025

			<p>The Vendor must ensure continuing system software functionality of all components of the ATS system, for the processing of Driver Knowledge and Skills Tests. The system shall provide the test results, updates and revisions to tests, as well as retrieving and transmitting statistical information at all times. Vendor shall reply to a service call, from the DMV Information Services Help Desk, within thirty (30) minutes of the initial call with a telephone response. The vendor must provide a resolution and/or plan of action within four (4) hours of their telephone response. When a resolution to a problem cannot be obtained via the telephone, the Vendor must provide on-site support, at no additional cost until the problem is resolved to the satisfaction of the state of WV. The DMV will exhaust all resources before requiring the Vendor to report on-site.</p>	<p>Will the state allow or provide remote access to the ATS system by the vendor via VPN or other secure connection to analyze, troubleshoot and resolve these issues? No. Any issues will be resolved on site.</p>
17	3/34	3.20	Division of Motor Vehicles Regional Offices	<p>Can the state provide projected numbers of test stations to be installed at each of these sites? Has a site survey been performed at these sites to ensure adequate power and data connections to support the ATS? Who will be responsible for installation of the testing software on the computers at these sites, the vendor or the state? Approximately 150 testing stations will be installed throughout the state. The number installed per site will vary and</p>
18	A/39	Exhibit A		<p>Could the State identify many copies of the RFQ response are required to be delivered? Is an electronic copy required? One (1) No.</p>
19	General			

Year to Date Written Testing Totals for 2009

Regional Office/Exam Center	# Kiosks in Use	LP over 18	GDL LP (under 18)	Motorcycle Permit	CDL	Salesperson	Total Tests given per Office	
Beckley	8	3382	2331	1136	860	88	7797	
Charles Town	10	1898	1148	710	393	12	4161	
Clarksburg	9	2730	2351	1268	1287	54	7690	
Elkins	4	1443	1375	562	761	25	4166	
Fairmont (exam center)	4	1068	953	478	190	9	2698	
Flatwoods	5	1342	1053	486	695	14	3590	
Franklin	3	98	146	54	59	0	357	
Huntington	8	2830	1433	978	439	33	5713	
Kanawha City	16	6802	3371	2001	2189	86	14449	
Lewisburg	4	1024	951	460	421	15	2871	
Logan	4	1484	956	519	291	30	3280	
Martinsburg	8	2960	2104	1211	901	59	7235	
Moorefield	3	712	560	350	284	0	1906	
Morgantown	8	2807	1780	1234	507	25	6353	
Moundsville	7	1720	1617	866	537	59	4799	
Parkersburg	8	2339	2073	1073	783	56	6324	
Point Pleasant	3	574	597	372	176	0	1719	
Princeton	4	1664	1362	929	482	80	4517	
Romney	3	974	1070	577	470	13	3104	
Spencer	3	737	549	227	156	1	1670	
Weirton	5	1170	1006	536	400	5	3117	
Welch	3	1168	602	251	210	0	2231	
Wheeling (exam center)	0	Testing Not Operational - no connection available						
Williamson	4	737	449	342	153	8	1689	
Winfield	8	1887	1714	940	748	150	5409	
Two kiosks are currently not in use								
Subtotal		43550	31551	17560	13362	822		
Total Tests Given Statewide	144						106845	

Total Driver Clinic Exams Scheduled

236

(not included in any totals)