Solicitation

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

NUMBER	PAGE
DMV130055	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

PAUL REYNOLDS
304-558-0468

VENDOR

RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO

DIVISION OF MOTOR VEHICLES

1317 HANSFORD STREET
CHARLESTON, WV
25311   558-0002

DATE PRINTED						
07/15/2013						

BID OPENING DATE: 08/27/2013   BID OPENING TIME   1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001		EA		600-30		
	CASH REGISTERS AND DRAWERS					

THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE
AGENCY, THE WV DIVISION OF MOTOR VEHICLES, IS
SOLICITING A REQUEST FOR PROPOSAL FOR THE PURCHASE
OF AN SGENCY WIDE CMS SYSTEM, WHICH IS TO INCLUDE
A POINT OF SALE CASH REGISTER, CASH DRAWER BALANCING,
INVENTORY MANAGEMENT, BAR CODING TECHNOLOGY AND
ACCOUNTING PER THE ATTACHED SPECIFICATIONS.

****** THIS IS THE END OF RFQ DMV130055 ****** TOTAL:

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

REQUEST FOR PROPOSAL
(DIVISION OF MOTOR VEHICLES RFP DMV130055)

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SECTION ONE: GENERAL INFORMATION

1. Purpose: The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is soliciting proposals pursuant to **West Virginia Code** §5A-3-10b for the West Virginia Division of Motor Vehicles (hereinafter referred to as the "Agency") to purchase an agency-wide CMS system. The agency is interested in a Point-of-Sale system that would include, but is not limited to, the following components: Point-of-Sale Cash Register, Cash Drawer Balancing, Inventory Management, Bar Coding Technology, Accounting, Account Posting and Tracking, Financial Management Reporting. The system must provide the following:

   - Print-on-Demand Decals and Registration Cards
   - Flat-plate Technology
   - Vendor-based License Plate Information Management Center which will handle mailing of all license plates, decals and registration cards
   - Cash Management System (CMS) that will contain DMV business rules and fee charts that will be provided to the successful vendor

This solicitation serves as notice, pursuant to West Virginia Code §5A-3-10c, of the commodity or service being sought and is to be considered the opportunity for vendors to indicate their interest in bidding on such commodity or service. The agency desires the cost to be presented as a transaction based cost except for the software which is to be based on total cost.

2. By signing and submitting its proposal, the successful Vendor agrees to be bound by all the terms contained in this Request for Proposal ("RFP").

An RFP is generally used for the procurement of services in situations where price is not the sole determining factor and the award will be based on a combination of cost and technical factors (Best Value). Through its proposal, the bidder offers a solution to the

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objectives, problem, or need specified in the RFP, and defines how it intends to meet (or exceed) the RFP requirements.

3.   Schedule of Events:

Vendor's Written Questions Submission Deadline 08/06/13
Mandatory Pre-bid Conference 07/30/13
Addendum Issued .... Week of 08/12/13
Bid Opening Date 08/27/13
Oral Presentation *(Agency Option)* .... *TBD*

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SECTION TWO: INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. **MANDATORY TERMS:** The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. **PREBID MEETING:** The item identified below shall apply to this Solicitation.

    [ ] A pre-bid meeting will not be held prior to bid opening.

    [ ] A **NON-MANDATORY PRE-BID** meeting will be held at the following place and time:

    [✓] A **MANDATORY PRE-BID** meeting will be held at the following place and time:

    > July 30, 2013 at 2:00 P.M.
    >
    > DMV Office
    > 5707 MacCorkle Ave
    > SE Suite 400
    > Charleston, WV 25317

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required

information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. **VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Question Submission Deadline: August 06, 2013 at 4;30 P.M.

Submit Questions to:

Paul Reynolds
2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305
Fax: 304-558-4115
Email: paul.reynolds@wv.gov

5. **VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including that made at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. **BID SUBMISSION:** All bids must be signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The bid delivery address is:

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

The bid should contain the information listed below on the face of the envelope or the bid may not be considered:

SEALED BID

BUYER: _____

SOLICITATION NO.: _____

BID OPENING DATE: _____

BID OPENING TIME: _____

FAX NUMBER: _____

In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus [5____] convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: [✓] Technical
                [✓] Cost

7. **BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when time stamped by the official Purchasing Division time clock.

Bid Opening Date and Time:	August 27, 2013 at 1:30 P.M.
Bid Opening Location:	Department of Administration, Purchasing Division 2019 Washington Street East P.O. Box 50130, Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

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SECTION THREE: GENERAL TERMS AND CONDITIONS

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1. **CONTRACTUAL AGREEMENT:** Issuance of a Purchase Order signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. **DEFINITIONS:** As used in this Solicitation / Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation / Contract.

    2.1 **"Agency"** or **"Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

    2.2 **"Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods and services requested in the Solicitation.

    2.3 **"Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.

    2.4 **"Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.

    2.5 **"Purchase Order"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the successful bidder and Contract holder.

    2.6 **"Solicitation"** means the official solicitation published by the Purchasing Division and identified by number on the first page thereof.

    2.7 **"State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

    2.8 **"Vendor"** or **"Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. **CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

[✓] **Term Contract**

Initial Contract Term: This Contract becomes effective on upon award

and extends for a period of one year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal must be submitted to the Purchasing Division Director thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to two successive one (1) year periods. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Reasonable Time Extension: At the sole discretion of the Purchasing Division Director, and with approval from the Attorney General's office (Attorney General approval is as to form only), this Contract may be extended for a reasonable time after the initial Contract term or after any renewal term as may be necessary to obtain a new contract or renew this Contract. Any reasonable time extension shall not exceed twelve (12) months. Vendor may avoid a reasonable time extension by providing the Purchasing Division Director with written notice of Vendor's desire to terminate this Contract 30 days prior to the expiration of the then current term. During any reasonable time extension period, the Vendor may terminate this Contract for any reason upon giving the Purchasing Division Director 30 days written notice. Automatic extension of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases, but Attorney General approval may be required.

[ ] **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within days.

[ ] **One Time Purchase:** The term of this Contract shall run from the issuance of the Purchase Order until all of the goods contracted for have been delivered, but in no event shall this Contract extend for more than one fiscal year.

[ ] **Other:** See attached.

4. **NOTICE TO PROCEED:** Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Purchase Order will be considered notice to proceed

5. **QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

   [✓] **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

   [ ] **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

   [✓] **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

   [ ] **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. **PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

7. **EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

8. **REQUIRED DOCUMENTS:** All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

   [ ] **BID BOND:** All Vendors shall furnish a bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

[ ] PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of [   ]. The performance bond must be issued and received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

[ ] LABOR/MATERIAL PAYMENT BOND: The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be issued and delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under $100,000. Personal or business checks are not acceptable.

[ ] MAINTENANCE BOND: The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

[ ] WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall have appropriate workers' compensation insurance and shall provide proof thereof upon request.

[ ] INSURANCE: The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award:

  [ ]   Commercial General Liability Insurance:
            [   ] or more.

  [ ]   Builders Risk Insurance: builders risk – all risk insurance in an amount equal to 100% of the amount of the Contract.

  [ ]   [   ]

  [ ]   [   ]

  [ ]   [   ]

  [ ]   [   ]

  [ ]   [   ]

The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed above.

[ ] **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

[ ]

[ ]

[ ]

[ ]

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

9. **LITIGATION BOND:**   The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or $5,000, whichever is greater.   The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency.   All litigation bonds shall be made payable to the Purchasing Division.   In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office.   If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

10. **ALTERNATES:**   Any model, brand, or specification listed herein establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor.   Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications.   The equality of any alternate being bid shall be determined by the State at its sole discretion.   Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items.   Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

11. **EXCEPTIONS AND CLARIFICATIONS:**   The Solicitation contains the specifications that shall form the basis of a contractual agreement.   Vendor shall clearly mark any exceptions, clarifications, or

other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. **LIQUIDATED DAMAGES:** Vendor shall pay liquidated damages in the amount

	for	

This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

13. **ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part. Vendor's signature on its bid signifies acceptance of the terms and conditions contained in the Solicitation and Vendor agrees to be bound by the terms of the Contract, as reflected in the Purchase Order, upon receipt.

14. **REGISTRATION:** Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the $125 fee if applicable.

15. **COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

16. **FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

17. **PAYMENT:** Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To."

18. **UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

19. **DELIVERY:** All quotations are considered freight on board destination ("F.O.B. destination") unless alternate shipping terms are clearly identified in the bid. Vendor's listing of shipping terms that contradict the shipping terms expressly required by this Solicitation may result in bid disqualification.

20. **INTEREST:** Interest attributable to late payment will only be permitted if authorized by the West Virginia Code. Presently, there is no provision in the law for interest on late payments.

21. **PREFERENCE:** Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Resident Vendor Certification form has been attached hereto to allow Vendor to apply for the preference. Vendor's

failure to submit the Resident Vendor Certification form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

22. **SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid on or after July 1, 2012, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to submission of its bid to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

23. **TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

24. **CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-7.16.2.

25. **WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

26. **TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.

27. **APPLICABLE LAW**: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

28. **COMPLIANCE**: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendors acknowledge that they have reviewed, understand, and will comply with all applicable law.

29. **PREVAILING WAGE:** On any contract for the construction of a public improvement, Vendor and any subcontractors utilized by Vendor shall pay a rate or rates of wages which shall not be less than the fair minimum rate or rates of wages (prevailing wage), as established by the West Virginia Division of Labor under West Virginia Code §§ 21-5A-1 et seq. and available at http://www.sos.wv.gov/administrative-law/wagerates/Pages/default.aspx. Vendor shall be responsible for ensuring compliance with prevailing wage requirements and determining when prevailing wage

requirements are applicable. The required contract provisions contained in West Virginia Code of State Rules § 42-7-3 are specifically incorporated herein by reference.

30. **ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

31. **MODIFICATIONS**: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary, no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). **No Change shall be implemented by the Vendor until such time as the Vendor receives an approved written change order from the Purchasing Division.**

32. **WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

33. **SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

34. **ASSIGNMENT**: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.

35. **WARRANTY**: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

36. **STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

37. **BANKRUPTCY**: In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

38. [RESERVED]

39. CONFIDENTIALITY: The Vendor agrees that it 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/default.html.

40. DISCLOSURE: Vendor's response to the Solicitation and the resulting Contract are considered public documents and will be disclosed to the public in accordance with the laws, rules, and policies governing the West Virginia Purchasing Division. Those laws include, but are not limited to, the Freedom of Information Act found in West Virginia Code § 29B-1-1 et seq.

If a Vendor considers any part of its bid to be exempt from public disclosure, Vendor must so indicate by specifically identifying the exempt information, identifying the exemption that applies, providing a detailed justification for the exemption, segregating the exempt information from the general bid information, and submitting the exempt information as part of its bid but in a segregated and clearly identifiable format. Failure to comply with the foregoing requirements will result in public disclosure of the Vendor's bid without further notice. A Vendor's act of marking all or nearly all of its bid as exempt is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor's act of marking a bid or any part thereof as "confidential" or "proprietary" is not sufficient to avoid disclosure and WILL NOT BE HONORED. In addition, a legend or other statement indicating that all or substantially all of the bid is exempt from disclosure is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor will be required to defend any claimed exemption for nondiclosure in the event of an administrative or judicial challenge to the State's nondisclosure. Vendor must indemnify the State for any costs incurred related to any exemptions claimed by Vendor. Any questions regarding the applicability of the various public records laws should be addressed to your own legal counsel prior to bid submission.

41. LICENSING: In accordance with West Virginia Code of State Rules §148-1-6.1.7, Vendor 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, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

42. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Purchase Order from any agency of the State of West Virginia, the Vendor agrees to 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 Vendor.

43. **VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid for the same material, supplies, equipment or services; (2) that its bid is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this RFQ in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

The individual signing this bid on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

44. **PURCHASING CARD ACCEPTANCE:** The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

[ ] Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

45. **VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting,

supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, *etc.* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing. Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

46. **INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered

by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

47. **PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of $1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

48. **ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by and extends to other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). This Contract shall be extended to the aforementioned Other Government Entities on the same prices, terms, and conditions as those offered and agreed to in this Contract. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

49. **CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire any interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

50. **REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

[　] Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

[✓] Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

51. **BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state

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repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision.

The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

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SECTION FOUR: PROJECT SPECIFICATIONS

4.1   Location:

The West Virginia Division of Motor Vehicles (DMV), operating under the Department of Transportation (DOT), is legislatively charged with the collection and maintenance of motor vehicle and driving information (including identification cards) belonging to the citizens of West Virginia. The Agency collects the fees associated with transactions in twenty-four (24) Regional Offices and one (1) remote driver licensing facility, as well as fifty-five (55) County Sheriff Offices.

Locations		
Office Name	**Address** **City, State, Zip**	**Hours**
*Headquarters	5707 MacCorkle Avenue, SE Suite 200 Charleston, WV 25317	8:30 AM to 5:00 PM Monday through Friday
*DMV Dealers	5707 MacCorkle Avenue, SE Suite 200 Charleston, WV 25317	8:30 AM to 5:00 PM Monday through Friday
*DMV IRP	5707 MacCorkle Avenue, SE Suite 410 Charleston, WV 25317	8:30 AM to 5:00 PM Monday through Friday
Regional Offices & Locations		
Office Name	**Address** **City, State, Zip**	**Hours**
Beckley	107 Pinecrest Drive Beckley, WV 25801	8:30 AM to 5:00 PM Monday through Friday
Charles Town	24 Ruland Road Kearneysville, WV 25430	8:30 AM to 5:00 PM Monday through Friday
Clarksburg	105 Platinum Drive, Suite D Bridgeport, WV 26330	8:30 AM to 5:00 PM Monday through Friday
Elkins	1029 North Randolph Avenue Elkins, WV 26241	8:30 AM to 5:00 PM Monday through Friday
Flatwoods	295 Skidmore Lane Sutton, WV 26601	8:30 AM to 5:00 PM Monday through Friday
Franklin	100 Thorn Creek Road, Suite 300 Franklin, WV 26807	8:30 AM to 5:00 PM Monday through Friday
Huntington	801 Madison Avenue Huntington, WV 25701	8:30 AM to 5:00 PM Monday through Friday
Kanawha City	5707 MacCorkle Ave., SE Suite 400 Charleston, WV 25317	8:00 AM to 6:00 PM Monday through Friday 8:00 AM to 12:00 PM Saturday

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Lewisburg	148 Maplewood Avenue Lewisburg, WV 24901	8:30 AM to 5:00 PM Monday through Friday
Logan	428 Main Street Logan, WV 25601	8:30 AM to 5:00 PM Monday through Friday
Martinsburg	38 Severna Parkway Martinsburg, WV 25404	8:30 AM to 5:00 PM Monday through Friday 8:00 AM to 12:00 PM Saturday
Moorefield	410 South Main Street Moorefield, WV 26836	8:30 AM to 5:00 PM Monday through Friday
Morgantown	1525 Deckers Creek Blvd. Morgantown, WV 26505	8:30 AM to 5:00 PM Monday through Friday
Moundsville	400 Teletech Drive, Suite 100 Moundsville, WV 26041	8:30 AM to 5:00 PM Monday through Friday
Parkersburg	601 Lubeck Avenue Parkersburg, WV 26101	8:30 AM to 5:00 PM Monday through Friday
Point Pleasant	1408 Kanawha Street Point Pleasant, WV 25550	8:30 AM to 5:00 PM Monday through Friday
Princeton	198 Davis Street Princeton, WV 24740	8:30 AM to 5:00 PM Monday through Friday
Romney	HC 63, Box 2570 Romney, WV 26757	8:30 AM to 5:00 PM Monday through Friday
Spencer	115 Church Street Spencer, WV 25276	8:30 AM to 5:00 PM Monday through Friday
Summersville	2 Armory Way Summersville, WV 26651	8:30 AM to 5:00 PM Monday through Friday
Weirton	100 Municipal Plaza, Suite 100 Weirton, WV 26062	8:30 AM to 5:00 PM Monday through Friday
Welch	92 McDowell Street Welch, WV 24801	8:30 AM to 5:00 PM Monday through Friday
Williamson	225 East 3rd Avenue Williamson, WV 25661	8:30 AM to 5:00 PM Monday through Friday
Winfield	116 Liberty Square Hurricane, WV 25526	8:30 AM to 5:00 PM Monday through Friday
Remote Driver Licensing Facility		
Office Name	**Address City, State, Zip**	**Hours**
Fairmont – Middletown Mall	9395 Middletown Mall White Hall, WV 26554	Every Monday, Tuesday and Wednesday; 2nd, 3rd, 4th and 5th Friday

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4.2   **Background and Current Operating Environment:**

Division of Motor Vehicles

The Division of Motor Vehicles was created by an Act of the Legislature passed March 8, 1947 and signed by the Governor. The Division's purpose was to consolidate under one administrative head, the power, authority and duty to regulate driver's licenses, titling and registration of motor vehicles. In 1989, the Division was made a part of the Department of Transportation under the authority of the Secretary of Transportation. The Division is divided into the following sections: Vehicle Services, Driver Services, Investigative Services, Information Technology, Regional Offices/Call Center Services and Administration.

As part of our core mission, the West Virginia Division of Motor Vehicles (WVDMV) is responsible for the design, manufacture and distribution of license plates. For the 2012 fiscal year, WVDMV produced approximately 890,000 embossed licenses plates through an agreement with the West Virginia Department of Corrections (WVDOC) Prison Industries. The number of plates produced in fiscal year 2011 was approximately 680,000. At present time, we produce 112 different types of plates including standard issue plates, personalized plates and specialty plates. The West Virginia Division of Motor Vehicles plans a complete reissuance of all plates in the near future. A schedule detailing the order for replacement will be developed at that time.

WVDMV believes that improvements in customer service, as well as significant cost savings, can result from applying new technology and by implementing improved business processes related to the production and mailing of license plates. Costs savings are likely to be realized in the following areas:

- Electronic flow improvement (automating manual ordering process)
- Inventory management
- Labor efficiencies

Vehicle Services

The Vehicle Services Section is responsible for the titling and registering of all vehicles and motorboats. It is also responsible for the collection of taxes and registration fees which help support the Road Fund. Vehicle Services is comprised of three (3) different sections: Titles & Registration, Dealer Services, and International Registration Plan (IRP).

Titles & Registration

This section is responsible for processing all title and registration (vehicle, motorboat, motorcycle, recreational) work received through the mail or by

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customer visit. This work comes from dealers, individuals and license services throughout the state.

Dealer Services

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

International Registration Plan (IRP)

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

Driver Services

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

Driver Licensing

This section is responsible for the issuance of various types of driver's licenses and identification cards.

Driver Improvement

This section is responsible for administering laws and regulations governing the restriction, suspension, revocation and restoration of driving privileges. Sections include Compulsory Insurance, Citations and DUI.

Investigative Services

This section is responsible for maintaining the agency's motor pool, monitoring of the third party CDL examiners, training of the driver examiners for all regional offices, performing all background checks on employees, and the follow-up and investigation of all fraudulent activities affecting the Division.

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Information Technology Services

This section is responsible for supporting all of the information and data systems in the Division as well as support the Division's twenty-four (24) Regional Offices and one (1) remote driver licensing facility.

IT Service Desk

This section is responsible for providing technology system support to all systems in the Division.

Data Processing and Retention Section

This section is responsible for the entry of all titles and registrations received from the Regional offices and maintaining electronically stored images of retained DMV documentation in the MOVIS system as well as Application Extender.

Regional Offices/Call Center Services

The Regional Offices/Call Center Services Section is responsible for the oversight of the twenty-four (24) Regional Offices, one (1) remote driver licensing facilities and the Call Center. The Regional Offices work directly with the public to handle all DMV business with the exception of suspensions and reinstatements. The Call Center is responsible for answering general DMV questions on the Division's toll-free 800 line and local phone number.

Administration

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

4.2.1   Current Systems

4.2.1.1   Drivers System

All driver license and identification (DL/ID) transactions are processed online, in real time, through the Drivers System's CICS transactions on the Office of Technology's mainframe (IBM z10 2098-E10). Driver data is stored in a DB2 database. There are approximately 1.5 million active driving and identification records maintained in this database. The Drivers System is managed and maintained by the Department of Transportation Information Services Division (DOT IS).

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4.2.1.2   Vehicle System

All vehicle registration, plate and title transactions are processed online, in real time, through the Vehicle System's CICS transactions on the Office of Technology's mainframe (IBM z10 2098-E10). Vehicle data is stored in VSAM files. The majority of the updates to this data are performed at the DMV Headquarters in Charleston. If a customer desires to have a new title or registration created/printed, the Regional Offices will perform this service. The Vehicle System is managed and maintained by the Department of Transportation Information Services (DOT IS).

4.2.1.3   Cash Register System

The Cash Register System currently used by the WVDMV is a stand-alone system developed by Fletcher Data Systems. Fees associated with DMV transactions are collected and recorded using DMV's PC-based cash register system. Fees collected are allocated to the appropriate funds. Each customer service station is equipped with a PC that has the cash register software loaded on it. In the WVDMV Regional Offices, each customer service register connects to the "back office" register and the server located at the Office of Technology secure server room in Charleston. The "back office" register connects to the server in Charleston. When the individual registers are closed out at the end of the work day the transactions are transmitted to the "back office" machine and the server. The "back office" machine consolidates the transactions from all the registers within the office and generates a report used for the preparation of a Master Cashier Report. The Master Cashier Report is faxed to the Accounting Section for entry into West Virginia Financial Information Management System (FIMS). Updates to the register software are made by loading the changes onto the server. The individual registers are then updated as each one signs on to the server. When processing transactions through the register the source documents are validated. The validation gives the evidence of the financial transaction and provides an audit trail. The source documents are then forwarded to the appropriate department for entry into the mainframe Vehicle System. The Cash Register System does not communicate with any other system and; therefore, cannot update a driver or vehicle record. The receipt printing and validation printing of documents is performed using NCR 2567 printers that record the payment of the fees and transactions being performed.

DMV has approximately three hundred fifty (350) workstations accessing the current cash register system throughout the state. The DOT is on a three (3) year replacement cycle; at most, any workstation will be four (4)

years old. Minimum workstations specifications will be based on the Office of Technology Standards at the time of the award.

4.2.1.4   International Registration Plan (IRP)

Currently the only transaction processed through our cash register system for IRP is the title fee.

4.2.1.5   Marquis Identification Drivers System

The system consists of approximately 34 workstations and cameras, as well as 64 photo printers located at the various customer service locations throughout the state. In addition, the central servers and photo repository are hosted by the vendor and located in Fort Wayne, Indiana. The system stores the images in JPG format and performs one-to-one facial recognition. The finger image can be used for verification purposes. Currently the DL/ID system workstations are set up as acquirable CICS mainframe printers. This system captures and stores images of all driver documentation for retrieval on the MIDS system. When a transaction has been completed in the mainframe Drivers System, the mainframe sends the data required for the license or ID as a print job to a queue in the DL/ID system. When the license information comes up in the queue the DL/ID system captures the individual's photo then performs the one-to-one facial recognition. The system also performs one-to-many searches off-line.

The State issues both Real ID compliant and Not-for-Federal Identification Licenses and ID's. The Real ID compliant licenses and ID's are issued in a secure location in Fort Wayne, Indiana. The Not-for-Federal Identification Licenses and ID's are issued across the counter in the DMV offices.

4.2.1.6   Automated Testing System

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

4.2.1.7   Current License Plate Production Process

WVDMV currently produces embossed license plates through an agreement with the WVDOC. Plates are produced at a WVDOC site in Mt.

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Olive, West Virginia with labor provided by prison inmates. WV Prison Industries, a division of WVDOC, provides facilities and labor.

Overview of current production process:

Reflective sheeting is applied to aluminum and blanked, the plate message is manually embossed onto the plate, and the embossed plate is roll coated with a solvent-based ink and oven cured. The finished license plate is then inspected, packaged and shipped to the WVDMV warehouse. The WVDMV warehouse then ships the plates to the WVDMV regional offices as requested.

4.2.1.8   Computerized Vehicle Registration (CVR)

The WVDMV has engaged Computerized Vehicle Registration (CVR) to allow automobile dealers to issue temporary registrations and license plates directly online from the dealership. CVR orders and collects license plates from the WVDMV warehouse to deliver to these auto dealers. The service provided by CVR is on a contract basis and is subject to change.

The data entered by the dealers is kept in a pending status until the paperwork is received by WVDMV. Once the paperwork is received and completed the vehicle system is updated. The title and/or registration is mailed to the customer. The fees associated with the transaction are requested from the vendor.

4.2.1.9   Temporary Plate System

The print-on-demand temporary plate system called Vehicle Registration System (VRS) currently operates through WV Interactive, a third party vendor. This is a web based application housed on WV Interactive servers.

The data is entered by the dealers and stays in a pending status until the paperwork is received by the DMV. Once this is received and approved, the money associated with the transaction is swept out of the account no more than fifteen (15) days after the transaction date. Once the mainframe is updated, the title and registration card is mailed to the customer. Some of the information that the dealer enters will be extracted by the mainframe (i.e. previous title number, VIN number, make, etc.).

The new Temp Tag Program allows the Regional Offices to receive the work from the dealers and process it. The funds associated with these transactions are not accounted for in the daily totals of the regional offices. Funds from the Temp Tag Program are processed through the DMV

Headquarters in Charleston; similar to the manner that CVR funds are handled.

4.2.1.10   MOVIS*plus* and Application Extender (Informational)

WVDMV is currently using imaging technology and maintains most of its historical documents in TIFF Group IV format on WORM (write once read many) optical media. Many documents received by DMV personnel are processed for scanning and storage into MOVIS*plus and/or Application Extender*. This system is utilized to research customer requests and to provide customer assistance. To date, approximately 300 users located throughout the state have access to MOVIS*plus and/or Application Extender*.

4.2.1.11   Vehicle Valuation System

A vendor currently supplies the WVDMV with information used to calculate the fees and taxes associated with transactions. This is information taken from the Red Book (the vendor may change during the life of the contract). The vehicle's Vehicle Identification Number (VIN) is used to inquire the information needed to process the transaction.

4.2.1.12   Inventory Maintenance

Items maintained in inventory are registration plates, registration decals, title numbers and secure paper. Appendix K provides the breakdown for all inventory items tracked by the WVDMV. Each plate is assigned a unique number comprised of both alpha and numeric characters and can be as many as eight characters in length. The current numbering sequence will continue until a full reissuance of new plates is completed. Plates are boxed in a series of 100 plates per box and are sequentially numbered. Plates with numbers 666 or 000 are omitted from print and those boxes would have 99 instead of 100 plates. Registration decals designate the year of expiration and are preprinted. This decal is comprised of a nine digit unique number. This decal is generally renewed annually; however, there are cases where it is renewed bi-annually, every 3 years or every ten (10) years.

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

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To ensure easy access and proper inventory control, these plates are shipped in bulk packages. Each pallet of bulk packages are designed to prevent damage during shipping. Production run sequence numbers are affixed to the outside of each shipping package that corresponds to the materials contained therein. A shipping or packaging list is affixed to one box on a pallet identifying all production runs contained within the shipment.

4.2.1.13   Payment Processing Applications

4.2.1.13.1   Credit Cards

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

4.2.1.13.2   Cash and Checks

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

4.2.1.14   WVFIMS

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

Note: This will be replaced by the state wide Enterprise Resource Planning System (ERP)(WVOASIS).

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4.2.1.15   VISTA/RS System

Xerox (formally known as Affiliated Computer Services, Inc. (ACS)) is the provider of the software VISTA/RS that is utilized by the Division of Motor Vehicles for the registration and payment of apportionment of commercial vehicles.

MVS Express is a new module developed by Xerox to allow state employees and IRP commercial carriers to register vehicles and process their IRP and IFTA applications through the internet.

4.2.1.16   FAST Enterprises

The WVDMV processes applications and issues motor fuel and IFTA fuel tax decals for commercial vehicles. FAST enterprises has been contracted by the State Tax Department to process fuel tax transactions through FAST's GenTax software. The IRP section accesses GenTax through a secured web browser.

4.2.1.17   Network Environment

The State's enterprise server (mainframe) and network is owned and maintained by the Department of Administration's Office of Technology (OT). The DMV pays a monthly fee to use these OT services. The vendor will have to work with OT, through the DMV, to complete the implementation. The OT has an Enterprise level Windows based network with Active Directory. This network provides access to users located in the Charleston area and throughout the state. Workstations are Windows 7 with service pack 1 and/or 2 machines, and are currently using Attachmate Extra or Bluezone for 3270 terminal emulation. DMV Regional Offices are connected to the OT network via T1, DSL(with dial-up as a back-up) or fiber connections.

4.2.1.17   Hardware Requirements

4.2.1.17.1   The State will provide the network infrastructure.

4.2.1.17.2   The State will provide workstations, printers (not including specialty printers that will be provided by the vendor) and bar code readers, and hardware technical support staff to maintain the equipment.

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

4.2.1.18   Bar Coding Requirements

Currently the State uses the standard 2D PDF-417 barcode on the back of the driver license and vehicle registration card. This standard is recommended for uniformity by the AAMVA (American Association of Motor Vehicle Administration) community. It is projected that the same bar code will be placed on the front of title in the future

4.2.2 DMV Operational Policies

4.2.2.1   Transaction and Fund Distribution

The DMV has five (5) 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 (3) 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.

4.2.2.2   Titles and Registration

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

REGISTRATION CLASSES	
Class	Explanation
Class A	Passenger Vehicles less than 10,001 pounds
Class B	Vehicles up to 80,000 GVW (total cost registration is

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	based on weight)
Class C	Trailers 2,001 pounds or over GVW
Class G & GG	Motorcycle (Regular and Vertical)
Class G Antique	Antique Motorcycle (25 years or older)
Class H	Buses
Class J	Taxi
Class M	Mobile Equipment
Class R	Recreational Vehicles (Mobile Homes, House Trainers)
Class T	Miscellaneous Trailers (Trailers with GVW of 2,000 or less)
Class V	Antique Cars
Class X	Farm Trucks (total registration cost is based on weight)
Class Y	Motorboat (total registration cost is based on length)

4.2.2.3   Driver's License and Identification

Residents in the State of West Virginia are required to obtain and maintain a valid driving license to operate a motor vehicle on the public roads. West Virginia has a graduated driving license program for residents under 18. The GDL and Class G licenses do not follow the same issuance and renewal guidelines as your standard, five (5) year driver's license. Both of these programs are based on the individual's age and/or driving restrictions.

TYPES OF LICENSES AND IDENTIFICATION ISSUED BY WV DMV		
Class	**Examples**	**Description**
Class A	CDL CDL Instructional Permit	Any combination of vehicles with a Gross Combined Weight Rating (GCWR) of 26,001 or more pounds, providing the Gross Vehicle Weight Rating (GVWR) of the vehicle being towed is in excess of 10,000 pounds
TYPES OF LICENSES AND IDENTIFICATION ISSUED BY WV DMV		
Class	**Examples**	**Description**
Class B	CDL CDL Instructional Permit	Any single vehicle with a GVWR of 26,001 pounds or more, or any such vehicle towing a vehicle not in excess of 10,000 pounds GVWR
Class C	CDL CDL Instructional	Any single vehicle or combination of vehicles less than 26,001

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	Permit	pounds of GVWR, or such vehicle towing a vehicle not in excess of 10,000 GVWR. This group applies to vehicles which are placarded for hazardous materials or designed to carry sixteen passengers or more, including the driver.
Class D	Regular License Driving for Hire	Commercial vehicles; non-CDL Classes (taxi cabs, delivery vans, etc.)
Class E	Regular License Instruction Permit	Operator's License allows for the operation of a vehicle for personal use
Class F	Regular License Instruction Permit	Motorcycle-Only License. The holder of this license class may not possess any other type of license.
Class G	Age 18 or Older Regular License Instruction Permit	Bi-Optic Lenses
Identification		Photo identification only; verifies the person's identity and proof of residency
Kid's ID	Under 15	The parent or guardian may apply for photo identification which verifies the child's identity
Misc. ID's	Salespersons' License State Agencies, State Bar, etc.	Identification provided; verifies the person's identity and agency affiliation

4.3. **Qualifications and Experience:** Vendors will provide in Attachment A: Vendor Response Sheet regarding their firm, such as staff qualifications and experience in completing similar project, references, copies of any staff certifications or degrees applicable to this project, proposed staffing plan, descriptions of past projects completed entailing the location of the project , project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

4.4 Project and Goals:

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

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The project goals and objectives are:

4.4.1 Goal 1: Replace the current antiquated cash register system.

Objective: The vendor is expected to review and identify all the current information contained in the cash register system to insure that it is included in their proposal for the new system. The vendor would need to review and identify any external and internal data that affects this system. Replacement of this system will allow the agency to better maintain and control the activities processed by the division.

4.4.2 Goal 2: Produce print-on-demand registration cards and decals

Objective: The vendor is expected to provide a system that will allow the agency to produce registration cards and decals at the point of sale for the customer. The vendor is expected to provide both the hardware and software to accomplish this function. This will reduce inventory costs and other costs associated with the management of license plates and improve customer service by providing additional methods for obtaining license plate renewals and/or duplicate decals and registration cards for the ease of access and reduction of wait time in the regional offices.

4.4.3 Goal 3: Manufacture and distribute license plates using flat-plate technology

Objective: The vendor is expected to provide the technology in conjunction with prison industries so that the agency can provide plates using flat-plate technology to our customers. This feature will reduce the costs associated with the manufacture and distribution of license plates

4.4.4 Goal 4: Provide a vendor-based License Plate Information Management Center.

Objective: The vendor is expected to provide the agency with a center that will produce and mail registration cards and license plates to customers who have mailed their paperwork in to be processed. This will allow the Division to improve customer service by reducing delivery times for mail-in transactions.

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4.5   Mandatory Requirements

The successful vendor will be required to provide a system that is comprised of the following core components: Point of Sale Cash Register, Cash Drawer Balancing, Inventory Management, Bar Coding Technology based on AAMVA current standards at the time of the contract award, Accounting, Account Posting and Tracking, Financial Management Reporting, Print-on-Demand System for registration cards and decals, and Flat-plate Technology which includes a vendor-based License Plate Information Management Center. Along with system implementation, the vendor will be required to provide 12 to 24 hours of hands-on system training at each location as established by the volume of employees in each office, as well as training materials for DMV personnel. These materials should be in paper format and one editable electronic Microsoft Office product format. The vendor will also be required to provide on-going system and technical support during DMV operational hours as detailed in Section 4 of this RFP.

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

The CMS will be required to interface with the Division's existing mainframe-based Vehicle and Drivers Systems. The vendor will not be given direct access to the Drivers database (DB2 Version 10) or Vehicles VSAM files. The data will be passed between systems by using DB2 stored procedures. The stored procedures will be written and maintained by the DOT Information Services Division. Access is via a DB2 Connect runtime Client. The successful vendor will be assigned a mainframe user ID to access the DB2 Client, the configuration files, and installation script from the Office of Technology Data Center website. Instructions will be provided to the successful vendor.

4.5.1 Enterprise Resource Planning System (ERP) (wvOASIS)

The State (WV) is in the process of implementing an Enterprise Resource Planning (ERP) system. The vendor must demonstrate the ability to integrate and/or interface with complex modular systems such as those

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commonly found in Enterprise Resource Planning Systems (ERPs). The vendor must demonstrate previous experience with complex modular systems as part of their response to the reference requirements, Section 4.3.

4.5.2   Cash Management System Functionality

4.5.2.1   The CMS must have the ability to maintain the accounting transaction detail necessary for the allocation of the fees to the proper revenue accounts.

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

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

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

4.5.2.5   At a minimum, the CMS must be capable of performing and recording the type of transactions outlined in Appendix B.

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

4.5.2.7   Cash Drawer Options the following functions must be present for both dealer online and regular customer transactions.

BUSINESS TRANSACTIONS	
Function	Basic Operation
Title (option Vehicle or Boat)	Original Duplicate Replacement

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	Lien
	Clear Lien
	Non-Negotiable
	Non Repair Certificate
	Reconstruction Exam
	Government
Registration	New
	Renew
	Exchange
	Transfer (include option for additional weight for B & X plates)
	Replace/Duplicate
	Dealer
	Dealer Temp
	Non-Resident
	Add Weight
	Boat
	Print Temporary Registration
Temporary Tags	Tag-N-Bag
Penalties	Bad Checks
	Reinstate Operator License
	Pick Up Registration
	Reinstate Registration
	Insurance Pick Up Plate
	Insurance Reinstate Registration
Miscellaneous	Trip Permits
	Information
	Dealer Audit
	Handicap Permit
	Hearing Permit
	Driving Record
	Miscellaneous
	License Service
	Rehab. Interlock
	Leased Vehicle
	Dealer License
	Miscellaneous Decals
	Vehicle Rental
	Serial Number Tags (Assembled Vehicle)
	Hull Identification (Boats)
BUSINESS TRANSACTIONS	
Function	Basic Operation
Licenses/ID	Operator

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	CDL Instruction ID Cards GDL Licenses Motorcycle License Motorcycle Permit Motor Vehicle Salesperson License Misc. ID's
Error Correct	Error Correct is only used after a transaction has been completely finalized and money has been collected. With Supervisory approval, the transactions will be selected, removed from the file and the appropriate accounts adjusted.
Void	Void – to delete/cancel a transaction before it has been finalized and payment is collected
Override	Allows for the completion of a transaction with a deviation of monetary compensation within predetermined parameters.
No Sale	Opens cash drawer in the absence of a sale
Cash Tendered	Payment is in the form of cash
Check Tendered	Payment is in the form of check or money order, etc.
Credit/Debit Card Transaction	Payment is in the form of credit card
Credit Slip Tendered	Use of funds previously received for current transaction
Lock	Locks cash drawer

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

4.5.2.9   The CMS must produce a printed receipt detailing the services provided to a customer for each individual transaction. At the same time the CMS should also generate a cover sheet for each title transaction.

4.5.2.10   The CMS must validate supporting documentation. The validation must include: date, machine number, user ID,

transaction type, transaction number, office location, document number (title or driver's license) and amount. The title number or driver's license number must be printed on each piece of backup documentation.

4.5.2.11   The CMS must provide a customer signature-pad-card-reader to use when processing a credit card payment. The CMS must provide a way for DMV personnel to swipe a credit card or enter manually, in the event that the customer signature-pad-card-reader is not working. The system must be able to process electronic signatures as well as a manual signature if necessary.

4.5.2.12   The CMS must be able to inquire by VIN from the vehicle Valuation System.

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

4.5.2.14   The CMS must check the stop codes in the Vehicles System for all title and registration transactions. A stop code is a code which indicates that a transaction cannot be completed due to one of the following: stolen plate, lost plate, stolen vehicle, insurance, vehicle opt-in, vehicle sold, levy, plate returned, bad check or refund. If the vehicle record has one or more stop codes, the CMS must display a message and not allow the transaction to be completed. The stop codes are stored in a VSAM file. Stored procedures must be developed by the vendor and WVDOT Information Services to allow connectivity to the State mainframe.

4.5.2.15   The CMS must check the DL/ID status in the Drivers System for all DL/ID transactions. If the status is not valid, the CMS must display a message and not allow the transaction to be completed. The status code is stored in a DB2 database. Stored procedures must be developed by the vendor and WVDOT Information Services to allow connectivity to the State mainframe.

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

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

4.5.2.18 The CMS must be compatible with credit card software. The DMV is required to use the system which is provided by the West Virginia State Treasurer's Office. The current system is Global. The CMS must be flexible enough to work with Global or any subsequent payment processing software packages.

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

4.5.3 Management Functions

4.5.3.1 The CMS must provide a segregation of duties between management and CSR for the purposes of cashier reconciliation, review and approval activities. The CMS must provide software to go on the management staff computers so that this function can be performed at their workstations.

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

4.5.3.3 The CMS must provide the capability to search and sort reports by fee code or tender type.

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

4.5.3.5 The CMS must provide a solution for reporting the itemized accounting breakdown for all monies collected for a variety of time intervals (hourly, daily, weekly, monthly and yearly) by user in the event of a power failure, emergency, etc.

4.5.3.6 The CMS shall provide an override feature that will allow for finalization of a transaction when payment amount is less than or greater than the amount due. The DMV has a policy to accept fees that are within $10.00 of the required amount.

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4.5.3.7   The CMS must provide a line item override feature that will allow the CSR to adjust the fee amount collected. The reason for this adjustment should appear in a drop-down list that will allow the CSR to select the justification for changing the fee amount calculated by the CMS. These adjustments and justifications must be tracked in the transaction history.

4.5.3.8   The CMS shall provide a mechanism to alert the CSR not to finalize the transaction in the event that a stop code exists. The CMS shall also provide an override function for management to allow the processing of the transaction after further review of the circumstances surrounding the stop code.

4.5.3.9   The CMS shall provide a drop-down list that would allow the CSR to pick a reason for using the "misc" category and provide the agency with an audit trail.

4.5.3.10   The CMS shall provide a method to generate a total of both plates and decals sold by year and class. This total shall be by workstation and location.

4.5.3.11   The CMS shall provide built in system logic, based on business rules, to ensure that the correct decal was sold during a transaction.

4.5.3.12   The CMS shall provide built in system logic that would ensure that the correct license plate was issued based on the plate class entered by the operator.

4.5.3.13   The CMS shall detail monies collected and presented for deposit. The bank deposit detail report will serve as an aide to help in preparing the official, bank-required deposit slip.

4.5.3.14   The CMS will automatically prorate fees in accordance with established business rules.

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

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4.5.3.16   The CMS shall provide a method for electronically processing payments made by check so that the money amount is automatically processed against the customer's account. The associating check information, i.e. routing number and bank account numbers, with each transaction must be electronically captured.

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

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

4.5.3.19   The CMS must provide the ability to pull fee breakdown information from our IRP system (currently Xerox) so that all transactions will be recorded in the CMS and communicate back to the IRP system when the transaction has been completed.

4.5.4 Inventory Requirements

Vendors must propose a solution in which the vendor assumes the responsibility of accepting orders and shipping all plates directly to Headquarters and 24 WVDMV field offices throughout the state. Vendors shall describe plans for accepting orders from our offices and delivering plates in a timely manner.

Vendors must also propose a solution that provides for the mailing of plates directly to customers. Approximately 17,600 license plates are mailed by WVDMV directly to customers each year. The vendor shall fully explain their process for mailing plates to customers in a timely manner.

The successful vendor must make an allowance to accept plate orders from CVR and allow them to pick up plates for delivery.

The successful vendor will be responsible for providing all consumables and supplies necessary to produce and manufacture a finished license plate that meets current industry standards for reflectivity, durability, and performance. Costs for these consumables must be incorporated into the fixed charge per plate.

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Inventory Items

The successful vendor must demonstrate the capability to provide a license plate information management system that electronically interfaces with the State's Division of Motor Vehicle computer system. The system must accept electronic orders from the WVDMV and effectively manage these orders through shipping.

The system must provide WVDMV with the capability to process and track orders as well as print production reports, management summary reports, packing lists, and box labels. Inventory features must allow the vendor to employ a Just In time (JIT) Inventory method where plates can be produced, stocked at minimum levels and matched to registrations produced (if any) for the same WVDMV customer.

The system must be able to track the issuance and expiration of vanity plates and send a notification to the Division when the expiration of any vanity plate has exceeded two (2) years. This notification allows for the plate to be issued to a new customer. The Division must have inquiry access to check on the status of these plates prior to the notification being sent.

Inventory Example

The DMV orders plates from the License Plate Information Management Center. The License Plate Information Management Center will process each request through Prison Industries. All special order plates i.e. vanity, firefighters, etc. will be shipped directly from the License Plate Information Management Center to the customer.

When a shipment of plates is received at the License Plate Information Management Center from Prison Industries, they will then be available for distribution among the issuing locations based upon their requests. The shipment will be held in a queue until scanned by the receiving location. At that time the plates verified in the shipment will be electronically loaded in the master inventory created in the CMS. The management team for each office will then assign the plates to the window from their management console in the CMS as needed for the employees to be able to sell them to their customers. The item must be tracked through its lifecycle from receipt at the DMV location to the final assignment with the customer. It should be noted that the License Plate Information Management center is the controlling authority for inventory distribution.

Numbering Pool

Title numbers are unique alpha-numeric characters assigned at the time a title is issued. It is envisioned that the CMS will automate the process of issuing and

tracking title numbers by interfacing with the data base that issues these numbers from a central pool in which the next available number will be pulled regardless of the location issuing the title number.

The CMS will also have to interface with the numbering pool which assigns the unique numbers for plates, driver's license applications, motorboat titling applications and all ID applications (this includes child ID, employee, salesperson, etc.).

4.5.4.1	The CMS must maintain a Division-wide (master) inventory beginning with receipt and verification of inventory being transferred from the License Plate Information Management Center to the DMV locations.
4.5.4.2	The CMS must provide a method for accounting for plates issued to replace Temp Tags issued by a dealer. These transactions will not have a corresponding monetary receipt.
4.5.4.3	The CMS must provide a detailed breakdown of all inventory items sold for the day. This report must show Beginning Balances, Additions, Usage and Ending Balance.
4.5.4.4	After authorized personnel have verified and approved inventory usage reports, the CMS must automatically deduct the items from the office inventory.
4.5.4.5	The CMS must provide a method for supervisory override to correct inventory errors as defined in the DMV business rules.
4.5.4.6	The inventory component must allow for the tracking of items that are not issued directly through the CMS. This currently includes secured paper used in issuing titles.
4.5.4.7	The CMS must provide a method for printing title numbers that have been assigned on the associated paperwork. This must be printed a minimum of two times on each backup page.
4.5.4.8	The CMS shall allow the DMV to designate the unit of measure for each inventory item.
4.5.4.9	The CMS must be capable of importing completed transactions from a file generated from the mainframe. As this data is received the CMS must prepare the appropriate accounting entries.

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4.5.4.10   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.

4.5.5 Bar Coding Requirements

4.5.5.1   Must support the creation and reading of 2D PDF-417 which is the current AAMVA standard, 3 of 9, and postal barcodes. The system must adapt to any changes in AAMVA standards at no additional cost.

4.5.5.2   The CMS must provide a method of capturing information incorporated in the bar code located on titles, registration and driver license renewals. .

4.5.6 Reporting

4.5.6.1   The system shall provide an easy to use (one that requires little or no training) customized report writing feature.

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

4.5.6.3   The CMS must be able to produce the following Management Reports for any location for any selected period of time:

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

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

Consolidated Totals by Office – This report allows the management section to produce a summary report that lists transaction, cash, check, credit slip, amount per each type of credit card, over/under,

voids and error corrects, deposit total, credit card total and total collected. (See Appendix G)

Consolidated Regional Office Report (Reprint) – This report allows the management section to reproduce the consolidated activity for a specific Regional Office by day. (See Appendix H)

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

4.5.6.4   The successful vendor must provide five (5) additional CMS related reports per year at no additional cost upon request by the agency representative.

4.5.6.5   The CMS must provide for and maintain an "audit trail" that tracks user access regardless of any changes made to the information housed within the system.

4.5.7 System Requirements

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

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

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

4.5.7.4   Employee access to the CMS must be controlled by Active Directory. The successful vendor must work with the Office of Technology to set up this interface.

4.5.7.5   The CMS must provide DMV the ability to manage user specific permissions and access to all functionalities of the system.

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

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4.5.7.7   The CMS must track user access and any changes that the user makes to system (ie fee changes, plate class, user permissions, etc.) These changes must be tracked regardless of the level of access established with that user ID.

4.5.7.8   Must provide an n-tier, supporting web functionality and utilizing relational database technology.

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

4.5.8 Hardware/Software Requirements

4.5.8.1   The successful vendor must conform to the Office of Technology guidelines and provide a listing of all specialized equipment and or hardware or software in Part 4.

4.5.8.2   The successful vendor must work directly with the Agency IT staff, Office of Technology staff and hardware vendors to ensure system functionality.

4.5.8.3   The proposed system must function on the DOT/DMV workstations.

4.5.8.4   The successful vendor must work with WV Office of Technology and the agency IT to resolve all issues that might arise as a result of Microsoft updates which are distributed to the workstations connected to the network.

4.5.8.5   The successful vendor must provide minimum specifications required for all workstations and servers to ensure system compatibility with the Vendor's proposed solution.

4.5.9 System Performance Specifications

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

4.5.9.2   The system must prevent alterations to the previous day's totals with the exception of voids for incomplete transactions handled by authorized DMV management.

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4.5.10 Security and Controls

4.5.10.1   The CMS must also provide for confidentiality of customer data and secure from entry by unauthorized users.

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

4.5.10.3   Access to data and system software will be controlled by an individual's network user ID.   The CMS must prompt for these credentials prior to allowing access.   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.

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

4.5.10.5   The CMS must provide a method for the CSR to lock and unlock the cash drawer session (during breaks, lunch, and middle of transaction). The system must record the date and time when the system was locked and unlocked. The system must also provide for an automatic locking feature after 10 minutes of inactivity.

4.5.10.6   The CMS must maintain credit card information in encrypted format. This information will only be accessible by users with the appropriate level of security. Complete credit card numbers should not be warehoused in any state systems and comply with PCI standards

4.5.11 Backup and Recovery

The vendor must work with the Office of Technology to insure that backup and disaster recovery required components are in the proposed solution. Extreme measures shall include, but are not limited to, a backup server that is a mirror image of the primary server. The backup server must ensure that no information is lost and that the proposed solution is capable of restarting in-progress processes.

4.5.11.1   In the event of a disaster, DMV business operations must not be suspended for more than twenty-four (24) hours. (Assuming all power and network connectivity are available)

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4.5.11.2   Capabilities of recovering data from processes that are in-progress must be provided in the event of a power outage and /or network disruption.

4.5.11.3   The CMS must resume in-process transactions within five (5) minutes once connections to the appropriate servers have been restored.

4.5.11.4   Backup and recovery exercise must be performed annually or as required by the Office of Technology.

4.5.12 System Warranty, Maintenance and Support

4.5.12.1   The Vendor shall be responsible for State-wide support, delivery, installation and maintenance of the system resulting from this RFP.

4.5.12.2   The system shall be provided with a one (1) year maintenance period. During this time the Vendor will be required to provide software upgrades and services necessary to keep the system operational. After the maintenance period has expired, the State will require four (4), one (1) year maintenance renewal options.

4.5.12.3   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.

4.5.12.4   The state will require the Vendor to extend the system warranty period if identified deficiencies have not been corrected.

4.5.12.5   In the event that the Vendor and/or subsequent contractors are unable to remedy identified deficiencies, the State reserves the right to hire another Vendor to remedy the situation. This will be at the contracted Vendor's expense.

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

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4.5.12.7   Modifications to the CMS will be tested and approved by DMV management. Once approved, the vendor will be responsible for distribution.

4.5.13 System Implementation and Testing

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

4.5.13.2   The successful vendor shall provide the DMV with a full implementation plan and schedule with well-defined action dates and milestones 30 days after the award of the contract. This schedule shall be reviewed by both parties and must be approved by the DMV. The vendor shall submit weekly implementation status reports in writing. Subsequent issues concerning implementation will be discussed via conference call. Status reports shall continue until thirty (30) days after the last site has been successfully brought into production.

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

4.5.13.4   The Vendor shall have one software engineer that worked on the development of the WV CMS to be onsite during the implementation at the Headquarters' Office.

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

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

4.5.13.7   The Vendor will not implement any system or component thereof until all phases of system testing has been successfully completed and approved in writing (not by e-mail).

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

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4.6   Oral Presentations (agency option); Vendors meeting the Minimum Acceptable Score (MAS) on the Technical portion of their RFP submission will be called in to provide oral presentations to respond to questions for clarification from the Vendor Selection Committee. Oral presentations would be listed in the Schedule of Events (Section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented will be provided in the Oral Presentation invitation.

       4.6.1   Qualifying vendors should conduct a step-by-step demonstration for processing transactions similar to those outlined in the RFP. The Vendor is expected to provide a sufficient number of copies of any and all materials – handouts, brochures, slides, etc. – that will be referenced and/or cited during the Oral Presentation to the members of the RFP Review Committee. The on-site vendor demonstration shall be held in Charleston, WV. Each vendor will be provided with a four (4) hour time period to demonstrate the functionality of the proposed solution and how it will accommodate West Virginia's requirements. The vendor should conduct a functional demonstration of the system components. The vendor will be contacted during the evaluation process to schedule the on-site demonstration.

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SECTION FIVE: VENDOR PROPOSAL

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

2   **Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.

3   **Proposal Format:** Vendors should provide responses in the format listed below:

Title Page: State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

Table of Contents: Clearly identify the material by section and page number.

Attachment A: Within the attached response sheet (**Attachment A: Vendor Response Sheet**), provide the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

Also, describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met.

Attachment B: Complete **Attachment B: Mandatory Specification Checklist**. By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 4.5 of Section Four: Project Specifications. The State reserves the right to require documentation detailing how each is met at its discretion.

Attachment C: Complete **Attachment C: Cost Sheet** included in this RFP and submit in a separate sealed envelope. Cost should be clearly marked.

Oral Presentations: If established by the Agency in the Schedule of Events (Section 1.3),

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all Vendors participating in this RFP will be required to provide an oral presentation, based on the criteria set in Section 4.6. During oral presentations, Vendors may not alter or add to their submitted proposal, but only to clarify information.

4   **Proposal Submission:** Proposals must be received in **two distinct parts**: technical and cost.

- **Technical proposals** must not contain any cost information relating to the project.
- **Cost proposal** shall be sealed in a separate envelope and will not be opened initially.

All proposals must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFP as the opening date. All bids will be dated and time stamped to verify official time and date of receipt. All submissions must be in accordance with the provisions listed below and in Section Two: Instructions to Bidders Submitting Bids above.

5   **Technical Bid Opening:** The Purchasing Division will open and announce only the technical proposals received prior to the date and time specified in the Request for Proposal. The technical proposals shall then be provided to the Agency evaluation committee.

6   **Cost Bid Opening:** The Purchasing Division shall schedule a date and time to publicly open and announce cost proposals when the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids for qualifying proposals will be opened. Cost bids for non-qualifying proposals will also be opened but shall not be considered. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder's technical proposal failing to meet the minimum acceptable score and the bidder's technical proposal failing to meet a mandatory requirement of the contract. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to *West Virginia Code* §5A-3-11(h) and *West Virginia Code of State Rules* §148-1-6.2.5..

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SECTION SIX: EVALUATION AND AWARD

1   **Evaluation Process**: Proposals will be evaluated by a committee of three (3) or more individuals against the established criteria with points deducted for deficiencies. The Vendor who demonstrates that they meet all of the mandatory specifications required; and has appropriately presented within their written response and/or during the oral demonstration (if applicable) their understanding in meeting the goals and objectives of the project; and attains the highest overall point score of all Vendors shall be awarded the contract. The selection of the successful Vendor will be made by a consensus of the evaluation committee.

2   **Evaluation Criteria**: All evaluation criteria is defined in the specifications section and based on a 100 point total score. Cost shall represent a minimum of 30 of the 100 total points.

The following are the evaluation factors and maximum points possible for technical point scores:

- Qualifications and experience (15) Points Possible
- Approach and methodology (40) Points Possible
- (Oral interview, if applicable) (15) Points Possible
- Cost <u>30 Points Possible</u>

Total 100 Points Possible

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

$$\frac{\text{Lowest price of all proposal}}{\text{Price of Proposal being evaluated}} \times 30 = \text{Price Score}$$

2.1   <u>Technical Evaluation</u>: The Agency evaluation committee will review the technical proposals, deduct points where appropriate, and make a final written recommendation to the Purchasing Division.

2.2   <u>Minimum Acceptable Score</u>: Vendors must score a minimum of 70% (49 points) of the total technical points possible. All Vendors not attaining the minimum acceptable score (MAS) shall be considered as non-qualifying; therefore, the cost bids will not be opened. A proposal may be deemed non-qualifying for a number of reasons including, but not limited to, the bidder's technical proposal failing to meet the minimum acceptable score and the bidder's technical proposal failing to meet a mandatory requirement of the contract. Certain information, such as technical scores and reasons for disqualification, will not be available until after the contract award, pursuant to *West Virginia Code* §5A-3-11(h) and *West Virginia Code of State Rules* §148-1-6.2.5.

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2.3   <u>Cost Evaluation</u>: The Agency evaluation committee will review the cost proposals, assign appropriate points, and make a final recommendation to the Purchasing Division.

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Attachment A: Vendor Response Sheet

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

4.3.1   Identify all subcontractors that will be involved in the development, implementation and training, as well as on-going system support.

4.3.2   Provide a minimum of two (2) references for similar CMS installation of similar size and scope. The vendor should also provide contact information for the primary individual involved with the project. This should include name, telephone number, address and e-mail address.

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

4.3.4   Submit audited financials for the previous three (3) years

List project goals and objectives contained in Section 4, Subsection 4:

Section 4, Subsection 4.1:

4.4.1   Replacement of the Cash Register System

4.4.1.1	The vendor should outline in detail their understanding of the project and its objectives.
4.4.2.2	The vendor should describe, in general terms, how the CMS will perform transactions outlined in 4.5.2.10. The vendor should also provide a step-by-step example of how a CMS would process a transaction from start to finish.
4.4.2.3	The vendor should describe the method for adding or removing transaction types from the CMS.
4.4.2.4	The vendor should describe the process for cash drawer reconciliation.
4.4.2.5	The vendor should provide examples of summary reports that the CMS will be capable of producing. These reports should show transaction payments by tender type and service transactions for the reconciliation period.

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4.4.2.6   The vendor should provide examples of reports based on: Calendar Year, State Fiscal Year (July 1 – June 30) and Federal Fiscal Year (October 1 – September 30). The vendor should also provide details concerning the process for creating reports with various beginning/ending (date range), source of revenue and/or collection point.

4.4.2.7   The vendor should list, in detail, the steps required to produce a bank deposit report.

4.4.2.8   The vendor should provide a detailed description of the ad hoc reporting capabilities in the proposed CMS system. The vendor should also provide examples of some ad hoc reports.

4.4.2.9   The vendor should outline the steps involved with assigning inventory items to a register.

4.4.2.10   The vendor should indicate how the CMS will prevent the issuance of inventory items not assigned to a cash drawer.

4.4.2.11   The vendor should describe how the CMS will allow the CSR to review both inventory used and the reminder still available for sale.

4.4.2.12   The vendor should describe the process involved with transferring inventory into the CMS from inventory in the existing system.

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

4.4.2.14   The vendor should outline all installation requirements as well as any hardware configurations that may be necessary to install the system.

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

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

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4.4.2.17   The vendor should provide minimum specifications including bandwidth requirement and any other network infrastructure requirements for the proposed system.

4.4.2.18   The vendor should outline the procedure that should be followed to report technical issues.

4.4.2.19   The vendor should describe the process for installing system modifications and/or upgrades.

4.4.2.20   The vendor should provide a description of the system training and documentation, including the controls set by developing different levels of access.   This documentation should be in written and electronic format and the DMV shall be provided with the permission to reproduce this documentation as necessary.

4.4.2.21   The vendor should provide examples of documentation and training materials that will be provided for the proposed system.   These training manuals should become the property of the Division with the permission to reproduce when necessary.

4.4.2.22   In the event that system changes are made, the Vendor should update all training manuals accordingly.

Vendor Response:

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Section 4, Subsection 4.2:

4.4.2   Produce print-on-demand registration cards and decals

    4.4.2.1   The vendor should outline in detail their understanding of the project and its objectives.

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

    4.4.2.3   The vendor should outline all installation requirements as well as any hardware configurations that may be necessary to install the system.

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

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

    4.4.2.6   The vendor should provide minimum specifications including bandwidth requirement and any other network infrastructure requirements for the proposed system.

    4.4.2.7   The vendor should outline the procedure that should be followed to report technical issues.

Vendor Response:

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Section 4, Subsection 4.3

4.4.3   Manufacture and distribution of license plates using flat-plate technology

4.4.3.1   The vendor should outline in detail their understanding of the project and its objectives.

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

4.4.3.3   The vendor should outline all installation requirements as well as any hardware configurations that may be necessary to install the system.

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

4.4.3.5   The vendor should describe how it will work with the WVDOC staff to resolve issues which may arise concerning the functionality of the proposed system.

4.4.3.6   The vendor should provide minimum specifications including bandwidth requirement and any other network infrastructure requirements for the proposed system.

4.4.3.7   The vendor should outline the procedure that should be followed to report technical issues.

Vendor Response:

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Section 4, Subsection 4.4

    4.4.4 Provide a vendor-based License Plate Information Management Center

        4.4.4.1   The vendor should outline in detail their understanding of the project and its objectives.

        4.4.4.2   The vendor should also provide a detailed description of the interface with our current mainframe system that will be proposed with this solution.

        4.4.4.3   The vendor should outline the procedure that should be followed to report application/technical issues.

Vendor Response:

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Attachment B: Mandatory Specification Checklist

List mandatory specifications contained in Section 4, Subsection .5:

4.5   Mandatory Requirements

The successful vendor will be required to provide a system that is comprised of the following core components: Point of Sale Cash Register, Cash Drawer Balancing, Inventory Management, Bar Coding Technology based on AAMVA current standards, Accounting, Account Posting and Tracking, Financial Management Reporting, Print-on-Demand System for registration cards and decals, and Flat-plate Technology which includes a vendor-based License Plate Information Management Center. Along with system implementation, the vendor will be required to provide 12 to 24 hours of hands-on system training to be decided by the Division, as well as training materials for DMV personnel. This training must be performed at each DMV location throughout the state. The vendor will also be required to provide on-going system and technical support during DMV operational hours as detailed in Section 4 of this RFP.

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

The CMS will be required to interface with the Division's existing mainframe-based Vehicle and Drivers Systems. The vendor will not be given direct access to the Drivers database (DB2 Version 8) or Vehicles VSAM files. The data will be passed between systems by using DB2 stored procedures. The stored procedures will be written and maintained by the DOT Information Services Division. Access is via a DB2 Connect runtime Client. The successful vendor will be assigned a mainframe user ID to access the DB2 Client, the configuration files, and installation script from the Office of Technology Data Center website. Instructions will be provided to the successful vendor.

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Section 4, Subsection 5.1:

4.5.1 Enterprise Resource Planning System (ERP) (wvOASIS)

The State (WV) is in the process of implementing an Enterprise Resource Planning (ERP) system. The vendor must demonstrate the ability to integrate and/or interface with complex modular systems such as those commonly found in Enterprise Resource Planning Systems (ERPs). The vendor must demonstrate previous experience with complex modular systems as part of their response to the reference requirements, Section 4.3.

Vendor Response:

Section 4, Subsection 5.2:

4.5.2 Cash Management System Functionality

4.5.2.1 The CMS must have the ability to maintain the accounting transaction detail necessary for the allocation of the fees to the proper revenue accounts.

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

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

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

4.5.2.5 At a minimum, the CMS must be capable of performing and recording the type of transactions outlined in Appendix B.

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

4.5.2.7   Cash Drawer Options the following functions must be present for both dealer online and regular customer transactions.

BUSINESS TRANSACTIONS	
Function	Basic Operation
Title (option Vehicle or Boat)	Original Duplicate Replacement Lien Clear Lien Non-Negotiable Non Repair Certificate Reconstruction Exam Government
Registration	New Renew Exchange Transfer (include option for additional weight for B & X plates) Replace/Duplicate Dealer Dealer Temp Non-Resident Add Weight Boat Print Temporary Registration
Temporary Tags	Tag-N-Bag
Penalties	Bad Checks Reinstate Operator License Pick Up Registration Reinstate Registration Insurance Pick Up Plate Insurance Reinstate Registration
Miscellaneous	Trip Permits Information Dealer Audit Handicap Permit Hearing Permit Driving Record Miscellaneous

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	License Service Rehab. Interlock Leased Vehicle Dealer License Miscellaneous Decals Vehicle Rental Serial Number Tags (Assembled Vehicle) Hull Identification (Boats)
BUSINESS TRANSACTIONS	
Function	Basic Operation
Licenses/ID	Operator CDL Instruction ID Cards GDL Licenses Motorcycle License Motorcycle Permit Motor Vehicle Salesperson License Misc. ID's
Error Correct	Error Correct is only used after a transaction has been completely finalized and money has been collected. With Supervisory approval, the transactions will be selected, removed from the file and the appropriate accounts adjusted.
Void	Void – to delete/cancel a transaction before it has been finalized and payment is collected
Override	Allows for the completion of a transaction with a deviation of monetary compensation within predetermined parameters.
No Sale	Opens cash drawer in the absence of a sale
Cash Tendered	Payment is in the form of cash
Check Tendered	Payment is in the form of check or money order, etc.
Credit/Debit Card Transaction	Payment is in the form of credit card
Credit Slip Tendered	Use of funds previously received for current transaction
Lock	Locks cash drawer

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

4.5.2.9 The CMS must produce a printed receipt detailing the services provided to a customer for each individual transaction. At the same time the CMS should also generate a cover sheet for each title transaction.

4.5.2.10 The CMS must validate supporting documentation. The validation must include: date, machine number, user ID, transaction type, transaction number, office location, document number (title or driver's license) and amount.
The title number or driver's license number must be printed on each piece of backup *documentation.*

4.5.2.11 The CMS must provide a customer signature-pad-card-reader to use when processing a credit card payment. The CMS must provide a way for DMV personnel to swipe a credit card or enter manually, in the event that the customer signature-pad-card-reader is not working. The system must be able to process electronic signatures as well as a manual signature if necessary.

4.5.2.12 The CMS must be able to inquire by VIN from the vehicle Valuation System.

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

4.5.2.14 The CMS must check the stop codes in the Vehicles System for all title and registration transactions. A stop code is a code which indicates that a transaction cannot be completed due to one of the following: stolen plate, lost plate, stolen vehicle, insurance, vehicle opt-in, vehicle sold, levy, plate returned, bad check or refund. If the vehicle record has one or more stop codes, the CMS must display a message and not allow the transaction to be completed. The stop codes are stored in a VSAM file. Stored procedures must be developed by the vendor and WVDOT Information Services to allow connectivity to the State mainframe.

4.5.2.15 The CMS must check the DL/ID status in the Drivers System for all DL/ID transactions. If the status is not valid, the CMS must display a message and not allow the transaction to be completed. The status code is stored in a DB2 database. Stored procedures must be developed by the vendor and WVDOT Information Services to allow connectivity to the State mainframe.

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

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

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4.5.2.18   The CMS must be compatible with credit card software. The DMV is required to use the system which is provided by the West Virginia State Treasurer's Office. The current system is Global. The CMS must be flexible enough to work with Global or any subsequent payment processing software packages.

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

Vendor Response:

Section 4, Subsection 5.3:

4.5.3   Management Functions

4.5.3.1   The CMS must provide a segregation of duties between management and CSR for the purposes of cashier reconciliation, review and approval activities. The CMS must provide software to go on the management staff computers so that this function can be performed at their workstations.

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

4.5.3.3   The CMS must provide the capability to search and sort reports by fee code or tender type.

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

4.5.3.5   The CMS must provide a solution for reporting the itemized accounting breakdown for all monies collected for a variety of time intervals (hourly, daily, weekly, monthly and yearly) by user in the event of a power failure, emergency, etc.

4.5.3.6   The CMS shall provide an override feature that will allow for finalization of a transaction when payment amount is less than or greater than the amount due.

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The DMV has a policy to accept fees that are within $10.00 of the required amount.

4.5.3.7 The CMS must provide a line item override feature that will allow the CSR to adjust the fee amount collected. The reason for this adjustment should appear in a drop-down list that will allow the CSR to select the justification for changing the fee amount calculated by the CMS. These adjustments and justifications must be tracked in the transaction history.

4.5.3.8 The CMS shall provide a mechanism to alert the CSR not to finalize the transaction in the event that a stop code exists. The CMS shall also provide an override function for management to allow the processing of the transaction after further review of the circumstances surrounding the stop code.

4.5.3.9 The CMS shall provide a drop-down list that would allow the CSR to pick a reason for using the "misc" category and provide the agency with an audit trail.

4.5.3.10 The CMS shall provide a method to generate a total of both plates and decals sold by year and class. This total shall be by workstation and location.

4.5.3.11 The CMS shall provide built in system logic, based on business rules, to ensure that the correct decal was sold during a transaction.

4.5.3.12 The CMS shall provide built in system logic that would ensure that the correct license plate was issued based on the plate class entered by the operator.

4.5.3.13 The CMS shall detail monies collected and presented for deposit. The bank deposit detail report will serve as an aide to help in preparing the official, bank-required deposit slip.

4.5.3.14 The CMS will automatically prorate fees in accordance with established business rules.

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

4.5.3.16 The CMS shall provide a method for electronically processing payments made by check so that the money amount is automatically processed against the customer's account. The associating check information, i.e. routing number and bank account numbers, with each transaction must be electronically captured.

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

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

4.5.3.19   The CMS must provide the ability to pull fee breakdown information from our IRP system (currently Xerox) so that all transactions will be recorded in the CMS and communicate back to the IRP system when the transaction has been completed.

Vendor Response:

Section 4, Subsection 5.4:

4.5.4 Inventory Requirements

Vendors must propose a solution in which the vendor assumes the responsibility of accepting orders and shipping all plates directly to Headquarters and 24 WVDMV field offices throughout the state. Vendors shall describe plans for accepting orders from our offices and delivering plates in a timely manner.

Vendors must also propose a solution that provides for the mailing of plates directly to customers. Approximately 17,600 license plates are mailed by WVDMV directly to customers each year. The vendor shall fully explain their process for mailing plates to customers in a timely manner.

The successful vendor must make an allowance to accept plate orders from CVR and allow them to pick up plates for delivery.

The successful vendor will be responsible for providing all consumables and supplies necessary to produce and manufacture a finished license plate that meets current industry standards for reflectivity, durability, and performance. Costs for these consumables must be incorporated into the fixed charge per plate.

Inventory Items

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The successful vendor must demonstrate the capability to provide a license plate information management system that electronically interfaces with the State's Division of Motor Vehicle computer system. The system must accept electronic orders from the WVDMV and effectively manage these orders through shipping.

The system must provide WVDMV with the capability to process and track orders as well as print production reports, management summary reports, packing lists, and box labels. Inventory features must allow the vendor to employ a Just In time (JIT) Inventory method where plates can be produced, stocked at minimum levels and matched to registrations produced (if any) for the same WVDMV customer.

The system must be able to track the issuance and expiration of vanity plates and send a notification to the Division when the expiration of any vanity plate has exceeded two (2) years. This notification allows for the plate to be issued to a new customer. The Division must have inquiry access to check on the status of these plates prior to the notification being sent.

Inventory Example

The DMV orders plates from the License Plate Information Management Center. The License Plate Information Management Center will process each request through Prison Industries. All special order plates i.e. vanity, firefighters, etc. will be shipped directly from the License Plate Information Management Center to the customer.

When a shipment of plates is received at the License Plate Information Management Center from Prison Industries, they will then be available for distribution among the issuing locations based upon their requests. The shipment will be held in a queue until scanned by the receiving location. At that time the plates verified in the shipment will be electronically loaded in the master inventory created in the CMS. The management team for each office will then assign the plates to the window from their management console in the CMS as needed for the employees to be able to sell them to their customers. The item must be tracked through its lifecycle from receipt at the DMV location to the final assignment with the customer. It should be noted that the License Plate Information Management center is the controlling authority for inventory distribution.

Numbering Pool

Title numbers are unique alpha-numeric numbers assigned at the time a title is issued. It is envisioned that the CMS will automate the process of issuing and tracking title numbers by interfacing with the data base that issues these numbers from a central pool in which the next available number will be pulled regardless of the location issuing the title number.

The CMS will also have to interface with the numbering pool which assigns the unique numbers for plates, driver's license applications, motorboat titling applications and all ID applications (this includes child ID, employee, salesperson, etc.).

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4.5.4.1   The CMS must maintain a Division-wide (master) inventory beginning with receipt and verification of inventory being transferred from the License Plate Information Management Center to the DMV locations.

4.5.4.2   The CMS must provide a method for accounting for plates issued to replace Temp Tags issued by a dealer. These transactions will not have a corresponding monetary receipt.

4.5.4.3   The CMS must provide a detailed breakdown of all inventory items sold for the day. This report must show Beginning Balances, Additions, Usage and Ending Balance.

4.5.4.4   After authorized personnel have verified and approved inventory usage reports, the CMS must automatically deduct the items from the office inventory.

4.5.4.5   The CMS must provide a method for supervisory override to correct inventory errors as defined in the DMV business rules.

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

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

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

4.5.4.9   The CMS must be capable of importing completed transactions from a file generated from the mainframe. As this data is received the CMS must prepare the appropriate accounting entries.

4.5.4.10   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.

Vendor Response:

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Section 4, Subsection 5.5:

4.5.5 Bar Coding Requirements

4.5.5.1   Must support the creation and reading of 2D PDF-417 which is the current AAMVA standard, 3 of 9, and postal barcodes. The system must adapt to any changes in AAMVA standards.

4.5.5.2   The CMS must provide a method of capturing information incorporated in the bar code located on titles, registration and driver license renewals.

Vendor Response:

Section 4, Subsection 5.6:

4.5.6 Reporting

4.5.6.1   The system shall provide an easy to use (one that requires little or no training) customized report writing feature.

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

4.5.6.3   The CMS must be able to produce the following Management Reports for any location for any selected period of time:

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

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

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

Consolidated Regional Office Report (Reprint) – This report allows the management section to reproduce the consolidated activity for a specific Regional Office by day. (See Appendix H)

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

4.5.6.4 The successful vendor must provide five (5) additional CMS related reports per year at no additional cost upon request by the agency representative.

4.5.6.5 The CMS must provide for and maintain an "audit trail" that tracks user access regardless of any changes made to the information housed within the system.

Vendor Response:

Section 4, Subsection 5.7:

4.5.7 System Requirements

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

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

4.5.7.3 In the event that business rules are changed, the Vendor will be required to perform the necessary programming to modify the system accordingly. All non-

legislative changes will be charged on a per hour basis. The vendor will be required to provide an hourly rate to accommodate these modifications.

4.5.7.4   Employee access to the CMS must be controlled by Active Directory. The successful vendor must work with the Office of Technology to set up this interface.

4.5.7.5   The CMS must provide DMV the ability to manage user specific permissions and access to all functionalities of the system.

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

4.5.7.7   The CMS must track user access and any changes that the user makes to system (ie fee changes, plate class, user permissions, etc.) These changes must be tracked regardless of the level of access established with that user ID.

4.5.7.8   Must provide an n-tier, supporting web functionality and utilizing relational database technology.

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

Vendor Response:

Section 4, Subsection 5.8:

4.5.8 Hardware/Software Requirements

4.5.8.1   The successful vendor must utilize the existing contracts as prescribed by Statewide Office of Technology guidelines and provide a listing of all specialized equipment and or hardware or software in Part 4.

4.5.8.2   The successful vendor must work directly with the Agency IT staff, Office of Technology staff and hardware vendors to ensure system functionality.

4.5.8.3   The proposed system must function on the DOT/DMV workstations.

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4.5.8.4   The successful vendor must work with WV Office of Technology and the agency IT to resolve all issues that might arise as a result of Microsoft updates which are distributed to the workstations connected to the network.

4.5.8.5   The successful vendor must provide minimum specifications required for all workstations and servers to ensure system compatibility with the Vendor's proposed solution. In the event the Agency is required to purchase hardware from a statewide contract, the Vendor must work directly with contract vendors to resolve operational issues.

Vendor Response:

Section 4, Subsection 5.9:

4.5.9   System Performance Specifications

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

4.5.9.2   The system must prevent alterations to the previous day's totals with the exception of voids for incomplete transactions handled by authorized DMV management.

Vendor Response:

Section 4, Subsection 5.10:

4.5.10 Security and Controls

4.5.10.1   The CMS must also provide for confidentiality of customer data and secure from entry by unauthorized users.

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

4.5.10.3   Access to data and system software will be controlled by an individual's network user ID. The CMS must prompt for these credentials prior to allowing access. 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.

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

4.5.10.5   The CMS must provide a method for the CSR to lock and unlock the cash drawer session (during breaks, lunch, and middle of transaction). The system must record the date and time when the system was locked and unlocked.   The system must also provide for an automatic locking feature after 10 minutes of inactivity.

4.5.10.6   The CMS must maintain credit card information in encrypted format.   This information will only be accessible by users with the appropriate level of security. Complete credit card numbers should not be warehoused in any state systems and comply with PCI standards

Vendor Response:

Section 4, Subsection 5.11:

4.5.11 Backup and Recovery

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

4.5.11.1   In the event of a disaster, DMV business operations must not be suspended for more than twenty-four (24) hours. (Assuming all power and network connectivity are available)

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4.5.11.2   Capabilities of recovering data from processes that are in-progress must be provided in the event of a power outage and /or network disruption.

4.5.11.3   The CMS must resume in-process transactions within five (5) minutes once connections to the appropriate servers have been restored.

4.5.11.4   Backup and recovery exercise must be performed annually or as required by the Office of Technology.

Vendor Response:

Section 4, Subsection 5.12:

4.5.12 System Warranty, Maintenance and Support

4.5.12.1   The Vendor shall be responsible for State-wide support, delivery, installation and maintenance of the system resulting from this RFP.

4.5.12.2   The system shall be provided with a one (1) year maintenance period. During this time the Vendor will be required to provide software upgrades and services necessary to keep the system operational. After the maintenance period has expired, the State will require four (4), one (1) year maintenance renewal options.

4.5.12.3   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.

4.5.12.4   The state will require the Vendor to extend the system warranty period if identified deficiencies have not been corrected.

4.5.12.5   In the event that the Vendor and/or subsequent contractors are unable to remedy identified deficiencies, the State reserves the right to hire another Vendor to remedy the situation. This will be at the contracted Vendor's expense.

4.5.12.6   Any changes to the production CMS shall be approved in writing, not by e-mail, by the DMV prior to rollout to workstations and servers attached to the system. The

authorizing authority for system modifications will be identified during project meetings.

4.5.12.7   Modifications to the CMS will be tested and approved by DMV management. Once approved, the vendor will be responsible for distribution.

Vendor Response:

Section 4, Subsection 5.13:

4.5.13 System Implementation and Testing

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

4.5.13.2   The successful vendor shall provide the DMV with a full implementation plan and schedule with well-defined action dates and milestones 30 days after the award of the contract.   This schedule shall be reviewed by both parties and must be approved by the DMV.   The vendor shall submit weekly implementation status reports in writing.   Subsequent issues concerning implementation will be discussed via conference call.   Status reports shall continue until thirty (30) days after the last site has been successfully brought into production.

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

4.5.13.4   The Vendor shall have one software engineer that worked on the development of the WV CMS to be onsite during the implementation at the Headquarters' Office.

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

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

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4.5.13.7   The Vendor will not implement any system or component thereof until all phases of system testing has been successfully completed and approved in writing (not by e-mail).

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

Vendor Response:

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

_____

(Company)

_____

(Representative Name, Title)

_____

(Contact Phone/Fax Number)

_____

(Date)

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Attachment C: Cost Sheet

Cost information below as detailed in the Request for Proposal and submitted in a separate sealed envelope. Cost should be clearly marked.

Please provide a cost for each item for the cash register, print on demand, flat plate technology, and the vendor-based License Plate Information Management Center. The agency processes approximately 1.5 million transactions per year and the cost per transaction should be based on this fact but billed on a monthly basis. The cost per transaction should include Equipment, Testing, Workstation Assessment, Technical Regulatory Compliance, Security Awareness, Project and Corrective Action Plan, Maintenance, Training, Professional Services (Project Manager, Technical Support, Trainers, Programmer/Software Engineers), Facility Personnel Costs, Facility Costs (building and equipment costs), plate costs, and supplies (include registration and decal card stock paper)

The cost portion of this bid needs to be shown two ways:

LUMP SUM COST	COSTS
SOFTWARE COSTS	$0.00

TRANSACTION BASED COSTS	TOTAL TRANSACTION BASED COST
1,500,000 @ ___ per transaction	$0.00

TOTAL COSTS: _____

Appendix A
Registration and Plate Classes with Abbreviations

Registration Classes			
Class	Explanation	Cycle	Expiration
Class A	Passenger Vehicles less than 8,000 pounds	1 or 2 year cycle	Monthly
Class B	Vehicles up to 80,000 pounds GVW (total cost registration is based on weight)	1 year	June 30
Class C	Trailers over 2,000 pounds GVW	Lifetime	None
Class G	Motorcycle	1 year	July 1
Class G Antique	Antique Motorcycle (35 years or older)	10 year	July 1
Class H	Buses	1 year	July 1
Class J	Taxi	1 year	July 1
Class M	Special Mobile Equipment	1 year	July 1
Class R	Recreational Trailers	3 year	April 1
Class T	Miscellaneous Trailers	3 year	April 1
Class V	Antique Cars	10 year	July 1
Boats	Motorboat	3 year	April 1
Class X	Farm Trucks (total registration cost is based on weight)	1 year	July 1

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

Plate Classes and Abbreviations			
Abbreviation	Class Description	Registration Class	Expiration
ALS	Low Speed Vehicle	A	July 1
AIS	Silver Legislative	A	January 1
AM	Marines, Disabled American Veterans, Bronze Star, WWII, Korean War, Vietnam War, Persian Gulf War, War on Terrorism, Retired Military	A	July 1
AM	Second Military Plate for Purple Heart, Pearl Harbor, POW, DV, Medal of Honor, DSC, NC, AFC, Silver Star, DFC	A	July 1
ANC	NASCAR	A	October 1
AND	Deer Plate	A	July 1
ANR	Wildlife Monthly	A	Monthly
ANV	Vanity Wildlife	A	January 1
ANW	Vanity Deer Plate		January 1
AO	Organizations – Colleges, Professional Firefighters, Educators	A	July 1
AP	Prisoner of War	A	July 1, 2015
APA	Patriotic	A	July 1
APH	Purple Heart	A	July 1, 2015
APV	Patriotic Vanity	A	January 1
AR	Amateur Radio	A	July 1
ARF	Whitewater Rafting	A	July 1
AS	Governor's Numbers	A	July 1
ASA	Governor's Scenic	A	July 1
ASN	Governor's Wildlife	A	July 1
AV	Vanity	A	January 1
AVC	Vanity Generic NASCAR	A	October 1
AVF	Volunteer Firefighter	A	July 1
AVN	Vanity NASCAR	A	October 1
AVS	Vanity Scenic	A	January 1
AW	Veterans	A	Monthly
AW2	Two Year Veterans	A	Monthly
AX	Antique Plates – issued the same year as the vehicle model year – expires 2005	A	July 1, 2015
AY	Antique Plates – issued the same year as the vehicle model year – expires yearly	A	July 1
B	Trucks with gross weight of 8,001 pounds and over	B	July 1
BA	Apportioned IRP Truck Plate	B	July 1
CP	Trailers over 2,000 pounds	C	None
CAP	Apportioned IRP Trailer Plate	C	July 1
D	Dealers	D	July 1

Plate Classes and Abbreviations			
Abbreviation	Class Description	Registration Class	Expiration
G	Motorcycle	G	July 1
GA	Antique Motorcycle Plate	G	July 1
GC	Classic Motorcycle Plate	G	July 1
GG	Vertical Motorcycle Plate	G	July 1
GGI	Vertical Legislature Motorcycle Plate	G	July 1
GGV	Vertical Vanity Motorcycle Plate	G	July 1
GH	Handicap Motorcycle Plate	G	July 1
GI	Legislative Motorcycle Plate	G	July 1
GS	Governor's Motorcycle Plate	G	July 1
GV	Vanity Motorcycle Plate	G	July 1
GW	Veterans Motorcycle Plate	G	July 1
GX	Antique Motorcycle Plate – have to be the same year as motorcycle – expires yearly	G	July 1, 2015
GY	Antique Motorcycle Plate – have to be the same year as motorcycle – expires yearly	G	July 1
H	Buses – Limousines for Hire	H	July 1
HA	Apportioned IRP Plates – Buses and limousines for hire	H	July 1
I	Vehicle Not To Be Licenses	I	None
J	Taxi	J	July 1
M	Special Equipment	M	July 1
R	Camping Trailers and House Trailers	R	April 2011
RS	Scenic Camping Trailers	R	April 2011
T	Trailer of 2,000 Pounds or less GVW	T	April 2011
U	Vehicle Class for Low Speed Vehicle	U	?
V	Antique Vehicles	V	July 1, 2015
X	Farm Vehicles	X	?
Y1A	Boats – Fee – Less than 16 Feet	Y	April 2011
Y11	Boats – Fee – 16 Feet or over, but less than 26 Feet	Y	April 2011
Y12	Boats – Fee – 26 Feet or over, but less than 40 Feet	Y	April 2011
Y13	Boats – Fee – 40 Feet or over	Y	April 2011
Y2A	Boats – NO Fee – Less than 16 Feet	Y	April 2011
Y21	Boats – NO Fee – 16 Feet or over, but less than 26 Feet	Y	April 2011
Y22	Boats – NO Fee – 26 Feet or over, but less than 40 Feet	Y	April 2011
Y23	Boats – NO Fee – 40 Feet or over	Y	April 2011
Y3A	Government – Less than 16 Feet	Y	April 2011
Y31	16 Feet or over, but less than 26 Feet	Y	April 2011
Y32	26 Feet or over, but less than 40 Feet	Y	April 2011

Plate Classes and Abbreviations			
Abbreviation	Class Description	Registration Class	Expiration
Y33	40 Feet or over	Y	April 2011
Z	Salvage – NO License	Z	None
PAS	Government/Permanent State Plate – Cars, Buses, Passenger Vans	P	None
PBS	Government/Permanent State Plate – All Trucks	P	None
PCS	Government/Permanent State Plate – Trailers over 2,000 pounds	P	None
PGS	Government/Permanent State Plate – Motorcycle	P	None
PMS	Government/Permanent State Plate – Special Equipment	P	None
PRS	Government/Permanent State Plate – Camping Trailers & House Trailers	P	None
PTS	Government/Permanent State Plate – Trailers 2,000 pounds or less GVW	P	None
PAC	Government/Permanent County Plate – Cars, Buses, Passenger Vans	P	None
PBC	Government/Permanent County Plate – ALL Trucks	P	None
PCC	Government/Permanent County Plate – Trailers over 2,000 pounds	P	None
PGC	Government/Permanent County Plate – Motorcycles	P	None
PNC	Government/Permanent County Plate – Special Equipment	P	None
PRC	Government/Permanent County Plate – Camping Trailers and House Trailers	P	None
PTC	Government/Permanent County Plate – Trailers 2,000 pounds or less GVW	P	None
PAT	Government/Permanent City Plate – Cars, Buses, Passenger Vans	P	None
PBT	Government/Permanent City Plate – ALL Trucks	P	None
PCT	Government/Permanent City Plate – Trailers over 2,000 pounds	P	None
PGT	Government/Permanent City Plate – Motorcycles	P	None
PMT	Government/Permanent City Plate – Special Equipment	P	None
PRT	Government/Permanent City Plate – Camping Trailers and House Trailers	P	None

PTT	Government/Permanent County Plate – Trailers 2,000 pounds or less GVW	P	None
PAV	Government/Permanent Volunteer Fired Department Plate – Cars, Buses, Passenger Vans	P	None
PBV	Government/Permanent Volunteer Fire Department Plate – ALL Trucks	P	None
PCV	Government/Permanent Volunteer Fire Department Plate – Trailers over 2,000 pounds	P	None
PGV	Government/Permanent Volunteer Fire Department Plate – Motorcycles	P	None
PMV	Government/Permanent Volunteer Fire Department Plate – Special Equipment	P	None
PRV	Government/Permanent Volunteer Fire Department Plate – Camping Trailers and House Trailers	P	None
PTV	Government/Permanent Volunteer Fire Department Plate – Trailers 2,000 pounds or less GVW	P	None
PAL	Government/Permanent Sheriffs – Cars	P	None
PBL	Government/Permanent Sheriffs - Trucks	P	None

Appendix B
Cash Register Transactions

Table 1: Cash Drawer Transactions - Titles			
Category	**Transaction Type**	**Required Entry**	
Title Select: B or V Boat or Vehicle	Original	Title Number	Data Entry
		Book Value	Data entry – 5% calculation results in Privilege Tax Amount This is where the Red Book system comes up and the CSR can search the value of the vehicle by entering the first 10 digits of the VIN Number. The CSR has the option of entering the value that is displayed or an actual sale price to calculate the Privilege Tax.
		Sale Price	Entered by CSR
		Trade-in	Entered by CSR
		Net Price	System Generated
		Sales Tax	System Generated
		# of Liens	Entered by CSR
		Lien Fee	System Generated
		Document Fee	System Generated
		Environmental Clean up	System Generated
		Total	Calculation
	Duplicate	Title Number	Data Entry – alpha numeric 7 digit numbers - Example ANNNNNNN
		Title Fee	System Generated
		Environmental Clean up	System Generated
		Total	Calculation
	Replacement	Title Number	Data Entry – alpha numeric 7 digit numbers - Example ANNNNNNN
		Replacement/Error	System Generated
		Environmental Clean up	System Generated
		Total	Calculation
	Lien – applies a lien to a title that has already been issued	Title Number	Data Entry – alpha numeric 7 digit numbers - Example ANNNNNNN
		# of Liens	Entered by CSR

Table 1: Cash Drawer Transactions - Titles			
Category	**Transaction Type**	**Required Entry**	
		Lien Fee	System Generated
		Document Fee	System Generated
		Environmental Clean up	System Generated
		Total	Calculation
	Clear Lien	Title Number	Data Entry – alpha numeric 7 digit numbers - Example ANNNNNNN
		# of Liens	Entered by CSR
		Lien Fee	System Generated
		Document Fee	System Generated
		Environmental Clean up	System Generated
		Total	Calculation
	Non Repair Certificate	Title Number	Data Entry – alpha numeric 7 digit numbers - Example ANNNNNNN
		Junk/Salvage/Cosmetic	Enter – J, S, C
		Document Fee	System Generated
		Total	Calculation
	Reconstruction Exam	Document #	
		Reconstruction Exam	System Generated
		Total	Calculation
	Government – No Fee	Title Number	Data Entry – alpha numeric 7 digit numbers - Example ANNNNNNN
		Lien Fee	System Generated
		Document Fee	System Generated
		Total	Calculation

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

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

Category	Transaction Type	Required Entry	
			(1,000 per copy for additional locations)
		Fee	System Generated
		Recovery Fee	System Generated
		Total	Calculation
Registration	Dealer Temp Tags	Dealer #	5 Digit Numeric Value
		# of Plates	
		Registration Fee	
		Total	Calculation
Registration	Non-Resident	Class	A, B or C
		Plate #	8 Character Alpha Numeric
		Registration Fee	System Generated
		Insurance Fee	System Generated
		Litter Fee	System Generated
		Total	Calculation
Registration	Boat Registration	Length in Feet	Number Entry – up to X Digits
		Class	Y (with subcategories which indicate vessel length)
		Registration #	WV# from Mainframe
		Decal #	9 Digit Numeric
		Type F, G, N used for correcting error made by the Division	Original Renew Duplicate Registration Duplicate Decal F – Error Registration G – Error Decal N – N/F Reg
Registration	Print Temporary Registration	Boat/Vehicle	B or V
		License/Boat Number	Alpha Numeric ????
		Title Number	7 Digit Alpha Numeric ANNNNNN
		Class	A, B, C
		Gross Weight	Data Entry
		VIN/Serial/Hull Number	Data Entry
Registration	Additional Weight	Class	B
		Plate #	Entered by CSR
		Current Weight	Entered by CSR
		Additional Weight	Entered by CSR
		New Weight	System Generated

Table 2: Cash Drawer Transactions - Registration

Table 3: Cash Drawer Transactions – License/Identification			
Category	**Transaction Type**	**Required Entry**	
Operator	Original	Operator Number	Data Entry – 7 Character Alpha Numeric Field
		Class	Data Entry – D, E, F
		Type	Original Reissue Duplicate Expire No Fee X - Endorsement
		Birth Year	Data Entry – 4 Digit Year
		Number of Years	System calculates the number of years required based on the Drive for Five rule
		License Fee	Calculation (xxx per year)
		Motor Voter Fee	.50
		Total	System Generated
Operator	Reissue	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	D, E, F
		Type	Original Reissue Duplicate Expire No Fee X - Endorsement
		Birth Year	Data Entry – 4 Digit Year
		Number of Years	System calculates the number of years required based on the Drive for Five rule
		License Fee	Calculation (xxx per year)
		Motor Voter Fee	.50
		Total	System Generated
Operator	Duplicate	Operator Number	Data Entry – 7 Character Alpha Numeric field
		Class	D, E, F
		Type	Original Reissue Duplicate Expire No Fee X - Endorsement

Table 3: Cash Drawer Transactions – License/Identification			
Category	**Transaction Type**	**Required Entry**	
		License Fee	Fee set by code – Currently $5.00
		Motor Voter Fee	.00
		Total	System Generated
Operator	Expired	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	D, E, F
		Type	Original Reissue Duplicate Expire No Fee X - Endorsement
		Birth Year	Data Entry – 4 Digit Year
		Number of Years	System calculates the number of years required based on the Drive for Five rule
		License Fee	Calculation (xxx per year)
		Motor Voter Fee	.50
		Expiration	$5.00 (Penalty Fee)
		Total	System Generated
Operator	Non-Fee	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	D, E, F
		Type	Original Reissue Duplicate Expire No Fee X - Endorsement
		License Fee	0.00
		Motor Voter Fee	0.00
		Total	System Generated
Operator	Endorsements If a person is getting a new license or renewing a license and decides to add an endorsement (motor-cycle), the cashier must ring up the license transaction and then go	Operator Number	Data Entry – 7 Character Alpha Numeric field
		Class	D, E, F
		Type	Original Reissue Duplicate Expire No Fee X - Endorsement

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Table 3: Cash Drawer Transactions – License/Identification			
Category	Transaction Type	Required Entry	
	back and ring up the endorsement separately. This is only a problem on Class D & E Licenses. It is a flat $5.00 fee for adding an endorsement.	Birth Year	Data Entry – 4 Digit Year
		Number of Years	System calculates the number of years required based on the Drive for Five rule
		License Fee	Calculation (xxx per year)
		Motor Voter Fee	.50
		Total	System Generated
CDL	Original	Operator Number	Data Entry – 7 Character Alpha Numeric Field
		Class	A, B, C
		Type	Original Renewal Duplicate Add Endorsement Expire ReTest
		Birth Year	Data Entry – 4 Digit Year
		Number of Years	Calculation (xxx per year)
		Application Fee	System Generated
		Test Fee	System Generated
		Endorsements	$10.00 per Endorsement
		Total	System Generated
CDL	Renew	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	A, B, C
		Type	Original Renewal Duplicate Add Endorsement Expire ReTest
		Birth Year	Data Entry – 4 Digit Year
		Number of Years	Calculation (xxx per year)
		License Fee	System Generated
		Haz. Mat'l? (Yes or No)	$10.00 (if applicable)
		Total	System Generated
CDL	Duplicate	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	A, B, C
		Type	Original Renewal Duplicate

Category	Transaction Type	Required Entry	
			Add Endorsement Expire ReTest
		Document Fee	$5.00
CDL	Add Endorsement	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	A, B, C
		Type	Original Renewal Duplicate Add Endorsement Expire ReTest
		Document Fee	$5.00
		Endorsements (1 – 6)	System Generated
		Total	System Generated
CDL	Expired	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	A, B, C
		Type	Original Renewal Duplicate Add Endorsement Expire ReTest
		Year of Birth	Entered by CSR
		# of Years	System Generated
		License Fee	System Generated
		Haz. Mat'l? (Yes or No)	System Generated
		Expiration Fee	System Generated
		Total	System Generated
CDL	Retest	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	A, B, C
		Type	Original Renewal Duplicate Add Endorsement Expire ReTest
		Document Fee	$5.00
		Retest Fee	$25.00
		Total	System Generated

Table 3: Cash Drawer Transactions – License/Identification

Table 3: Cash Drawer Transactions – License/Identification			
Category	**Transaction Type**	**Required Entry**	
Operators	Instruction	Operator Number	Date Entry – 7 Character Alpha Numeric Field
		Class	V or F (Vehicle or Motorcycle)
		Type	Original Duplicate Renew
		Permit Fee	$5.00
		Total	System Generated
Operators	ID Cards	ID #	Date Entry – 7 Character Alpha Numeric Field
		Type	Original Child Renew Duplicate Expire
		Birth Year	Data Entry – 4 Digit Year
		# of Years	System Generated
		License Fee	System Generated
		Total	System Generated
GDL	GDL Level 1 = Instruction Level 2 = Restricted Level 3 = Unrestricted	Permit #	Date Entry – 7 Character Alpha Numeric Field
		Level	1, 2, 3
		Type O/D/E	Entered by CSR
		Permit Fee per Level	$5.00
Licenses/IDs	Salesperson Licenses	Operator #	Entered by CSR
		Type O/R/D/E	Entered by CSR
		Year of Birth	Entered by CSR
		Number of Years	System Generated
		License Fee	System Generated
		Background Check	System Generated

Table 4: Cash Drawer Transactions – Miscellaneous			
Category	**Transaction Type**	**Required Entry**	
Miscellaneous	Trip Permits	Trip Code	1 – One Way MH – Mobile Home **IRP Permits**
		Beginning Permit #	Data Entry
		Ending Permit #	Data Entry
		# Permits	Calculation
		Permit Fee	System Generated
		Total	Calculation
Miscellaneous	Information	Document #	Data Entry – Free Form
		Information Fee	No Calculation – Data Entry
		Total	Calculation
Miscellaneous	Penalties Example: Using Bad Check	Document #	Data Entry – Usually File Number
		Penalty Code	1 – Bad Check (Acct. Only) 3 – P/U (Pick up) (Not Used Often) 5 – P/U Registration 7 – Insurance Reinstatement P/U Plate ($50.00) 9 – Insurance RE/Registration ($100) 2 – DUI School ($30.00) 4 – Reinstate Operators (Acct. & Drivers) 6 – Reinstate Registration (Acct. & Drivers – everything but Insurance) 8 – Re/OP/New (Insurance) ($50.00 – reinstatement) A – SEC Deposit
		Fee	System Generated
		Check Amount	Amount of Bad Check
		Total	Calculation

Table 4: Cash Drawer Transactions – Miscellaneous			
Category	**Transaction Type**	**Required Entry**	
Miscellaneous	Handicap

Transaction used for inventory control – there is a change for second replacement of permit ($5.00) – the $5 fee is rung up under Misc/Misc. | Permit # | 6 Digit Alpha Numeric |
		Permit Fee	No Charge
		Total	Calculation
Miscellaneous	Hearing	Docket #	File # (7 Digit Alpha Numeric
		Hearing Fee	No Standard Fee – Data Entry Some hearings are $10.00, others are $50.00
		Additional Costs	Witness fees, documents, mileage, etc. This total is manually entered – a fee sheet is attached to the file so the cashier knows what fees to ring up. These fees are paid at the time of reinstatement.
		Total	Calculation
Miscellaneous	Driving Record	Document #	Driver's License Number – Data Entry – 7 Character Alpha Numeric Field
		# Documents	Page Count
		Document Fee	$5.00 per Document – System Calculation based on number of pages
		Total	Calculation
Miscellaneous	Miscellaneous

This is used to ring up overpayments when people send in too much money. The cashier has to record the additional funds and is not permitted to give a refund greater than $10.00. If the overpayment exceeds this amount, it is entered | Misc. Fee Description | Open Data Entry |
| | | Misc. Fee | Open Entry |
| | | Total | Calculation |

Table 4: Cash Drawer Transactions – Miscellaneous			
Category	**Transaction Type**	**Required Entry**	
Miscellaneous	Handicap Transaction used for inventory control – there is a change for second replacement of permit ($5.00) – the $5 fee is rung up under Misc/Misc.	Permit #	6 Digit Alpha Numeric
		Permit Fee	No Charge
		Total	Calculation
Miscellaneous	Hearing	Docket #	File # (7 Digit Alpha Numeric
		Hearing Fee	No Standard Fee – Data Entry Some hearings are $10.00, others are $50.00
		Additional Costs	Witness fees, documents, mileage, etc. This total is manually entered – a fee sheet is attached to the file so the cashier knows what fees to ring up. These fees are paid at the time of reinstatement.
		Total	Calculation
Miscellaneous	Driving Record	Document #	Driver's License Number – Data Entry – 7 Character Alpha Numeric Field
		# Documents	Page Count
		Document Fee	$5.00 per Document – System Calculation based on number of pages
		Total	Calculation
Miscellaneous	Miscellaneous This is used to ring up overpayments when people send in too much money. The cashier has to record the additional funds and is not permitted to give a refund greater than $10.00. If the overpayment exceeds this	Misc. Fee Description	Open Data Entry
		Misc. Fee	Open Entry
		Total	Calculation

	amount, it is entered into the		
Table 4: Cash Drawer Transactions – Miscellaneous			
Category	**Transaction Type**	**Required Entry**	
Miscellaneous	Handicap Transaction used for inventory control – there is a change for second replacement of permit ($5.00) – the $5 fee is rung up under Misc/Misc.	Permit #	6 Digit Alpha Numeric
		Permit Fee	No Charge
		Total	Calculation
Miscellaneous	Hearing	Docket #	File # (7 Digit Alpha Numeric
		Hearing Fee	No Standard Fee – Data Entry Some hearings are $10.00, others are $50.00
		Additional Costs	Witness fees, documents, mileage, etc. This total is manually entered – a fee sheet is attached to the file so the cashier knows what fees to ring up. These fees are paid at the time of reinstatement.
		Total	Calculation
Miscellaneous	Driving Record	Document #	Driver's License Number – Data Entry – 7 Character Alpha Numeric Field
		# Documents	Page Count
		Document Fee	$5.00 per Document – System Calculation based on number of pages
		Total	Calculation
Miscellaneous	Miscellaneous This is used to ring up overpayments when people send in too much money. The cashier has to record the additional funds and is not permitted to give a refund greater than $10.00. If the overpayment exceeds this amount, it is entered into the	Misc. Fee Description	Open Data Entry
		Misc. Fee	Open Entry
		Total	Calculation

Table 4: Cash Drawer Transactions – Miscellaneous			
Category	**Transaction Type**	**Required Entry**	
	Cash Register System here and then can be used as credit or a refund can be issued out of the Accounting Section. Also used when someone requests a copy of their File. Copies are .25 per page, plus a search fee.		
Miscellaneous	License Service Only used by Dealers	Document #	License Service ID #
		Fee	System Generated
		Total	Calculation
Miscellaneous	Rehab. Interlock Used only by Driver Services	Document #	File # must allow for concurrent DUI Files, which is the DUI File Number, plus all concurrent files represented by Alpha Characters (315545A, B, C, D, E)
Miscellaneous	Leased Vehicle Used only in Dealers Application $250.00 Renewal $100.00 Sales Tax is used only to ring up monthly remittance	Document #	Leasing Company # (8 Characters)
		Type	Ap – Application Ren – Renew Sales Tax
		Sales Tax	Entered by CSR
		Application Fee	Zero if Application or Renew
		Title Fee	System Generated
		Lien Fee	System Generated
		Temp. Registration Fee	System Generated
		Total	Calculation
Miscellaneous	Miscellaneous Decals	Starting Decal #	Entered by CSR
		Ending Decal #	Entered by CSR
		Fuel Tax/IFTA	F or I
		Quantity	Calculation from Above
		Fee Amount	System Generated
		Total	System Generated
Miscellaneous	Vehicle Rental	Registration #	Rental Company Number (8 Characters)
		Fee	Enter amount of collections

Appendix C
Division of Motor Vehicles – Productivity Report

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

DAY	GENERAL REVENUE	DEALER REVENUE	REVENUE GRAND TOTAL OF REVENUE	GRAND TOTAL OF CUSTOMERS	TITLES PRINTED	OPERATOR RENEWALS & 23'S	AMT OF PROCESSED FORMS TITLE AND REG	REGIS-TRATION RENEWALS	44'S AND 32'S	TOTAL NUMBER OF TRANS	TOTAL CREDIT CARDS
MON	$5,554.35	$6,285.75	$12,840.10	56	39	18	138	10	8	215	2
TUES	$8,342.63	$7,995.11	$16,337.74	46	20	15	138	4	8	198	4
WED	$4,149.75	$8,261.55	$12,411.30	45	92	10	179	5	3	239	6
THURS	$4,093.18	$13,531.70	$17,624.88	47	39	17	119	6	6	191	6
FRI	$8,641.56	$14,111.40	$22,652.96	50	34	15	122	7	8	206	5
TOTAL	$31,681.47	$50,185.51	$81,866.98	243	224	75	696	34	33	1049	23

Page 1

Appendix D
Division of Motor Vehicles – Consolidated Office Report

January 2009 — December 2009

	Dealer Revenue	Total Revenue	Customers	Instant Prints	Operator Renewals	Titles Processed	Renewals	44 & 32	Transactions
Winfield	$995,328.58	$2,617,117.78	25,854	2,264	7,933	8,516	6,284	3,121	34,040
Martinsburg	$585,612.02	$1,921,501.28	29,178	3,657	9,812	7,849	8,781	3,064	37,826
K-City	$0.00	$2,330,830.08	43,541	2,599	16,736	9,665	5,853	9,594	53,098
Huntington	$1,461,897.41	$2,606,283.13	21,567	4,773	9,578	10,126	4,563	3,232	36,650
Logan	$0.00	$926,064.72	14,166	996	4,132	3,644	3,455	4,273	17,203
Clarksburg	$322,015.91	$1,350,706.03	24,759	2,480	8,605	7,813	4,065	1,080	31,841
Moundsville	$462,200.00	$1,529,149.76	19,253	2,119	6,067	5,532	2,334	1,271	21,376
Princeton	$391,785.50	$1,110,746.03	16,252	1,279	5,834	4,407	4,740	683	19,947
Main Office	$698,521.85	$986,886.65	3,940	2,711	1,443	7,823	787	2,596	13,715
Parkersburg	$864,630.45	$2,219,259.12	26,381	3,056	9,271	9,282	5,232	866	34,503
Pt. Pleasant	$219,263.19	$556,500.34	7,408	468	2,285	2,312	1,945	1,312	9,789
Moorefield	$85,833.89	$454,050.65	7,427	1,000	2,099	2,446	2,040	1,677	9,763
Elkins	$368,134.78	$930,333.60	14,315	1,022	4,821	3,917	3,900	2,853	18,122
Beckley	$234,301.14	$1,157,440.98	22,072	1,799	9,947	6,325	2,602	3,130	28,686
Morgantown	$78,565.75	$1,476,782.06	22,541	1,202	9,424	5,797	5,533	362	29,601
Romney	$50,003.48	$729,861.26	10,376	827	3,907	3,503	2,371	1,356	15,503
Flatwoods	$195,601.50	$605,093.67	11,174	729	4,261	2,946	2,611	723	13,770
Spencer	$0.00	$477,364.61	6,836	812	2,146	2,284	1,683	1,951	9,595
Lewisburg	$0.00	$530,290.65	11,285	790	4,091	3,103	2,510	1,053	14,555
Williamson	$230,017.53	$537,699.30	6,865	716	1,854	2,133	2,476	476	8,651
Franklin	$2,705.35	$232,639.08	2,749	875	473	914	886	910	4,533
Welch	$0.00	$262,854.95	6,061	459	2,306	1,499	1,346	781	7,933
Weirton	$406,718.59	$1,077,247.59	9,573	896	3,879	2,786	2,248		12,997
Fairmont	$0.00	$47,925.00	4,398	0	4,398	0	0	0	4,398
Wheeling	$0.00	$12,019.75	1,089	0	1,089	0	0	0	1,126
Charles Town	$3,209.60	$889,572.36	16,488	507	4,677	3,324	4,735	2,362	18,099
Totals	$7,646,347	$27,586,220	385,548	38,036	141,068	117,946	82,980	51,788	608,340

Appendix E - Management Report
Summary of Office Activity

CONSOLIDATED LOCATIONS REPORT
REVENUE COLLECTIONS

DATE- 7/06/2009   TIME-13:50:32

LOCATION	USER	TRAN	CASH	CHECK	CREDIT	AMX	DISC	M/C	VISA	D/U	VOTES	E.C
BECKLEY	504	115	1,307.00	5,315.75	.00	.00	.00	28.50	623.81	.00	.00	.00
	508	93	913.75	6,183.75	.00	.00	.00	365.50	74.00	.00	50	...
	511	105	2,048.00	3,581.75	.00	.00	.00	.00	241.00	.00	.00	.00
	005	41	277.75	54.00	.00	.00	.00	13.00	37.00	.00	.00	.00
	014	45	378.50	31.00	.00	.00	43.75	41.75	31.00	.00	.00	.00
BECKLEY		401	4,925.00	15,166.25	.00	.00	43.75	448.25	1,006.81	.00	.00	.00

DEPOSIT TOTAL   20,091.25   CR. CARD TOTAL   1,498.81   TOTAL COLLECTED   21,590.06

APPENDIX F
TRANSACTION REPORT BY CASHIER

WEST VIRGINIA DIVISION OF MOTOR VEHICLES

DATE- 03/22/2013 To 03/22/2013   TRANSACTION REPORT   PAGE-   1

"ION -ELKINS   CASHIER -E10   TASHA ROY

RG   RPL DUP   1 8DH596   OLD- WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE-   5.00

                                   C/F-   .00 INS-   .00 LIT-   .00 END- .00 DCL-0   SCN   RSV-

MS   HAND   2 P234700   FEE   5.00 CST   .00 FL#   #PR0000DOC   .00 RCT   .00 DC#000000000000

                                   T/F   .00 LNF   .00 #LN00TMP   .00 ID#

FN   ***********   0001-0002 CSH-   10.00 CHK-   .00 CRD-   .00 CHG-

                ***********   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

TL   ORG   3 DM38611   V/B-V S/P-   .00 TRD-   .00 N/P-   .00 LN#- 1 FEE-   5.00

                                   PRV-   .00 TTL- 5.00 TIR- 5.00 VN#-

RG   REN   4 WTA004   OLD- WGT-   0 PLT-   NEW-AM WGT-   0 #PLT- 2 FEE-   .00

                                   C/F-   57.00 INS-   1.00 LIT-   2.00 END- .00 DCL-0449937   SCN   RSV-

RG   XFR   5 WTA004   OLD- WGT-   0 PLT-   NEW-AM WGT-   0 #PLT- 0 FEE-   .00

                                   C/F-   .00 INS-   .00 LIT-   .00 END- .00 DCL-   SCN   RSV-

FN   ***********   0003-0005 CSH-   .00 CHK-   .00 CRD-   .00 CHG-   10.00

                ***********   AMX-   .00 M/C-   75.00 DIS-   .00 VIS-   .00 H00818   143777410

LI   OPRR R   6 F463244   LIC-   12.50 APP-   .00 HAZ-   .00 TST-   .00 #END- 0 AMT-

                                      .00 DOC-   .00 DOB-1953 YRS-05 EXP-   .00 M/V- .50 LVL-

FN   ***********   0006-0006 CSH-   13.00 CHK-   .00 CRD-   .00 CHG-   .00

                ***********   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   7 3NA607   OLD- WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE-   .00

                                   C/F-   28.50 INS-   .50 LIT-   1.00 END- .00 DCL-0449938   SCN   RSV-

FN   ***********   0007-0007 CSH-   30.00 CHK-   .00 CRD-   .00 CHG-   2.00

                ***********   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   8 4UG582   OLD- WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE=   .00

                                   C/F-   28.50 INS-   .50 LIT-   1.00 END- .00 DCL-0449939   SCN   RSV-

N   ***********   0008-0008 CSH-   .00 CHK-   30.00 CRD-   .00 CHG-   .00

                ***********   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

.ION -ELKINS   CASHIER -E10 TASHA ROY

LI   OPRR R   9 A392451   LIC- 12.50 APP-   .00 HAZ-   .00 TST-   .00 #END-   0 AMT-
                                    .00 DOC-   .00 DOB-1938 YRS-05 EXP-   .00 M/V- .50 LVL-

RG   RPL DUP 10 7U1603   OLD-   WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE-   5.00
                                C/F-   .00 INS-   .00 LIT-   .00 END- .00 DCL-0   SCN   RSV-

FN   ************   0009-0010 CSH- 18.00 CHK-   .00 CRD-   .00 CHG-   .00
              ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

LI   OPRR R   11 E945940   LIC- 12.50 APP-   .00 HAZ-   .00 TST-   .00 #END-   0 AMT-
                                    .00 DOC-   .00 DOB-1973 YRS-05 EXP-   .00 M/V- .50 LVL-

FN   ************   0011-0011 CSH-   .00 CHK- 13.00 CRD-   .00 CHG-   .00
              ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   12 4EU149   OLD-   WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE-   .00
                                C/F- 28.50 INS-   .50 LIT-   1.00 END- .00 DCL-0449940   SCN   RSV-

FN   ************   0012-0012 CSH-   .00 CHK- 30.00 CRD-   .00 CHG-   .00
              ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

TL   ORG   13 DM38612   V/B-V S/P- 500.00 TRD-   .00 N/P- 500.00 LN#- 0 FEE-   .00
                                PRV- 25.00 TTL- 5.00 TIR- 5.00 VN#-

RG   XFR   14 OWH448   OLD-   WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 0 FEE-   5.00
                                C/F-   .00 INS-   .50 LIT-   .00 END- .00 DCL-   SCN   RSV-

FN   ************   0013-0014 CSH- 40.50 CHK-   .00 CRD-   .00 CHG-   .00
              ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   15 4UV475   OLD-   WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE-   .00
                                C/F- 28.50 INS-   .50 LIT-   1.00 END- .00 DCL-0449941   SCN   RSV-

FN   ************   0015-0015 CSH-   .00 CHK- 30.00 CRD-   .00 CHG-   .50
              ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   16 4E5052   OLD-   WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE-   .00
                                C/F- 28.50 INS-   .50 LIT-   1.00 END- .00 DCL-0449942   SCN   RSV-

WEST VIRGINIA DIVISION OF MOTOR VEHICLES

⊥ ſION -ELKINS   CASHIER -E10 TASHA ROY

FN   ************   0016-0016 CSH-   .00 CHK-   30.00 CRD-   .00 CHG-   .00

                ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

LI   OPRR R   17 E224087   LIC-   12.50 APP-   .00 HAZ-   .00 TST-   .00 #END-   0 AMT-

                                        .00 DOC-   .00 DOB-1963 YRS-05 EXP-   .00 M/V- .50 LVL-

FN   ************   0017-0017 CSH-   .00 CHK-   13.00 CRD-   .00 CHG-   .00

                ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   18 4FE495   OLD-   WGT-   0 PLT-   NEW-A   WGT-   0 #PLT- 1 FEE-   .00

                                   C/F-   28.50 INS-   .50 LIT-   1.00 END- .00 DCL-0449943   SCN   RSV-

FN   ************   0018-0018 CSH-   .00 CHK-   30.00 CRD-   .00 CHG-   .00

                ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   19 4GW599   OLD-   WGT-   0 PLT-   NEW-A   WGT-   0 #PLT- 1 FEE-   .00

                                   C/F-   28.50 INS-   .50 LIT-   1.00 END- .00 DCL-0449944   SCN   RSV-

FN   ************   0019-0019 CSH-   .00 CHK-   30.00 CRD-   .00 CHG-   .00

                ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

TL   ORG   20 DM38613   V/B-V S/P- 6000.00 TRD-   .00 N/P- 6000.00 LN#- 1 FEE- 5.00

                                   PRV- 300.00 TTL- 5.00 TIR- 5.00 VN#-

RG   XFR   21 3DW628   OLD-   WGT-   0 PLT-   NEW-A   WGT-   0 #PLT- 0 FEE-   5.00

                                   C/F-   .00 INS-   .50 LIT-   .00 END- .00 DCL-_   SCN   RSV-

FN   ************   0020-0021 CSH- 320.50 CHK-   .00 CRD-   .00 CHG-   .00

                ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   22 2HX239   OLD-   WGT-   0 PLT-   NEW-A   WGT-   0 #PLT- 1 FEE-   .00

                                   C/F-   28.50 INS-   .50 LIT-   1.00 END- .00 DCL-0449945   SCN   RSV-

FN   ************   0022-0022 CSH-   .00 CHK-   .00 CRD-   .00 CHG-   .50

                ************   AMX-   .00 M/C-   30.00 DIS-   .00 VIS-   .00 B47477   143862114

RG   RPL DEC 23 G92162   OLD-   WGT-   0 PLT-   NEW-G   WGT-   0 #PLT- 2 FEE-   .00

                                   C/F-   .00 INS-   .00 LIT-   .00 END- .00 DCL-010459   SCN   RSV-

WEST VIRGINIA DIVISION OF MOTOR VEHICLES
TRANSACTION REPORT

DATE- 03/22/2013 To 03/22/2013   PAGE-   4

.TION -ELKINS   CASHIER -E10   TASHA ROY

FN   ************   0023-0023 CSH-   .00 CHK-   .00 CRD-   .00 CHG-   .00

                    ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   24 3RK162   OLD-   WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE-   .00

                                 C/F-   28.50 INS-   .50 LIT-   1.00 END-   .00 DCL-0449946   SCN   RSV-

FN   ************   0024-0024 CSH-   30.00 CHK-   .00 CRD-   .00 CHG-   .00

                    ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

RG   REN   25 UP2U   OLD-   WGT-   0 PLT-   NEW-AVS WGT-   0 #PLT- 1 FEE-   .00

                                 C/F-   28.50 INS-   .50 LIT-   1.00 END-15.00 DCL-0449947   SCN   RSV-

FN   ************   0025-0025 CSH-   .00 CHK-   .00 CRD-   .00 CHG-   10.00

                    ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   45.00 093716   143875711

TL   ORG   26 DM38614   V/B-V S/P- 7000.00 TRD-   .00 N/P- 7000.00 LN#- 0 FEE-   .00

                                 PRV- 350.00 TTL- 5.00 TIR- 5.00 VN#-

RG   NEW   27 4VS649   OLD-   WGT-   0 PLT-   NEW-A WGT-   0 #PLT- 1 FEE-   .00

                                 C/F-   28.50 INS-   .50 LIT-   1.00 END-   .00 DCL-0   SCN   RSV-

FN   ************   0026-0027 CSH- 390.00 CHK-   .00 CRD-   .00 CHG-   .00

                    ************   AMX-   .00 M/C-   .00 DIS-   .00 VIS-   .00

APPENDIX G
MANAGEMENT REPORT
CONSOLIDATED TOTALS BY OFFICE

CONSOLIDATED LOCATION REPORT
REVENUE COLLECTIONS

DATE-03/22/2013   TIME-11:27:42

LOCATION	TRAN	CASH	CHECK	CREDIT	AMX	DISC	M/C	VISA	O/U	VOIDS	E/C
BECKLEY	427	4,193.01	5,246.26	.00	.00	72.75	1,883.37	2,387.88	.00	193.50	.00
DEPOSIT TOTAL		9,439.27	CR. CARD TOTAL		4,344.00	TOTAL COLLECTED		13,783.27			
BRIDGEPORT	506	6,007.26	8,866.58	.00	.00	121.00	3,628.65	2,093.26	.00	1,707.00	40.00
DEPOSIT TOTAL		14,873.84	CR. CARD TOTAL		5,842.91	TOTAL COLLECTED		20,716.75			
CHARLESTON	214	1,015.38	43,514.42	.00	.00	.00	.00	1,257.88	.01-	894.90	.00
DEPOSIT TOTAL		44,529.80	CR. CARD TOTAL		1,257.88	TOTAL COLLECTED		45,787.68			
CHARLESTOWN	428	4,755.08	10,243.08	.00	90.00	83.00	1,698.75	3,819.90	.00	365.75	60.00-
DEPOSIT TOTAL		14,998.16	CR. CARD TOTAL		5,691.65	TOTAL COLLECTED		20,689.81			
DEALERS	7	.00	1,874.00	.00	.00	.00	.00	.00	.00	.00	.00
DEPOSIT TOTAL		1,874.00	CR. CARD TOTAL		.00	TOTAL COLLECTED		1,874.00			
DPS		.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
DEPOSIT TOTAL		.00	CR. CARD TOTAL		.00	TOTAL COLLECTED		.00			
DRIVER IMPROV	36	.00	.00	3,080.00	.00	.00	.00	.00	.00	.00	.00
DEPOSIT TOTAL		.00	CR. CARD TOTAL		.00	TOTAL COLLECTED		.00			
DRIVERS	170	487.00	2,332.50	4,975.00	.00	.00	.00	68.00	5.00	.00	80.00-
DEPOSIT TOTAL		2,819.50	CR. CARD TOTAL		68.00	TOTAL COLLECTED		2,887.50			
ELKINS	268	3,112.75	3,688.76	670.00	48.00	35.00	253.00	1,283.75	.00	26.00	.00
DEPOSIT TOTAL		6,801.51	CR. CARD TOTAL		1,619.75	TOTAL COLLECTED		8,421.26			
FLATWOODS	286	2,438.63	3,200.07	.00	3,966.30	.00	1,617.05	2,135.88	.00	121.50	.00
DEPOSIT TOTAL		5,638.70	CR. CARD TOTAL		7,719.23	TOTAL COLLECTED		13,357.93			
FRANKLIN	86	344.92	3,009.30	.00	.00	.00	755.00	8.00	.00	.00	440.50-
DEPOSIT TOTAL		3,354.22	CR. CARD TOTAL		763.00	TOTAL COLLECTED		4,117.22			
HUNTINGTON	560	6,177.39	38,297.70	.00	.00	110.00	1,112.75	2,537.00	2.99	10.00	.00
DEPOSIT TOTAL		44,475.09	CR. CARD TOTAL		3,759.75	TOTAL COLLECTED		48,234.84			
IRP	13	582.13	30.00	.00	20.00	5.00	5.00	20.00	.00	.00	.00
DEPOSIT TOTAL		612.13	CR. CARD TOTAL		50.00	TOTAL COLLECTED		662.13			
IRP DIR MKT	5	.00	.00	.00	623.13	.00	.00	1,318.57	.00	.00	.00
DEPOSIT TOTAL		.00	CR. CARD TOTAL		1,941.70	TOTAL COLLECTED		1,941.70			
KANAWHA CITY	734	6,588.52	10,202.63	.00	73.00	740.00	2,328.50	4,488.14	.00	870.50	100.00-
DEPOSIT TOTAL		16,791.15	CR. CARD TOTAL		7,629.64	TOTAL COLLECTED		24,420.79			
LEASING		.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
DEPOSIT TOTAL		.00	CR. CARD TOTAL		.00	TOTAL COLLECTED		.00			
LEWISBURG	229	2,439.76	6,896.50	.00	.00	.00	672.25	807.00	.00	8.00	.00
DEPOSIT TOTAL		9,336.26	CR. CARD TOTAL		1,479.25	TOTAL COLLECTED		10,815.51			
LOGAN	221	2,731.13	4,342.45	.00	.00	.00	1,059.41	3,720.70	.00	145.00	160.00-
DEPOSIT TOTAL		7,073.58	CR. CARD TOTAL		4,780.11	TOTAL COLLECTED		11,853.69			

CONSOLIDATED LOCATION REPORT
REVENUE COLLECTIONS

DATE-03/22/2013   TIME-11:31:30

LOCATION	TRAN	CASH	CHECK	CREDIT	AMX	DISC	M/C	VISA	O/U	VOIDS	E/C
:TINSBURG	488	3,398.14	17,328.93	.00	18.00	60.00	796.50	7,590.05	.00	3,592.51	23.00
DEPOSIT TOTAL		20,727.07	CR. CARD TOTAL		8,464.55	TOTAL COLLECTED		29,191.62			
MOOREFIELD	191	3,291.00	3,165.18	.00	.00	.00	295.88	496.95	.00	.00	.00
DEPOSIT TOTAL		6,456.18	CR. CARD TOTAL		792.83	TOTAL COLLECTED		7,249.01			
MORGANTOWN	545	4,180.00	12,184.47	.00	40.00	500.50	1,825.50	4,108.53	.00	145.50	110.00-
DEPOSIT TOTAL		16,364.47	CR. CARD TOTAL		6,474.53	TOTAL COLLECTED		22,839.00			
MOUNDSVILLE	342	4,014.08	19,776.38	1,108.20	.00	114.00	820.25	714.75	17.97	10.00	.00
DEPOSIT TOTAL		23,790.46	CR. CARD TOTAL		1,649.00	TOTAL COLLECTED		25,439.46			
PARKERSBURG		.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
DEPOSIT TOTAL		.00	CR. CARD TOTAL		.00	TOTAL COLLECTED		.00			
PBURG - WVU	552	4,020.62	40,702.38	.00	.00	18.00	1,104.73	3,019.03	.00	515.50	5.00-
DEPOSIT TOTAL		44,723.00	CR. CARD TOTAL		4,141.76	TOTAL COLLECTED		48,864.76			
PRINCETON	283	2,970.77	3,278.43	.00	.00	43.38	135.00	2,876.50	.00	65.50	.00
DEPOSIT TOTAL		6,249.20	CR. CARD TOTAL		3,054.88	TOTAL COLLECTED		9,304.08			
PT. PLEASANT	150	1,557.75	1,888.00	.00	.00	.00	519.75	409.25	.00	.00	13.00-
DEPOSIT TOTAL		3,445.75	CR. CARD TOTAL		929.00	TOTAL COLLECTED		4,374.75			
ORDS	8	46.00	5.00	.00	.00	.00	.00	.00	.00	.00	.00
DEPOSIT TOTAL		51.00	CR. CARD TOTAL		.00	TOTAL COLLECTED		51.00			
ROMNEY	213	4,695.13	2,643.88	.00	.00	466.40	255.00	1,534.00	.00	65.00	.00
DEPOSIT TOTAL		7,339.01	CR. CARD TOTAL		2,255.40	TOTAL COLLECTED		9,594.41			
SPENCER	144	2,839.63	6,812.93	.00	.00	.00	38.00	351.75	.00	.00	.00
DEPOSIT TOTAL		9,652.56	CR. CARD TOTAL		389.75	TOTAL COLLECTED		10,042.31			
WELCH	148	1,914.13	1,794.95	.00	.00	.00	230.00	2,010.25	.00	13.00	.00
DEPOSIT TOTAL		3,709.08	CR. CARD TOTAL		2,240.25	TOTAL COLLECTED		5,949.33			
WILLIAMSON	119	1,854.75	4,585.35	.00	.00	.00	.00	1,157.00	.00	13.00	.00
DEPOSIT TOTAL		6,440.10	CR. CARD TOTAL		1,157.00	TOTAL COLLECTED		7,597.10			
WINFIELD	589	5,825.29	39,934.29	.00	141.75	13.00	2,148.13	3,593.77	.00	167.38	561.20-
DEPOSIT TOTAL		45,759.58	CR. CARD TOTAL		5,896.65	TOTAL COLLECTED		51,656.23			
weirton	236	3,281.00	11,565.00	.00	.00	.00	921.25	2,534.65	.00	1,188.60	.00
DEPOSIT TOTAL		14,846.00	CR. CARD TOTAL		3,455.90	TOTAL COLLECTED		18,301.90			
GRAND TOTALS	8,198	84,761.25	307,409.42	9,833.20	5,020.18	2,382.03	24,103.72	56,342.44	25.95	10,118.14	1592.70-
DEPOSIT TOTAL		392,170.67	CR. CARD TOTAL		87,848.37	TOTAL COLLECTED		480,019.04			

APPENDIX H
MANAGEMENT REPORT
CONSOLIDATED REGIONAL OFFICE REPORT

CONSOLIDATED TOTALS FOR - 03/22/2013
BECKLEY

PRIVILIGE TAX	73	6,144.50
ORIGINAL TITLES	73	365.00
DUPLICATE TITLES	6	30.00
ERROR TITLES	1	0.00
LIEN FEES	2	10.00
LIEN RELEASE FEES	2	10.00
SALVAGE CERTIFICATES	2	30.00
NON-REPAIRABLE CERT.	1	0.00
RECONSTRUCT EXAM.	11	385.00
BOAT PRIV TAX	1	115.00
BOAT ORG TITLES	1	5.00
INSURANCE FEES	150	75.00
LITTER CONTROL FEES	146	146.00
XFR REG DOC FEES	14	65.00
XCH REG DOC FEES	1	5.00
DUPLICATE REGIST.	4	20.00
DUPLICATE PLATES	2	10.00
DUPLICATE DECALS	5	15.00
DUPLICATE REG N/C	2	0.00
TEMPS. W/O TRANS,	2	0.00
NEW REG - CLASS A	47	1,510.50
NEW REG - CLASS ABC	1	35.63
NEW REG - CLASS AC	1	7.13
NEW REG - CLASS ARF	1	35.63
NEW REG - CLASS AV	1	25.38
NEW REG - CLASS B	2	163.50
NEW REG - PERM. C	5	250.00
NEW REG - CLASS G	2	29.00
NEW REG - CLASS R	1	12.00
NEW REG - CLASS T	3	48.00
REN REG - CLASS A	51	1,738.50
REN REG - CLASS G	6	116.00
XFR REG - CLASS A	13	0.00
XCH REG - CLASS AY	1	7.12
BOAT REG. - NEW	1	15.00
RESERVATION FEES	7	125.00
A. JAMES MANCHIN	82	410.00
REN OPERATORS - D	2	68.75
DUP OPERATORS - D	1	5.00
NEW OPERATORS - E	6	77.50
REN OPERATORS - E	45	555.00
DUP OPERATORS - E	21	90.00
EXP OPERATORS - E	11	132.50
END OPERATORS - E	1	5.00
DUP OPERATORS - F	2	10.00
ID CARDS - ORG	13	125.00
ID CARDS - REN	2	85.00
ID CARDS - DUP	0	15.00
ID CARDS - EXP	0	25.00
ID CARDS - CHD	1	5.00
C.D.L. APPL - A	2	105.00
C.D.L. APPL - B	1	61.25

C.D.L. REN FEE - A	1	43.75
C.D.L. DUP FEE - B	1	5.00
C.D.L. EXP FEE - A	1	5.00
EXP OPR DOC FEES - E	11	55.00
INSTRUCTORS NEW	10	50.00
INSTRUCT NEW - CYCLE	5	25.00
GDL LEVEL 1 - ORG	4	20.00
GDL LEVEL 1 - DUP	1	5.00
GDL LEVEL 2 - ORG	4	20.00
GDL LEVEL 2 - DUP	1	5.00
GDL LEVEL 3 - ORG	1	7.50
MOTOR VOTER	65	32.50
DEALER SALES. LIC-ORG	1	7.00
HANDICAP PLACARDS	12	0.00
DRIVING RECORD	3	15.00
MISCELLANEOUS FEES	4	111.25

LOCATION TOTALS	13,730.89

TITLES ISSUED	81
PLATES ISSUED	68
VERTICAL PLATES ISSUED	0
SCENIC ISSUED	0
WILDLIFE ISSUED	0
NASCAR ISSUED	0
TEMP. ISSUED	0
DECALS ISSUED	50
2YR DECALS ISSUED	20
PLACARDS ISSUED	12
BOAT DECALS ISSUED	1
GOV PLATES	0
GOV DECALS ISSUED	0

PRIVILEDGE TAX	6,259.50
PRIV TAX-LEASED VEH.	0.00
PRIV TAX-RENTAL VEH.	0.00
STATE ROAD	6,015.14
LITTER CONTROL	146.00
GENERAL REVENUE	0.00
MOTOR BOAT (DMV)	7.50
MOTOR BOAT (DNR)	7.50
HEARING FEES	0.00
HEARING DOCKET FEES	0.00
RETURNED CHECK FEES	0.00
INSURANCE FEES	75.00
REINSTATE OPERATORS	0.00
DRIVER REHAB.	0.00
DRIVER REHAB. I'LOCK	0.00
IRP REGISTRATION	0.00
SPEC. REG. PLATES	0.00
CDL FEES (DMV)	293.75
CDL ENDORSEMENT TEST	0.00
INSPECT. RECON. VEH.	385.00
MOTORCYCLE SAFE-DMV	74.00

MOTORCYCLE LIC. EXAM	18.00
MOTOR VOTER	32.50
DMV AD VALERUM	0.00
DMV AD VALERUM ADMIN	0.00
SPEC. REG.-SCENIC	0.00
SPEC. GAME PLATE	0.00
SPEC GAME PLATE-2 YR	0.00
A. JAMES MANCHIN	410.00
DEALER RECOVERY	0.00
LOCATION TOTAL	13,723.89

APPENDIX I
MANAGEMENT REPORT
CONSOLIDATED ACTIVITY REPORT

CONSOLIDATED LOCATIONS REPORT
REVENUE COLLECTIONS

DATE- 3/20/2013   TIME-10:15:3

LOCATION.	CSH#	TRAN	CASH	CHECK	CREDIT	AMX	DISC	M/C	VISA	O/U	VOIDS	E/C
KANAWHA CIT	K44	42	231.75	71.75	.00	.00	.00	20.00	38.00	.00	.00	.00
	K18	53	824.00	3,475.00	.00	.00	.00	1,273.38	180.00	.00	40.50	.00
	K70	78	1,997.02	7,464.01	.00	.00	.00	275.00	148.75	.00	.00	.00
	K23	46	445.25	52.00	.00	.00	.00	125.50	77.00	.00	.00	.00
	K29	53	715.25	1,049.25	.00	.00	.00	123.50	61.00	.00	694.75	.00
	K17	46	381.00	180.50	.00	13.00	.00	18.00	70.50	.00	.00	.00
	K43	59	736.75	1,457.75	.00	.00	.00	302.00	240.00	.00	.00	30.00-
	K27	33	210.00	87.00	.00	.00	.00	5.00	63.50	.00	.00	.00
	K82	50	2,375.50	812.25	.00	.00	.00	220.00	150.00	.00	1,205.00	10.00-
	K32	64	1,227.75	3,521.44	.00	.00	191.25	1,541.75	128.00	.00	.00	.00
	K22	74	663.13	863.00	.00	5.00	.00	225.00	324.00	.00	.00	.00
	K25	29	185.50	8.00	.00	.00	.00	31.00	69.00	.00	.00	.00
KANAWHA CIT		627	9,992.90	19,041.95	.00	18.00	191.25	4,160.13	1,549.75	.00	1,940.25	40.00-

DEPOSIT TOTAL   29,034.85   CR. CARD TOTAL   5,919.13   TOTAL COLLECTED   34,953.98

Appendix J – Inventory Items

Class	Type	Sub-Code	Description
910	010	000010	IS&C CONTINUE TITLES
910	010	000020	CUT SHEET TITLES
910	010	000025	IS&C NON NEGOTIABLE TITLES
910	010	000030	POSTAL REGISTRATION REC
910	010	000035	SECURE POWER OF ATTORNEY
910	010	000040	TM-5 REASSIGNMENTS (DEA)
910	010	000045	CUT SHEET REGISTRATION
910	010	000055	NON-REPAIRABLE TITLE
910	010	000005	DEALER MANUALS
920	001	000100	JANUARY A'S
920	001	000200	FEBRUARY A'S
920	001	000300	MARCH A'S
920	001	000400	APRIL A'S
920	001	000500	MAY A'S
920	001	000600	JUNE A'S
920	001	000700	JULY A'S
920	001	000800	AUGUST A'S
920	001	000900	SEPTEMBER A'S
920	001	001000	OCTOBER A'S
920	001	001100	NOVEMBER A'S
920	001	001200	DECEMBER A'S
920	001	001500	CLASS A VANITY
920	001	001600	CLASS A SAMPLE
920	001	001700	GOVERNOR CLASS A
920	002	000001	APPORTIONED CLASS B
920	002	000002	CLASS B TRUCK
920	002	000003	CLASS C PERM TRAILER
920	002	000004	CLASS D DEALERS
920	002	000006	CLASS F M/C DEALERS
920	002	000007	CLASS G MOTORCYCLE
920	002	000008	CLASS H BUSES
920	002	000010	CLASS J TAXI
920	002	000013	CLASS M MOBILE
920	002	000018	CLASS R HOUSE TRAIL
920	002	000019	T-T PLATES (MOTORCYCLE)
920	002	000020	CLASS T TRAILERS
920	002	000022	CLASS V ANITQUE CAR
920	002	000024	CLASS X FARM TRUCK
920	002	000027	VERTICAL MOTORCYCLE PLATE
920	003	002220	VIRGINIA TECH
920	013	000005	AIR FORCE CROSS
920	013	000007	VETERANS MOTORCYCLE

Class	Type	Sub-Code	Description
920	013	000010	AMERICAN LEGION
920	013	000020	DISABLE AM VETERAN
920	013	000025	DISTINGUISHED NAVY CROSS
920	013	000030	DISABLE VETERAN
920	013	000035	DISTINQUISHED SERVICE C
920	013	000040	MARINE
920	013	000045	DISTINGUISHED SILVER ST
920	013	000050	FORMER POW
920	013	000055	DISTINGUISHED FLYING CR
920	013	000060	PURPLE HEART
920	013	000065	BRONZE STAR
920	013	000070	NATIONAL GUARD
920	013	000071	AIR NATIONAL GUARD
920	013	000072	ARMY NATIONAL GUARD
920	013	000075	WW II
920	013	000080	PEARL HARBOR
920	013	000082	82ND AIRBORNE
920	013	000085	KOREAN WAR
920	013	000090	VIETNAM WAR
920	013	000095	PERSIAN GULF
920	013	000231	WAR OF AFGHANISTAN
920	013	000239	WAR OF IRAQ
920	013	000313	COMBAT MEDIC
920	013	000392	COMBAT INFANTRY BADGE
920	013	000719	GOLD STAR FAMILY
920	013	001601	RETIRED ARMY PLATE
920	013	001603	RETIRED COAST GUARD PLATE
920	013	001606	RETIRED AIR FORCE PLATE
920	013	001613	RETIRED MARINE PLATE
920	013	001614	RETIRED NAVY PLATE
920	013	001814	RETIRED NAVY
920	013	002322	WOMEN VETERANS
920	014	000002	RUSTY WALLACE
920	014	000003	DALE EARNHARDT
920	014	000006	MARK MARTIN
920	014	000008	EARNHARDT, JR
920	014	000017	MATT KENSETH
920	014	000018	BOBBY LABONTE
920	014	000020	TONY STEWART
920	014	000024	JEFF GORDON
920	014	000028	RICY RUDD
920	014	000029	KEVIN HARVICK
920	014	000088	DALE JARRETT
920	014	000099	JEFF BURTON

Class	Type	Sub-Code	Description
920	014	000100	REGULAR NASCAR
920	019	000200	FEBRUARY SCENIC
920	019	000300	MARCH SCENIC
920	019	000400	APRIL SCENIC
920	019	000500	MAY SCENIC
920	019	000600	JUNE SCENIC
920	019	000700	JULY SCENIC
920	019	000800	AUGUST SCENIC
920	019	000900	SEPTEMBER SCENIC
920	019	001000	OCTOBER SCENIC
920	019	001100	NOVEMBER SCENIC
920	019	001200	DECEMBER SCENIC
920	019	001300	CLASS R SCENIC
920	019	001400	CLASS T SCENIC
920	019	001500	SCENIC VANITY
920	022	000100	JANUARY VETERAN
920	022	000200	FEBRUARY VETERAN
920	022	000300	MARCH VETERAN
920	022	000400	APRIL VETERAN
920	022	000500	MAY VETERAN
920	022	000600	JUNE VETERAN
920	022	000700	JULY VETERAN
920	022	000800	AUGUST VETERAN
920	022	000900	SEPTEMBER VETERAN
920	022	001000	OCTOBER VETERAN
920	022	001100	NOVEMBER VETERAN
920	022	001200	DECEMBER VETERAN
920	023	000100	JANUARY WILDLIFE
920	023	000200	FEBRUARY WILDLIFE
920	023	000300	MARCH WILDLIFE
920	023	000400	APRIL WILDLIFE
920	023	000700	JULY WILDLIFE
920	023	001000	OCTOBER WILDLIFE
920	023	001100	NOVEMBER WILDLIFE
920	023	001200	DECEMBER WILDLIFE
920	023	001500	VANITY WILDLIFE
920	023	001600	SAMPLE WILDLIFE
920	023	001800	DEER WILDLIFE
920	023	001822	DEER VANITY WILDLIFE
920	027	000001	UNITED WE STAND
920	027	000005	AMATEUR RADIO
920	027	000007	HANDICAP MOTORCYCLE
920	027	000010	ANTIQUE MOTORCYCLE
920	027	000015	MOTORCYCLE VANITY

Class	Type	Sub-Code	Description
920	027	000020	EMS
920	027	000023	WOUNDED IN LINE OF DUTY
920	027	000025	FIREFIGHTER
920	027	000030	HANDICAP
920	027	000031	BREAST CANCER PLATE
920	027	000033	CLASSIC CAR
920	027	000035	IRP TEMPORARY
920	027	000045	NON-RESIDENTIAL
920	027	000048	4H PLATE
920	027	000054	EDUCATION PLATE
920	027	000055	TEMPORARY
920	027	000060	SPECIAL ORGANIZATION
920	027	000065	TEMPORARY MOTORCYCLE
920	027	000366	CERTIFIED FIREFIGHTER
920	027	000411	ORGAN DONOR PLATE
920	027	000911	911 PLATE
920	027	001219	LOW SPEED VEHICLES
920	027	001620	PUBLIC TRANSIT
920	027	001901	UNITED WE STAND SAMPLE
920	027	001933	CLASSIC CAR SAMPLE
920	027	002318	WATER RAFTING
920	027	005500	CHARACTER EDUCATION
920	027	009001	UNITED WE STAND VANITY
920	027	009911	911 COMMEMORATIVE VANITY
920	028	000001	COUNTY A
920	028	000002	COUNTY B
920	028	000003	COUNTY C
920	028	000007	COUNTY G
920	028	000008	COUNTY (H) BUS PLATE
920	028	000013	COUNTY M
920	028	000018	COUNTY R
920	028	000019	SHERIFF PLATES
920	028	000020	COUNTY T
920	029	000001	STATE A
920	029	000002	STATE B
920	029	000003	STATE C
920	029	000007	STATE G
920	029	000013	STATE M
920	029	000018	STATE R
920	029	000020	STATE T
920	029	000027	STATE CAR FRONT
920	030	000001	VFD A
920	030	000002	VFD B
920	030	000003	VFD C

Class	Type	Sub-Code	Description
920	030	000013	VFD M
920	030	000018	VFD R
920	030	000020	VFD T
920	031	000001	CITY A
920	031	000002	CITY B
920	031	000003	CITY C
920	031	000007	CITY G
920	031	000013	CITY M
920	031	000018	CITY R
920	031	000020	CITY T
920	031	000028	CITY POLICE A
920	031	000026	CITY POLICE B
920	114	000002	VANITY R WALLACE
920	114	000003	VANITY D EARNHARDT
920	114	000006	VANITY MARK MARTIN
920	114	000008	VANITY EARNHARDT JR
920	114	000017	VANITY MATT KENSETH
920	114	000018	VANITY BOBBY LABONTE
920	114	000020	VANITY TONY STEWART
920	114	000024	VANITY JEFF GORDON
920	114	000028	VANITY R RUDD
920	114	000029	VANITY K HARVICK
920	114	000088	VANITY D JARRETT
920	114	000099	VANITY JEFF BURTON
920	114	000100	VANITY REG NASCAR
920	914	000008	DALE JR SAMPLE
920	914	000017	MATT KENSETH SAMPLE
920	914	000020	TONY STEWART #20 SAMPLE
920	914	000029	KEVIN HARVICK #29 SAMPLE
920	914	000103	D EARNHARD SAMPLE
920	914	000124	J GORDON SAMPLE
920	914	001100	NASCAR SAMPLE
930	010	002007	2007 VEHICLE DECALS
930	010	002008	2008 VEHICLE DECALS
930	010	002009	2009 VEHICLE DECALS
930	010	002010	2010 VEHICLE DECALS
930	010	002011	2011 VEHICLE DECALS
930	010	002012	2012 VEHICLE DECALS
930	020	002007	2007 MOTORCYCLE DECALS
930	020	002008	2008 MOTORCYCLE DECALS
930	020	002009	2009 MOTORCYCLE DECALS
930	020	002010	2010 MOTORCYCLE DECALS
930	040	002008	2008 T & R DECALS
930	040	002011	2011 T & R DECALS

Class	Type	Sub-Code	Description
930	050	002008	MOTORBOAT FEE DECALS
930	050	002011	2011 BOAT FEE
930	060	002008	MOTORBOAT NO FEE DECALS
930	060	002011	2011 NO FEE
930	070	000001	HULL IDENTIFICATION
930	070	000002	SERIAL NO TAGS
930	070	002015	10 YEAR DECALS
930	080	002008	2008 FARM USE DECALS
930	080	002009	2009 FARM USE DECALS
930	090	002008	'08 MOTOR CARRIER
930	090	002009	'09 MOTOR CARRIER
930	090	002010	'10 MOTOR CARRIER
930	095	002008	2008 IFTA DECALS
930	095	002009	'09 IFTA DECALS
930	095	002010	'10 IFTA DECALS

Appendix N
GLOSSARY

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

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

RFQ No. DMV130055

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

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

DEFINITIONS:

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

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: _____

Authorized Signature: _____ Date: _____

State of _____

County of _____, to-wit:

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

My Commission expires _____, 20___.

AFFIX SEAL HERE   **NOTARY PUBLIC** _____

Purchasing Affidavit (Revised 07/01/2012)

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

_____

(Company)

_____

(Authorized Signature)

_____

(Representative Name, Title)

_____

(Phone Number)   (Fax Number)

_____

(Date)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: DMV130055

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

<u>**Addendum Numbers Received:**</u>
(Check the box next to each addendum received)

[ ] Addendum No. 1	[ ] Addendum No. 6
[ ] Addendum No. 2	[ ] Addendum No. 7
[ ] Addendum No. 3	[ ] Addendum No. 8
[ ] Addendum No. 4	[ ] Addendum No. 9
[ ] Addendum No. 5	[ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

_____
Company

_____
Authorized Signature

_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 06/28/2013