



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
DMV110162

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
03/23/2011				

BID OPENING DATE: 04/05/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 *****						
THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED TECHNICAL QUESTIONS AND ANSWERS.						
THE BID OPENING DATE AND TIME HAVE NOT CHANGED.						
***** END ADDENDUM NO. 1 *****						
0001	1	EA	920-45	ELECTRONIC INSURANCE VERIFICATION SOLUTION		
***** THIS IS THE END OF RFQ DMV110162 ***** 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](http://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).

## TECHNICAL QUESTIONS

### RFQ – DMV110162 – INSURANCE VERIFICATION

**QUESTION** – The end of page 5 ends in mid-sentence, is there something missing from the RFQ?

ANSWER – A portion of the last sentence is missing, should read, "All vehicle insurance policies must be issued by a company licensed to sell insurance in West Virginia."

**QUESTION** – Where will the Insurance Verification Solution be hosted; in the state's network or at the vendor's hosting center?

ANSWER - Vendor's Hosting Center

**QUESTION** – Section 3.2.12 specifies an interface for DMV as well as an interface with law enforcement via the WEAPONS system. Will one of these interfaces be used for the judiciary or will a separate interface be required?

ANSWER – Same as DMV, Judiciary will use the vendor's Hosting Center

**QUESTION** – Will the monthly Subscription Costs accrue from the date of the Purchase Order until the system is accepted by Change Order and then get paid to the vendor?

ANSWER – Monthly subscription fees shall be implemented upon completion of system installation and acceptance by DMV. Monthly payments will not accrue and will begin only when the system is fully operational and accepted by formal change order.

**QUESTION** – It is our understanding that the monthly Maintenance Costs accrue from the date of the Change Order following the acceptance by WV. According to the RFQ this may take up to six months after the executed Purchase Order. However, Section B of the DMV110162 Bid Form requires the Cost per month for Maintenance and Support to be multiplied by 36 months. Using 36 months as the multiplier will make the Extended Cost on this form up to six months higher than the actual Extended Cost. Please confirm that 36 should be used as the multiplier for the Extended Cost.

ANSWER – It was anticipated that system implementation time may vary from vendor to vendor. Please see the clarification footnote on the Bid Form that indicates the 36-month multiplier is being used for bid evaluation purposes. This allows a fair and consistent method to evaluate all bids. Please use the 36 month multiplier as the basis of calculation as requested.

**QUESTION** – 17d-2a-6A of Senate Bill 394 says that DMV or its agent will conduct a pilot project to test the insurance verification system no less than 18 months prior to final implementation, will this contract include a pilot project?

ANSWER- See section 3.2.17 of the RFQ for a clear definition of pilot project or test.

**QUESTION**- General Terms and Conditions Statement Item #15 – Licensing – Must the vendor be licensed with the WV Secretary of State, Tax Department and Insurance Commission prior to the opening date?

ANSWER - All vendors responding to the RFQ must be properly licensed and authorized to conduct business in WV by the time of bid submission.

**QUESTION** – Section 3.5.3 states that the Training schedule and documentation are required upon award. Can this requirement be delayed by three or more months so that the vendor can work with the WV Project Manager to determine the specific training needs of WV?

ANSWER – As indicated in the specifications, once an award has been made, vendor representatives will work with DMV Project Managers to design an acceptable training schedule, comprehensive standard training manual and standardized dissemination procedures. The time line for establishing training requirements will be established by mutual agreement at that time.

**QUESTION** – Will the vendor be required to process paperwork received for non-insurance compliance including the WV-4B?

ANSWER – The vendor will not have the obligation of processing paperwork required of the registrant.

**QUESTION** – Is an out-of-state policy written by an insurance provider licensed to write in WV acceptable proof of insurance?

ANSWER – The only exception to the mandated WV Policy is active military.

**QUESTION** – Section 3.2.14.1, Will the vendor only be required to send a single letter to the vehicle owner? Will any additional “follow-up” letters be required?

ANSWER – Vendor will send only one letter. Follow-up letters will be sent by DMV.

**QUESTION** – Section 3.2.6 – Does “every 24 hours” mean that the vendor receives a full registration database or just changes?

ANSWER – Vendor will receive up-dates only

**QUESTION** – Will the vendor be providing train-the trainer to 60 trainers?

ANSWER - The two (2), eight (8) hour days required for training will cover our needs. We speculated 60 employees total with several trainers present

**QUESTION** – Section 3.2.17, the last sentence says all fees start after acceptance. Does this include customization charges?

**ANSWER** – Any customizations must be requested by DMV Project Managers ONLY. Individuals authorized to request any customizations will be identified following award of the contract. Any requests for customizations prior to formal system acceptance shall be due and payable to the vendor upon completion and testing of any such customization.

**QUESTION** – Section 3.1, what specifically applies to us in terms of REAL ID requirements?

**ANSWER** – Any individuals involved in the process will be subject to the requirements for REAL ID as covered in Code of Federal Rules, 6CFR, Part 37. (See [www.AAMVA.org](http://www.AAMVA.org))

**QUESTION** – Is there additional language missing on the bottom of Page 1?

**ANSWER** – Complete sentence should state, “All vehicle insurance policies must be issued by a company licensed to sell insurance in West Virginia “.

**QUESTION** – Section 3.2.10, pg 8 –What specific data will the DMV be able to edit (registration, insurance, etc)?

**ANSWER** – The specific data and process will be established with the successful vendor.

**QUESTION** – Section 3.4, pg 9 – What are the requirements to validate the data provided by users to the Call Center?

**ANSWER** – The vendor electronic confirmation from the Insurance Company.

**QUESTION** – Section 3.3, pg 9 – Is a “user” defined as drivers in WV or does this also include field office and other DMV personnel, law enforcement and other agencies?

**ANSWER** – Customer is defined as user for vendor Call Center and Website. Customer being owner or owner representative.

**QUESTION** – Section 3.2.7, pg 8 – Are queries to the vendor being logged to the vendor’s database built from the records received from the insurance companies and user updates or from a web-service request to the respective insurance company?

**ANSWER** – All queries must be logged and reside on the vendor’s database.

**QUESTION** – Is the IVS compliance system monitoring insurance for a particular vehicle defined by a VIN or Plate and not the driver?

**ANSWER** – Vehicle is defined by VIN, secondary is the plate. Our intent is to be capable of running a plate number to system. Driver is not a defining factor.

**QUESTION – How does the vendor properly indicate information which shall be considered confidential under RFQ DMV110162?**

ANSWER – If the question is referring to information that the vendor will submit with their bid, information submitted, according to WV State code, 29B-1-4 will become public record. If the vendor is referring to the REAL ID, the REAL ID rules will apply (see [www.AAMVA.com](http://www.AAMVA.com))

**QUESTION – What are the selection criteria for RFQ DMV110162 to choose a vendor?**

ANSWER – Low bidder, meeting all mandatory requirements.

**QUESTION – Is the response by the vendor to RFQ DMV110162 only in writing or shall the vendor submit electronically? What are the acceptable methods to submit a response as indicated in Instructions to Bidder #4)**

ANSWER- Signed bids must be submitted to the Department of Administration, Purchasing Division, Building 15, 2019 Washington Street, Charleston, WV 25305-0130. Faxed bids are acceptable, however the Purchasing Division is not responsible for bids that are incomplete or received late. Bids may be faxed to 304-558-3970. For additional information concerning bid submission, please contact Frank Whittaker in the West Virginia Purchasing Division at 304-558-2316.

**QUESTION – We understand the opening date is 4-05-11, but when are response to the RFQ due?**

ANSWER – Bids are due 4-05-11 by 1:30pm which is the time of the bid opening.

**QUESTION – Is there a requirement in WV for the insurance companies to respond to a web services inquiry? Is there a requirement for insurance companies to submit their files? If so, is there a requirement for a full book of business or only changes? How often do insurance companies have to report?**

ANSWER –Yes there is a requirement in WV for the insurance companies to respond to a web service inquiry. There is a requirement for the insurance companies to submit their files, see WV Code 17D-2A-6A (see [HTTP://www.legis.state.wv.us](http://www.legis.state.wv.us)). Full book of business from the insurance company is not required (see IICMVA). No reporting is required from the insurance companies.

**QUESTION - How many different types of mailings will be required to be mailed by the vendor before a vehicle is suspended? Confirm that the DMV will send the suspensions and not the vendor. Are all mailings first class or certified? Is the letters one or two sided? Are return envelopes required? DMV will send the suspension notification.**

ANSWER – One letter, first class mail, one sided and no return envelope is required. DMV will mail suspension letters.

**QUESTION – Are quotation forms missing from the RFQ? Is there a required order for submission or Table of Contents for the response that should be utilized?**

ANSWER: Vendor will use the Bid Form on page 14 of the RFQ to submit their quote, along with a signature on page 15.

**QUESTION** – Where can we locate Exhibit 3 listed on page 1 of the RFQ?

ANSWER – Exhibit 3 starts on page 1 of the RFQ with the Life of Contract and extends through page 4.

**QUESTION** – Section 3.2.2 – Please provide an explanation of broadcast capabilities.

ANSWER – Broadcast capabilities would be to broadcast one query to all insurance companies to respond.

**QUESTION** – Section 3.2.9, pg 2 – RFQ does not contain any business rules related to reason code indicator criteria. Where are the business rules?

ANSWER – Reason codes are defined in Attachment A. In collaboration with the chosen vendor, DMV may request a few additional codes which will be defined later in the Business Rules.

**QUESTION** – Will the selected vendor be required to collect Reinstatement fees?

ANSWER – DMV will collect all Reinstatement fees.

**QUESTION** – Section 3.6.4 – Please confirm that the 8-25-2010 Version of the IICMVA Model will be the foundation for this project at implementation.

ANSWER – Yes, this is the correct version.

**QUESTION** – Section 3.5 is used twice in the RFQ. Does the state intend to reissue the RFQ document with updated numbering?

ANSWER – No, we concur that 3.5 is used twice in the RFQ, however, the subheading identifies the information.