

REQUEST FOR PROPOSALS

RFP NUMBER: 0A1031
DATE ISSUED: April 21, 2008

The State of Ohio, through the Office of Information Technology, Investment and Governance Division, for the Ohio Department of Public Safety/Bureau of Motor Vehicles is requesting proposals for:

Driver License and Identification Card System

INQUIRY PERIOD BEGINS: April 21, 2008
INQUIRY PERIOD ENDS: May 23, 2008
OPENING DATE: June 3, 2008
OPENING TIME: 11:00 A.M.
**OPENING LOCATION: Office of Information Technology
Contract Management Bid Room
30 East Broad Street, 40th Floor
Columbus, Ohio 43215**

SITE VISIT/PRE-PROPOSAL CONFERENCE DATE: May 9, 2008

This RFP consists of five parts and nine attachments, totaling 115 consecutively numbered pages. Supplements also are attached to this RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.



PART ONE: EXECUTIVE SUMMARY

Purpose. This is a Request for Competitive Sealed Proposals (“RFP”) under Sections 125.071 and 125.18 of the Ohio Revised Code (the “Revised Code”) and Section 123:5-1-8 of the Ohio Administrative Code (the “Administrative Code”). The Ohio Department of Public Safety (ODPS)/Bureau of Motor Vehicles (BMV) has asked the Office of Information Technology to solicit competitive sealed proposals (“Proposals”) for a Driver License and Identification Card Issuance System (the “Work”), and this RFP is the result of that request.

The purpose of this RFP is to obtain proposals from qualified firms that can provide the State of Ohio (hereafter called the State), a reliable and quality “over the counter” issuance system to provide secure, digitized photo driver license (DL) and identification (ID) cards. The system must accommodate all required functions and support activities associated with DL/ID at 218 Deputy Registrars (DR) and Customer Service Center (CSC) locations statewide. The system must have the ability to capture, and transmit an existing digitized color photo, and signature. The State is not interested in and will not accept proposals for a “Centralized DL/ID” system. This RFP will not include DL/ID issuance software.

The DRs are independent contractors for the State who are expected to provide a high level of customer service for the citizens of Ohio regarding DL/ID issuance. The DRs operate their businesses based on a fee structure set by the State for various registration and DL/ID transactions. The CSCs are a part of the ODPS, BMV and are operated by state employees. The CSCs perform the same issuance functions as the DR offices. The intent of this acquisition is to improve customer service levels by minimizing the downtime of the DL/ID system for the DRs and CSCs and to provide a higher quality of DL/ID cards to the citizens of Ohio. The scope of work includes all equipment (i.e. card printers, digital cameras, signature pads, etc.), software drivers (with the exception of DL/ID issuance software), configuration, integration, maintenance, cards and supplies for the system, project plan and a transition plan.

The ODPS/BMV provides DL/ID issuance service to the citizens of Ohio by offering the opportunity for issuance of new, replacement or renewal of DL/ID’s during the Ohio State Fair. The Contractor must provide one DL/ID complete system for use during this time period.

The Contractor must provide a DL/ID system with one printer to the License Control section, an internal Deputy Registrar, for the issuance of *Valid without Photo ID* cards.

If a suitable offer is made in response to this RFP, the State of Ohio (the “State”), through the Office of Information Technology, may enter into a contract (the “Contract”) to have the selected offeror (the “Contractor”) perform all or part of the Work. This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

This RFP also gives the estimated dates for the various events in the submission process, selection process, and performance of the Work. While these dates are subject to change, prospective offerors must be prepared to meet them as they currently stand.

Once awarded, the term of the Contract will be from the award date until the Work is completed to the satisfaction of the State and the Contractor is paid or June 30, 2012, whichever is sooner. The State may renew this Contract for up to two biennium and six (6) additional one-month term(s), subject to and contingent on the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium. Any such renewal of all or part of the Contract also is subject to the satisfactory performance of the Contractor and the needs of ODPS/BMV.

The State may reject any Proposal if the offeror fails to meet a deadline in the submission or evaluation phases of the selection process or objects to the dates for performance of the Work or the terms and conditions in this RFP.

Background. The Ohio Department of Public Safety is responsible for the safety and security of Ohioans. The agency has eight divisions: Administration, Emergency Management Agency (EMA),

Emergency Medical Services (EMS), Homeland Security, Highway Patrol, Investigative Unit, and Office of Criminal Justice Services (OCJS), and the Bureau of Motor Vehicles.

The Administration Division makes it possible for the agency to operate smoothly. Some areas under Administration include Information Technology, Human Resources, Fiscal Services, and the Governor's Highway Safety Office.

The Emergency Management Agency coordinates activities to mitigate, prepare for, respond to, and recover from both natural and man-made disasters. The division works closely with local, state, and federal agencies to bring resources of recovery and support to Ohioans impacted by a disaster. Ohio EMA activities also include: education, training, planning, preparing, and strengthening Ohio's first responder capabilities and improving communication across the state.

Emergency Medical Services ensures that citizens will receive the highest quality of care in situations such as a heart attack or stroke. EMS oversees certification of emergency medical technicians and firefighters and sees that EMTs are properly trained, educated, and prepared for emergency situations.

Homeland Security was established as a division within Public Safety in September 2003 and strengthens the State's commitment to addressing the threats and challenges of terrorism. The Homeland Security Division also oversees licensing and regulation of private investigators and security guards.

The State Highway Patrol keeps Ohioans safe by trying to save lives and prevent injuries on state routes and highways. The Highway Patrol offers statewide emergency response services, investigates criminal activities on state-owned property, and provides security for the Governor and other dignitaries.

The Investigative Unit is charged with keeping alcohol and cigarettes out of the hands of young Ohioans. Through enforcement and educational efforts, agents help to reduce the problem of underage drinking. Investigative Unit agents also investigate food stamp fraud and gambling violations.

The Office of Criminal Justice Services serves agencies and communities committed to reducing and preventing crime across Ohio. OCJS administers over \$30 million in state and federal criminal justice funding every year. OCJS identifies justice issues, evaluates programs, and develops technology, training and products for criminal justice professionals and communities.

The Bureau of Motor Vehicles oversees driver and motor vehicle licensing and registration. This includes the responsibility for the website OPLATES.com, which many Ohioans use to renew vehicle registrations and perform other business transactions.

There are two hundred sixteen (216) DR offices and two (2) CSC offices located in the 88 counties throughout the state of Ohio. The offices of the CSCs and DRs issue approximately 3,300,000 DL/ID Cards per year over the counter. The ODPS, BMV retains the information, to be printed on each DL or ID card, in Columbus, Ohio. The quantity of DL/ID issued for the Contractor will fluctuate during the transition periods as existing contractor's equipment is de-installed and new Contractor's equipment is installed.

The DR and CSC agencies have designated classes based upon their annual transaction volume. This classification is the basis for the determination for redundant equipment at agencies. Please note that this includes an internal DR agency (License Control) not included in the 216 DR locations count above.

<u>Class</u>	<u>Annual Transactions</u>	<u>Number of Agencies</u>
1	0 – 20,000	2
2	20,001 – 35,000	21
3	35,001 – 50,000	58
4	50,001 – 60,000	29
5	60,001 – 75,000	44
6	75,001 – 90,000	30

<u>Class</u>	<u>Annual Transactions</u>	<u>Number of Agencies</u>
7	90,001 – 120,000	30
8	120,001 – 150,000	5
	Total	219

The DL/ID system interfaces with Business Application Services System (BASS). BASS is an in-house developed web-based computer system used by the BMV's DRs to issue DL and ID cards and Vehicle Registrations (VR). The multi-server system interfaces with many other ODPS systems for supporting services, as well as three AAMVA systems for national driver and SSN information. It was built using Microsoft web-based (.NET) technologies and implemented at the 218 CSC and DR's in the 3rd and 4th Quarter of 2005. The main goal of BASS was to provide a system that was user-friendly, while streamlining the DL and ID Cards and VR processes for over 15 million transactions annually. The system interfaces real-time to the DL/ID and VR mainframe systems and also handles all point-of-sale (POS) functionality. BASS provides bank deposit information, updates a central deposit system and includes numerous other services offered by the DRs (e.g. Driver Record Abstracts, Special Plates, Salvage Title Inspection Receipts, CDL Test Receipts, Motorcoach Bus Inspections, Driver Images, Print on Demand VR Stickers and a many other POS items).

The reliability and quality of the current DL/ID issuance system has impacted customer service and affected the CSC and DR businesses. DL/ID system failures may be the result of the following:

- 1) Atlantek Zebra P620 printer. Each DR and CSC is equipped with one DL/ID printer. If the printer is not functioning, the DR/CSC cannot produce a DL or ID. The procedure to fix the license printer is a call to Deputy and Title Service (DTS) to report the problem. DTS opens a trouble ticket, and informs the repair company, so a technician can be dispatched to the agency. The agency can only issue vehicle registrations to customers, while the agency waits for its license printer to be repaired.

During the period January 1, 2007 through October 18, 2007, 1,785 repair issues were recorded of which approximately 40% were recurring problems with the flip station and laminate station. Some of these issues are flip station jamming, card not flipping, card stuck in laminate station, color ribbon and cleaning tape sticking together, ribbon not advancing properly, laminate melting due to the heating element overheating as is the problem with cards melting, cards warped prior to loading machine and warping due to excess heat when stuck in laminate station, color ribbons and laminate tapes not rolled properly, consumable supplies (e.g. cards and laminate for states other than Ohio, ribbons not wound properly, etc.)

- 2) Logitech QuickCam Pro 4000 web camera. The quality of the photographs is very poor and not acceptable. This camera does not have a flash which makes the quality of the photographs inconsistent. If the camera malfunctions the agency is not able to issue a DL or ID. The agency calls DTS and the problem is forwarded to the District office for disposition. The District office maintains extra cameras for this situation. A staff member takes a new camera to the agency and replaces the malfunctioning camera.
- 3) Interlink Electronics ePad-ink signature pad. When this device fails to function, the DR/CSC cannot issue a DL or ID. The agency places a call to DTS and the problem is forwarded to the District office for disposition. The District office maintains extra signature pads for this situation. A staff member takes a replacement signature pad to the agency and replaces the malfunctioning signature pad. The current signature pads have a high rate of malfunctioning. DTS sends an average of 25 signature pads to the manufacturer each month for repair. This means that on an average 25 agencies each month are unable to issue a license or ID until their signature pad is replaced.

Operational Processes That May Not Be Changed. Due to the requirements mandated for the ODPS to produce a DL/ID, the State cannot change the procedure of capturing an image, signature, or recording the customer's information in the system.

Operational Processes That Can Be Changed. The overall goal of this RFP is to provide quality equipment to the 218 CSC and DR sites and produce a quality DL/ID product. The current equipment is

not providing the quality and reliability required. The State intends to achieve this by adding redundant printers. The agencies will benefit by being able to continue issuing DL/IDs, if one of the printers malfunctions. The improved customer service would be seen immediately.

The current camera needs to be changed to increase the quality of the photos captured. The lighting at each agency is different. Lighting inconsistency is thought to be one of the causes of the images not capturing the true color of the subject and the backdrop. The agencies need to have a camera with a dedicated flash to eliminate the discrepancies in lighting. The mega pixels of the camera must be a minimum of 4.0 to a maximum of 6.2.

The signature capture device used was not designed to handle the current transaction volumes. The ODPS requires a device that is industrial strength, reliable and can function at the transaction volumes indicated in this RFP to better serve the customer.

Analysis of work volume requirements. In 2006, the State of Ohio issued 3,160,835 DL's and 407,920 ID's. In order for the DRs and CSCs to function, they need to use equipment that can handle the volume of transactions they process. The citizens of this state should not be turned away due to equipment malfunctions. The Contractor's solution must provide the agencies with the tools to serve the citizens of Ohio in an efficient manner.

Objectives. The State has the following objectives that it wants the Work to fulfill, and it will be the Contractor's obligation to ensure that the Work meets these objectives:

1. Provide a reliable DL/ID production system.
 - Incorporate redundancy of equipment into the system to offset breakdowns and minimize the business interruption of the DL/ID issuance.
 - To achieve a higher level of customer service, a standard of 99.5% uptime per location per week is required.
 - Replacement equipment must be new. The replacement models must be greater than or equal to the current hardware model for items that cannot be repaired on site. Refurbished equipment will not be accepted.
2. Provide a high quality and durable DL/ID card.
 - Eliminate the fading problem with the photo and print on the card.
 - Capture a crisp and clear photo.
 - Have a minimum four-year life span.
3. Enhance the efficiency of the DR and CSC operations regarding DL/ID issuance through the use of new technology.
 - Ensure all software components of the system are compatible and integrate with the ODPS BASS DL/ID issuing software.
4. Upon award, the new equipment is to be installed, tested and accepted. Once the new equipment is accepted, the existing state-owned obsolete equipment is to be removed and transported to the Alum Creek Facility (ACF) by the Contractor.
5. Provide a transition period prior to Contract termination or expiration.

Overview of the Work's Scope. The scope of the Work is provided in Attachment Two of this RFP. This section only gives a summary of the Work. If there is any inconsistency between this summary and the attachment's description of the Work, the attachment will govern.

The Contractor is required to provide a completely operational system, with the exception of DL/ID issuing software, for producing DL and ID Cards.

Contractor's responsibility includes the following for over-the-counter production of DL/IDs at 218 DR and CSC locations throughout the state of Ohio:

- Provide all hardware, software drivers, including any required licenses, and all consumables.
- In the event of a change in the location of an existing CSC or DR location, the Contractor shall be required to uninstall, reinstall, and test the DL/ID solution in the new location. The ODPS/BMV estimates five location changes per year.
- Maintain a 120-day level of consumables at each CSC and DR location.
- Conduct training.
- Provide maintenance of the Contractor-owned system.
- Provide a solution that prints the required information on the cards, as specified in this RFP.
- Provide programming for integration of the ODPS BASS DL/ID Issuance System.
- Implement the security requirements as determined by ODPS after Contract award.
- Provide a support/help desk to quickly solve non-procedural issuance and system problems, and provide change management support.
- Conduct transition activities at the end of the Contract to ensure continuity of operations.
- Provide and install one complete DL/ID system for use at the Ohio State Fair held every August at the Ohio State Fairgrounds, 11th Avenue, Columbus, OH. At the conclusion of the Ohio State Fair, the Contractor must uninstall the system and return the system to the inventory bank.
- Provide a complete DL/ID system, with redundancy, for the Alpha Test Site.
- Provide a complete DL/ID system, without redundancy, for the Deputy and Title Services (DTS), ODPS IT Department, and License Control department, for the issuance of *Valid without Photo* ID's.
- The system will be deployed at the following locations:

Location	Number of Locations	Consumables	Printing Solution		Image Capture Solution		Signature Capture Solution	
			Quantity Required per Location	Total Quantity	Quantity Required per Location	Total Quantity	Quantity Required per Location	Total Quantity
Customer Service Centers, Class 8	2	120 day supply	2	4	1	2	1	2
Deputy Registrars, Class 1-5	153	120 day supply	1	153	1	153	1	153
Deputy Registrars, Class 6-8	63	120 day supply	2	126	1	63	1	63

Location	Number of Locations	Consumables	Printing Solution		Image Capture Solution		Signature Capture Solution	
			Quantity Required per Location	Total Quantity	Quantity Required per Location	Total Quantity	Quantity Required per Location	Total Quantity
State Fair (temporary agencies)	1 *	2 week supply	2	2 *	1	1 *	1	1 *
Alpha Test Site	1	n/a	2	2	1	1	1	1
ODPS IT Department	1	n/a	1	1	1	1	1	1
Deputy and Title Services	1	n/a	1	1	1	1	1	1
License Control	1	120 day	1	1	1	1	1	1
Inventory Bank	1	n/a	10	10	10	10	10	10
Total	* May use from Inventory Bank, therefore not included in totals			298		232		232
OPTION: Redundant Printers at ALL Agencies								
Deputy Registrars, Class 1-5	153	120 day supply	2	153				
Total				451		232		232

Calendar of Events. The schedule for the RFP process and the Work is given below. The State may change this schedule at anytime. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website's question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State's Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Work schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective offeror's responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

Dates:

Firm Dates

RFP Issued:	April 21, 2008
Inquiry Period Begins:	April 21, 2008
Inquiry Period Ends:	May 23, 2008 at 8:00 a.m.
Proposal Due Date:	June 3, 2008 at 11:00 a.m.

Site Visits: Westerville Deputy Registrar, 17 Cherri Park Square, Westerville, OH 43085 on May 9, 2008 at 10:30 a.m.

Franklin County CSC at the ODPS, Shipley Building, 1970 West Broad Street, Columbus, Ohio 43223 on May 9, 2008 at 1:30 p.m.

Pre-Proposal Conference: Franklin County CSC in room 134, Motorcycle Training Room, of the ODPS Headquarters, the Shipley Building, 1970 West Broad Street, Columbus, Ohio 43223 on May 9, 2008 at 2:00 p.m.

Estimated Dates

Award Date:	September 2, 2008
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Estimated Work Dates

Work Begins:	September 8, 2008
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There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

PART TWO: STRUCTURE OF THIS RFP

Organization. This RFP is organized into five parts and has nine attachments. The parts and attachments are listed below. There also may be one or more supplements to this RFP listed below.

Parts:

- Part 1 Executive Summary
- Part 2 Structure of this RFP
- Part 3 General Instructions
- Part 4 Evaluation of Proposals
- Part 5 Award of the Contract

Attachments:

- | | |
|------------------|------------------------------------------|
| Attachment One | Evaluation Criteria |
| Attachment Two | Work Requirements and Special Provisions |
| Attachment Three | Requirements for Proposals |
| Attachment Four | General Terms and Conditions |
| Attachment Five | Sample Contract |
| Attachment Six | Offeror Certification Form |
| Attachment Seven | Offeror Profile Summary |
| Attachment Eight | Personnel Profile Summary |
| Attachment Nine | Cost Summary |

Supplements:

- | | |
|----------------------|---------------------------------------------------------------|
| Supplement One | W-9 Form |
| Supplement Two | Technical Architecture |
| Supplement Three | Detail of how to create print file for Digitized Card Printer |
| Supplement Four | Deputy Registrar Location and hours |
| Supplement Five | DL/ID sales for last four fiscal years |
| Supplement Six | DL/ID Sales by location |
| Supplement Seven | Field Services District Offices |
| Supplement Eight | Background Check Form |
| Supplement Nine | Copies of DL/ID Cards |
| Supplement Ten | BMV Driver License Transaction |
| Supplement Eleven | Workflow Processes within the Agency |
| Supplement Twelve | Glossary |
| Supplement Thirteen | Confidentiality and Conduct Agreement |
| Supplement Fourteen | DL/ID Zones |
| Supplement Fifteen | Deputy Registrar Contract Expiration List |
| Supplement Sixteen | Organ Donor and Life Sustaining Power of Attorney |
| Supplement Seventeen | Consumable Replenishment Process |
| Supplement Eighteen | Requirements Checklist |
| Supplement Nineteen | Installation Sequence |
| Supplement Twenty | Motorola Symbol PD8750 Specifications |

PART THREE: GENERAL INSTRUCTIONS

The following sections provide details on how to get more information about this RFP and how to respond to it. All responses must be complete and in the prescribed format.

Contacts. The following person will represent the State during the RFP process:

Procurement Representative:

Valerie Piccininni
Acquisition Analyst

During the performance of the Work, a State representative (the "Work Representative") will represent the ODPS/BMV and be the primary contact for the Work. The State will designate the Work Representative in writing after the Contract award.

Inquiries. Offerors may make inquiries regarding this RFP anytime during the inquiry period listed in the Calendar of Events. To make an inquiry, offerors must use the following process:

- Access the State's Procurement Website at <http://procure.ohio.gov/>;
- From the Navigation Bar on the left, select "**Find It Fast**";
- Select "Doc/Bid/Schedule #" as the Type;
- Enter the RFP number found on the first page of this RFP (the RFP number begins with zero followed by the letter "A");
- Click the "Find It Fast" button;
- On the document information page, click the "Submit Inquiry" button;
- On the document inquiry page, complete the required "Personal Information" section by providing:
 - First and last name of the prospective offeror's representative who is responsible for the inquiry,
 - Name of the prospective offeror,
 - Representative's business phone number, and
 - Representative's email address;
- Type the inquiry in the space provided including:
 - A reference to the relevant part of this RFP,
 - The heading for the provision under question, and
 - The page number of the RFP where the provision can be found; and
- Click the "Submit" button.

An offeror submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry as well as an email acknowledging receipt. The offeror will not receive a personalized response to the question nor notification when the State has answered the question.

Offerors may view inquiries and responses on the State's Procurement Website by using the "Find It Fast" feature described above and by clicking the "View Q & A" button on the document information page.

The State usually responds to all inquiries within three business days of receipt, excluding weekends and State holidays. But the State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

The State does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFP.

Site Visits and Pre-proposal Conference. There will be two site visits scheduled, the first to occur at the Westerville Deputy Registrar, 17 Cherri Park Square, Westerville, OH 43085 on May 9, 2008 at 10:30

a.m. This will be followed by a second site visit at the Franklin County CSC at the ODPS, Shipley Building, 1970 West Broad Street, Columbus, Ohio 43223 on May 9, 2008 at 1:30 p.m.

The State will hold a Pre-Proposal Conference immediately following the site visit at Franklin County CSC in room 134, Motorcycle Training Room, of the ODPS Headquarters, the Shipley Building, 1970 West Broad Street, Columbus, Ohio 43223. The purpose of the site visits and conference is to both provide prospective offerors with information regarding a DR and a CSC facility. Attendance at the site visits and Pre-Proposal Conference is strongly encouraged but not a prerequisite to submitting a Proposal. All will occur on the same day.

Offerors intending to participate in the site visit must register via FAX (614-752-7043) through Mr. William Kirwin. The fax must be sent to Mr. Kirwin's attention and include the attendees' names, company, phone number and e-mail address of principal contact. An offeror's participation in the site visit must be registered no later than May 5, 2008 by 5:00 p.m. The State may not issue visitation passes to visitors whose names do not appear on the site visit list and may not admit such visitors to the facility. **Visitors must have a valid driver's license or other valid government-issued photo ID to enter the facility.** The State will not allow alternate dates and times for site visits.

Amendments to the RFP. If the State revises this RFP before the Proposals are due, it will announce any amendments on the State Procurement Website.

Offerors may view amendments by using the "Find It Fast" function of the State's Procurement Webpage (described in the Inquiries Section above) and then clicking on the amendment number to display the amendment.

When an amendment to this RFP is necessary, the State may extend the Proposal due date through an announcement on the State Procurement Website. The State may issue amendment announcements anytime before 5:00 p.m. on the day before Proposals are due, and it is each prospective offeror's responsibility to check for announcements and other current information regarding this RFP.

After the Proposal due date, the State will distribute amendments only to those offerors whose Proposals are under active consideration. When the State amends the RFP after the due date for Proposals, the State will permit offerors to withdraw their Proposals within five business days after the amendment is issued. This withdrawal option will allow any offeror to remove its Proposal from active consideration should the offeror feel that the amendment changes the nature of the transaction so much that the offeror's Proposal is no longer in its interest. Alternatively, the State may allow offerors that have Proposals under active consideration to modify their Proposals in response to the amendment.

If the State allows offerors to modify their Proposals in response to an amendment, the State may limit the nature and scope of the modifications. Unless otherwise provided in the State's notice, offerors must make any modifications or withdrawals in writing and submit them to the State within five business days after the amendment is issued at the address and in the same manner required for the submission of the original Proposals. If this RFP provides for a negotiation phase, this submission procedure will not apply to changes negotiated during that phase. The State may reject any modification that is broader in scope than the State has authorized in the announcement of the amendment and treat it as a withdrawal of the offeror's Proposal.

Proposal Submittal. Each offeror must submit a technical section and a cost section as part of its total Proposal before the opening time on the Proposal due date. The offeror must submit the technical section as a separate package from the cost section of its Proposal, and each section must be submitted in its own separate, opaque package. The package with the technical section of the Proposal must be sealed and contain one originally signed technical section and 5 copies of the technical section, and the package with the cost section also must be sealed and contain 2 complete copies of the cost section of the Proposal. Further, the offeror must mark the outside of each package with either "**Driver License and Identification Card System RFP – Technical Proposal**" or "**Driver License and Identification Card System RFP – Cost Summary**," as appropriate.

Each offeror must submit a security feature recommendation section and a cost section as part of its total Proposal before the opening time on the Proposal due date. The offeror must submit the security feature recommendation section as a separate package from the technical and cost sections of its Proposal, and each section must be submitted in its own separate, opaque package. The package with the security feature recommendation section of the Proposal must be sealed and contain one original Security features recommendation section and 5 copies of the security feature recommendation section, and the package with the cost section also must be sealed and contain 2 complete copies of the cost section of the Proposal. Further, the offeror must mark the outside of each package with either “**Driver License and Identification Card System RFP – Security Feature Recommendation Proposal**” or “**Driver License and Identification Card System RFP – Security Feature Cost Summary**,” as appropriate.

Included in each sealed package, the offeror also must provide 2 electronic copies of everything contained within the package on CD-ROM in Microsoft Office, Microsoft Project, and Adobe Acrobat format, as appropriate. If there is a discrepancy between the hard copy and the electronic copy of the Proposal, the hard copy will control, and the State will base its evaluation of the offeror’s Proposal on the hard copy.

Proposals are due no later than 11:00 a.m. on the Proposal due date. Proposals submitted by email, fax, or other electronic means are not acceptable, and the State may reject them. Offerors must submit their Proposals to:

Office of Information Technology
Contract Management Bid Room
30 East Broad Street, 40th Floor
Columbus, Ohio 43215

The State may reject any Proposals or unsolicited modifications that it receives after the deadline. An offeror that mails its Proposal must allow for adequate mailing time to ensure its timely receipt. Offerors also must allow for potential delays due to increased security. The Ohio Building Authority has stationed x-ray equipment on the Rhodes Tower loading dock and uses it to x-ray in-coming deliveries and mail. Loading dock hours are from 7:00 am to 5:00 pm, Monday through Friday, excluding State holidays. No deliveries will be accepted before or after these hours without prior arrangements. Further, all deliveries to Rhodes Tower must be made through the loading dock, where they will be scanned and tagged. Any visitors attempting to bring packages through the Rhodes Tower lobby that cannot be opened for inspection will be redirected to the loading dock to have their packages scanned and tagged. Offerors must allow sufficient time for this additional security process, since the State may reject late Proposals regardless of the cause for the delay.

Each offeror must carefully review the requirements of this RFP and the contents of its Proposal. Once opened, Proposals cannot be altered or withdrawn, except as allowed by this RFP.

By submitting a Proposal, the offeror acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements. The State is not responsible for the accuracy of any information regarding this RFP that was gathered through a source other than the inquiry process described in the RFP.

Revised Code Section 9.24 prohibits the State from awarding a contract to any entity against whom the Auditor of State has issued a finding for recovery (a "Finding"), if the Finding is unresolved at the time of the award. This also applies to renewals of contracts. By submitting a Proposal, the offeror warrants that it is not subject to an unresolved Finding under Section 9.24 at the time of its submission. Additionally, the offeror warrants that it will notify the Office of Information Technology in writing immediately upon becoming subject to such an unresolved Finding after submitting its Proposal and before the award of a Contract under this RFP. Should the State select the offeror’s Proposal for award of a Contract, this warranty of immediate written notice will apply during the term of the Contract, including any renewals or extensions. Further, the State may treat any unresolved Finding against the Contractor that prevents a renewal of the Contract as a breach, in accordance with the provisions of Attachment Four, General Terms and Conditions.

The State may reject any Proposal if the offeror takes exception to the terms and conditions of this RFP, includes unacceptable assumptions or conditions in its Proposal, fails to comply with the procedure for participating in the RFP process, or fails to meet any requirement of this RFP. The State also may reject any Proposal that it believes is not in its interest to accept and may decide not to award a contract to any or all of the offerors responding to this RFP.

Offerors may not prepare or modify their Proposals on State premises.

All Proposals and other material that offerors submit will become the property of the State and may be returned only at the State's option. Offerors should not include any confidential information in a Proposal or other material submitted as part of the evaluation process. All Proposals will be open to the public after the State has awarded the Contract.

The State will retain all Proposals, or a copy of them, as part of the Contract file for at least three years. After the three-year retention period, the State may return, destroy, or otherwise dispose of the Proposals and any copies of them.

Waiver of Defects. The State may waive any defects in any Proposal or in the submission process followed by an offeror, but the State will only do so if it believes that it is in the State's interest and will not cause any material unfairness to other offerors.

Multiple or Alternate Proposals. The State will not accept multiple Proposals from a single offeror or any alternative solutions or options to the requirements of this RFP. Additionally, any offeror that disregards a requirement in this RFP simply by proposing an alternative to it will have submitted a defective Proposal that the State may reject. Further, any offeror that submits multiple Proposals may have all its Proposals rejected.

Changes to Proposals. The State will allow modifications or withdrawals of Proposals only if the State receives them before the Proposal due date. No modifications or withdrawals will be permitted after the due date, except as authorized by this RFP.

Proposal Instructions. Each Proposal must be organized in an indexed binder ordered in the same manner as the response items are ordered in the applicable attachments to this RFP. The requirements for a Proposal's contents and formatting are contained in the attachments to this RFP. The State wants clear and concise Proposals, but offerors must answer questions completely and meet all the RFP's requirements.

The State is not liable for any costs an offeror incurs in responding to this RFP or from participating in the evaluation process, regardless of whether the State awards the Contract through this process, decides not to go forward with the Work, cancels this RFP for any reason, or contracts for the Work through some other process or through another RFP.

Location of Data. Unless the State agrees otherwise in writing, the selected offeror and its subcontractors must do the Work and keep all State data at the location(s) disclosed in the offeror's Proposal. Additionally, if Attachment Two contains any restrictions on where the Work may be done or where any State data may be kept, the State may reject any Proposal that proposes to do any Work or make State data available outside of those geographic restrictions.

PART FOUR: EVALUATION OF PROPOSALS

Disclosure of Proposal Contents. The State will seek to open the Proposals in a manner that avoids disclosing their contents. Additionally, the State will seek to keep the contents of all Proposals confidential until the Contract is awarded. But the State will prepare a registry of Proposals that contains the name of each offeror. The public may inspect that registry after the State opens the Proposals.

Rejection of Proposals. The State may reject any Proposal that is not in the required format, does not address all the requirements of this RFP, objects to the terms or conditions of this RFP, or that the State determines is excessive in price or otherwise not in the State's interest to accept. In addition, the State may cancel this RFP, reject all the Proposals, and seek to do the Work through a new RFP or other means.

Evaluation of Proposals Generally. The evaluation process may consist of up to six distinct phases:

1. Initial review;
2. Technical evaluation;
3. Evaluation of costs;
4. Requests for more information;
5. Determination of responsibility; and
6. Contract Negotiations.

The State may decide whether phases four and six are necessary, and the State may rearrange the order in which it proceeds with the phases. The State also may add or remove sub-phases to any phase at any time, if the State believes doing so will improve the evaluation process.

Clarifications and Corrections. During the evaluation process, in the State's sole discretion, it may request clarifications from any offeror under active consideration and may give any offeror the opportunity to correct defects in its Proposal, if the State believes doing so would not result in an unfair advantage for the offeror, and it is in the State's interest. The State may reject any clarification that is non-responsive or broader in scope than what the State requested. If the State does so, or if the offeror fails to respond to the request for clarification, the State then may request a corrected clarification, consider the offeror's Proposal without the clarification, or disqualify the offeror's Proposal.

Corrections and clarifications must be completed off State premises.

Initial Review. The State will review all Proposals for their format and completeness. The State normally rejects incomplete or incorrectly formatted Proposals, though it may waive any defects or allow an offeror to submit a correction, if the State believes doing so would not result in an unfair advantage for the offeror and it is in the State's interest. Further, if the Auditor of State does not certify a Proposal due to lateness, the State will not open it. After the initial review, the State will forward all timely, complete, and properly formatted Proposals to an evaluation team, which the Procurement Representative will lead.

Technical Evaluation. The State will evaluate each Proposal that it has determined is timely, complete, and properly formatted. The evaluation will be scored according to the requirements identified in this RFP, including the requirements in Attachment One. Other attachments to this RFP may further refine these requirements, and the State has a right to break these requirements into components and weight any components of a requirement according to their perceived importance.

The State also may have the Proposals or portions of them reviewed and evaluated by independent third parties or various State personnel with experience that relates to the Work or to a criterion in the evaluation process. Additionally, the State may seek reviews from end users of the Work or the advice or evaluations of various State personnel that have subject matter expertise or an interest in the Work. The State may adopt or reject any recommendations it receives from such reviews and evaluations or give them such weight as the State believes is appropriate.

During the technical evaluation, the State will calculate a point total for each Proposal that it evaluates. At the sole discretion of the State, it may reject any Proposal receiving a significant number of zeros for sections in the technical portions of the evaluation. The State may select those offerors submitting the highest rated Proposals for the next phase. The number of Proposals that advance to the next phase will be within the State's discretion, but regardless of the number of Proposals selected, they always will be the highest rated Proposals from this phase.

At any time during this phase, in the State's sole discretion, it may ask an offeror to correct, revise, or clarify any portions of its Proposal.

The State will document all major decisions and make these a part of the Contract file, along with the evaluation results for each Proposal considered.

Demonstration. The offerors that rank the highest in the evaluation process will be invited to demonstrate its proposed Drivers License and Identification Card solution, which includes the printing of a finished State of Ohio Driver License and Identification Card. The State of Ohio will provide a dummy data feed from the BASS system and the thin client environment or if proposed, the offeror must provide the thick client environment. The offeror must integrate its proposed solution with the data feed and the thin client environment. The offeror must furnish all hardware, software drivers, and consumables for the demonstration. The offeror must conduct the demonstration with the exact same equipment, supplies, etc. that it is proposing in its solution. The demonstration will be conducted at ODPS/BMV, Shipley Building, 1970 W. Broad St, Columbus Ohio, 43223. All direct, indirect, and attendant costs of the demonstration are the sole responsibility of the offeror. The offeror will have two (2) business days (16 hours) to setup, synchronize and prepare for the demonstration. The demonstration will not exceed two (2) consecutive hours within one day. If equipment failure occurs during any point of the demonstration, the offeror will be permitted one restart. If any additional equipment failures occur, the State may choose to disqualify the offeror's Proposal.

Samples of DL/IDs produced at the time of live demonstration will become the property of ODPS/BMV. Failure to provide a live demonstration, failure to produce the required samples at time of the demonstration, or observations made by evaluation committee of the live demonstration may result in revisions of the State's existing Proposal evaluations or failure to move into the next phase of the evaluation process. All equipment and products furnished at the live demonstration must be the same make and models listed in the offeror's Proposal and intended to be delivered under Contract. The Contractor may not deviate from products and equipment proposed in the RFP without written approval of the State.

The offeror must demonstrate that the solution has the capability to be networked with the ODPS system and the two (2) printers operate simultaneously at each facility.

Demonstration Criteria.

The maximum number of allowable failures during the demonstration of the DL/ID Issuance System and for the demonstration of the document processing equipment is set forth below. If the maximum number of allowable failures is exceeded during the demonstration, the Proposal may be disqualified. (This criterion may not be all-inclusive. The RFP further defines the requirements for the DL/ID system.)

FAILURE		MAXIMUM NUMBER OF ALLOWABLE FAILURES	
		Printer(s)	Document Processing Equipment
1.	Equipment malfunction or jam.	One Restart	One Restart
2.	DL/ID damaged in operation.	One Restart	One Restart

Additional Demonstration Criteria	Meets	Does Not Meet
Examination of internal and external features of the printer offered and ease of using printer.		
The offeror must demonstrate that the printer starts up and is ready to produce a finished license including integration with the ODPS issuing program within five (5) minutes.		
The offeror must demonstrate minimal intervention to operate the printer(s), regardless of the distribution of the data between one or more printers.		
Examination of internal and external features of the camera offered and ease of using the camera.		
The offeror must demonstrate that the camera is ready within fifteen (15) seconds after startup and five (5) seconds after taking a photograph to recycle for next photograph. The camera must also produce a finished photograph for license integration with the ODPS issuing software drivers program and allow for time to close down and secure the system.		
The offeror must demonstrate minimal intervention to operate the camera, regardless of the distribution of the data between one or more printers.		
The offeror must provide a Motorola Symbol PD8750 for demonstration.		
The offeror must provide blank card and other materials to produce a finished license that meet the RFP requirements.		
The offeror must produce a finished DL/ID that meets all the card requirements as outlined in the RFP.		
The offeror must produce system laminates both sides of DL/ID without problems.		
The offeror must demonstrate the proposed solution can perform duplex printing.		
The offeror must demonstrate a print "flipping station", if applicable, and operate efficiently without problems.		

Additional Demonstration Criteria	Meets	Does Not Meet
The offeror must demonstrate the operation to produce a finished license including printing of the two-dimensional bar code.		
The solution must provide a legible and quality finished laminated and/or coated license		
The offeror must demonstrate that the displayed and printed color portrait image is clear and concise.		
The offeror must demonstrate the capability of encoding the magnetic stripe on back of DL/ID card by reading the bar code on the front of the license, capability of reading magnetic stripe data and adding a computer chip to license for smart card. ODPS will verify encoding capability with scanner/reader of samples DL/ID's produced.		
The offeror must demonstrate that the system works in the ODPS thin client environment.		
The offeror must demonstrate utilization of the required signature pad.		
The offeror must demonstrate a counter that displays the daily total number of DL/ID's printed per location.		
The offeror must demonstrate that the solution issues a minimum of 20 DL/ID Cards in 15 minutes per location.		
The offeror must demonstrate that input is consistently uniform and correct to BASS output.		
The offeror must demonstrate how the solution integrates the digital photo into BASS.		
The offeror must demonstrate how the solution receives and prints an image from BASS utilizing Microsoft Graphic Device Interface (GDI).		
The offeror must demonstrate Security Features and Recommendations.		
The offeror must demonstrate Antitheft Solutions and Security Measures.		
The offeror must demonstrate camera and flash demonstration for quality from varying distances as needed in DR's (3'-13').		

Requirements. Attachment One provides requirements the State will use to evaluate the Proposals, including any mandatory requirements. If the offeror's Proposal meets all the mandatory requirements, the offeror's Proposal may be included in the next phase of the evaluation, which will consider other requirements described in a table in Attachment One.

In the case of any requirements for a team of people the offeror is proposing, the offeror must submit a team to do the Work that collectively meets all the team requirements. But the experience of multiple candidates may not be combined to meet a single requirement. Further, previous experience of the

candidate submitted for a Work Manager position may not be used to meet any other team member requirements. Each candidate proposed for the Work team must meet at least one of the requirements.

This RFP asks for responses and submissions from offerors, most of which represent components of the requirements in Attachment One. While each requirement represents only a part of the total basis for a decision to award the Contract to an offeror, a failure by an offeror to make a required submission or meet a mandatory requirement normally will result in a rejection of that offeror's Proposal. The value assigned above to each requirement is only a value used to determine which Proposal is the most advantageous to the State in relation to the other Proposals that the State received. It is not a basis for determining the importance of meeting that requirement.

If the State does not receive any Proposal that meets all the mandatory requirements, the State may cancel this RFP. Alternatively, if the State believes it is in its interest, the State may continue to consider the highest-ranking Proposals despite their failure to meet all the mandatory requirements. In doing this, the State may consider one or more of the highest-ranking Proposals. But the State may not consider any lower-ranking Proposals unless all Proposals ranked above it are also considered, except as provided below.

In any case where no Proposal meets all the mandatory requirements, it may be that an upper ranking Proposal contains a failure to meet a mandatory requirement that the State believes is critical to the success of the RFP's objectives. When this is so, the State may reject that Proposal and consider lower ranking Proposals. Before doing so, the State may notify the offeror of the situation and allow the offeror an opportunity to cure its failure to meet that mandatory requirement.

If the offeror cures its failure to meet a mandatory requirement that the State has deemed critical to the success of the RFP's objectives, the State may continue to consider the offeror's Proposal. But if the offeror is unwilling or unable to cure the failure, its Proposal may be rejected. The State then may continue to consider the other remaining Proposals, including, if the State so chooses, Proposals that ranked lower than the rejected Proposal.

Cost Evaluation. Once the technical merits of the Proposals are considered, the State may consider the costs of one or more of the highest-ranking Proposals. But it is within the State's discretion to wait until after any interviews, presentations, and demonstrations to evaluate costs. Also, before evaluating the technical merits of the Proposals, the State may do an initial review of costs to determine if any Proposals should be rejected because of excessive cost. And the State may reconsider the excessiveness of any Proposal's cost at any time in the evaluation process.

The State may select one or more of the Proposals for further consideration in the next phase of the evaluation process based on the price performance formula contained in Attachment One. The Proposal(s) selected for consideration in the next phase always will be the highest-ranking Proposal(s) based on this analysis. That is, the State may not move a lower-ranking Proposal to the next phase unless all Proposals that rank above it also are moved to the next phase, excluding any Proposals that the State disqualifies because of excessive cost or other irregularities.

If the State finds that it should give one or more of the highest-ranking Proposals further consideration, the State may move the selected Proposals to the next phase. The State alternatively may choose to bypass any or all subsequent phases and make an award based solely on its scoring of the preceding phases, subject only to its review of the highest-ranking offeror's responsibility, as described below.

Requests for More Information. The State may require some offerors to interview, make a presentation about their Proposals, or demonstrate their products or services. If the presentations, demonstrations, or interviews are held as part of the technical evaluation phase, all offerors that have Proposals under evaluation may participate. Alternatively, if the presentations, demonstrations, or interviews are held after the technical evaluation, the State normally will limit them to one or more of the highest ranking offerors. The State normally will limit such presentations, demonstrations, and interviews to areas in which it seeks further information from the highest ranking offeror or offerors. Typically, these discussions provide an offeror with an opportunity to do one or more of the following:

- Clarify its Proposal and ensure a mutual understanding of the Proposal's content;
- Showcase its approach to the Work; and
- Demonstrate the professionalism, qualifications, skills, and work knowledge of its proposed candidates.

The State will schedule the presentations, demonstrations, and interviews at its convenience and discretion. The State will determine the scope and format of any such presentations, demonstrations, and interviews and may record them. Additionally, if the State moves more than one offeror to this phase, the scope and format of these presentations, demonstrations, and interviews may vary from one offeror to the next, depending on the particular issues or concerns the State may have with each offeror's Proposal.

The State normally will not rank interviews, demonstrations, and presentations. Rather, if the State conducts the interviews, demonstrations, or presentations as part of the technical evaluation, the State may use the information it gathers during this process in evaluating the technical merits of the Proposals. If the State holds the demonstrations, presentations, or interviews only for one or more of the top-ranking offerors after the evaluation phase, the State may decide to revise its existing Proposal evaluations based on the results of this process.

Determination of Responsibility. The State may review the background of one or more of the highest-ranking offerors and its or their key team members and subcontractors to ensure their responsibility. For purposes of this RFP, a key team member is a person that an offeror identifies by name in its Proposal as a member of its proposed team. The State will not award the Contract to an offeror that it determines is not responsible or that has proposed candidates or subcontractors to do the Work that are not responsible. The State's determination of an offeror's responsibility may include the following factors: experience of the offeror and its key team members and subcontractors, its and their past conduct on previous contracts, past performance on previous contracts, ability to execute this Contract properly, and management skill. The State may make this determination of responsibility based on the offeror's Proposal, reference evaluations, a review of the offeror's financial ability, and any other information the State requests or determines is relevant.

Some of the factors used in determining an offeror's responsibility, such as reference checks, may also be used in the technical evaluation of Proposals in phase two of the evaluation process. In evaluating those factors in phase two, the weight the State assigns to them, if any, for purposes of the technical evaluation will not preclude the State from rejecting a Proposal based on a determination that an offeror is not responsible. For example, if the offeror's financial ability is adequate, the value, if any, assigned to the offeror's relative financial ability in relation to other offerors in the technical evaluation phase may or may not be significant, depending on the nature of the Work. If the State believes the offeror's financial ability is inadequate, the State may reject the offeror's Proposal despite its other merits.

The State may make a responsibility determination at any time during the evaluation process, but it typically will do so only once it has evaluated the technical merits and costs of the Proposals. The State always will review the responsibility of an offeror selected for an award before making the award, if it has not already done so earlier in the evaluation process. If the State determines that the offeror selected for award is not responsible, the State then may go down the line of remaining offerors, according to rank, and determine responsibility with the next highest-ranking offeror.

Reference Checks. As part of the State's determination of an offeror's responsibility, the State may conduct reference checks to verify and validate the offeror's and its proposed candidates' and subcontractors' past performance. Reference checks that indicate poor or failed performance by the offeror or a proposed candidate or subcontractor may be cause for rejection of the offeror's Proposal. Additionally, the State may reject an offeror's Proposal as non-responsive if the offeror fails to provide requested reference contact information.

The State may consider the quality of an offeror's and its candidates' and subcontractors' references as part of the technical evaluation phase, as well as in the State's determination of the offeror's responsibility. The State also may consider the information it receives from the references in weighing

any requirement contained in the technical evaluation phase, if that information is relevant to the requirement. In checking an offeror's or any of its proposed candidates' or subcontractors' references, the State will seek information that relates to the offeror's previous contract performance. This may include performance with other governmental entities, as well as any other information the State deems important for the successful operation and management of the Work and a positive working relationship between the State and the offeror. In doing this, the State may check references other than those provided in the offeror's Proposal. The State also may use information from other sources, such as third-party reporting agencies.

Financial Ability. Part of State's determination of an offeror's responsibility may include the offeror's financial ability to perform the Contract. This RFP may expressly require the submission of audited financial statements from all offerors in their Proposals, but if this RFP does not make this an express requirement, the State still may insist that an offeror submit audited financial statements for up to the past three years, if the State is concerned that an offeror may not have the financial ability to carry out the Contract. Also, the State may consider financial information other than the information that this RFP requires as part of the offeror's Proposal, such as credit reports from third-party reporting agencies.

Contract Negotiations. The final phase of the evaluation process may be contract negotiations. It is entirely within the discretion of the State whether to permit negotiations. An offeror must not submit a Proposal assuming that there will be an opportunity to negotiate any aspect of the Proposal, and any Proposal that is contingent on the State negotiating with the offeror may be rejected. The State is free to limit negotiations to particular aspects of any Proposal or the RFP, to limit the offerors with whom the State negotiates, and to dispense with negotiations entirely. If negotiations are held, they will be scheduled at the convenience of the State, and the selected offeror or offerors must negotiate in good faith.

The State may limit negotiations to specific aspects of the RFP or the offeror's Proposal. Should the evaluation result in a top-ranked Proposal, the State may limit negotiations to only that offeror and not hold negotiations with any lower-ranking offeror. If negotiations are unsuccessful with the top-ranked offeror, the State then may go down the line of remaining offerors, according to rank, and negotiate with the next highest-ranking offeror. Lower-ranking offerors do not have a right to participate in negotiations conducted in such a manner.

If the State decides to negotiate simultaneously with more than one offeror, or decides that negotiations with the top-ranked offeror are not satisfactory and therefore negotiates with one or more of the lower-ranking offerors, the State then will determine if an adjustment in the ranking of the offerors with which it held negotiations is appropriate based on the negotiations. The Contract award, if any, then will be based on the final ranking of offerors, as adjusted.

Auction techniques that reveal one offeror's price to another or disclose any other material information derived from competing Proposals are prohibited. Any oral modification of a Proposal will be reduced to writing by the offeror as described below.

Following negotiations, the State may set a date and time for the offeror(s) with which the State conducted negotiations to submit a best and final Proposal. If negotiations were limited and all changes were reduced to signed writings during negotiations, the State need not require a best and final Proposal.

If best and final Proposals are required, they may be submitted only once, unless the State determines that it is in the State's interest to conduct additional negotiations. In such cases, the State may require another submission of best and final Proposals. Otherwise, discussion of or changes in the best and final Proposals will not be allowed. If an offeror does not submit a best and final Proposal, the State will treat that offeror's previous Proposal as its best and final Proposal.

The State usually will not rank negotiations and normally will hold them only to correct deficiencies in or enhance the value of the highest-ranked offeror's Proposal.

From the opening of the Proposals to the award of the Contract, everyone evaluating Proposals on behalf of the State will seek to limit access to information contained in the Proposals solely to those people with a need to know the information. The State also will seek to keep this information away from other offerors, and the State may not tell one offeror about the contents of another offeror's Proposal in order to gain a negotiating advantage.

Before the award of the Contract or cancellation of the RFP, any offeror that seeks to gain access to the contents of another offeror's Proposal may be disqualified from further consideration.

Negotiated changes will be reduced to writing and become a part of the Contract file, which will be available for public inspection after award of the Contract or cancellation of the RFP, provided the State does not plan to reissue the RFP. If the State plans to reissue the RFP, the Contract file will not be available until the subsequent RFP process is completed. Unless the State agrees otherwise in writing, the offeror must draft and sign the written changes and submit them to the State within five business days. If the State accepts the changes, the State will give the offeror written notice of the State's acceptance, and the negotiated changes to the successful offer will become a part of the Contract.

Failure to Negotiate. If an offeror fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the State may terminate negotiations with that offeror, remove the offeror's Proposal from further consideration, and seek such other remedies as may be available in law or in equity.

PART FIVE: AWARD OF THE CONTRACT

Contract Award. The State plans to award the Contract based on the schedule in the RFP, if the State decides the Work is in its best interest and has not changed the award date.

Under Ohio's anti-terrorism legislation, effective April 14, 2006, the selected offeror must complete a Declaration Regarding Material Assistance/Non-assistance to a Terrorist Organization to certify that the offeror has not provided material assistance to any terrorist organization listed on the Terrorist Exclusion List. The form and the Terrorist Exclusion List are available on the Ohio Homeland Security Website. The form must be submitted with the offeror's Proposal. If an offeror answers yes or fails to answer any question on the form, the State may not award the Contract to that offeror. The offeror may request the ODPS to review such a denial of an award. More information concerning this law is available at: <http://www.homelandsecurity.ohio.gov>.

Included with this RFP, as Attachment Five, is a sample of the Contract for the RFP. The State will issue two originals of the Contract to the Contractor proposed for award. The offeror must sign and return the two originals to the Procurement Representative. The Contract will bind the State only when the State's duly authorized representative signs all copies and returns one to the Contractor with an award letter, the State issues a purchase order, and all other prerequisites identified in the Contract have occurred.

The Contractor must begin work within 15 business days after the State issues a purchase order under the Contract. If the State awards a Contract pursuant to this RFP, and the Contractor is unable or unwilling to begin the Work within the time specified above, the State may cancel the Contract, effective immediately on notice to the Contractor. The State then may return to the evaluation process under this RFP and resume the process without giving further consideration to the originally selected Proposal. Additionally, the State may seek such other remedies as may be available to the State in law or in equity for the selected offeror's failure to perform under the Contract.

Contract. If this RFP results in a Contract award, the Contract will consist of this RFP, including all attachments, written amendments to this RFP, the Contractor's accepted Proposal, and written, authorized amendments to the Contractor's Proposal. It also will include any materials incorporated by reference in the above documents and any purchase orders and change orders issued under the Contract. The form of the Contract is included as a one-page attachment to this RFP, but it incorporates all the documents identified above. The general terms and conditions for the Contract are contained in Attachment Four to this RFP. If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. The one-page Contract (Attachment Five) in its final form;
2. This RFP, as amended;
3. The documents and materials incorporated by reference in the RFP;
4. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
5. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, change orders and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract. To be binding on the State, a duly authorized representative of the Office of Information Technology must sign any change order under or amendment to the Contract.

ATTACHMENT ONE: EVALUATION CRITERIA

Mandatory Requirements. The first table lists this RFP’s mandatory requirements. If the offeror’s Proposal meets all the mandatory requirements, the offeror’s Proposal may be included in the next part of the technical evaluation phase described in the next table.

Mandatory Requirements	Reject	Accept
The offeror must have a minimum of 48 months experience providing a Driver License/Identification/Security Card solution including hardware, software drivers and all consumables for at least one (1) state or government jurisdiction.		
The solution offered must be an “over the counter” solution which has the ability to issue Driver Licenses and Identification cards at two hundred eighteen sites statewide and allows for future growth.		
The offeror’s proposed solution must integrate into the DL/ID issuing software (BASS) as described in the Attachment Two.		
The offeror’s proposed solution must integrate into the ODPS Technical Architecture without any modifications (see Supplement 2).		
The offeror must provide a letter from the manufacturers of the equipment and materials certifying that the equipment and materials that are a part of the offeror’s solution have been tested for life span and maximum usage rate in accordance with AAMVA specifications and rated with a passing grade.		
Motorola Symbol PD8750 Signature Capture Solution. The offerors must provide a statement that the proposed solution uses Motorola Symbol PD8750 Signature Pad as specified in Supplement Twenty and meets the signature capture solution capabilities.		
The offeror must provide a solution capable of compliance with REAL ID requirements.		

Scored Criteria. In the technical evaluation phase, the State will rate the technical merits of the Proposals based on the following requirements and the weight assigned to each requirement:

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
DL/ID Solution	10	0	5	7	9
Signature Capture Solution	5	0	5		
Technical Requirements	10	0	5	7	9
Inventory Bank and Replacement Equipment	4	0	5	7	9
Anti-theft Solutions and Security Measures	10	0	5	7	9
Card Requirements					
Card Construction	5	0	5	7	9
Card Formats	2	0	5	7	9
Card Testing	3	0	5	7	9
Printer Requirements					
General Specifications	6	0	5	7	9

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
Printer Capabilities	2	0	5	7	9
Alternate Printing	2	0	5	7	9
Image Capture Solution					
Camera Specifications	3	0	5	7	9
Image Consistency	2	0	5	7	9
Training Plan	5	0	5	7	9
Maintenance and Support Plan					
Remedial/Emergency Maintenance	5	0	5	7	9
Preventative Maintenance	2	0	5	7	9
Toll-free Phone Support Plan	1	0	5	7	9
Web Tracking & Reports	3	0	5	7	9
Staffing Plan/Personnel Profile					
Project Manager Qualifications					
Proposed candidate must demonstrate a minimum of 36 months full-time experience as a Project Manager in the last 48 months.	.4	0	5	7	9
Proposed candidate must demonstrate experience as the Project Manager from project initiation through completion on at least one product installation or implementation.	.4	0	5	7	9
Proposed candidate must demonstrate a minimum of 24 months experience as a project manager on projects employing the Project Management Methodology being proposed.	.4	0	5	7	9
Proposed candidate must demonstrate experience using project management software (e.g. Microsoft Project) to develop and maintain a WBS including a project schedule on a minimum of 5 projects.	.4	0	5	7	9
Proposed candidate must demonstrate experience as a Project Manager on a project of similar size and scope to the Project during which the project manager delivered the project on time and within budget.	.4	0	5	7	9
It is preferred , but not required, that the proposed Project Manager meet the following requirements:					

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
Proposed candidate should demonstrate experience in risk assessment and mitigation strategies and techniques.	.2	0	5		
Proposed candidate should demonstrate contract administration experience.	.1	0	5		
Project Management Professional (PMP) certified by Project Management Institution (PMI).	.2	0	5		
Account/Contract Manager					
Proposed candidate must demonstrate a minimum of 36 months full-time experience as an Account/Contract Manager in the last 48 months.	1	0	5	7	9
Proposed candidate must demonstrate experience as an Account/Contract Manager on a contract of similar size and scope to the Project during which the Account/Contract manager had responsibilities for statewide offsite operations.	1	0	5	7	9
Project Plan	5	0	5	7	9
Project Management Methodology	5	0	5	7	9
Statewide Deployment Plan	5	0	5	7	9

Proposals that meet the Mandatory Requirements based on the following criteria and respective weights.

<i>Criteria</i>	<i>Percentage</i>
Technical Proposal	70%
Cost Summary	30%

To ensure the scoring ratio is maintained, the State will use the following formulas to adjust the points awarded to each offeror.

The offeror with the highest point total for the Technical Proposal will receive 700 points. The remaining offerors will receive a percentage of the maximum points available based upon the following formula:

$$\text{Technical Proposal Points} = (\text{Offeror's Technical Proposal Points} / \text{Highest Number of Technical Proposal Points Obtained}) \times 700$$

The offeror with the lowest proposed Not-To-Exceed Fixed Price will receive 300 points. The remaining offerors will receive a percentage of the maximum cost points available based upon the following formula:

$$\text{Cost Summary Points} = (\text{Lowest Not-To-Exceed Fixed Price} / \text{Offeror's Not-To-Exceed Fixed Price}) \times 300$$

Total Points Score: The total points score is calculated using the following formula:

$$\text{Total Points} = \text{Technical Proposal Points} + \text{Cost Summary Points}$$

ATTACHMENT TWO: WORK REQUIREMENTS AND SPECIAL PROVISIONS

PART ONE: WORK REQUIREMENTS

This attachment describes the Work and what the Contractor must do to get the job done. It also describes what the Contractor must deliver as part of the completed Work (the "Deliverables"). Additionally, it gives a detailed description of the Work's schedule.

Scope of Work.

The State will provide oversight for the Work, but the Contractor must provide overall Work management for the tasks under this Contract, including the day-to-day management of its staff. The Contractor also must assist the State with coordinating assignments for State staff, if any, involved in the Work. Additionally, the Contractor must provide all administrative support for its staff and activities. Throughout the Work effort, the Contractor must employ ongoing management techniques to ensure a comprehensive Work Plan is developed, executed, monitored, reported on, and maintained.

The Contractor must provide a Work Manager for the Work. The Contractor must employ the proposed Work Manager as a regular, fulltime employee on the Proposal submission date and throughout the term of the Contract, including all renewals of it.

The State reserves the right to negotiate with the Contractor at any time during the term of the Contract for any hardware, software, card stock, any other consumables, and Level 1-3 Security Levels and Threat Types 1-4, as needed, to ensure compliance with REAL ID requirements not set forth in this RFP. REAL ID rules are currently pending with the Department Homeland Security.

DL/ID Solution – General Requirements

- A. The Contractor must deliver an integrated DL/ID Card solution, which includes all required and necessary hardware, software driver(s), supplies, and services necessary to perform customer enrollment and renewal transactions, and communicate with interfaces maintained by the ODPS to store this information centrally as described in this RFP document including, but not limited to:
1. Image and signature capture.
 2. Over the counter card production printers.
 3. All necessary materials and supplies.
 4. Project management, development, testing, training, and statewide deployment.
 5. Hardware system service, management, maintenance and support (user/security maintenance, system maintenance, system software drivers' upgrades and distribution, etc.) for the proposed DL/ID solution.

The Contractor shall provide all necessary software driver(s), the Image Capture Solution (ICS) and the Signature Capture Solution (SCS) to support the proposed DL/ID solution, including but not limited to the ICS and SCS retrieval, storage, customization, and interfaces to the ODPS systems.

- B. Additional functionality, enhancements, and expansion may be added to the DL/ID solution while this Contract is in effect, at the ODPS' option. In addition, any upgraded versions of the hardware, when available, may be included as part of the DL/ID solution at ODPS' discretion.
- C. The integrated DL/ID solution must provide sufficient capacity to meet annual production needs of approximately 3.3 million driver's licenses and identification cards per year as well as any growth in volume over the Contract period. The ODPS intends to contract for a period of four years with a projected total volume over this period of approximately 13.2 million DL/ID cards.

The annual volumes and four year projection of approximately 13.2 million cards is based upon historical data over the past four years and projected growth. The ODPS makes no guarantee however on annual or total card volumes over the Contract period.

- D. To accomplish the implementation of the DL/ID solution, the Contractor must provide connectivity to BASS, system integration testing, training, delivery, installation and hardware maintenance support.

DL/ID Solution – Technical Requirements

- A. The Contractor must use the ODPS BASS, thin client environment, and ODPS IT Essential Technical Architecture standards (Supplement Two) as the basis for developing their proposed solution. The ODPS will provide the necessary network connections for connectivity at the DR and CSC locations. If a thin client solution is proposed, the proposed solution must work with the terminal device at the DR and CSC locations.

Current Technical Environment

- Thin client current memory now exists at the Deputy Registrars and Customer Service Centers.

The thin client System operating with Windows XPe is the preferred method to provide DL/ID issuance through the BASS. The offeror may be awarded a higher point score in the evaluation for proposing a solution using the ODPS thin client over a thick client PC.

The Signature Pads, Camera and Printer are operated on the thin client HP t5000 series with Microsoft Windows XP Embedded Version 2002 SP2 installed. Signature Pads and Camera are connected to the existing thin client PC via the USB interface.

Specifications for the thin client:

1. Hewlett-Packard t5720 thin client with Microsoft Windows XPe SP2.
2. Processor - 1.2 GHz.
3. Memory - 512 MB DDR SDRAM.
4. Flash memory - 512 MB Flash.
5. Ports - Standard: 2 USB 2.0, Rear: 4 USB 2.0, 1 serial, 1 parallel, 2 PS/2, 1 external monitor, 1 RJ-45.
7. Slots - 1 PCI Expansion Module.
8. Graphics cards - SiS741 GX Integrated/UMA.
9. Network - 10/100 NIC.
10. Operating system - Windows XP Embedded SP2.

BASS. BASS is an in-house developed web-based computer system used by the BMV's DR's to issue DL and ID cards and Vehicle Registrations (VR). The multi-server system interfaces with many other ODPS systems for supporting services, as well as three AAMVA systems for national driver and SSN information. It was built using Microsoft web-based (.NET) technologies and implemented at the 218 CSC and DR's in the 3rd and 4th Quarter of 2005. The main goal of BASS is to provide a system that is user-friendly, while streamlining the DL and ID Cards and VR processes for over 15 million transactions annually. The system interfaces real-time to the DL/ID and VR mainframe systems and also handles all point-of-sale (POS) functionality. BASS provides bank deposit information, updates a central deposit system and includes numerous other services offered by the DRs (e.g. Driver Record Abstracts, Special Plates, Salvage Title

Inspection Receipts, CDL Test Receipts, Motorcoach Bus Inspections, Driver Images, Print on Demand VR Stickers and many other POS items).

Future. Over the next few months, the system hardware and software are being upgraded to Unisys ES7000, Dell and Microsoft SQL-Server 2005 and .NET 2.0.

Beyond that, the application is being expanded to include the Driver Exam (DX) stations for the integration of driver written and road tests to the driver licensing process. The old process is paper-based and requires the prospective driver to go to the DR for a temporary permit packet before going to the Driver Exam station. The customers then have to carry the paper permit information with signatures and seals with them until they have completed the final road test. The new process will eliminate a step by starting the customer at the DX. It will provide a seamless paperless process to update the test information in BASS, and allow the DRs to issue the plastic card permits and licenses without the paper temporary packets. The project is scheduled for pilot in June/July 2008 with full implementation Sept/Oct. 2008

There is a plan in place to network the printers at the DR's and CSC's that are currently run locally. The plan includes the following:

- 1) Installing two (2) data cables up to 290 feet in length between the existing network rack and locations designated or approved by DTS at all Class 6-8 agencies.
- 2) Installing one (1) data cable up to 290 feet in length between the existing network rack and locations designated or approved by DTS at all Class 1-5 agencies.
- 3) Installing an additional 24-port patch panel, if needed, to support additional cable drops.
- 4) Terminating all new cable connections to the patch panel. Route and terminate the cables in a fashion that is consistent with the existing site data cable. Terminate all end points with Category 5E jacks.
- 5) Testing all installed cables to ensure compliance with EIA/TIA 568B standards.

Quantity	Description
.4	Category 5E cable, Plenum Rated, Blue, 100ft
.05	Patch Panel, Cat 5E, 24 Port
2	Jack, Cat 5E, Gigamax Snap-In (Blue)
1	Multiport Wall plates, Single-Gang, Two Port (Ivory)
1	Surface Mount Back boxes, Single – Gang, 1.45" deep (Ivory)
2	Patch Cord 3ft
2	Patch Cord 10ft
1	Miscellaneous Materials

- B. Any proposed system of optional configuration must be designed to utilize the infrastructure design outlined in the ODPS IT Essential Technical Architecture standards (Supplement Two).
- C. Equipment and software drivers supplied by the Contractor must be a mirror image of the equipment they provide for production systems. Equipment supplied by the ODPS will be a mirror image of the equipment provided by ODPS for production systems.

Thick Client PC:

If the proposed solution is a system using thick client PCs, the thick client must have Windows XP as its operating system; have sufficient memory to temporarily store the camera image and signature captured from the signature pad. The thick client must interface with the ODPS BASS system to collect the customer information from the central in-house storage and merge with the image and signature, show

the information, camera image, and signature as a completed license on the workstation monitor, send the completed card image to the printer, print the card and erase the images temporarily stored in the PC memory.

Inventory Bank and Replacement Equipment. An additional quantity of ten (10) new printers, signature pads and digital cameras are requested by the State for this solution and will serve as backup equipment for emergency repair, replacements, and Disaster Recovery. This equipment will be placed in an inventory bank and maintained by the Contractor. As this equipment is drawn from the inventory bank by the Contractor, the equipment must be replenished with identical equipment (make and model) at the Contractor's expense when the failures are due to no fault of the State. The Contractor must maintain a minimum inventory level of ten (10) new printers, signature pads, and digital cameras at all times in the inventory bank. Equipment in the Inventory Bank may also be used for the temporary DR set up at the State Fair.

Refurbished or used equipment is not acceptable to the State. However, certified repaired equipment that was originally a part of this solution is acceptable. The same make and model for each component of the inventory bank is required. If any equipment is removed permanently from use, the Contractor must ensure that all sensitive data (applicants' private information) is removed and deleted from the equipment.

The Contractor will provide a report at the end of each month, to ODPS, of the contents of the inventory by make, model and serial number for each component.

Materials and Supplies.

The Contractor must provide and deliver all necessary materials and supplies for producing DL/ID's directly to each DR and CSC location. All deliveries must be inside delivery to the designated staff person provided after award and in accordance with the standards listed in Supplement Seventeen.

The Contractor must maintain an inventory of materials and supplies at each DR and CSC location and must replenish supplies according to the Consumables Replenishment Process described in Supplement Seventeen and maintain the required operational supply at each location. The Contractor must maintain 120-day operational supply at each location. The size of the 120-day supply will vary and be based on processing volumes at each site. All supplies must have a shelf life of at least six months from the date of delivery to the ODPS.

Antitheft Solutions and Security Measures. The printers at each DRs and CSCs facility are bolted to the counter to deter thefts of the printers. The Contractor must provide anti-theft solutions and security measures for all equipment. These may include ribbon erasure or distortion, ink cartridges, easily removable and replaceable consumables or take up spools, affixing the equipment to countertops via fasteners, locks, or other methods, mechanisms to render the machine inoperable in the case of theft or damage to the equipment.

Backdrop Requirements. The Contractor must make backdrops available for use in the DR and CSC locations. The State may purchase backdrops, on an as needed basis. The backdrops must be Pantone Color Blue 300, and measure 48" wide x 42" inches high. The backdrops must be a fabric material that does not tear or crease. The backdrop fabric must meet any AAMVA requirements and include reflective materials that assist in illumination and shadow reduction.

Card Requirements – Overview. One of the primary objectives of the new DL/ID solution is to improve the security and integrity of driver's license and identification cards issued by the ODPS on behalf of the State of Ohio. The ODPS will examine and consider the security of the cards proposed with the highest scrutiny.

Card Size & Thickness. The size of the DL/ID card without laminate or coating must be a minimum of 3-1/8" wide and 1-7/8" high. The laminated or coated DL/ID card must not exceed 3-3/8" wide & 2-1/8" high.

The thickness of the finished license with laminate or coating, including magnetic stripe, must meet credit card industry standard of .030 (+ or - .003). Corners of the DL/ID cards must be rounded with a radius of 0.125.

Card Composition. A layered composite card or alloy composite card which utilizes fused construction materials is acceptable. The card material must be tamper evident.

Additionally, the card composition must meet the following requirements:

- Wide processing and color range.
- Laminate compatibility.
- Compatibility with dye-sublimation or reverse imaging thermal transfer printing.
- Life span of four (4) years minimum.
- Low risk of chemical, mechanical or material alteration fraud.
- Resistance to fading photos and printing.

Card Formats

- A. The proposed driver's license and State ID card formats must be highly secure.
- B. In addition to the standard horizontal DL/ID card formats, the ODPS requires the production of an under age 21 driver's license and state ID card in a vertical format.
- C. The following are the minimum card formats required:
 1. Regular driver's license (including regular driver's license, learner's permit, CDL, and CDL instruction permit) in a horizontal format.
 2. Under age 21 driver's license (including driver's license, learner's permit, CDL, and CDL instruction permit) in a vertical format
 3. Regular state ID card (horizontal format).
 4. Under age 21 state ID card (vertical format).

If it is determined that Ohio will issue REAL ID compliant credentials, the following cards must be produced by the Contractor.

5. REAL ID compliant driver's license.
6. REAL ID compliant identification card.

Details on REAL ID are available at the Department of Homeland Security, REAL ID link below.
http://www.dhs.gov/xprevprot/programs/gc_1200062053842.shtm

- D. The proposed solution must be flexible and capable of modifying or adding card formats for additional card stocks, types, formats, or designs at any time during the Contract, including a supply of REAL ID compliant card stock if required.
- E. The Contractor must possess highly secure card design and formatting capabilities and offer these to the ODPS for the origination of the above stated card types/formats. The ODPS will work with the Contractor to finalize card designs that the Contractor shall create during the detailed design phase of the DL/ID solution project. The ODPS will have final authority to determine card design, and acceptance of card designs shall be determined by the Executive Director, Administration, ODPS.

- F. Upon completion and approval of any/all card designs or customized holographic laminates, etc., the ODPS will exclusively and perpetually own all designs, diagrams, layouts, artwork, or similar materials with the exception of any Department of Homeland Security or other REAL ID mandated customized security features. The Contractor shall promptly provide a written acknowledgement satisfactory to the ODPS to evidence the ODPS' sole ownership and provide information to the ODPS, which may be required to copyright these designs or original artwork in the name of the ODPS and the State of Ohio.

Card Construction

- A. The finished cards produced shall provide a high degree of security to Ohioans and likewise provide a high level of trust to those that may receive the document when presented by the cardholder.
- B. The State of Ohio recognizes that 100% surface printing techniques such as half tone and ink-jet are commercially available and may allow the production of facsimile or counterfeit cards. Therefore, static security features placed upon or within the cards shall be secure via security printing methods that are not commercially available or reproducible in a facsimile manner using common, commercial-off-the-shelf technologies. All variable data components applied directly to the cards shall provide for visible means of tamper evidence, i.e. readily evident and easily identifiable through a rapid visual inspection and cursory examination in normal conditions without the need for tools or aids. The proposed card solution must include cards constructed such that application of personal and variable data provides for the highest quality of printed information including sufficient depth, clarity and resolution.
- C. The application of all security features shall be achieved such that individual security features or elements are strengthened by the application of other security features. The proposed DL/ID cards must:
 - 1. Provide a durable card construction that survives intact under normal use and must be warranted by the Contractor for a period of four (4) years from the date of issuance. The construction of the card must be of tamper-evident material.
 - 2. Provide secure card designs and construction which does not substantially alter the cursory appearance of the card, but remains resistant to any form of compromise.
- D. All cards must use security features, and protect sensitive data on the card such as photo, name, date of birth and other key fields typically subject to compromise attack.

Card Stock and Printing Method

- A. The Contractor must propose a DL/ID card solution where cards are constructed of a material that provides for a highly durable card on which the printing and photograph must survive a four (4) year card life after issuance. The proposed cards must provide the highest clarity for information applied using the printing methods proposed. The ODPS encourages the offerors to propose multiple stock/types/printing methods and security features.
- B. The construction of the card must provide the utmost security and inventory controls and must be exposed to minimal human handling.
- C. Non-variable printing that represents a security feature (i.e., fine line, guilloche, etc.) must be accomplished using recognized industry accepted methods for security printing.

Card Security Features

- A. The DL/ID cards must be produced with multiple levels of security features. The Contractor shall provide the capability to change security features during the period of the Contract in a proactive

attempt to deter compromise. The addition or deletion of security features will cause an adjustment to be made in the final cost of the card based upon the price listed in Attachment Nine, Cost Summary.

The produced documents must provide the maximum resistance to compromise attempts via the following methods:

Type 1: Counterfeit / simulation

An unauthorized copy or reproduction of a genuine card made by whatever means.

Type 2: Alteration

Includes but is not limited to deletion, modification, erasure, masking, or tampering with biographical data concerning the original or rightful cardholder.

Type 3: Photo / signature substitution

Substitution of an impostor's photograph and/or signature in place of the photograph and/or signature of the original or rightful cardholder.

Type 4: Counterfeit from cannibalized cards

Creation of a fraudulent document using card components from legitimate DL/ID cards.

- B. DL/ID–Cards must include three levels of security features as indicated in the Card Design Security Features Chart (see Attachment Nine, Cost Summary). Both the DL and ID cards must be secure documents, verifiable as original through complementary security features included for three levels of inspection:

Level One – cursory examination without tools or aids involves easily identifiable visual or tactile features for rapid inspection at point of usage. Important Note: The Contractor's manufacturing/application method for Level One security features may be declared proprietary information/trade secret, but the finished security feature itself shall not be declared proprietary information by the Contractor.

Level Two – Examination by trained inspectors with simple equipment (magnifying glass, UV light, machine reading equipment, etc). Important Note: The Contractor's manufacturing/application method for Level Two security features may be declared proprietary information/trade secret, but the finished security feature itself shall not be declared proprietary information by the Contractor.

Level Three – Inspection by forensic specialists conducting detailed examination allows for more in-depth evaluation and may require special equipment to provide true certification.

If Ohio issues REAL ID compliant credentials, the Contractor will be required to include all security levels, including all threat levels required by the REAL ID final rules as published January 10, 2008.

- C. Card designs must include features from each of the three levels of recognized security features. The quality and placement of the security features is more important than the number of security features.

The external surfaces of the card must be printed using recognized industry accepted security printing methods to resist duplication or facsimile reproduction by commercially available products.

Each DL/ID card must be of such material and design to prevent its reproduction or alteration without being readily detected. The State has selected several security features from those listed in the *Personal Identification – AAMVA International Specification – DL/ID Card Design* dated March, 2005 <<http://www.aamva.org/KnowledgeCenter/Standards/Current/>>. The common security element, as prescribed by AAMVA, must be included in Zone 4 of the card.

- For driver license documents, the background color of Zone 1 of the card must be predominantly pink and the color of the background, which may be a printed image, must be matched closely as possible to a 30% tint of Pantone reference 198. This is a specific requirement of ISO/IEC CD 18013-1 for ISO compliant driver licenses.
- For non-driver license identification card documents, the background color of Zone 1 of the card must be predominately green and the color of the background, which may be a printed image, must be matched as closely as possible to a 30% tint of Pantone reference 368.
- The reproduction of the portrait of the holder of the license is depicted on the right side of the portrait side of the card as shown by the position of Zone III.

Card security features will be included on the card but are not specified here in order to protect the confidentiality of all security features. The Contractor provided printers, cards, and supplies must be capable of providing most of the security features listed in Attachment Nine. The Executive Director of the ODPS Administration Division shall determine the security features, which the State of Ohio will incorporate into the DL/ID Cards after the award is made. The prices for the chosen security features will then be added to the awarded total price per transaction.

Since the AAMVA standard is a developing document that may see future changes, the ODPS shall review each change individually when deciding the merit of any future standards adherence.

Known Security Features. The following known security features are included in the Security Section. DL/ID Zones referenced in this section of the RFP are shown in Supplement Fourteen.

Printing

1. Deliberate Errors/known flaws – A feature is purposely made with an intentional mistake known only to the manufacturer or inspection officials.
2. Duplex Patterns – A design made up of an interlocking pattern of small irregular shapes, printed in two colors and requiring very close register printing in order to preserve the integrity of the image.
3. Fine line background (Guilloche pattern) – A pattern of continuously fine lines constructed by using two or more lines in overlapping bands that repeat a lacy, web-like curve.
4. Fine line foreground – A pattern of continuously fine lines constructed by using two or more fine lines overlapping bands that repeat a lacy, web-like curve.
5. Front to back (see through) register – A design printed on both sides of a card that forms an interlocking image when held to a light source.
6. Ghost Image – Half tone reproduction of the original image that is typically printed in the same area as, and behind, personal data.
7. Layered printing (on lamination) – Printing separate elements of the secure design on different layers of the laminated card body materials so that no single layer contains all of the security features and the entire product is only apparent after lamination.

8. Micro optical imaging – Text, line art, gray scale images and multi-reflectivity images are engineered into optical Write Once Read Many (WORM) media at high resolution (over 12,000 dpi). Difficult to simulate the printing resolution.
9. Micro-printing/nano-printing – Miniature lettering which is discernible under magnification. Incorporated into fine line backgrounds or placed to appear as bold lines. Continues to decrease in size as technology improves. Difficult to duplicate.
10. Moiré pattern (anti-scan/VOID pattern) – A new pattern formed by the super positioning of two patterns whose periodicities are not identical. Security designs can be developed so that a scanner or copier will only display part of the pattern and/or word VOID or COPY appears instead of the pattern.
11. Non-standard type fonts – Special type that is not available on the commercial market and is reserved for security card use only.
12. Rainbow printing – A subtle shift of color across a document. Accurately designed patterns cannot be easily copied. It is often used with a fine line or medallion pattern in the background of a card.
13. Security code – High-resolution color printing systems print a security code within the body of the color printed photo image. The code can be printed in a non-proportional font that can imbed characters on the edge or bottom of the printed picture.

Inks – All inks offered must be completely compatible with card materials in the card solution offered.

1. Chemically Reactive – Contains a security agent that is sensitive to chemicals, i.e., polar and non-polar solvents and bleach, commonly used to alter documents. The chemical reaction is for the ink to run, stain, and bleed to show evidence of document tampering.
2. Infrared fluorescent – Forms a visible image when illuminated with light in the infrared / red visible part of the spectrum.
3. Infrared dropout – Forms a visible image when illuminated with light in the visible part of the spectrum, but cannot be detected in the infrared region.
4. Metallic, pearlescent, and iridescent – Inks that fluctuate in brilliance depending on the angle of illumination of the viewing. Difficult to mimic the luster and hard to copy or scan.
5. Metameric – The use of a pair of ink colors that differ in spectral composition but match one another under certain lighting conditions. Under incandescent light that may appear the same, but under colored light they appear as different colors.
6. Optically variable (color shifting) – This overt security ink can be printed as a semi-transparent or opaque color shifting security feature. Advanced multi-layer light interference structures create noticeable, reflecting color shifts, i.e., gold to green, green to blue, etc.
7. Phosphorescent – Contains a pigment that glows when exposed to a light source of appropriate wavelength. The reactive glow decays after the light source is removed.
8. Tagged – Contains taggants or compounds that are not naturally occurring and that can be detected using special equipment that reacts to electromagnetic energy identifying the grouping or type.

9. Thermochromatic – Ink that exhibits a sharp, reversible color change when exposed to heat, i.e., finger rubbing or hot air.
10. Ultraviolet fluorescence – Invisible inks that emit visible color under exposure to ultraviolet light. Colors can be formulated that are not commercially available, making resistance to counterfeiting higher.

Substrate Inclusion

1. Core inclusion – The manufacture of card stock with different layers. A colored core material may be placed inside to create a colored edge along the card.
2. Embedded thread, fiber or planchette – Small, often fluorescent particles or platelets incorporated into a card material at the time of manufacture that can be seen later under certain lighting conditions. The embedded elements may have magnetic or other machine-readable properties that may be used to enhance the levels of security provided.
3. Opacity mark – Similar to a watermark, it is a plastic that contains a unique translucent mark.
4. Security bonding – The card periphery incorporates a security bonding material that bonds all of the layers together. Tamper evidence is seen if access is attempted to obtain the internal structures of the card.
5. Ultraviolet features – Card bodies are made UV dull or possess a controlled response to UV light so they exhibit fluorescence that can be distinguished in color from the “blue” used in commonly available fluorescent materials.

Optically Variable Devices (OVD)

1. De-Metalized OVD – A combination of metal and transparency on the same foil or laminate. High-resolution OVD has selective de-metallization, either transparent or opaque, as defined above.
2. Non-transparent OVD – Printed opaque, OVD’s advanced multilayer light interference structures create noticeable, reflecting color shifts, i.e., gold to green, green to blue, etc. similar to what is seen on many global identification documents including driver licenses, banknotes, passports, and visas. The color shifting and authentication effect cannot be replicated or digitally recreated. Tightly controlled and only available for the most secure document applications.
3. Personalized OVD – OVD that is personalized for each card based upon biographical data, portrait, or signature of the cardholder.
4. Transparent OVD – Printed on transparent lamination overlay material, advanced multilayer light interference structures create noticeable, reflecting color shifts, i.e., gold to green, green to blue, etc. When incorporated into a driver license design, feature will not interfere with photo or data information. Transparent OVD color shifting and authentication effect cannot be replicated or digitally recreated. Tightly controlled and only available for the most secure document applications, i.e., driver licenses, passports, visas, etc. The OVDs are digitally mastered and created using computer-guided lasers or electronic beams.

Additional Features

1. Covert variable pixel manipulation – Covert dot matrix images that are converted to visible text with a special reader or lens.
2. Digital Seal – A method of securing and validating data by electronic means using digital signature technology. The issuing authority “signs” the information contained in the Machine Readable Technology (MRT).
3. Embedded Image (e.g., digital watermark) – An image or information that is embedded or encoded within a primary visual image.
4. Laminates (security) – Transparent layers or films with an integrated security feature(s) are applied to the card with an adhesive or fused by heat. Available in a number of forms, security laminates are designed to be tamper evident and carry other security features to the card.
5. Laser encoded optical image – Image and text files are placed to an optical WORM media as a visible diffraction pattern image that is eye-readable under a variety of lighting conditions.
6. Laser engraving – The information cannot be mechanically or chemically removed without surface damage to the card. Can be used for photos, characters, bar codes, OCR, etc.
7. Laser perforation – Holes are made with the laser beam of images or objects. The image is visible when held up to a light source. It has a tactile feel with conical holes that are larger at the entrance than exit.
8. Machine-readable technology (MRT) – Magnetic stripe, smart card, bar codes, OCR, optical WORM media, etc. Verifies the authenticity of the document, the data or the person presenting the card by the use of a reader and comparison of the stored data to other information.
9. Magnetic media fingerprinting – Tracks unique, random patterns of magnetic media formed as a by-product manufacture of card. The pattern is recorded at the time the card is encoded and this pattern can later be compared to the pattern detected when the card is scanned.
10. Optical media fingerprinting – Tracks unique, random patterns of optic media (e.g., fibers) on card. The pattern is recorded at the time the card is encoded and this pattern can later be compared to the pattern detected when the card is scanned.
11. Optical watermark – Fine line images that are engineered into optical WORM media with a very high resolution (12,000 dpi). The watermark is overwritten with a laser-encoded optical image, locking together a preformatted document security feature with a laser encoded personalization security feature.
12. Overlay – An ultra-thin film or protective coating that may be applied to the surface of a card in place of a security laminate and which may contain optically variable features.
13. Overlapping data – Variable data, such as digitized signature, seals or text can be placed over another field such as a photo image. Both fields must be altered if a substitution is to take place making it more difficult.
14. Redundant data – Display of data in more than one location on the card (including front and back). A visual inspection may determine if all of the fields match. Usually, the data is displayed in a variety of colors and fonts to further deter alteration.

15. Retro reflective device – Optical constructions that reflect light such that covert logos become visible over the entire document when viewed using a focused light source or retro reflective viewer.
16. Security threads – Metal or plastic, these threads are seen on currency. With special metalized film, demetalized text is invisible in reflected light and therefore is difficult to copy. When viewed in transmitted light, the opaque aluminum letters are clearly visible.
17. Thin film interference filters – Multiple layer structures that produced color effects by interference.
18. Tactile feature – A feature which is apparent to touch or feel without requiring a special instrument. This could include texture, flexibility, or weight of the document and/or a feature incorporated in the card structure or card components.
19. If Ohio decides to issue REAL ID compliant credentials, the Contractor must provide a card that includes or allows to be printed, the DHS approved REAL ID security marking.

Two-Dimensional Barcode. The PDF417 symbology (see ISO/IEC 15438 *Automatic Identification and Data Capture Techniques – International Two-dimensional Symbology Specification – PDF417*) must be used for the Driver's License and Identification Cards.

The following PDF417 symbology variants as defined in the ISO/IEC 15438 *Automatic Identification and Data Capture Techniques – International Two-dimensional Symbology Specification – PDS417* must NOT be used.

- Compact PDF417
- MicroPDF417
- MacroPDF417

Magnetic Stripe. The back of the laminated or coated DL/ID card must have a magnetic stripe near the top of the DL/ID card. Specifications for the magnetic stripe are listed below:

1. The magnetic stripe must be encoded by the Contractor furnished hardware using AAMVA recommended industry standards, with data that will provide access to stored records and/or images for verification purposes.
2. The encoded data must remain in usable condition for a minimum of four years after issuance. Total thickness of the laminated or coated license with a magnetic stripe must meet generally accepted ISO 7810 credit card industry standards, including warping and surface distortion standards.
3. The magnetic stripe must be high coercivity of not less than 3000 oersted and capable of storing 204 characters including start and end sentinels and LRC characters. Tracks 1, 2 and 3 data characteristics must conform to AAMVA recommended standards.
4. Track 2 must be easily read by commercially available magnetic stripe readers.
5. Information that will be encoded on Tracks 1, 2 and 3 will be AAMVA specified standards.
6. Magnetic stripe reading errors must not exceed 0.1%.
7. The bit and density characteristics for Tracks 1, 2 and 3 on the magnetic stripe must meet AAMVA specifications.

The physical characteristics and dimensions must conform to ISO/IEC 7810. The magnetic stripe area must conform to ISO/IEC 7811-6 for Tracks 1, 2 and 3.

Narrow element dimension. The narrow element dimension (X dimension) range must be from .170mm (.0066 inch) to .380mm (.015 inch) as determined by the printing capability of the supplier/printer. Symbols with narrow elements at the lower end of this range, i.e., .170mm (.0066 inch) to .250mm (.010 inch), may require special care to meet the print quality requirements of this standard.

Row height. The PDF417 symbol must have a minimum row height (height of the symbol element) of three (3) times the width of the narrow element ("X" dimension). Increasing the row height may improve scanning performance but will reduce the number of characters that can be encoded in a given space.

Quiet zone. The PDF417 symbol must have a minimum quiet zone of 1X (X = the narrow element dimension) above, below, to the left, and to the right. The quiet zone is included within the calculator of the size of the symbol.

Print Quality. The AIMUSA Uniform Symbology Specification PDF417 and ANSI X3.182 *Bar Code Print Quality* – Guideline must be used to determine the print quality of the PDF417 symbol.

The minimum symbol grade must be 3.5/10/660, where:

- Recommended Print Quality grade 3.5 (A) at the point of printing the symbol before lamination and a Print Quality Grade of 2.5 (B) after lamination.
- Measurement Aperture = .250mm (0.010 inch).
- Light Source Wavelength = 660 nanometers (nm) +/- 10 nm.
- The above symbol quality and measurement parameters assure scanability over a broad range of scanning environments.

It is important that the bar code be decodable throughout the system for use. For this reason, quality tests should not be limited to production inspection. They must be followed through to the end use.

Error Correction. The PDF417 symbols must use a minimum Error Correction Level of 3. Where space allows, an Error Correction Level of 5 is recommended. Error correction is important for decoding the bar code because certain security laminates interfere with the readability of bar codes, and higher error correction levels help to insure the prolonged usability of the bar code as abrasions and other damage are incurred over time.

Character sets. The 2-dimensional bar code must use the 256-character table known as ASCII/ISO 8859-1 as the character set table when generating Hi-Density symbols and for efficiency must use the 128-character subset TEXT COMPACTION TABLE as defined in the specification.

Bar code area. The bar code area must be located in Zone V of the DL/ID document. The maximum width of the PDF417 symbol must be 75.565 mm (2.975"). The maximum height of the PDF417 symbol must be 38.1 mm (1.50").

All PDF417 symbols and linear bar codes must have the same orientation. The bars of the PDF417 symbol must be perpendicular to the natural bottom of the card.

The symbol skew must not be more than +/- 5 degrees.

Patents, Royalties, etc. All features must be priced separately as an add-on cost to the proposed cost-per-card price.

AAMVA Compliance – Card Requirements

- A. The Contractor's DL/ID card solution must be fully capable of complying with current AAMVA requirements. The ODPS reserves the right to choose whether or not to apply individual AAMVA standards as well as to determine the level of compliance with current and future AAMVA standards at its sole discretion.
- B. The ODPS may decide to apply the AAMVA optically variable device (OVD) if the device is determined suitable and feasible for the overall objectives of the future Ohio driver's license and state ID card. The final decision to apply the AAMVA OVD to any future Ohio DL/ID card shall be made by the ODPS when sufficient information is available.
- C. The Contractor must acknowledge the following AAMVA notable requirement that must be adhered to:

The ODPS will issue a vertical card format for individuals UNDER AGE 21.
- D. The Contractor must provide samples that position data elements in accordance with AAMVA requirements and in the appropriate zones (DL/ID Zones). DL/ID cards for persons under age 21 shall utilize the zone definitions in Diagram – Under age 21 DL/ID Zones.

Biographical Data Elements

- A. Biographical fields may be considered unique to the individual cardholder and therefore require the utmost in protection from compromise via substitution or alteration attempts. The photo image and the signature shall be regarded as biographical fields. Both the driver's license and state ID card must utilize a redundant application of the photo image biographical fields.
- B. The DL/ID cards must adhere to the field positioning requirements of the current AAMVA standard. Field layout positions for the DL/ID card must provide for simplified examination and readability, while ensuring that the card remains aesthetically appealing.

Primary Photo Image. The Primary Photo Image (PPI) shall be applied within Zone 2 of the DL/ID card. The PPI shall be sized with a frame dimension of 2.54 mm (W) x 3.38 mm (H). Aspect ratio 1:1.333.

Secondary Ghost Photo Image. The Secondary Ghost Photo Image (SGPI) shall be applied within Zone 2 of the DL/ID card. The SGPI shall be sized at 35% to 50% of the PPI while maintaining the same Aspect Ratio. Transparency or ghosting techniques may be applied to the SGPI.

Signature Image. The Primary Signature Image (PSI) shall be applied to the DL/ID card in Zone 3. The frame dimensions for the PSI shall be 2.54 mm (W) x 6.4 mm (H).

ISO Compliance

- A. The proposed DL/ID card solution must include cards constructed in accordance and adhere to ISO/IEC7810 ID-1.
- B. The cards must meet the specified durability and testing criteria and survive the intended card life. Cards may be tested for general physical characteristics in accordance with ISO/IEC 10373 standard test methods.

Card Testing

- A. Card testing is divided into two areas as follows:
 - 1. ISO general physical characteristics.

The Contractors DL/ID cards must adhere, comply, and be accredited in accordance with ISO 10373 card testing for the exact same card construction and type proposed by the offeror in its submitted samples.

2. AAMVA testing compliance.

The card samples will be reviewed for their capability to comply with AAMVA requirements and assessed using the AAMVA DL/ID standard (March 2005 version). Additionally, AAMVA may release updated or modified specifications and the ODPS shall reserve the right to choose whether or not to utilize any future modifications or changes to the AAMVA standard. Offerors wishing to better understand the requirements should obtain a copy of the AAMVA DL/ID standard (March 2005 version).

Card Review Committee (CRC)

- A. The ODPS and the Contractor must establish a "Card Review Committee". It is envisioned the CRC will meet regularly throughout the Contract period to discuss all facets of the DL/ID issuance program.
- B. The Executive Director of the ODPS Administration Division shall determine the core team representing the ODPS and the Contractor shall determine the committee member representing their company. Travel costs for the Contractor's committee member shall be at the Contractor's own expense.
- C. Active DL/ID cards are expected to remain intact and in good physical condition for a minimum of four years under normal use. Active DL/ID cards that are determined to have failed shall be returned to the CRC for examination. The CRC shall determine whether the cards have failed as a result of misuse, willful destruction or any other method beyond normal use. Returned active cards will be viewed as failed due to fading, inability to read magnetic stripe, cracking, etc.
- D. The Contractor's committee member shall be present during the failed DL/ID card examinations. The decisions of the CRC are final and are not subject to appeal or arbitration. The number of failed cards will determine the assessment of any damages or a credit adjustment to the following month's active card billing report.

Card Failure and Material Defects

- A. The Contractor must guarantee DL/ID cards against failure for a minimum four year period from date of issuance. The guarantee shall remain in effect beyond the expiration of the Contract until all active DL/ID cards issued under this Contract have been circulated for at least four years.
- B. The Contractor shall provide replacement cards for failed cards at no cost to the ODPS. The Contractor shall reduce the monthly billing invoice by the number of failed active cards that the CRC has determined failed under normal use during any monthly period.
- C. Cards that fail in manufacturing or prior to being considered active shall not be included in any invoice to the ODPS. These cards shall be considered inactive and the spoilage costs borne by the Contractor hence not subject to damage provisions.
- D. The CRC will also assess problems with defective materials (i.e. incorrect laminate [wrong state], improperly wound rolls, warped cards, etc.). If equipment downtime, which lasts more than the permitted repair time, or defective materials cause the DR or CSC the inability to conduct business, damages of \$892.00 per site per day will be assessed for inconvenience to the DR and CSC customers, DR and CSC goodwill loss and loss of staff productivity.

Printer Requirements – Overview. One of the primary objectives of the new DL/ID solutions is to improve the reliability of the card printers which produce the DL and ID cards issued by the ODPS on

behalf of the State. Excessive downtime of the current solution has affected the quality of service provided to citizens of Ohio and the DR business model statewide. The Contractor must provide a printing equipment solution that has a low maintenance and repair record that has been tested and certified.

General Specification

The ODPS will only accept a card printer solution that offers the following:

- Printing Technology – Reverse Image or Dye Sublimation thermal transfer.
- Printing Speed w/Laminator – 80 or above cards per hour.
- Card Input/Output Hopper – 100/40 or above.
- Dual side Printing, Lamination & Encoding – Carrier based or Wasteless.
- Card Transaction, Record Keeping.
- Connection Interface – Integrated Ethernet, USB and Parallel.
- Driver Interface – Windows 2000 or Windows XP Current version ± 1 of Microsoft Operating System.
- Security against Unauthorized Use.
- Life Span – 4 years minimum.
- Memory and other features must be identical on all printers tested and installed.

It is preferred that the card printer solution delivered offers the following:

1. Erase capabilities that remove the personal data on a used ribbon in the printer.
2. Clear cover so the printer operator can easily view any problems while the DL/ID card is being produced.

Printer Capabilities. The printer proposed must be capable of accepting and printing two-page documents which have the following characteristics:

1. Each page of these documents is an image and each image corresponds to the front and back of the identification card/driver's license that will be printed by the Contractor's printer. **Page 2** of the document will be a combination of a digital photograph, a digitized signature, and personal data; these three data sources will be combined by the BASS system into a single image. BASS utilizes a device context to define the attributes of text and images that are output to the printer; furthermore, BASS uses Microsoft's Graphic Device Interface (GDI) to maintain the actual context and create this singular image. This page becomes the **front** of the identification/license to be printed.
2. **Page 1** of the document is a static image which will include three magnetic stripe track information which is encoded. AAMVA standards are used for encoding.
3. Both pages (i.e. images) to be printed have the following characteristics:
 - a. Width: 952 pixels
 - b. Height: 600 pixels

- c. Horizontal resolution: 96 dpi
- d. Vertical resolution: 96 dpi
- e. Bit depth: 24

The printer must produce a color digitized image of the applicant and a gray scale signature from an electronic source, in such a manner as to provide for a non-embossed, finished, color DL/ID card. The printer must be able to:

1. Print different formats for DL and ID cards.
2. Print text, portrait image, bar code and organ donor and power of attorney icons on the face of the card.
3. Apply a security overlay on the face and back of the card after printing.
4. Print text and two-dimensional bar code on the back of the card.
5. Encode three tracks on the magnetic stripe.
6. Produce a portrait of the applicant of not less than 1 1/8" width and 1 1/4" in height.
7. Produce a card with laminate/coating not to exceed 3 1/8" wide and 2 1/8" high. The thickness of the finished license with laminate/coating must meet credit industry standard of .30 (+ or - .003). Corners of the DL/ID cards must be rounded with a radius of .125. Must be in conformance with ISO/IEC7810 ID-1.
8. Provide a completed card within the printer with no human intervention required.
9. Not involve any external die cutting.
10. Maintain print and card durability for a minimum of four years based on and compliant with ANSI NCITS322 test data.
11. Printer noise level must not exceed 75 decibels.
12. The printer and all associated electrical equipment must be designed and built in such a manner that a voltage fluctuation of a low of 90 volts and a high of 130 volts AC will not affect performance. The equipment must operate on a regular 110 volts, 60 cycle AC; be equipped with a grounded plug; and meet Underwriter Laboratory Standards.

Printer Quantity. A total of 298 printers must be proposed as a part of the solution. The 2 CSC, 63 Class 6-8 DR agencies, and the Alpha Test Site, will each have two new printers in operation. The 153 Class 1-5 DR agencies, License Control DR, DTS and IT will have one new printer in operation. Ten printers are required for the inventory bank. Due to budget constraints, the state has limited the agencies with redundant printers. However, the state may add redundant printers at all locations at any time during the Contract.

The Contractor must provide new replacement equipment at its expense when the problems causing the replacements are due to no fault of the State. Refurbished or used equipment is not acceptable to the State of Ohio.

Alternate Printing. Where applicable, it is the expectation of the ODPS to keep the usage wear and tear of the new printers to a minimum. The solution delivered must provide for alternate printing between the printers. If a printer is not functional due to a breakdown, the DR must have the ability to print from one printer only.

Image Capture Solution

- A. The Contractor must deliver a digital image capture solution (ICS) that:
1. Provides maximum automation, including calibration;
 2. Requires minimal user involvement;
 3. Is designed to resist tampering;
 4. Can be hot swappable in the event of failure; and
 5. Captures high quality images.
- B. The delivered ICS must interface with the ODPS environment.
- C. The proposed digital camera equipment must be hardware device independent and optimally interfaced to the ICS via USB connectivity. The camera must be capable of operating on the ODPS environment.
- D. The proposed image capture solution must be ready within fifteen (15) seconds after startup and allow for photo retakes in five (5) seconds and offer features that will improve image quality through the reduction of shadowing, increased illumination, adjustable focal length, focus and software controlled via the computer features to further improve image quality.
- E. The proposed image capture solution must allow DR and CSC operators to perform image capture via a single “mouse click”. Operators must then be provided onscreen a high quality AAMVA compliant photo image on the computer screen that is consistent in subject location, depth, and allocation within the capture frame.
- F. The proposed image capture solution, combined with the interface driver must minimally provide the following features and/or specifications:
- Live image on the computer screen prior to capture.
 - “One Click” captures.
 - Camera lens must be glass.
 - Automatic calibration.
 - Automatic focus.
 - Automatic white balancing.
 - Automatic locating of subject, zoom, and cropping.
 - Extract/convert to high quality gray scale image.
 - Secure camera housing – theft and vandalism resistant.
 - Standard camera mounting screw to attach the camera to the camera mount bracket. Countertop heights may vary from 36 inches to 48 inches.
 - Superior additional flash illumination (supplemental to built-in flash). Both which can be turned off if not needed.
 - High resolution digital images captured minimally between a minimum of four (4.0) to a maximum of six point two (6.2) mega pixels.
 - Color.
 - The output photo of the applicant shall not be larger than 1.125 wide by 1.250 high.
 - Digital camera and flash must be ready to capture second image in five seconds or less.
 - Digital camera/flash or camera housing must provide a single cable for USB power and for an ICS connectivity.
 - Digital camera must optimally connect via high-speed USB interface.
 - Red eye elimination.
 - The mean time between failures (MTBF) for the camera system must be a minimum of 250,000 photo captures with flash.
 - The digital camera system must operate with full automatic features at varying focal lengths ranging between three feet (3’) and thirteen feet (13’) with a compatible flash.
 - Must provide Software Development Kit (SDK) for drivers, etc.

Image Capture Solution Capabilities. The image capture solution must transmit a bitmap file (.bmp) with the following characteristics:

Width: 300 pixels
Height: 300 pixels
Horizontal resolution: 96 dpi
Vertical resolution: 96 dpi
Bit depth: 24

Any proprietary software development kit (SDK) that is required to use the image capture solution must be included as part of the Proposal.

Image Capture Solution Quantity. A total of two hundred thirty-two (232) new digital Image Capture Solution will be a part of the proposed solution. The 2 CSC, 216 DR locations, DTS, Alpha Test Environment, and IT will each have one (1) new digital camera in operation. Ten Image Capture Solutions are required for the inventory bank.

In the event the quantity of inventory cameras must be replenished and the model approved is no longer available, the replacement camera must be approved by ODPS before issuance to any DR.

Image Consistency. The proposed image capture solution must provide the best available image quality for related functions such as card printing and automated photo comparison; therefore, the proposed image capture solution (camera & software driver) must provide an absolute consistency in the following areas:

- The full-face or frontal pose must be utilized for all photo images.
- The subject's captured facial image must always be in focus from the nose to the ears.
- The photo image being captured (full-face pose) must be positioned to satisfy all of the following conditions:
 - The approximate horizontal midpoints of the mouth and of the bridge of the nose must lie on an imaginary vertical straight line positioned at the horizontal center of the image. See line AA in Diagram #1.
 - An imaginary horizontal line through the center of the subject's eyes must be located at approximately 55% point of the vertical distance up from the bottom edge of the captured image. See line BB in Diagram #1.
 - The width of the subject's head must occupy approximately 50% of the width of the total image width. This width must be the horizontal distance between the midpoints of two imaginary vertical lines. Each imaginary line must be drawn between the upper and lower lobes of each ear and must be positioned where the external ear connects to the head. See line CC in diagram #1.

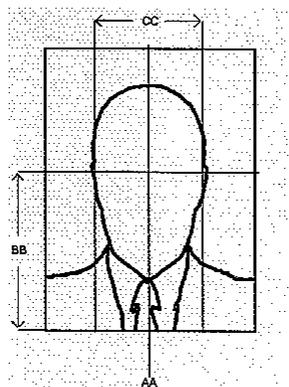


Diagram # 1 – Image Consistency

Counter Camera Mounting Base: The camera will be fastened to a mounting bracket which is permanently anchored to the countertop. The mounting bracket is adjustable from 16 inches to 27 inches and has a tiltable camera mount attached to the top with a standard camera mounting screw to fasten the camera securely.

Signature Capture Solution. The offeror's proposed solution must use Motorola Symbol PD8750 Signature Pad as specified in Supplement Twenty.

Signature Capture Solution Quantity. A total of two hundred thirty-two (232) new Signature Capture Solutions will be a part of the proposed solution. The two (2) CSC, two hundred sixteen (216) DR locations and the DTS, Alpha Test Environment, and IT will each have one (1) new signature pad in operation. Ten Signature Capture Solutions are required for the inventory bank.

In the event the quantity of inventory signature pads must be replenished and the model approved is no longer available, the replacement signature pad must be approved by ODPS before issuance to any DR.

Signature Capture Solution Capabilities. The signature capture solution submitted for the proposal must transmit a bitmap file (.bmp) with the following characteristics:

Width: 320 pixels
Height: 100 pixels
Horizontal resolution: 96 dpi
Vertical resolution: 96 dpi
Bit depth: 1

Any proprietary software development kit (SDK) that is required to use the signature capture solution must be included as part of the proposal.

System Testing and Acceptance Period

A. The system acceptance period must consist of the following stages:

1. Alpha Test Period: Full system integration testing, prior to production implementation, at the ODPS Headquarters test site (lab setting).
2. Beta/Pilot Test Period: DL/ID system deployed and monitored in a production environment at 5 initial sites.
3. Final System Acceptance: Final acceptance review and monitoring after all DL/ID systems are fully operational statewide.

B. Unless otherwise specified by the ODPS:

1. The requirements of this RFP must be completed and the Alpha Test Period must begin within 45 calendar days after receipt of order (ARO) and will last a minimum of 45 calendar days.
2. The Beta/Pilot Test period will commence the day after the alpha testing is deemed successful and will last a minimum of 30 calendar days.
3. Final System Acceptance will commence after the last statewide installation.

If the Contractor fails to meet any of the RFP requirements, the State may require a replacement of the DL/ID solution or any solution component (to be provided by the Contractor) and/or may avail itself of the other remedies available in this Contract. If a replacement is requested by the ODPS, such replacement shall be with new equipment of comparable or greater quality and shall

be furnished and installed by the Contractor no later than 24 hours following the request for replacement, at no additional cost to the ODPS.

- C. Notwithstanding the ODPS' rights under the Contract to extend one or more testing periods, the DL/ID solution is required to achieve Final System Acceptance no later than 280 calendar days after Contract execution.
- D. Extensions, if any, to the Alpha Test, Beta/Pilot Test, or Final System Acceptance periods shall not constitute a waiver of ODPS' rights or remedies under the Contract for breach and/or default. Extensions may only be granted at ODPS' request.
- E. The ODPS will provide written confirmation following successful completion of the Alpha Test, Beta/Pilot Test, and Final Acceptance periods. Such confirmation shall not be conclusive evidence of complete conformance in all respects to the Contract specifications and other requirements, or the non-existence of potential latent defects.
- F. The ODPS will, and the Contractor must, maintain appropriate records documenting performance during the Alpha Test, Beta/Pilot Test, and Final System Acceptance Periods and such records shall be conclusive for purposes of determining compliance with all testing criteria and Final System Acceptance requirements.

Confirmation of Final System Acceptance shall not be conclusive regarding the non-existence of latent defects. The ODPS shall be the sole judge of compliance with testing criteria and whether any failure to satisfy or pass testing criteria was due to operator error or malfunction.

- G. The Contractor shall not be entitled to, and the ODPS will not pay, any charges associated with the Contractor's failure to satisfy any testing criteria, and/or any test period.
- H. The Contractor shall provide a proposed written test plan which shall include, but not be limited to, all necessary criteria and tests to be performed to ensure that the DL/ID solution as a whole, and all components thereof, satisfy the requirements agreed to in this RFP, a description of all phases of testing, provisions for the documentation of testing results, problem detection, and corrective measures taken to permanently address problems, and a description of the resources, including the ODPS and Contractor staffing, necessary to conduct testing. Notwithstanding the foregoing, the ODPS shall have the sole discretion to determine the test plan, including all details contained therein, that will ultimately be used in the determination of whether the DL/ID solution, and all components thereof, satisfy the requirements and desirables agreed to in this RFP (including all addenda and any resulting Contract). The Contractor must finalize and document the written test plan, with the ODPS consultation, prior to the beginning of the Alpha Test Period.

System Testing and Acceptance Period – Alpha Test Period at ODPS, Shipley Building

- A. The Alpha Test Period will begin upon receipt of written notice and documentation from the Contractor that delivery and installation of the DL/ID solution has been completed and a system audit and successful testing during development was performed at the site demonstrating that the system meets the design/performance capabilities stipulated by the Contract.
- B. The Alpha Test Period must be a fully integrated system testing period, in a non-production environment, where the Contractor must successfully demonstrate all requirements of this RFP (including all addenda and any resulting Contract) for 45 consecutive calendar days, or less at ODPS' option, in order to meet acceptance.
- C. The Alpha Test Period must include, but not be limited to testing to confirm, to ODPS' satisfaction, that the DL/ID solution:
 - 1. Performs successfully in accordance with all requirements specified in this RFP (including all addenda and any resulting Contract).

2. Performs successfully in accordance with all manufacturer's and Contractor's technical and user specifications; the ODPS reserves the right to conduct measurements of performance against the manufacturer specifications at any time during this period.
 3. Demonstrates ease of operation.
 4. Operates effectively and efficiently, without equipment, component, or software driver failures, for a sustained period of 45 consecutive calendar days, or less at ODPS' option, during which DL/ID solution performs at an effectiveness level of 99.5% uptime per location per week.
 5. Demonstrates problem-free interfaces to the ODPS system applications (BASS).
 6. Produces acceptable cards that meet the specified security and durability criteria.
- D. If the DL/ID solution does not, in the sole judgment of the ODPS, perform or operate in accord with the criteria set forth in this RFP for 45 consecutive calendar days, the Alpha Test Period may continue, at ODPS' sole discretion, on a day-to-day basis until the DL/ID solution, in ODPS' sole judgment, meets all such criteria for 45 consecutive calendar days, or less at ODPS' option.

System Testing and Acceptance Period – Beta/Pilot Test Period at Five (5) Deputy Registrars

- A. Once the Alpha Test Period is declared successful by the ODPS, system training and system installations shall commence at five initial sites as determined and scheduled by the ODPS in preparation for the Beta/Pilot Test Period. The Contractor must, and the ODPS will, conduct an operational site systems test and review after each site is installed and certified ready for production implementation.
- B. Once all five initial sites are declared ready for production implementation by the Contractor and the ODPS in writing, the Beta/Pilot Test Period will begin. The Beta/Pilot Test Period must be a production testing period at five initial sites where the Contractor must successfully demonstrate all requirements of this RFP (including all addenda and any resulting Contract) for 30 consecutive calendar days, or less at ODPS' option.
- C. In order to pass the Beta/Pilot Test Period, the Contractor must successfully demonstrate that the DL/ID solution meets all requirements of this RFP (including all addenda and any resulting Contract) and performs all functions at an effectiveness level of 99.5% uptime per location per week. There will be no more than two (2) remedial maintenance tasks for the same problem and agency for 30 consecutive calendar days while operating in full production mode.
- D. The Beta/Pilot Test Period testing must include, but not be limited to testing to confirm, to the satisfaction of the ODPS, that the DL/ID solution:
 1. Performs successfully in accordance with all the requirements specified in this RFP (including all addenda and any resulting Contract).
 2. Continues to perform successfully in accordance with all manufacturer's and Contractor's technical specifications and user specifications; the ODPS reserves the right to conduct measurements of performance against the manufacturer specifications at any time during this period.
 3. Demonstrates ease of operation.
 4. Operates effectively and efficiently, without equipment, component, or software driver failures, for a sustained period of 30 consecutive calendar days, or less at ODPS' option,

during which the DL/ID solution performs at an effectiveness level of 99.5% uptime at per location.

5. Demonstrates problem-free interfaces to the ODPS system applications BASS DL/ID issuing software.
 6. Produces acceptable DL/ID cards that meet the specified security and durability criteria.
- E. The Contractor must, in order to pass the Beta/Pilot Test Period, demonstrate its ability to provide the required service and maintenance of the DL/ID solution throughout the entire Beta/Pilot Test Period.
- F. In order to pass the Beta/Pilot Test Period, any and all equipment provided pursuant to this RFP (including all addenda and any resulting Contract), and the DL/ID solution as a whole, must, to the satisfaction of the ODPS, conform to all specifications published or provided by the Contractor or manufacturer, including but not limited to, issued DL/ID physical characteristics, operating characteristics, space requirements, power requirements, and maintenance.
- G. In order to pass the Beta/Pilot Test Period, any and all software drivers, including, but not limited to any customizations thereto, shall, to the satisfaction of the ODPS, conform to all specifications published or provided by the Contractor or developer in all respects, including, but not limited to, operating performance and interfacing with the ODPS system applications.
- H. If the DL/ID solution does not meet or sustain performance at an effectiveness level of 99.5% uptime per location per week and meet all of the other criteria set forth in this RFP, during the 30 consecutive calendar days of the Beta/Pilot Test Period, the Beta/Pilot Test Period may continue at ODPS' sole discretion, on a day-to-day basis until the DL/ID solution, in ODPS' sole judgment, meets all such criteria for 30 consecutive calendar days, or less at ODPS' option.

System Testing and Acceptance Period – Final System Acceptance

Once the Beta/Pilot Test Period is declared successful in writing by the ODPS, system training and system installations shall commence at the remaining sites as determined and scheduled by the ODPS in preparation for Final System Acceptance. The Contractor must conduct an operational site systems test and review after each site is installed and certified ready for production implementation.

- A. Once the remaining sites are declared ready for production implementation by the Contractor and the ODPS in writing, Final System Acceptance will begin. Final System Acceptance must be a statewide production monitoring period where the Contractor must successfully demonstrate all requirements of this RFP (including all addenda and any resulting Contract) for 30 consecutive calendar days, or less at ODPS' option.
- B. In order to pass Final System Acceptance testing, the Contractor must successfully demonstrate that the DL/ID solution meets all requirements of this RFP (including all addenda and any resulting Contract) and performs all functions at an effectiveness level of 99.5% uptime per location per week, for 30 consecutive calendar days, while operating statewide in full production mode.
- C. Final System Acceptance monitoring must include, but not be limited to monitoring to confirm, to the satisfaction of the ODPS, that the DL/ID solution:
 1. Performs successfully in accordance with all the mandatory requirements specified in this RFP (including all addenda and any resulting Contract).
 2. Continues to perform successfully in accordance with all manufacturer's and Contractor's technical specifications and user specifications; the ODPS reserves the right to conduct

measurements of performance against the manufacturer specifications at any time during this period.

3. Demonstrates ease of operation.
 4. Operates effectively and efficiently, without equipment, component, or software driver failures, for a sustained period of 30 consecutive calendar days, or less at ODPS' option, during which the DL/ID solution performs at an effectiveness level of 99.5% uptime per location per week.
 5. Demonstrates problem-free interfaces to the ODPS BASS DL/ID issuing application.
 6. Produces acceptable DL/ID cards that meet the specified security and durability criteria.
- D. The Contractor must, in order to achieve Final System Acceptance, demonstrate its ability to provide adequate service and maintenance of the DL/ID solution statewide throughout the entire Final System Acceptance period.
- E. In order to achieve Final System Acceptance, any and all equipment provided pursuant to this RFP (including all addenda and any resulting Contract), and the DL/ID solution as a whole, must, to the satisfaction of the ODPS, conform to all specifications published or provided by the Contractor or manufacturer, including but not limited to, physical characteristics, operating characteristics, space requirements, power requirements, performance requirements, and maintenance.
- F. In order to achieve Final System Acceptance, any and all software drivers, including but not limited to any customizations thereto, shall, to the satisfaction of the ODPS, conform to all specifications published or provided by the Contractor or developer in all respects, including, but not limited to, operating performance and interfacing with the ODPS systems.
- G. If the DL/ID solutions does not meet or sustain performance at an effectiveness level of 99.5% uptime per location per week and meet all of the other criteria set forth in this requirement and any other criteria determined by the ODPS, during the 30 consecutive calendar days of the Final System Acceptance period, the Final System Acceptance period may continue at ODPS' sole discretion, on a day-to-day basis until the DL/ID solution, in ODPS' sole judgment, meets all such criteria for 30 consecutive calendar days, or less at ODPS' option.

Performance Level

- A. All components of the DL/ID solution (including all equipment and software drivers) shall be capable of continuous operation. It is the expectation that the operational up-time be 99.5% uptime per location per week.
- B. The ODPS will be entitled to direct damages from the Contractor if any component of the DL/ID solution under current maintenance becomes inoperable for a period of more than 6 ODPS business hours. The compensation will be calculated by the ODPS based on a combination of factors (including, but not limited to the ODPS operating expenses and costs for implementing work-around solutions for each hour over the 6 ODPS business hour limit). The period of inoperability shall commence when the ODPS reports the malfunction to the Contractor at its designated contact point, and shall end when the malfunctioning component(s) becomes available for operational use.
- C. The Contractor must provide a new replacement, at no cost to the ODPS, of any DL/ID solution or system component, at the ODPS' sole discretion, if any DL/ID solution component remains inoperable for more than twenty-four consecutive ODPS business hours.

- D. The ODPS reserves the right to request a new replacement of any DL/ID solution or system component that has more than two service calls placed for the same problem within any consecutive 30 day period at no cost to the State. This will be exercised by the ODPS when the ODPS feels that the maintenance service is not resolving an ongoing, repetitive problem.
- E. If the Contractor fails to meet any requirement of the Performance Level, the ODPS may require a replacement of any DL/ID solution or system component and/or may avail itself of the other remedies available in this Contract. If a replacement is requested by the ODPS, such replacement shall be with a new or upgraded model (only with prior approval from ODPS and DTS) as listed in the Contractor's proposal. The equipment must be furnished and installed by the Contractor no later than 24 hours following the request for replacement, at no additional cost to the ODPS.

Training Plan. The ODPS and the Contractor will establish a training schedule for Operational, Administrative, Technical staff, and remedial/refresher training. The training plan for the DRs and CSCs must coincide with the ODPS approved installation sequence and schedule (Supplement 19).

The training program and plan for use by the business unit functional team, system administrators, CSCs, DRs and help desk personnel must be formulated and in place at the time of the initial conversion to the new system.

Prior to training, the Contractor must present a "dry run" training presentation at ODPS, Shipley Building, for the ODPS staff for approval. This presentation must represent the material to be presented during the actual training and must include the final training documents. The documents shall include, but not limited to, user manuals, maintenance manuals, and detailed product specifications. Each document must also be provided in electronic format.

The morning after installation and testing is complete; the Contractor must be present at the agency for a minimum of three hours, to verify the new equipment is functioning and to train the agency's staff members. If the new equipment is not functioning, the Contractor will remain at the agency until the problems have been resolved.

Remedial / Refresher training shall be conducted each year within one (1) month of the designation of the new DRs and shall be available to all new DRs and current DRs or other designee(s) seeking refresher training.

- A. Operational staff must receive sufficient system management and operations training to provide daily operational proficiency. Training shall be conducted at the time of installation by the Contractor at each site and shall include, but not be limited to, the following:
 - 1. Equipment/software driver information and operation.
 - 2. Trouble shooting and monitoring.
 - 3. Preventive maintenance tasks (i.e. cleaning).
 - 4. DL/ID solution operation.

For each type of operational training, the proposed training plans must include:

- 1. Method of training.
- 2. Length of training (estimate number of hours for each type of employee).
- 3. Facility requirements for training.
- 4. Detailed outline and description of each training session.

5. List of training materials, user manuals and samples.

B. Administrative Staff (DTS & in-house Field Operations staff) must receive sufficient system management and operations training to provide daily operational proficiency. Training shall be conducted by the Contractor at the ODPS Headquarters facility and shall include, but not be limited to, the following:

1. Equipment/software driver information and operation.
2. DL/ID solution operation.
3. DL/ID solution maintenance.
4. Troubleshooting and monitoring.
5. Preventive maintenance tasks (i.e. cleaning).
6. Reporting.

For each type of administrative training, the proposed training plans must include:

1. Method of training.
2. Length of training (estimate number of hours for each type of employee).
3. Facility requirements for training.
4. Detailed outline and description of each training session.
5. List of training materials, user manuals and samples.

C. The Contractor must provide a detailed technical training plan for the Information Technology Office (IT). Technical training shall be conducted by the Contractor at the ODPS Headquarters facility and shall include, but not be limited to:

1. Routine Information Technology management tasks.
2. DL/ID solution operation, as well as an overview of the system hardware and software driver products architecture and connectivity, hardware component and system installation, hardware and software driver products problem diagnosis and resolution, software driver products distribution, etc.
3. DL/ID solution maintenance.
4. System integration and development.
5. Troubleshooting and monitoring.

The proposed technical training plan must include:

1. Method of training.
2. Length of training (estimate number of hours for each type of employee).
3. Facility requirements for training.

4. Detailed outline and description of each training session.
5. List of training materials and samples including all maintenance user manuals and product specifications.

Backup and Recovery Plan. The Contractor must include a backup and recovery plan and solution for all components of the proposed DL/ID solution.

Transition Period Plan. If this Contract is not renewed at the end of a term, or is terminated prior to the completion of a term, for any reason, the Contractor must provide for a reasonable period of time after the expiration or termination of this project or Contract, all reasonable transition assistance requested by the State of Ohio, to allow for the expired or terminated portion of the services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services to the State of Ohio.

Staffing Plan. The Contractor must maintain a staffing plan outlining in detail the staff required to support the requirements of this RFP throughout the project and over the term of the Contract and any transition periods.

The Contractor's project staff must work with the ODPS project team during all phases of the project to include the planning, development, integration, testing, system acceptance period, training, and implementation phases of the project until Final System Acceptance has been achieved. The Contractor's project staff must provide the Project Management expertise and project staff to work with the ODPS project staff to develop a functional and detailed design of the proposed solution prior to development necessary to perform the tasks. The Contractor must document the functional and detailed design of all software driver products and receive written approval from the ODPS prior to system development and deployment must facilitate and document joint detailed design meetings. Detailed system interface specifications and requirements must be based on detailed interface discussions between the ODPS and the Contractor, facilitated by the Contractor. The Contractor must provide adequate project staff and minimally include:

1. A fulltime project manager to oversee and manage all activities associated with this project and serve as the central point of contact for all work, products, services and issues. The fulltime project manager must be available on-site at the ODPS throughout the duration of the project until Final System Acceptance has been achieved. The Project Manager must:
 - A. Provide management and oversight of the day-to-day and overall operation of the Project.
 - B. Provide training of the appropriate Project staff in the use of the project management methodology and System Development Life Cycle (SDLC) (if one is proposed for the Project).
 - C. Develop and maintain the project plan. The Contractor shall have 45 days from project award to provide an updated detailed project plan for full implementation of the new system. The project plan shall include delivery dates, installation, training, testing, and deployment schedule which will allow implementation in an orderly fashion. The project plan must include the following:
 1. Project overview, including description and strategy;
 2. Business case summary;
 3. Key deliverables and scope;
 4. Critical success factors and measures of success;

5. Development and maintenance of a Work Breakdown Structure (WBS) to the level of detail approved by the ODPS. The WBS will contain a project schedule including:
 - a. Task and milestone names;
 - b. Estimates of resource requirements;
 - c. Resource assignments;
 - d. Scheduled start and finish dates;
 - e. Dependencies;
 - f. Critical path;
 - g. Percent complete; and
 - h. Ten working days for the ODPS to review, comment and approve deliverables. The WBS will be developed and maintained by the Contractor, using MS-Project project management software that will be supplied by the ODPS. The project schedule must be updated and communicated as part of the weekly status reports.
 6. Project organization;
 7. Key considerations and assumptions, including potential problem areas and recommended solutions; and
 8. Management approaches.
- D. Develop and maintain a risk management plan, including key risks, constraints, assumptions, planned responses, mitigation steps and any contingencies for each.
- E. Develop and maintain other subsidiary management plans as required by the ODPS. The subsidiary plans required will be determined by the ODPS point of contact with input from the Contractor and will include any or all of the following:
1. Project Management Work Plan:
 - a. Scope management plan;
 - b. Schedule management plan, including a Gantt Chart for Project Management Work Plan
 - c. Communications management plan;
 2. Logging and control of open issues and pending decisions.
 3. Attendance and presentation of project status at regularly-scheduled status meetings.
 4. Delivery of weekly status reports that contain, at a minimum, the following:
 - a. Updated WBS, along with a copy of the corresponding files (e.g. MS-Project) on diskette or CD.
 - b. Status of planned tasks, deliverables and milestones, identifying specifically, tasks, deliverables and milestones not on schedule and a resolution plan to return to the planned schedule.
 - c. Anticipated tasks, deliverables and milestones to be completed in the next week.
 - d. A problem tracking report that includes issues encountered, proposed resolutions and actual resolutions.
 - e. Results of any tests.
 - f. Proposed changes to the work plan, if any.
 - g. Identification of Project staff (State or Contractor) assigned to specific activities.

- h. Planned absence of Project staff and their expected return date.
 - i. Notification of any known staffing changes.
 - j. System integration activities, as appropriate.
 - k. A risk analysis of actual and perceived problems, including proposed mitigation steps. The Contractor's proposed format and level of detail for the status report will be subject to ODPS approval.
5. Delivery of monthly status reports, due to the ODPS point of contact by the fifth workday following the end of each month during the Project. Monthly status reports must contain, at a minimum, the following:
- a. A description of the overall completion status of the Project in terms of the approved project work plan.
 - b. Plans for activities scheduled for the next month.
 - c. Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks.
 - d. A risk analysis of actual and perceived problems, including proposed mitigation steps.
 - e. Testing status and test results.
 - f. Strategic changes to the project work plan, if any.
 - g. Inventory Bank Management Report.
 - h. Maintenance Performance Report.
6. Management of the deliverable acceptance process.
7. Management of the change control process.
8. Identification of the quality standards relevant to the project and how to satisfy them.

Project Manager Requirements: The State will provide oversight for the entire Project. However, the Project Manager must provide overall project management for the tasks in the Project, which includes assisting with task assignment for both the State and contracted staff on the Project. The project management methodology used by the Contractor must include the functions of the 9 Project Management Knowledge Areas contained in the Project Management Institute's Project Management Body of Knowledge (PMBOK). Throughout the project the Contractor must employ ongoing project management techniques to ensure a comprehensive project plan is developed, executed, monitored and maintained.

- A. The required skills of the project manager are as follows:
- 1. Establish communication among project team members.
 - 2. Clear understanding of project scope and purpose.
 - 3. Ability to define and control project scope.
 - 4. Ability to identify, monitor and track tasks, deliverables and milestones.
 - 5. Ability to assign appropriate resources to the tasks defined.
 - 6. Assessment and mitigation of project risks.
 - 7. Capability and mechanism to project performance.
 - 8. Identification and communication of problem areas.

9. Clarification and distribution of organizational goals.
10. Prioritization of project activities.
2. A System Integrator and Developer working in conjunction with the ODPS IT team to develop and integrate the interface between the software driver for the system as provided by the offeror and the ODPS BASS System.
3. Technical (IT) and support staff necessary to complete all tasks on schedule and satisfy the requirements of this project. The Contractor's technical IT and support staff must be on call throughout the duration of the project and be ready to address problems immediately until Final System Acceptance has been achieved.

The Contractor must provide an appropriate level of staff on-site at each location during the deployment period to include:

1. Five (5) installation teams for the statewide deployment.
2. Installation staff on-site at each location for installation activities and at agency opening for a minimum of three (3) hours or until problems are resolved and agency is operational.
3. Staff fully knowledgeable of the operation of the system to perform training and system monitoring for the first full day of operation at each site.

Operational Staff. Once Final System Acceptance has been achieved, the Contractor shall make available an appropriate level, quantity and quality of staff to support all requirements of this RFP, including ongoing operations of the DL/ID solution and services required throughout the term of the Contract. The Contractor must provide support staffing that minimally includes:

1. An account/contract manager and primary point of contact for system changes, enhancements, resolution of ongoing problems, etc. and a maintenance manager and primary point of contact for remedial and preventive maintenance support. These individuals must attend periodic Contract and service review meetings (i.e. Card Review Committee meetings, as determined and scheduled by the ODPS), on-site at the ODPS Headquarters along with representatives of the ODPS, to review service calls, open system related maintenance issues, service levels, performance, and Contract issues.
2. All necessary hardware, software driver products, communications, and design/development specialists for ongoing support, changes, and system enhancements as needed.

Project Plan. The Contractor must maintain its Project Plan, including the three stages of activity: Alpha, Beta/Pilot, and Statewide Deployment as detailed elsewhere in this RFP.

- The Contractor must maintain and perform all tasks in accordance with its proposed Project Plan Methodology.
- The Contractor shall perform all related project management tasks and activities including, but not limited to:
 1. Establishing and administering controls to ensure that the quality of deliverables are acceptable to the ODPS;
 2. Updating the detailed project work plan and schedule on a weekly basis and delivering it to the ODPS project manager;
 3. Monitoring project activities to ensure that project schedules are met;

4. Providing weekly and monthly status reports; and
5. Attending and facilitating project-related meetings, team status meetings, project briefings, etc.
6. Maintaining an escalation procedure as it relates to resolving problems associated with meeting the requirements of this RFP.

Statewide Deployment Plan. The installation must be performed by five (5) installation teams at the CSC and the DR site locations per the schedule provided by Field Operations. The installation schedule of the DR sites will be determined by Field Operations. The installation shall begin at the selected locations following the close of business of each agency. The new system will be tested at the conclusion of the installation. The Contractor must be present the following CSC or DR business day after installation when the agency opens for business. The Contractor must remain at the agency for a minimum of three hours, to verify the new equipment is functioning and to train the agencies' staff members. If the new equipment is not functioning, the Contractor must remain at the agency until the problem has been resolved.

The Contractor must detail its proposed deployment plan including the methodology, objectives, approach, methods, tools, techniques, and specific work steps for installing the new technology in the ODPS Central Headquarters, CSC's and each DR office. The implementation plan must address how the Contractor intends to complete the installations and training with minimal office impact and how this can be done in the schedule specified in Supplement 19. The implementation plan must also address how the Contractor will mitigate the risks with the Project implementation.

On-site Delivery, Installation, Disposal and Inventory Requirements

The Contractor must:

- Provide, install, setup, configure, and test the new hardware and software driver(s) at the ODPS Central Headquarters, CSC's and at DR locations.
- Ship all products F.O.B. destination and provide free inside delivery to the specified floor/worksites of the State, CSC's and DR sites.
- Coordinate delivery dates and times with the ODPS DTS and Field Operations Project Representative(s). It is the Contractor's responsibility to respond with a firm delivery date subject to approval from the ODPS DTS and Field Operations Project Representative(s). If there is a documented back order due to the Contractor, the ODPS DTS and Field Operations Project Representative(s) must be notified within 48-hours.
- At the designated time, the Contractor must have the equipment shipped so that it arrives at the CSC and DR sites the day it is to be installed, or at most, one (1) day prior to installation. The CSC and DR offices do not have the physical space to store that equipment for more than one (1) day.
- Perform required work at each CSC and DR site outside of the CSC and DR working hours thus not interrupting the normal course of business. The State will facilitate reasonable Contractor access to each CSC and DR site.
- Provide and install all other hardware and software driver(s) needed for a successful implementation, including all components and patch cables needed to connect the equipment to the CSC and DR Ethernet network. The Contractor is not responsible for the office build-out infrastructure (electrical outlets, hubs, switches, routers, etc.).

- Maintain a site log that details the hardware and software driver configurations for each site. The site-log will be the property of the State, and one copy will be left on-site with the CSC or DR or their designee and another copy will be sent to the ODPS point of contact.
- Apply asset ownership tags with the Contractor's name to each hardware component and log all asset information into a Microsoft Excel spreadsheet prior to the physical installation and provide the electronic version and a paper version within fifteen (15) calendar days after the installation is complete. Asset ownership tags on equipment must be uniformly placed. All of the following information must be recorded and provided to the ODPS BMV: Model Number, Serial Number, Asset Description, Location, and Asset ID Number. These site logs will be the property of the State. One copy will be left on-site with the CSC and DR or their designee and one copy will be sent to the ODPS BMV.
- Remove and dispose from the CSC and DR offices all packing, boxes, etc. used in the shipping and installation of the hardware and software driver involved in this Project.
- Leave the office in a clean and neat state after installation is complete, and before the Contractor's work is accepted. Cabling must be neat, labeled and orderly.
- The Contractor must agree to provide expedited delivery service, if necessary, to maintain the implementation schedule or to replace defective equipment at no additional cost.
- In the event of a change in the location of an existing CSC or DR location, the Contractor shall be required to uninstall, reinstall, and test the DL/ID solution in the new location.
- The State reserves the right to move the hardware acquired under the Contract.
- The Contractor's installation times and schedule must be finalized and approved by the ODPS in accordance with the Installation Sequence provided in Supplement Nineteen. Production installation will occur after normal business hours. Final installation times will be finalized after the successful completion of the Beta Testing. The Contractor must provide on-site support for a minimum of three hours the first morning of operating the new system.

Work Hours and Conditions. Alpha and Beta/Pilot Testing activities and planning and status meetings that involve State staff will occur during normal working hours on State property Monday through Friday, 8:00 AM to 5:00 PM. The Contractor must provide a Project Manager that must work at the ODPS Shipley building to manage the Project and serve as the primary communicator between the Contractor's staff and the ODPS staff for the entire statewide Project through final ODPS acceptance.

Supplement Four provides a listing of the CSC and DR office locations and hours of operation. The Contractor must schedule installation and training to occur after the DR office scheduled hours of operation.

PART TWO: SPECIAL PROVISIONS

Submittal of Deliverables. The Contractor must perform its tasks in a timely and professional manner that produces Deliverables that fully meet the Contract's requirements. And the Contractor must provide the Deliverables no later than the due dates the Contract requires. At the time of delivery of a written Deliverable, the Contractor must submit an original and one copy of each Deliverable, plus an electronic copy. The Contractor must provide the electronic copy in a file format acceptable to the State.

By submitting a Deliverable, the Contractor represents that, to the best of its knowledge, it has performed the associated tasks in a manner that meets the Contract's requirements.

Maintenance and Support Plan.

General Requirements

1. All maintenance shall be performed in a manner to ensure continuous operation of the DL/ID solution at all locations. The Contractor must provide a maintenance and support plan that minimally includes:
 - a. Fully knowledgeable service representatives throughout the state.
 - b. Parts supply and back-up equipment availability is assured for all locations.
 - c. Coordination of maintenance visits.
2. The Contractor must furnish the ODPS with a monthly report on all maintenance performed on any equipment by site, identifying the type of problem, malfunctioning equipment, location of equipment, problem resolution, etc.
3. Provide help desk support, to include, but not limited to, informational and technical assistance. This resource will have the following minimum capabilities; troubleshooting DL/ID system, and peripheral equipment via a web-based ticketing system (See below) and e-mail for the duration of the Contract.
4. Web Tracking and Reports. A web-based problem tracking system (also called trouble ticket system or incident ticket system) will be available to specified ODPS staff. This system must be capable of creating, tracking, updating trouble tickets, as well as generating reports for tracking of timelines, system related failures, and other related issues.

The ODPS will notify the help desk of the issue (Preferably via the web-based ticketing system as the primary and the toll free number as the secondary. E-mail would only be used as a final option), and the help desk will review the details of the problem and respond to the appropriate site via telephone within 30 minutes. If the helpdesk is able to resolve the issue, the ticket is closed and updated with documentation of the solution to allow other help desk technicians and ODPS helpdesk staff to reference for future use. If the issue needs to be escalated, a technician will be dispatched to the site in accordance with the service level agreement. In agencies with a redundant printer, if one printer needs repair or replacement, the service must be completed within 6 business hours of the initial report.

Submitting and monitoring issues should not require additional software driver installed by ODPS.

The Contractor's help desk must minimally include the following:

- a. Offer web-based support from 7:00 a.m. to 8:00 p.m.
 - b. Manage work orders through a web-based ticketing system.
 - c. Provide web access to the help desk application, form reporting and monitoring.
 - d. Web-based incident reporting capabilities, as well as by telephone.
 - e. Windows compatible.
 - f. Owned, operated and maintained by the Contractor.
5. Toll-free Telephone Support. Two toll-free telephone numbers must be provided for contacting the Contractor. One number must be provided concerning services,

maintenance and technical support required and another number is required for requesting DL/ID issuance materials or other supplies required under this Contract. Both numbers must be available, Monday through Saturday, 7:00 a.m. to 8:00 p.m. for the duration of this Contract. Telephone calls for services will be placed by authorized BMV personnel. Telephone calls for DL/ID issuance materials and supplies will be placed by authorized DR staff. A technical support person must return the call within 30 minutes of the phone call from authorized BMV or DTS personnel, (the "1-Hour Response Time").

The Contractor must provide a skilled technical representative to provide onsite assistance to BMV personnel with technical questions and problems during the Alpha and Beta Testing, which will commence within 45 days of Contract award. The Contractor's representative will be required to work at the central site, BMV, 1970 West Broad Street, Columbus, Ohio 43223 under the direction and supervision of the DTS Help Desk Supervisor. The Contractor's representative will be required to work Monday through Friday, 7:00 a.m. to 8:00 p.m.

6. The Contractor must provide a fully functional toll-free number, web-based tracking system and e-mail support system prior to the start of the Pilot (Beta) testing. Support must be available during normal DR and CSC business hours (Monday through Saturday). This service must continue throughout all testing and the Contract period following Final System Acceptance to answer any questions related to the operation of the system or problems.
7. Remedial Maintenance
 - a. At the time of installation, all equipment must be newly manufactured and in good working order. It is the Contractor's responsibility to make all necessary adjustments, repairs, and replacements, without additional charge, and to maintain each system and related components in good working order for the term of the Contract.
 - b. The Contractor must provide an incident report, via the web-based tracking system, to ODPS DTS upon completion of a service call detailing what actions were taken and the status of the problem. In addition, the Contractor must immediately close each trouble call with the DTS Help Desk upon successful problem resolution by phone call and e-mail with date and time of completion and a description of the problem resolution.
 - c. The Contractor must react immediately to restore services to sites that are not functioning. Once a service call is placed to the Contractor by the ODPS, the Contractor must:
 1. Respond back within 30 minutes to the malfunctioning site via return call response.
 2. Take all necessary corrective actions to restore services and bring the system to an operational state within 3 ODPS business hours.
 3. Software driver maintenance to restore services and bring the system to an operational state must be completed by the Contractor at no charge to the ODPS and the Contractor must coordinate with the ODPS to manage the release of software driver products fixes, if required.
 4. All hardware items associated with the successful and reliable operation of the system are required to be repaired or replaced with

new equipment by the Contractor at no charge to the ODPS in order to restore services and bring the system to an operational state.

8. Preventive Maintenance. The Contractor shall provide the necessary preventive maintenance, required testing and inspection, calibration, and other work necessary to maintain the equipment in good working order and complete operational condition for the duration of the Contract and the subsequent transition period.

Preventive maintenance work must be scheduled to minimize impact to normal business operations at each location. Preventive maintenance must be performed at a time mutually agreed to by the ODPS and the Contractor.

The preventative maintenance will minimally occur once per year and in accordance with OEM maintenance specifications. At this time, the Contractor's personnel will provide preventative maintenance on all Contractor supplied equipment (i.e. printers, cameras, flash, signature pads, etc.) and a quality control check on consumables in inventory.

The Contractor must perform a quality control check on each shipment, prior to leaving the warehouse, to verify the consumables shipped are the correct items and not defective.

Principal Period of Maintenance. Maintenance must be accomplished within the Principal Period of Maintenance hours which are from 7:00 a.m. to 8:00 p.m., Monday through Saturday, excluding State Holidays. The Contractor's maintenance department will schedule the preplanned maintenance with the DR. Maintenance on an emergency basis may be scheduled with the DR to be performed after hours weekdays and Saturday.

Single Point of Notification. The Contractor shall provide a single point of notification and backup contact for all maintenance during the hours of the Principal Period of Maintenance. The Contractor shall provide a toll free telephone number and an e-mail address for the purpose of contacting the Contractor's designated call center or help center.

The Contractor's Fee Structure. The Contract award will be for a not-to-exceed fixed price, payable on a price per transaction basis.

Payment to the Contractor shall not commence until the Alpha testing and the Beta testing have both been completed successfully. The payment shall be based on the number of correct DL/ID Cards issued to the public per transaction fee. Public Safety shall be invoiced at the end of each month. A twenty-five percent (25%) payment hold back of the monthly billing amount submitted by the Contractor shall be retained by Public Safety until the Final System Acceptance requirements are met.

Public Safety reserves the right to hold all payments, due the Contractor, if the 99.5% uptime per location per week performance level is not met statewide or more than two (2) remedial maintenance visits, for a DR, for the same problem occur during thirty (30) calendar day period.

Reimbursable Expenses. None

Bill to Address.

ODPS
ATTN: Fiscal Services
PO Box 16520
Columbus, OH 43216-6520

Background Check. Upon Contract award, the Contractor and all staff involved in the Project must undergo a complete and thorough background check, at the ODPS' expense. This will include previous work addresses for the last ten (10) years. An extensive investigation will be conducted by the ODPS prior to the assignment of the Contractor's staff to begin work onsite at ODPS.

Background checks will be performed to determine if current or potential employees, of the Contractor or subcontractor(s), have any types of convictions in the following areas:

1. Any record of violence, domestic or otherwise;
2. Drug-related convictions;
3. Theft;
4. Other offenses deemed at risk to the facility or its population.

Those employees and potential employees of the Contractor and subcontractor(s) with felony convictions or other criminal records, unless specifically approved by the ODPS, will not be permitted to be employed on this Project.

REAL ID. If at any time during this Contract, the state of Ohio requires compliance with REAL ID legislation, a REAL ID background check will be required for all the Contractor's employees, and replacement employees, that have the ability to impact REAL ID card issuance at the Contractor's expense. Copies of the REAL ID background checks must be provided to the State of Ohio.

Location of Data. Unless the ODPS agrees otherwise in writing, the Contractor and its subcontractors must keep all State documents and data within Ohio.

ATTACHMENT THREE: REQUIREMENTS FOR PROPOSALS

Proposal Format. Each Proposal must include sufficient data to allow the State to verify the total cost for the Work and all of the offeror's claims of meeting the RFP's requirements. Each Proposal must respond to every request for information in this attachment, whether the request requires a simple "yes" or "no" or requires a detailed explanation. Simply repeating the RFP's requirement and agreeing to comply may be an unacceptable response and may cause the Proposal to be rejected.

These instructions describe the required format for a responsive Proposal. The offeror may include any additional information it believes is relevant. An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered. Any material deviation from the format outlined below may result in a rejection of the non-conforming Proposal.

Each Proposal must contain the following:

- Vendor Information Form (OBM-3456)
- Subcontractor Letters
- Offeror Certification Form
- Offeror Description
- Offeror Profile Summary Form
- Personnel Profile Summary Forms
 - Project Manager
 - System Integrator and Developer
 - Account/Contract Manager
 - Key Project Participants
- Security Features (must be separately sealed)
 - Patents, Royalties, etc.
- Proposed DL/ID Solution
 - Mandatory Requirements
 - Functional Requirements
 - Technical Requirement
- Inventory Bank and Replacement Equipment
- Antitheft Solutions and Security Measures
- Card Requirements
 - Card Construction
 - AAMVA Compliance
 - Card Samples
 - Card Formats
 - Card Testing
- Printer Requirements
 - General Specifications
 - Printer Capabilities
 - Alternate Printing
- Image Capture Solution
 - Camera Specifications
 - Image Consistency
- Training Plan
- Maintenance and Support Plan
 - General Requirements
 - Remedial/Emergency Maintenance
 - Preventative Maintenance
 - Principal Period of Maintenance
 - Toll-Free Telephone Support Plan
 - Single Point of Notification
 - Web Tracking and Reports
- Backup and Recovery Plan

Transition Period Plan
Staffing Plan
Project Plan

- Project Plan Methodology

Statewide Deployment Plan
Time Commitment
Assumptions
Support Requirements
Proof of Insurance
Payment Address
Legal Notice Address
W-9 Form
Declaration Regarding Terrorist Organizations
Cost Summary (must be separately sealed)

Vendor Information Form. The offeror must submit a signed and completed Vendor Information Form (OBM-3456) for itself and for each subcontractor the offeror plans to use under the Contract. The form is available at <http://obm.ohio.gov/forms/OAKS.asp>.

Subcontractor Letters. For each proposed subcontractor, the offeror must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:

1. The subcontractor's legal status, federal tax identification number, D-U-N-S number, and principal place of business address;
2. The name, phone number, fax number, email address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A description of the work the subcontractor will do;
4. A commitment to do the work if the offeror is selected; and
5. A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

Offeror Certification Form. The offeror must complete Attachment 6, Offeror Certification Form.

Offeror Description. Each Proposal must include a description of the offeror's capability, capacity, and experience in the industry. The description should include the date the offeror was established, its leadership, number of employees, number of employees the offeror will engage in tasks directly related to the Project, and any other background information that will help the State gauge the ability of the offeror to fulfill the obligations of the Contract.

Offeror Profile Summary Form. This RFP includes an Offeror Profile Summary Form as an attachment. The offeror must use this form and fill it out completely to provide the required information.

The Offeror Profile Summary Form contained in this document has been customized for the applicable offeror requirements. (Refer to Attachment Seven.) Each page of the form may contain minor variations. If an offeror elects to duplicate the form electronically, the offeror must carefully review each page of the form to ensure that it has been copied accurately. Failure to duplicate the form exactly may lead to the rejection of the offeror's Proposal.

Each offeror must meet all the mandatory requirements in the RFP. If an offeror does not meet all the mandatory requirements, the State may reject the offeror's Proposal as non-responsive.

The various sections of the Offeror Profile Summary Forms are described below:

Mandatory Experience and Qualifications. The offeror must complete this section to demonstrate that it has the experience needed to meet the RFP's mandatory requirements.

(Refer to Attachment Seven.) For each reference, the offeror must provide the following information:

- **Contact Information.** The offeror must provide a client contact name, title, phone number, email address, company name, and mailing address. The offeror also must include the same information for an alternate client contact, in case the State cannot reach the primary contact. Failure to provide this information or providing information that is inaccurate or out of date may result in the State not including the reference in the evaluation process or rejecting the offeror's Proposal. The contact information given must be for a person within the client's organization and not a co-worker or a contact within the offeror's organization, subsidiaries, partnerships, etc.
- **Work Name.** The offeror must provide the name or title for the work, such as a project name, from which it obtained the mandatory experience.
- **Dates of Experience.** The offeror must complete this area with a beginning month and year and an ending month and year to show the length of time the offeror performed the work, not just the length of time the offeror was engaged by the reference.
- **Description of the Related Service Provided.** The State will not assume that, since the experience requirement is provided at the top of the page, all descriptions on that page relate to that requirement. The offeror must reiterate the experience being described, including the capacity in which the work was performed and the role of the offeror on the Work. It is the offeror's responsibility to customize the description to clearly substantiate the qualification.
- **Description of how the related service shows the offeror's experience, capability, and capacity to develop the Deliverables and do the Work.**

The offeror must list each work experience separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

Required Experience and Qualifications. The offeror must complete this section to demonstrate that it meets the requirements for experience. For each reference, the offeror must provide the information in the same manner as described under Mandatory Experience and Qualifications above.

THE OFFEROR MAY NOT USE THE EXPERIENCE OR QUALIFICATIONS OF A SUBCONTRACTOR TO MEET ANY OF THE ABOVE MANDATORY QUALIFICATIONS OR EXPERIENCE. THESE MUST BE FULFILLED EXCLUSIVELY THROUGH THE QUALIFICATIONS AND EXPERIENCE OF THE OFFEROR. If the offeror seeks to meet any of the other qualifications and experience through a subcontractor, the offeror must identify the subcontractor by name in the appropriate part of the Offeror Profile Summary Form, in Attachment Seven to this RFP, for each reference.

Personnel Profile Summary Forms. Each Proposal must include a profile for each key member of the proposed work team. This RFP includes Personnel Profile Summary Forms as Attachment Eight, and the offeror must use these forms and fill them out completely for each reference.

The Personnel Profile Summary Forms contained in this RFP have been customized for the applicable candidate requirements. Each page of the forms may contain minor variations. If an offeror elects to duplicate the forms electronically, the offeror must carefully review each form to ensure that it has been copied accurately. Failure to duplicate the forms exactly may lead to the rejection of the offeror's Proposal.

The offeror must propose a Work team that collectively meets all the requirements in this RFP, as demonstrated through the Personnel Profile Summary Forms. Additionally, each team member may have requirements listed in this RFP that the team member must individually meet. The offeror must name all candidates proposed, and each must meet the technical experience for the candidate's position.

The State will not consider a candidate's overlapping months of experience toward meeting the experience requirements in this RFP. Therefore, for each requirement for a key position, the Personnel

Profile Summary Forms for the candidate must demonstrate that the candidate meets the requirement through a work experience that does not overlap in time with any other work experience used to meet the same requirement for the position.

The offeror must demonstrate that all candidate requirements have been met by using the Personnel Profile Summary Forms. The various sections of the forms are described below:

- a) **Candidate References.** If the offeror provides less than three work experiences, the offeror must explain why. The State may reject the Proposal if less than three work experiences are given for a candidate.
- b) **Education and Training.** The offeror must use this section to list the education and training of the proposed candidate and demonstrate, in detail, the proposed candidate's ability to properly perform under the Contract. The offeror must show how the candidate's education and training relates to the requirements of the RFP.
- c) **Experience and Qualifications.**
The offeror must complete this section to show how a candidate meets the experience requirements, if any are applicable to that candidate. If any candidate does not meet the requirements for the position the candidate is proposed to fill, the offeror's Proposal may be rejected as non-responsive.
- d) **Required Experience and Qualifications.** The offeror must complete this section to show how its candidate meets the experience requirements. (Refer to Attachment Eight.)

For each reference, the offeror must provide the following information:

- **Candidate's Name.**
- **Contact Information.** The offeror must provide a client contact name, title, phone number, email address, company name, and mailing address. The offeror also must include the same information for an alternate client contact, in case the State cannot reach the primary contact. Failure to provide this information or providing information that is inaccurate or out of date may result in the State not including the reference in the evaluation process or rejecting the offeror's Proposal. The contact information given must be for a person within the client's organization and not a co-worker or a contact within the offeror's organization, subsidiaries, partnerships, etc.
- **Dates of Experience.** The offeror must complete this section with a beginning month and year and an ending month and year to show the length of time the candidate performed the technical experience being described, not just the length of time the candidate worked for the company.
- **Description of the Related Service Provided.** The State does not assume that, since the technical requirement is provided at the top of the page, all descriptions on that page relate to that requirement. Offerors must reiterate the technical experience being described, including the capacity in which the experience was performed and the role of the candidate in the work as it relates to the Work covered by this RFP. It is the offeror's responsibility to customize the description to clearly substantiate the candidate's qualification.

The candidate's work experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

Project Manager. Through the interview process, the proposed Project Manager will demonstrate the following abilities:

- Ability to collaborate with supporting resources across business and/or functional lines.

- Excellent organization skills, proven analytical, planning problem solving and decision-making skills.
- Excellent oral and written communication skills.
- It is required that the candidate is knowledgeable in the English language and speaks clearly and understandably using the English language.

The offeror must provide the resume of the proposed project manager that includes summaries of similar projects managed by that individual in the past. Summaries must describe the purpose/intent of the project and the major accomplishments of the project manager towards achieving the project goals.

The project manager's resume must include at least three references that may be contacted to verify the individual's qualifications and experience. For each reference, list the individual's name, title, company name or organization, mailing address, e-mail, and telephone number.

The offeror must also submit the candidate's Project Management Professional (PMP) certified by Project Management Institution (PMI), if applicable.

The ODPS reserves the right to interview the project manager proposed and either confirm the recommendation or request that an alternate project manager be proposed subject to approval by the ODPS.

System Integrator and Developer. The offeror must provide the resume(s) of the proposed system integrator and developer that includes summaries of similar projects integrated and developed by the individual(s) in the past. Summaries must describe the purpose/intent of the project and the major accomplishments of the system integrator and developer towards achieving the project goals.

The system integrator(s) and developer(s) resume must include at least three references that may be contacted to verify the individual's qualifications and experience. For each reference, list the individual's name, title, company name or organization, mailing address, e-mail, and telephone number.

The ODPS reserves the right to interview the system integrator and developer proposed and either confirms the recommendation or request that an alternate system integrator and developer candidates be proposed subject to approval by the ODPS.

Account/Contract Manager. The offeror must provide the resume(s) of the proposed account/contract manager that includes summaries of similar projects managed by the individual(s) in the past. Summaries must describe the purpose/intent of the project and the major accomplishments of the system integrator and developer towards achieving the project goals.

The account/contract manager resume must include at least three references that may be contacted to verify the individual's qualifications and experience. For each reference, list the individual's name, title, company name or organization, mailing address, e-mail, and telephone number.

The ODPS reserves the right to interview the account/contract manager proposed and either confirms the recommendation or request that an alternate account/contract manager candidate be proposed subject to approval by the ODPS.

Key Project Participants. The offeror must provide the resumes of all key project participants being proposed to staff the project with an overview of each person's role and their commitment to the project, i.e. are they proposed as full-time or part-time resources to the project.

Resumes for key project participants must reflect qualifications and recent experience relevant to the scope of work and areas of expertise required for this specific project.

Each resume must include at least three references that can be contacted to verify the individual's qualifications and experience. For each reference, list the individual's name, title, company name or organization, mailing address, e-mail, and telephone number.

The ODPS reserves the right to interview all key project participants proposed by the offeror and either confirm the recommendations, or request that alternates be proposed subject to approval by the ODPS.

Security Features. The offeror must describe the items listed, including Security Levels and Threat Types covered, in the Card Security Features section of the RFP. **This section must be submitted in a separate, sealed envelope from the Proposal.** The offeror must provide a detailed description of its proposed card construction and security features. The offeror's cost should include price discounts based on the number or combination selected.

The offeror must include multiple recommendations for security features that will comply with REAL ID requirements. The recommendations must meet Security Levels 1, 2, and 3 and protect against Threat Types 1-4. However, the ODPS reserves the right to select any Security Features offered.

- **Patents, Royalties, etc.** The offeror must fully describe any and all patents, royalties, and/or trade secrets/proprietary information associated with each of the optional security features proposed.

Proposed DL/ID Solution. The offeror must describe in detail how its proposed solution meets the functional and technical requirements described in this RFP. The offeror may not simply state that the proposed solution will meet or exceed the specified requirements. Instead, the offeror must provide a written narrative that shows that the offeror understands the functionality and the technical requirements of this RFP and how the offeror's proposed solution meets the Mandatory, Functional and Technical Requirements listed below.

All the specifications given in this RFP for equipment and other system elements are minimum system requirements. The offeror may recommend features or other elements in excess of the minimum but must clearly identify them as such, provide the rationale behind the recommendations, and explain how they will benefit the State. The recommendations may not result in additional evaluation credit being given.

The offeror must list the functional and technical requirements listed below:

MANDATORY REQUIREMENTS

- The offeror must describe how its DL/ID solution meets the "over the counter" requirement, by having the ability to issue Driver Licenses and Identification cards at two hundred eighteen sites statewide and allows for future growth.
- The offeror must describe how its proposed solution integrates into the DL/ID issuing software (BASS) as described in the Attachment Two.
- The offeror must describe how its proposed solution integrates into the ODPS Technical Environment without any modifications (see Supplement 2).
- The offeror must provide a letter from the manufacturers of the equipment and materials certifying that the equipment and materials that are a part of the offeror's solution have been tested for life span and maximum usage rate in accordance with AAMVA specifications and rated with a passing grade.

- Motorola Symbol PD8750 Signature Capture Solution. The offeror's must provide a statement that the proposed solution uses Motorola Symbol PD8750 Signature Pad as specified in Supplement Twenty and meets the signature capture solution capabilities.
- The offeror must describe how the proposed solution is capable of compliance with REAL ID requirements.

FUNCTIONAL REQUIREMENTS

- The offeror must provide detailed narratives describing its proposed solutions, including all functionality, system capabilities and limitations, and performance capabilities and limitations of the proposed solution.
- The offeror must provide information on each equipment component (i.e. printer, camera) that is a part of the proposed solution by listing which State or government jurisdiction the equipment is currently in use (name and phone numbers).
- The offeror must describe means for implementing future enhancements and expansion to the proposed solution (i.e. Federal or State Regulations).
- The offeror must propose a DL/ID solution that can achieve the anticipated volumes, and remain fully operational and supported by the Contractor throughout the period of the Contract.
- The offeror must describe a proposed written test plan which includes, but is not limited to, all necessary criteria and tests to be performed to ensure that the DL/ID solution as a whole, and all components thereof, satisfy the requirements agreed to in this RFP, a description of all phases of testing, provisions for the documentation of testing results, problem detection, and corrective measures taken to permanently address problems, and a description of the resources, including the ODPS and offeror's proposed staffing, necessary to conduct testing.
- The offeror must furnish a list and description of all necessary materials and supplies required for the successful operation of its proposed DL/ID solution with its proposal.
- The offeror must fully describe its proposed solution for maintaining and delivering the necessary materials and supplies to each DR and CSC location. The ODPS will develop accountability procedures, based on the offeror's proposed solution, which include verifications and controls from when secure items are received through issue to the customer. The offeror must propose its method of controlling secure items and the features to be provided to assist the ODPS with accounting for secure items.
- The offeror must itemize and describe all proposed hardware and software product components. The offeror must include a breakdown of each separate component and feature of the proposed solution along with the corresponding technical specifications. All required software driver components must be documented in detail in the offeror's response.
- The offeror must provide a detailed discussion regarding its knowledge and understanding of how such state/federal (U.S.)/International standards involving personal identity verification, security and privacy of confidential information fit in with the initial deployment of the proposed DL/ID solution. The offeror must also discuss the flexibility and adaptability of its proposed DL/ID solution to meet federal or international standards related to personal identity verification, security and privacy of confidential information. The offeror should provide specific references to pertinent standards / publications / programs.

- The offeror must describe its proposed escalation procedure as it relates to resolving problems associated with meeting the requirements of this RFP.

TECHNICAL REQUIREMENT

- The offeror must describe and explain any circumstances or portions of its proposed solution that does not conform to the attached ODPS Information Technology Office (IT) Essential Technical Architecture for Infrastructure standards.

Inventory Bank and Replacement Equipment. The offeror must describe in detail the proposed plan to maintain an inventory bank of an additional quantity of ten (10) new printers, signature pads and digital cameras that are requested by the State for this solution and will serve as backup equipment for emergency repair, replacements, and Disaster Recovery.

Antitheft Solutions and Security Measures. The offeror must describe all anti-theft solutions and security measures available for the hardware in its proposed solution. The offeror must not address card security features in this section.

Card Requirements. The offeror must provide cards for the DL/ID solution meeting the requirements in Attachment Two. This section defines the specifications for card size, thickness, composition, format(s) and testing. The offeror must address the following:

- **Card Construction.** The offeror must describe its solution that includes a card design and card material composition/construction that meet the RFP requirements. The offeror's proposed cards are expected to contain features that are blended, integrated and interleaved in order to strengthen individual features. The offeror must provide a narrative detailing the reasons why it is proposing a particular design, card material/composition. The card construction material proposed must be tamper evident. The offeror must provide supporting testing results.
- **AAMVA Compliance.** The offeror must describe in detail the capabilities of its card and the proposed card design and services with regards to AAMVA specifications. The offeror must submit layouts of sample cards which have Ohio specific designs that meet the requirements. The offeror must provide samples that position data elements in accordance with AAMVA requirements and in the appropriate zones (DL/ID Zones). DL/ID cards for persons under age 21 shall utilize the zone definitions in Diagram – Under age 21 DL/ID Zones.
- The offeror's response must describe how its proposed DL/ID cards and any resultant DL/ID cards produced from the proposed DL/ID solution will adhere to current and future AAMVA standards and requirements.
- **Card Samples.** The offeror must provide 50 produced DL/ID card samples of each DL/ID card type or design proposed. For example, if an offeror proposes a single type driver's license and state ID card, it must provide 50 card samples of each type. The card sample must be Ohio-specific design. The card samples provided must fully represent the proposed card type/construction/printing method and must be produced on equipment the offeror is proposing.
- **Card Formats.** The offeror must describe the multiple DL/ID card formats proposed.

- **Card Testing.** The offeror must include in its proposal a recent (less than 12 months old) copy of an ISO general physical characteristics test report, which demonstrates a successful adherence and compliance to ISO 10373 card testing for the exact same card construction and type proposed by the offeror in its submitted samples. The report shall include the name of the organization having performed the testing and a copy of their documented formal accreditation for conducting ISO 10373 card testing. The report shall also include the results of cards tested for their ability to conform to ISO Standard 10373. The submitted report must contain the methods, procedures, and results for the tests conducted. If any of the 10373 card tests were not conducted, the submitted report must contain a detailed explanation for why specific tests were not conducted and/or a detailed explanation of any exceptions taken. The detailed explanation must be prepared by the organization that conducted the testing. The explanation for tests not conducted and/or exceptions taken must cross-reference and directly relate to the ODPS RFP requirements.

Printer Requirements.

- **General Specification.** The offeror must detail how its proposed solution meets the required specifications and any preferred specifications as outlined in this RFP
- **Printer Capabilities.** The offeror must detail how the proposed printer meets the required capabilities of accepting and printing two-page documents and producing a color digitized image of the applicant and a gray scale signature from an electronic source, in such a manner as to provide for a non-embossed, finished, color DL/ID card. The State requests that offerors address the following criteria, if applicable:
 1. Erase capabilities that remove the personal data on a used ribbon in the printer.
 2. Clear cover so the printer operator can easily view any problems while the DL/ID card is being produced.
- **Alternate Printing.** The offeror must describe how its proposed solution allows the networked printers to alternate printing of the DL/ID cards at the Class 6-8 DR agencies.

Image Capture Solution (ICS).

- **Camera Specifications.** The offeror must describe its proposed image capture solution, including capabilities, in detail. The offeror must describe how its proposed image capture solution interfaces with the ODPS environment.
- **Image Consistency.** The offeror must describe how its proposed ICS (camera & software driver) provides absolute consistency.

Training Plan. The offeror must submit a detailed training plan that includes Operational, Administrative, Technical staff, and remedial/refresher training. That training plan must meet all of the requirements listed in the RFP.

Maintenance and Support Plan.

- **General Requirements.** The offeror must submit a detailed maintenance plan, including a description of how it meets requirements outlined in the RFP. At a minimum, the maintenance plan must include:
 1. The number of proposed service representatives available, their office locations throughout the state, and how they are assigned to this program.

2. The plan for training the proposed service representatives to be fully knowledgeable of the DL/ID solution including all hardware and software driver products components and their operation.
 3. A description of how parts supply and back-up equipment availability is assured for all locations.
 4. A detailed explanation of anticipated response times for remedial/emergency maintenance needs.
 5. Certification data and/or industry-recognized independent user ratings on all equipment being proposed, if available.
 6. The method the offeror proposes to use to coordinate maintenance visits.
- **Remedial/Emergency Maintenance.** The offeror must describe how the proposed solution meets the requirements outlined in the RFP, including, but not limited to new replacement equipment, incident reporting and problem resolution, and catastrophic failures plans.
 - **Preventative Maintenance.** The offeror must submit a detailed preventative maintenance plan describing all preventative maintenance tasks, schedule, frequency of each task, time required to perform each task, and staff responsible for performing each task, etc.
 - **Principal Period of Maintenance.** The offeror must describe how its proposed solution meets the support requirements for the Principal Period of Maintenance outlined in the RFP.
 - **Toll-Free Telephone Support Plan.** The offeror must describe how its proposed solution meets the support requirements outlined in the RFP.
 - **Single Point of Notification.** Proposals must describe the offeror's intended call center or help center procedures for reporting, tracking, and obtaining status on problems and the plan for dispatching service staff, coordinate, resolve, and follow-up with DTS to close calls.
 - **Web Tracking and Reports.** The offeror must detail the proposed web-based problem tracking system.

Backup and Recovery Plan. The offeror must describe the proposed backup and recovery plan and solution in detail. In addition, the offeror must describe any backup and recovery tasks that the ODPS technical support staff must perform.

Transition Period Plan. The offeror must describe the proposed transition period plan.

Staffing Plan. The offeror must provide a staffing plan that identifies all the personnel by position that the offeror proposes and that are required to do the Project. The staffing plan must show each individual's responsibilities on the Project. The State also requires a staffing plan that matches the proposed Project key personnel and qualifications to the activities and tasks that will be completed on the Project. In addition, the plan must have the following information:

- A detailed staffing plan outlining the proposed staffing required to support the requirements of this RFP (including operational staff) throughout the project and over the term of the Contract and any transition periods.
- A contingency plan that shows the ability to add more staff if needed to ensure meeting the Project's due date(s).
- The number of people onsite at the State location at any given time to allow the State to plan for the appropriate workspace.

- The number and duration of staff.
- The proposed staffing levels working on-site at the ODPS during each of the project phases.
- The specific skills and expertise that the individuals bring to the project.
- All subcontractors that the offeror plans to use during the project, including the scope of their work and their qualifications.
- The plan for addressing skills and services that are not provided in this base staffing assignment, and the plans for assigning such staff, how quickly the staff can be provided, and what procedures must be followed by the ODPS and the offeror's project manager in acquiring such additional staff.
- The offeror must describe the proposed support staffing and plan to include at a minimum:
 1. An account/contract manager and primary point of contact for system changes, enhancements, resolution of ongoing problems, etc. and a maintenance manager and primary point of contact for remedial and preventive maintenance support. These individuals must attend periodic Contract and service review meetings i.e. CRC meetings (as determined and scheduled by the ODPS), on-site at the ODPS Headquarters along with representatives of the ODPS, to review service calls, open system related maintenance issues, service levels, performance, and contract issues.
 2. All necessary hardware, software driver products, communications, and design/development specialists for ongoing support, changes, and system enhancements as needed.
 3. All subcontractors that the offeror plans to use during the term of the Contract, including the scope of their work and their qualifications.

Project Plan. The offeror must detail their proposed Project Plan, including Alpha, Beta/Pilot through Final System Acceptance as detailed elsewhere in this RFP.

The offeror must submit a detailed project plan with its proposal outlining in detail all tasks associated with the entire project including all project phases such as:

1. Detailed system-compatibility and integration requirements.
2. Implementation of all hardware and software driver products.
3. Initial system testing.
4. System acceptance period.
5. Site requirements (i.e. electrical, other issues).

The offeror must identify milestones in the proposed project work plan to measure overall progress and as an indicator of conformance with the established project schedule. Milestones must be identified by completion date and detail the required resources.

The offeror's proposed project plan must include reasonable time for the ODPS to review and approve task completion deliverables, without interrupting the continuing progress towards completion of the project.

Project Plan Methodology. As part of its Project Plan, the offeror must describe the proposed project management and systems development and integration methodology for accomplishing all of the requirements identified in this RFP.

The offeror shall describe its proposed escalation procedure as it relates to resolving problems associated with meeting the requirements of this RFP.

Statewide Deployment Plan. The offeror must detail its proposed deployment plan that fully describes the offeror's methodology, objectives, approach, methods, tools, techniques, and specific work steps that provides for the progression of implementation from a development environment, progressing through the alpha testing phase, then into 5 beta/pilot test sites, finishing up with statewide production rollout, implementation, and final system acceptance. The implementation plan must address how the offeror intends to complete the installations and training with minimal office impact and how this can be done in the schedule specified in this RFP. The implementation plan should also address how the offeror will mitigate the risks with the Project implementation.

Time Commitment. The offeror must submit a statement and a chart that clearly indicate the time commitment of the proposed Work Manager and the offeror's proposed team members for the Work. The offeror also must include a statement indicating to what extent, if any, the Work Manager may work on other tasks or assignments unrelated to the Work during the term of the Contract. The State may reject any Proposal that commits the proposed Work Manager or any proposed personnel to other assignments during the term of the Work, if the State believes that any such commitment may be detrimental to the offeror's performance.

Assumptions. The offeror must list all the assumptions the offeror made in preparing the Proposal. If any assumption is unacceptable to the State, the State may reject the Proposal. No assumptions may be included regarding negotiation, terms and conditions, or requirements.

Support Requirements. The offeror must describe the support it wants from the State other than what the State has offered in this RFP. Specifically, the offeror must address the following:

- Nature and extent of State support required in terms of staff roles, percentage of time available, and so on;
- Assistance from State staff and the experience and qualification levels required; and
- Other support requirements.

The State may not be able or willing to provide the additional support the offeror lists in this part of its Proposal. The offeror therefore must indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the State may reject the offeror's Proposal, if the State is unable or unwilling to meet the requirements.

Proof of Insurance. The offeror must provide the certificate of insurance required by Attachment Four. The policy may be written on an occurrence or claims made basis.

Payment Address. The offeror must give the address to which the State should send payments under the Contract.

Legal Notice Address. The offeror must give the name, title, and address to which the State should send legal notices under the Contract.

W-9 Form. The offeror must complete the attached W-9 form in its entirety. The offeror must submit at least one originally signed W-9. All other copies of a Proposal may contain copies of the W-9. The offeror must indicate on the outside of the binder which Proposal contains the originally signed W-9.

Declaration Regarding Terrorist Organizations. The offeror must complete a Declaration Regarding Material Assistance/Non-assistance to Terrorist Organizations in its entirety. The offeror must submit at least one originally signed copy of this form, which should be included with the offeror's originally signed Proposal. All other copies of the offeror's Proposal may contain copies of this form. The form is available at: <http://www.homelandsecurity.ohio.gov>.

Cost Summary. This RFP includes a Cost Summary Form provided as an attachment. Offerors may not reformat this form. Each offeror must complete the Cost Summary Form in the exact format provided, since the State may reject any Proposal with a reformatted Cost Summary Form or that is not separately sealed. (See: Part Three: General Instructions, Proposal Submittal.)

The Cost Summary Form must not include exceptions, additional terms and conditions, or assumptions.

The offeror's total cost for all the Work must be represented as the not-to-exceed fixed price.

The State will not be liable for or pay any Work costs that the offeror does not identify in its Proposal.

ATTACHMENT FOUR: GENERAL TERMS AND CONDITIONS

PART ONE: PERFORMANCE AND PAYMENT

Statement of Work. The selected offeror's proposal (the "Proposal") and the State's Request for Proposals (the "RFP"), which are collectively referred to as the "RFP Documents", are a part of this contract (the "Contract") and describe the work (the "Work") the selected offeror (the "Contractor") must do and any materials the Contractor must deliver (the "Deliverables") under this Contract. The Contractor must do the Work in a professional, timely, and efficient manner and must provide the Deliverables in a proper fashion. The Contractor also must furnish its own support staff necessary for the satisfactory performance of the Work.

The Contractor must consult with the appropriate State representatives and others necessary to ensure a thorough understanding of the Work and satisfactory performance. The State may give instructions to or make requests of the Contractor relating to the Work, and the Contractor must comply with those instructions and fulfill those requests in a timely and professional manner. Those instructions and requests will be for the sole purpose of ensuring satisfactory completion of the Work and will not amend or alter the scope of the Work.

Term. Unless this Contract is terminated or expires without renewal, it will remain in effect until the Work is completed to the satisfaction of the State and the Contractor is paid. But the current General Assembly cannot commit a future General Assembly to an expenditure. Therefore, this Contract will automatically expire at the end of each biennium, the first of which is June 30, 2009. The State may renew this Contract in the next biennium by issuing written notice to the Contractor of the decision to do so. This expiration and renewal procedure also will apply to the end of any subsequent biennium during which the Work continues, subject to the State's approval. Termination or expiration of this Contract will not limit the Contractor's continuing obligations with respect to Deliverables that the State pays for before or after termination or limit the State's rights in such.

The State's funds are contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the General Assembly fails to continue funding for the payments and other obligations due as part of this Contract, the State's obligations under this Contract will terminate as of the date that the funding expires without further obligation of the State.

The Work has a completion date that is identified in the RFP Documents. The RFP Documents also may have several dates for the delivery of Deliverables or reaching certain milestones in the Work. The Contractor must make those deliveries, meet those milestones, and complete the Work within the times the RFP Documents require. If the Contractor does not meet those dates, the Contractor will be in default, and the State may terminate this Contract under the Suspension and Termination Section contained in Part II of this Attachment Four.

But the State also may have certain obligations to meet. Those obligations, if any, also are listed in the RFP Documents. If the State agrees that the Contractor's failure to meet the delivery, milestone, or completion dates in the RFP Documents is due to the State's failure to meet its own obligations in a timely fashion, then the Contractor will not be in default, and the delivery, milestone, and completion dates affected by the State's failure to perform will be extended by the same amount of time as the State's delay. The Contractor may not rely on this provision unless the Contractor has in good faith exerted reasonable management skill to avoid an extension and has given the State meaningful written notice of the State's failure to meet its obligations within five business days of the Contractor's realization that the State's delay may impact the Work. The Contractor must deliver any such notice to both the Work Representative and Procurement Representative and title the notice as a "Notice of State Delay." The notice must identify any delay in detail, as well as the impact the delay has or will have on the Work. Unless the State decides, in its sole and exclusive judgment, that an equitable adjustment in the Contractor's Fee is warranted in the case of an extended delay, an extension of the Contractor's time to perform will be the Contractor's exclusive remedy for the State's delay. Should the State determine that an equitable adjustment in the Contractor's Fee is warranted, the equitable adjustment will be handled as

a Change Order under the Changes Section of this Contract, and the extension of time and equitable adjustment will be the exclusive remedies of the Contractor for the State's delay.

The State seeks a complete solution to what the Work is intended to accomplish, and the Contractor must provide any incidental items omitted in the RFP Documents as part of the Contractor's not-to-exceed fixed price. All required components and processes for the Work to be complete and useful to the State are included in the Work and the not-to-exceed fixed price, unless the RFP expressly provides otherwise.

Compensation. In consideration of the Contractor's promises and satisfactory performance, the State will pay the Contractor the amount(s) identified in the RFP Documents (the "Fee"), plus any other expenses identified as reimbursable in the RFP Documents. In no event, however, will payments under this Contract exceed the "not-to-exceed" amount in the RFP Documents without the prior, written approval of the State and, when required, the Ohio Controlling Board and any other source of funding. The Contractor's right to the Fee is contingent on the complete and satisfactory performance of the Work or, in the case of milestone payments or periodic payments of an hourly, daily, weekly, monthly, or annual rate, all relevant parts of the Work tied to the applicable milestone or period. Payment of the Fee also is contingent on the Contractor delivering a proper invoice and any other documents the RFP Documents require. An invoice must comply with the State's then current policies regarding invoices and their submission. The State will notify the Contractor in writing within 15 business days after it receives a defective invoice of any defect and provide the information necessary to correct the defect.

The Contractor must send all invoices under this Contract to the "bill to" address in the RFP Documents or in the applicable purchase order.

The State will pay the Contractor interest on any late payment, as provided in Section 126.30 of the Ohio Revised Code (the "Revised Code"). If the State disputes a payment for anything covered by an invoice, within 15 business days after receipt of that invoice, the State will notify the Contractor, in writing, stating the grounds for the dispute. The State then may deduct the disputed amount from its payment as a nonexclusive remedy. If the Contractor has committed a material breach, in the sole opinion of the State, the State also may withhold payment otherwise due to the Contractor. Both parties will attempt to resolve any claims of material breach or payment disputes through discussions among the Work Manager, the Contractor's executive responsible for the Work, the Work Representative, and the State Contract Management Administrator. The State will consult with the Contractor as early as reasonably possible about the nature of the claim or dispute and the amount of payment affected. When the Contractor has resolved the matter to the State's satisfaction, the State will pay the disputed amount within 30 business days after the matter is resolved. The State has no obligation to make any disputed payments until the matter is resolved, and the Contractor must continue its performance under this Contract pending resolution of the dispute or claim.

If the State has already paid the Contractor on an invoice but later disputes the amount covered by the invoice, and if the Contractor fails to correct the problem within 30 calendar days after written notice, the Contractor must reimburse the State for that amount at the end of the 30 calendar days as a nonexclusive remedy for the State. On written request from the Contractor, the State will provide reasonable assistance in determining the nature of the problem by giving the Contractor reasonable access to the State's facilities and any information the State has regarding the problem.

If the RFP Documents provide for any retainage, the State will withhold from each invoice paid the percentage specified in the RFP Documents as retainage. The State will pay the retainage only after the State has accepted all the Work and then only in accordance with the payment schedule specified in the RFP Documents. The State will withhold all amounts under this section arising from claims or disputes in addition to any retainage specified in the RFP Documents.

Reimbursable Expenses. The State will pay all reimbursable expenses identified in the RFP Documents, if any, in accordance with the terms in the RFP Documents and, where applicable, Section 126.31 of the Revised Code. The Contractor must assume all expenses that it incurs in the performance of this Contract that are not identified as reimbursable in the RFP Documents.

In making any reimbursable expenditure, the Contractor always must comply with the more restrictive of its own, then current internal policies for making such expenditures or the State's then current policies. All reimbursable travel will require the advance written approval of the State's Work Representative. The Contractor must bill all reimbursable expenses monthly, and the State will reimburse the Contractor for them within 30 business days of receiving the Contractor's invoice.

Right of Offset. The State may set off the amount of any Ohio tax liability or other obligation of the Contractor or its subsidiaries to the State, including any amounts the Contractor owes to the State under this or other contracts, against any payments due from the State to the Contractor under this or any other contracts with the State.

Certification of Funds. None of the rights, duties, or obligations in this Contract will be binding on the State, and the Contractor will not begin its performance, until all the following conditions have been met:

- (a) All statutory provisions under the Revised Code, including Section 126.07, have been met;
- (b) All necessary funds are made available by the appropriate State entities;
- (c) If required, the Controlling Board of Ohio approves this Contract; and
- (d) If the State is relying on federal or third-party funds for this Contract, the State gives the Contractor written notice that such funds are available.

Employment Taxes. All people furnished by the Contractor (the "Contractor Personnel") are employees or subcontractors of the Contractor, and none are or will be deemed employees or contractors of the State. No Contractor Personnel will be entitled to participate in, claim benefits under, or become an "eligible employee" for purposes of any employee benefit plan of the State by reason of any work done under this Contract. The Contractor will pay all federal, state, local, and other applicable payroll taxes and make the required contributions, withholdings, and deductions imposed or assessed under any provision of any law and measured by wages, salaries, or other remuneration paid by or which may be due from the Contractor to the Contractor Personnel. The Contractor will indemnify, defend (with the consent and approval of the Ohio Attorney General), and hold the State harmless from and against all claims, losses, liability, demands, fines, and expense (including court costs, defense costs, and redeemable attorney fees) arising out of or relating to such taxes, withholdings, deductions, and contributions with respect to the Contractor Personnel. The Contractor's indemnity and defense obligations also apply to any claim or assertion of tax liability made by or on behalf of any Contractor Personnel or governmental agency on the basis that any Contractor Personnel are employees or contractors of the State, that the State is the "joint employer" or "co-employer" of any Contractor Personnel, or that any Contractor Personnel are entitled to any employee benefit offered only to eligible regular fulltime or regular part-time employees of the State.

Sales, Use, Excise, and Property Taxes. The State is exempt from any sales, use, excise, and property tax. To the extent sales, use, excise, or any similar tax is imposed on the Contractor in connection with the Work, such will be the sole and exclusive responsibility of the Contractor. And the Contractor will pay such taxes, together with any interest and penalties not disputed with the appropriate taxing authority, whether they are imposed at the time the services are rendered or a later time.

PART TWO: WORK AND CONTRACT ADMINISTRATION

Related Contracts. The Contractor warrants that the Contractor has not and will not enter into any contracts without written approval of the State to perform substantially identical services for the State, such that the Work under this Contract duplicates the work done or to be done under the other State contracts.

Other Contractors. The State may hold other contracts for additional or related work, including among others independent verification and validation (IV&V) efforts for the Work. The Contractor must fully cooperate with all other contractors and State employees and coordinate its Work with such other contractors and State employees as may be required for the smooth and efficient operation of all related or additional work. The Contractor may not act in any way that may unreasonably interfere with the work of any other contractors or the State's employees. Further, the Contractor must fully cooperate with any IV&V contractor assigned to the Work. Such cooperation includes expeditiously providing the IV&V

contractor with full and complete access to all Work product, records, materials, personnel, meetings, and correspondence as the IV&V contractor may request. If the State assigns an IV&V contractor to the Work, the State will obligate the IV&V contractor to a confidentiality provision similar to the Confidentiality Section contained in this Contract. The Contractor must include the obligations of this provision in all its contracts with its subcontractors for the Work.

Subcontracting. The Contractor may not enter into subcontracts related to the Work after award without written approval from the State. But the Contractor will not need the State's written approval to subcontract for the purchase of commercial goods that are required for satisfactory completion of the Work. All subcontracts will be at the sole expense of the Contractor unless expressly stated otherwise in the RFP Documents.

The State's approval of the use of subcontractors does not mean that the State will pay for them. The Contractor will be solely responsible for payment of its subcontractor and any claims of subcontractors for any failure of the Contractor or any of its other subcontractors to meet the performance schedule or performance specifications for the Work in a timely and professional manner. The Contractor must hold the State harmless for and must indemnify the State against any such claims.

The Contractor assumes responsibility for all Deliverables whether it, a subcontractor, or third-party manufacturer produces them in whole or in part. Further, the Contractor will be the sole point of contact with regard to contractual matters, including payment of all charges resulting from the Contract. And the Contractor will be fully responsible for any default by a subcontractor, just as if the Contractor itself had defaulted.

If the Contractor uses any subcontractors, each subcontractor must have a written agreement with the Contractor. That written agreement must incorporate this Contract by reference. The agreement also must pass through to the subcontractor all provisions of this Contract that would be fully effective only if they bind both the subcontractor and the Contractor. Among such provisions are the limitations on the Contractor's remedies, the insurance requirements, record keeping obligations, and audit rights. Some sections of this Contract may limit the need to pass through their requirements to subcontracts to avoid placing cumbersome obligations on minor subcontractors. But this exception is applicable only to sections that expressly provide an exclusion for small-dollar subcontracts. Should the Contractor fail to pass through any provisions of this Contract to one of its subcontractors and the failure damages the State in any way, the Contractor must indemnify the State for the damage.

Record Keeping. The Contractor must keep all financial records in accordance with generally accepted accounting principles consistently applied. The Contractor also must file documentation to support each action under this Contract in a manner allowing the documentation to be readily located. And the Contractor must keep all Work-related records and documents at its principal place of business or at its office where the work was performed.

Audits. During the term of this Contract and for three years after the payment of the Contractor's Fee, on reasonable notice and during customary business hours, the State may audit the Contractor's records and other materials that relate to the Work. This audit right also applies to the State's duly authorized representatives and any person or organization providing financial support for the Work.

Insurance. The Contractor must provide the following insurance coverage at its own expense throughout the term of this Contract:

- (a) Workers' compensation insurance, as required by Ohio law, and if some of the Work will be done outside Ohio, the laws of the appropriate state(s) where any portion of the Work will be done. The Contractor also must maintain employer's liability insurance with at least a \$1,000,000.00 limit.
- (b) Commercial General Liability insurance coverage for bodily injury, personal injury, wrongful death, and property damage. The defense cost must be outside of the policy limits. Such policy

must designate the State of Ohio as an additional insured, as its interest may appear. The policy also must be endorsed to include a blanket waiver of subrogation. At a minimum, the limits of the insurance must be:

- \$ 2,000,000 General Aggregate
- \$ 2,000,000 Products/Completed Operations Aggregate
- \$ 1,000,000 Per Occurrence Limit
- \$ 1,000,000 Personal and Advertising Injury Limit
- \$ 100,000 Fire Legal Liability
- \$ 10,000 Medical Payments

The policy must be endorsed to provide the State with 30-days prior written notice of cancellation or material change to the policy. And the Contractor's Commercial General Liability must be primary over any other insurance coverage.

- (c) Commercial Automobile Liability insurance with a combined single limit of \$500,000.
- (d) Professional Liability insurance covering all staff with a minimum limit of \$1,000,000 per incident and \$3,000,000 aggregate. If the Contractor's policy is written on a "claims made" basis, the Contractor must provide the State with proof of continuous coverage at the time the policy is renewed. If for any reason the policy expires, or coverage is terminated, the Contractor must purchase and maintain "tail" coverage through the applicable statute of limitations.

The certificate(s) must be in a form that is reasonably satisfactory to the State as to the contents of the policies and the quality of the insurance carriers. All carriers must have at least an "A-" rating by A.M. Best.

Replacement Personnel. If the RFP Documents contain the names of specific people who will do the Work, then the quality and professional credentials of those people were material factors in the State's decision to enter into this Contract. Therefore, the Contractor must use all commercially reasonable efforts to ensure the continued availability of those people. Also, the Contractor may not remove those people from the Work without the prior, written consent of the State, except as provided below.

The Contractor may remove a person listed in the RFP Documents from the Work, if doing so is necessary for legal or disciplinary reasons. But the Contractor must make a reasonable effort to give the State 30 calendar days' prior, written notice of the removal.

If the Contractor removes a person listed in the RFP Documents from the Work for any reason other than those specified above, the State may assess liquidated damages for every day between the date on which the individual was removed and the date that this Contract is terminated or the individual's qualified replacement, selected in accordance with the process identified in this section, starts performing on the Work. The State also may provide the Contractor with written notice of its default under this section, which the Contractor must cure within 30 days. Should the Contractor fail to cure its default within the 30 day cure period, this Contract will terminate immediately for cause, and the State will be entitled to damages in accordance with the Suspension and Termination Section of this Contract due to the termination. Should the State assess liquidated damages or otherwise be entitled to damages under this provision, it may offset these damages from any Fees due under this Contract.

The Contractor must have qualified replacement people available to replace any people listed in the RFP Documents by name or identified as a key individual on the Work. When the removal of a listed person is permitted under this Section, or if a person becomes unavailable, the Contractor must submit the resumes for two replacement people to the State for each person removed or who otherwise becomes unavailable. The Contractor must submit the two resumes, along with such other information as the State may reasonably request, within five business days after the decision to remove a person is made or the unavailability of a listed person becomes known to the Contractor.

The State will select one of the two proposed replacements or will reject both of them within ten business days after the Contractor has submitted the proposed replacements to the State. The State may reject the proposed replacements for any legal reason. Should the State reject both replacement candidates due to their failure to meet the minimum qualifications identified in the RFP Documents, or should the Contractor fail to provide the notice required under this Section or fail to provide two qualified replacement candidates for each removed or unavailable person, the Contractor will be in default and the cure period for default specified elsewhere in this Contract will not apply. In any such case, the State will have the following options:

- (a) The State may assess liquidated damages every day between the date on which the Contractor failed to provide the applicable notice, failed to provide the two replacement candidates, or the date the State rejected all candidates for cause and the date on which the Contractor effects a cure or the Contract expires without renewal or is terminated.
- (b) The State may terminate this Contract immediately for cause and without any cure period.

Should the State exercise its option under item (a) above, it nevertheless will be entitled anytime thereafter to exercise its option under item (b) above. Additionally, should the State terminate this Contract under this provision, it will be entitled to damages in accordance with the Suspension and Termination Section of this Contract due to the termination. Should the State assess liquidated damages or otherwise be entitled to damages under this provision, it may offset these damages from any Fees due under this Contract.

The State may determine that the proposed replacement candidates meet the minimum qualifications of this Contract and still substantially reduce the value the State perceived it would receive through the effort of the original individual(s) the Contractor proposed and on whose credentials the State decided to enter into this Contract. Therefore, the State will have the right to reject any candidate that the State determines may provide it with diminished value.

Should the State reject both proposed candidates for any legal reason other than their failure to meet the minimum qualifications identified in the RFP Documents, the State may terminate this Contract for its convenience.

The State has an interest in providing a healthy and safe environment for its employees and guests at its facilities. The State also has an interest in ensuring that its operations are carried out in an efficient, professional, legal, and secure manner. Therefore, the State will have the right to require the Contractor to remove any individual involved in the Work, if the State determines that any such individual has or may interfere with the State's interests identified above. In such a case, the request for removal will be treated as a case in which an individual providing services under this Contract has become unavailable, and the Contractor must follow the procedures identified above for replacing unavailable people. This provision also applies to people that the Contractor's subcontractors engage, if they are listed by name or as a key person in the RFP Documents.

Suspension and Termination. The State may terminate this Contract if the Contractor defaults in meeting its obligations under this Contract and fails to cure its default within the time allowed by this Contract, or if a petition in bankruptcy (or similar proceeding) has been filed by or against the Contractor. The State also may terminate this Contract if the Contractor violates any law or regulation in doing the Work, or if it appears to the State that the Contractor's performance is substantially endangered through no fault of the State. In any such case, the termination will be for cause, and the State's rights and remedies will be those identified below for termination for cause.

On written notice, the Contractor will have 30 calendar days to cure any breach of its obligations under this Contract, provided the breach is curable. If the Contractor fails to cure the breach within 30 calendar days after written notice, or if the breach is not one that is curable, the State will have the right to terminate this Contract immediately on notice to the Contractor. The State also may terminate this Contract in the case of breaches that are cured within 30 calendar days but are persistent. "Persistent" in this context means that the State has notified the Contractor in writing of the Contractor's failure to meet

any of its obligations three times. After the third notice, the State may terminate this Contract on written notice to the Contractor without a cure period if the Contractor again fails to meet any obligation. The three notices do not have to relate to the same obligation or type of failure. Some provisions of this Contract may provide for a shorter cure period than 30 calendar days or for no cure period at all, and those provisions will prevail over this one. If a particular section does not state what the cure period will be, this provision will govern.

Moreover, the State may terminate this Contract for its convenience and without cause or if the Ohio General Assembly fails to appropriate funds for any part of the Work. If a third party is providing funding for the Work, the State also may terminate this Contract should that third party fail to release any funds for the Work. The RFP Documents normally identify any third party source of funds for the Work, but an absence of such in the RFP Documents will not diminish the State's rights under this section.

The notice of termination, whether for cause or without cause, will be effective as soon as the Contractor receives it. Upon receipt of the notice of termination, the Contractor must immediately cease all activity on the Work and take all steps necessary to minimize any costs the Contractor will incur related to this Contract. The Contractor also must immediately prepare a report and deliver it to the State. The report must be all-inclusive and must detail the Work completed at the date of termination, the percentage of the Work's completion, any costs incurred in doing the Work to that date, and any Deliverables completed or partially completed but not delivered to the State at the time of termination. The Contractor also must deliver all the completed and partially completed Deliverables to the State with its report. But if the State determines that delivery in that manner would not be in its interest, then the State may designate a suitable alternative form of delivery, which the Contractor must honor.

If the State terminates this Contract for cause, the State will be entitled to cover for the Work by using another Contractor on such commercially reasonable terms as the State and the covering contractor may agree. The Contractor will be liable to the State for all costs related to covering for the Work to the extent that such costs, when combined with payments already made to the Contractor for the Work before termination, exceed the costs that the State would have incurred under this Contract. The Contractor also will be liable for any other direct damages resulting from its breach of this Contract or other action leading to termination for cause.

If the termination is for the convenience of the State, the Contractor will be entitled to compensation for any Work that the Contractor has performed before the termination. Such compensation will be the Contractor's exclusive remedy in the case of termination for convenience and will be available to the Contractor only once the Contractor has submitted a proper invoice for such, with the invoice reflecting the amount that the State determines it owes to the Contractor. The State will make that determination based on the lesser of the percentage of the Work completed or the hours of work performed in relation to the estimated total hours required to perform all the Work.

The State will have the option of suspending rather than terminating the Work, if the State believes that doing so would better serve its interests. In the event of a suspension for the convenience of the State, the Contractor will be entitled to receive payment for the work performed before the suspension. In the case of suspension of the Work rather than termination for cause, the Contractor will not be entitled to any compensation for any work performed. If the State reinstates the Work after suspension for cause, rather than terminating this Contract after the suspension, the Contractor may be entitled to compensation for work performed before the suspension, less any damage to the State resulting from the Contractor's breach of this Contract or other fault. Any amount due for work before or after the suspension for cause will be offset by any damage to the State from the default or other event giving rise to the suspension.

In the case of a suspension for the State's convenience, the State will calculate the amount of compensation due to the Contractor for work performed before the suspension in the same manner as provided in this section for termination for the State's convenience. The Contractor will not be entitled to compensation for any other costs associated with a suspension for the State's convenience, and the State will make no payment under this provision to the Contractor until the Contractor submits a proper invoice. If the State decides to allow the Work to continue rather than terminating this Contract after the

suspension, the State will not be required to make any payment to the Contractor other than those payments specified in this Contract and in accordance with the payment schedule specified in this Contract for properly completed Work.

Any notice of suspension, whether with or without cause, will be effective immediately on the Contractor's receipt of the notice. The Contractor will prepare a report concerning the Work just as is required by this Section in the case of termination. After suspension of the Work, the Contractor may not perform any Work without the consent of the State and may resume the Work only on written notice from the State to do so. In any case of suspension, the State retains its right to terminate this Contract rather than to continue the suspension or resume the Work. If the suspension is for the convenience of the State, then termination of the Contract will be a termination for convenience. If the suspension is with cause, the termination will also be for cause.

The State may not suspend the Work for its convenience more than twice during the term of this Contract, and any suspension for the State's convenience may not continue for more than 30 calendar days. If the Contractor does not receive notice to resume or terminate the Work within the 30-day suspension, then this Contract will terminate automatically for the State's convenience at the end of the 30 calendar day period.

Any default by the Contractor or one of its subcontractors will be treated as a default by the Contractor and all of its subcontractors. The Contractor will be solely responsible for satisfying any claims of its subcontractors for any suspension or termination and must indemnify the State for any liability to them. Notwithstanding the foregoing, each subcontractor must hold the State harmless for any damage caused to them from a suspension or termination. They must look solely to the Contractor for any compensation to which they may be entitled.

Representatives. The State's representative under this Contract will be the person identified in the RFP Documents or in a subsequent notice to the Contractor as the "Work Representative." The Work Representative will review all reports the Contractor makes in the performance of the Work, will conduct all liaison with the Contractor, and will accept or reject the Deliverables and the completed Work. The Work Representative may delegate his or her responsibilities for individual aspects of the Work to one or more managers, who may act as the Work Representative for those individual portions of the Work.

The Contractor's Work Manager under this Contract will be the person identified on the RFP Documents as the "Work Manager." The Work Manager will be the Contractor's liaison with the State under this Contract. Additionally, the Work Manager will conduct all Work meetings and prepare and submit to the Work Representative all reports, plans, and other materials that the RFP Documents require from the Contractor.

Either party, upon written notice to the other party, may designate another representative. However, the Contractor may not replace the Work Manager without the approval of the State if that person is identified in the RFP Documents by name or as a key individual on the Work.

Work Responsibilities. The State will be responsible for providing only those things, if any, expressly identified in the RFP Documents. If the State has agreed to provide facilities or equipment, the Contractor, by signing this Contract, warrants that the Contractor has either inspected the facilities and equipment or has voluntarily waived an inspection and will use the equipment and facilities on an "as is" basis.

The Contractor must assume the lead in the areas of management, design, and development of the Work. The Contractor must coordinate the successful execution of the Work and direct all Work activities on a day-to-day basis, with the advice and consent of the Work Representative. The Contractor will be responsible for all communications regarding the progress of the Work and will discuss with the Work Representative any issues, recommendations, and decisions related to the Work.

If any part of the Work requires installation on the State's property, the State will provide the Contractor with reasonable access to the installation site for the installation and any site preparation that is needed.

After the installation is complete, the Contractor must complete an installation letter and secure the signature of the Work Representative certifying that installation is complete and the Work, or applicable portion of it, is operational. The letter must describe the nature, date, and location of the installation, as well as the date the Work Representative certified the installation as complete and operational.

Unless otherwise provided in the RFP Documents, the Contractor is solely responsible for obtaining all official permits, approvals, licenses, certifications, and similar authorizations required by any local, state, or federal agency for the Work and maintaining them throughout the duration of this Contract.

Changes. The State may make reasonable changes within the general scope of the Work. The State will do so by issuing a written order under this Contract describing the nature of the change ("Change Order"). Additionally, if the State provides directions or makes requests of the Contractor without a change order, and the Contractor reasonably believes the directions or requests are outside the specifications for the Work, the Contractor may request a Change Order from the State. The parties will handle such changes as follows: The Contractor will provide pricing to the State. The State will execute a Change Order once it and the Contractor have agreed on the description of and specifications for the change, as well as any equitable adjustments that need to be made in the Contractor's Fee or the performance schedule for the work. Then within five business days after receiving the Change Order, the Contractor must sign it to signify agreement with it.

If a change causes an increase in the cost of, or the time required for, the performance of the Work, the Contractor must notify the State in writing and request an equitable adjustment in its Fee, the delivery schedule, or both before the Contractor signs the Change Order. If the Contractor claims an adjustment under this section in connection with a change to the Work not described in a written Change Order, the Contractor must notify the State in writing of the claim within five business days after the Contractor is notified of the change and before work on the change begins. Otherwise, the Contractor will have waived the claim. In no event will the State be responsible for any increase in the Fee or revision in any delivery schedule unless the State expressly ordered the relevant change in writing and the Contractor has complied with the requirements of this section. Provided the State has complied with the procedure for Change Orders in this section, nothing in this clause will excuse the Contractor from proceeding with performance of the Work, as changed.

Where an equitable adjustment to the Contractor's Fee is appropriate, the State and the Contractor may agree upon such an adjustment. If the State and the Contractor are unable to agree, either party may submit the dispute to the senior management of the Contractor and the senior management of the State's Office of Information Technology for resolution. If within 30 calendar days following referral to senior management, the claim or dispute has not been resolved, the Contractor must submit its actual costs for materials needed for the change (or estimated amount if the precise amount of materials cannot be determined) and an estimate of the hours of labor required to do the work under the Change Order. The Contractor must break down the hours of labor by employee position, and provide the actual hourly pay rate for each employee involved in the change. The total amount of the equitable adjustment for the Change Order then will be made based on the actual cost of materials (or estimated materials) and actual rate for each person doing the labor (based on the estimated hours of work required to do the change). Labor rates will be increased by 25% to cover benefits and taxes. The equitable adjustment for the Change Order then will be set based on this amount, plus 15% to cover overhead and profit. This amount will be the not-to-exceed amount of the Change Order. If the change involves removing a requirement from the Work or replacing one part of the Work with the change, the State will get a credit for the work no longer required under the original scope of the Work. The credit will be calculated in the same manner as the Contractor's Fee for the change, and the not-to-exceed amount will be reduced by this credit.

The Contractor is responsible for coordinating changes with its subcontractors and adjusting their compensation and performance schedule. The State will not pay any subcontractor for the Change Order. If a subcontractor will perform any work under a Change Order, that work must be included in the Contractor's not-to-exceed amount and calculated in the same manner as the Contractor's equitable adjustment for the portion of the work the Contractor will perform. The Contractor will not receive an overhead percentage for any work a subcontractor will do under a Change Order.

If the RFP Documents provide for the retainage of a portion of the Contractor's Fee, all equitable adjustments for Change Orders also will be subject to the same retainage, which the State will pay only on completion and acceptance of the Work, as provided in the RFP Documents.

Excusable Delay. Neither party will be liable for any delay in its performance that arises from causes beyond its control and without its negligence or fault. The delayed party must notify the other promptly of any material delay in performance and must specify in writing the proposed revised performance date as soon as practicable after notice of delay. In the event of any such excusable delay, the date of performance or of delivery will be extended for a period equal to the time lost by reason of the excusable delay. The delayed party also must describe the cause of the delay and what steps it is taking to remove the cause. The delayed party may not rely on a claim of excusable delay to avoid liability for a delay if the delayed party has not taken commercially reasonable steps to mitigate or avoid the delay. Things that are controllable by the Contractor's subcontractors will be considered controllable by the Contractor, except for third-party manufacturers supplying commercial items and over whom the Contractor has no legal control.

Independent Status of the Contractor. The parties are independent of one another, and the Contractor's Personnel may act only in the capacity of representatives of the Contractor and not as representatives of the State. Further, the Contractor's Personnel will not be deemed for any purpose to be employees, representatives, or agents of the State. The Contractor assumes full responsibility for the actions of the Contractor's Personnel while they are performing under this Contract and will be solely responsible for paying the Contractor's Personnel (including withholding, and paying income taxes and social security, workers' compensation, disability benefits and the like). The Contractor may not commit, and is not authorized to commit, the State in any manner. The Contractor's subcontractors will be considered the agents of the Contractor for purposes of this Contract.

Publicity. The Contractor may not advertise or publicize that it is doing business with the State or use this Contract or the Contractor's relationship with the State as a marketing or sales tool, unless the State agrees otherwise in writing.

PART THREE: OWNERSHIP AND HANDLING OF INTELLECTUAL PROPERTY AND CONFIDENTIAL INFORMATION

Confidentiality. The State may disclose to the Contractor written material or oral or other information that the State treats as confidential ("Confidential Information"). Title to the Confidential Information and all related materials and documentation the State delivers to the Contractor will remain with the State. The Contractor must treat such Confidential Information as secret, if it is so marked, otherwise identified as such, or when, by its very nature, it deals with matters that, if generally known, would be damaging to the best interest of the public, other contractors, potential contractors with the State, or individuals or organizations about whom the State keeps information. By way of example, information must be treated as confidential if it includes any proprietary documentation, materials, flow charts, codes, software, computer instructions, techniques, models, information, diagrams, know-how, trade secrets, data, business records, or marketing information. By way of further example, the Contractor also must treat as confidential materials such as police and investigative records, files containing personal information about individuals or employees of the State, such as personnel records, tax records, and so on, court and administrative records related to pending actions, any material to which an attorney-client, physician-patient, or similar privilege may apply, and any documents or records excluded by Ohio law from public records disclosure requirements.

The Contractor may not disclose any Confidential Information to third parties and must use it solely to do the Work. The Contractor must restrict circulation of Confidential Information within its organization and then only to people in the Contractor's organization that have a need to know the Confidential Information to do the Work. The Contractor will be liable for the disclosure of such information, whether the disclosure is intentional, negligent, or accidental, unless otherwise provided below.

The Contractor will not incorporate any portion of any Confidential Information into any work or product, other than a Deliverable, and will have no proprietary interest in any of the Confidential Information. Furthermore, the Contractor must cause all of its Personnel who have access to any Confidential Information to execute a confidentiality agreement incorporating the obligations in this section.

The Contractor's obligation to maintain the confidentiality of the Confidential Information will not apply where such: (1) was already in the Contractor's possession before disclosure by the State, and such was received by the Contractor without obligation of confidence; (2) is independently developed by the Contractor; (3) except as provided in the next paragraph, is or becomes publicly available without breach of this Contract; (4) is rightfully received by the Contractor from a third party without an obligation of confidence; (5) is disclosed by the Contractor with the written consent of the State; or (6) is released in accordance with a valid order of a court or governmental agency, provided that the Contractor (a) notifies the State of such order immediately upon receipt of the order and (b) makes a reasonable effort to obtain a protective order from the issuing court or agency limiting disclosure and use of the Confidential Information solely for the purposes intended to be served by the original order of production. The Contractor must return all originals of any Confidential Information and destroy any copies it has made on termination or expiration of this Contract.

Information that may be available publicly through other sources about people that is personal in nature, such as medical records, addresses, phone numbers, social security numbers, and similar things are nevertheless sensitive in nature and may not be disclosed or used in any manner except as expressly authorized in this Contract. Therefore, item (3) in the preceding paragraph does not apply, and the Contractor must treat such information as Confidential Information whether it is available elsewhere or not.

The Contractor may disclose Confidential Information to its subcontractors on a need-to-know basis, but the Contractor first must obligate them to the requirements of this section.

Ownership of Deliverables. The State owns all Deliverables that the Contractor produces under this Contract, with all rights, title, and interest in all intellectual property that come into existence through the Contractor's custom work being assigned to the State. Additionally, the Contractor waives any author rights and similar retained interests in custom-developed material. The Contractor must provide the State with all assistance reasonably needed to vest such rights of ownership in the State. The Contractor will retain ownership of all tools, methods, techniques, standards, and other development procedures, as well as generic and preexisting shells, subroutines, and similar material incorporated into any custom Deliverable ("Pre-existing Materials"), if the Contractor provides the non-exclusive license described in the next paragraph.

The Contractor may grant the State a worldwide, non-exclusive, royalty-free, perpetual license to use, modify, and distribute all Pre-existing Materials that are incorporated into any custom-developed Deliverable rather than grant the State ownership of the Pre-existing Materials. The State may distribute such Pre-existing materials to third parties only to the extent required by governmental funding mandates. The Contractor may not include in any custom Deliverable any intellectual property unless such has been created under this Contract or qualifies as Pre-existing Material. If the Contractor wants to incorporate any Pre-existing Materials into a custom Deliverable, the Contractor must first disclose that desire to the State in writing and seek the State's approval for doing so in advance. The State will not be obligated to provide that approval, unless the Contractor disclosed its intention to do so in the RFP Documents. On the Contractor's request, the State will incorporate into any copies of a custom Deliverable any proprietary notice that the Contractor included with the original copy, if that notice is reasonably necessary to protect the Contractor's interest in any Pre-existing Materials contained in the custom Deliverable.

Subject to the limitations and obligations of the State with respect to Pre-existing Materials, the State may make all custom Deliverables available to the general public without any proprietary notices of any kind.

License in Commercial Material. As used in this section, "Commercial Material" means anything that the Contractor or a third party has developed at private expense, is commercially available in the

marketplace, subject to intellectual property rights, and readily copied through duplication on magnetic media, paper, or other media. Examples include written reports, books, pictures, videos, movies, computer programs, and computer source code and documentation.

Any Commercial Material that the Contractor intends to deliver as a Deliverable must have the scope of the license granted in such material disclosed in the RFP Documents or as an attachment referenced in the RFP Documents, if that scope of license is different from the scope of license contained in this section for Commercial Materials.

Except for Commercial Material that is software ("Commercial Software"), if the Commercial Material is copyrighted and published material, then the State will have the rights permitted under the federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material is patented, then the State will have the rights permitted under the federal patent laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material consists of trade secrets, then the State will treat the material as confidential. In this regard, the State will assume all obligations with respect to the Commercial Material that the Contractor assumes under the Confidentiality section of this Contract with respect to the State's Confidential Information. Otherwise, the State will have the same rights and duties permitted under the federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor, whether or not the material is copyrighted when delivered to the State.

For Commercial Software, the State will have the rights in items (1) through (6) of this section with respect to the software. The State will not use any Commercial Software except as provided in the six items below or as expressly stated otherwise in this Contract. The Commercial Software may be:

- (1) Used or copied for use in or with the computer or computers for which it was acquired, including use at any State installation to which such computer or computers may be transferred;
- (2) Used or copied for use in or with a backup computer for disaster recovery and disaster recovery testing purposes or if any computer for which it was acquired is inoperative;
- (3) Reproduced for safekeeping (archives) or backup purposes;
- (4) Modified, adapted, or combined with other computer software, but the modified, combined, or adapted portions of the derivative software incorporating any of the Commercial Software will be subject to same restrictions set forth in this Contract;
- (5) Disclosed to and reproduced for use on behalf of the State by support service contractors or their subcontractors, subject to the same restrictions set forth in this Contract; and
- (6) Used or copied for use in or transferred to a replacement computer.

Commercial Software delivered under this Contract is licensed to the State without disclosure restrictions unless it is clearly marked as confidential or secret. The State will treat any Commercial Software that is marked as confidential or secret as Confidential Information to the extent that such is actually the case.

PART FOUR: REPRESENTATIONS, WARRANTIES, AND LIABILITIES

General Warranties. The Contractor warrants that the recommendations, guidance, and performance of the Contractor under this Contract will: (1) be in accordance with sound professional standards and the requirements of this Contract and without any material defects; and (2) unless otherwise provided in the RFP Documents, be the work solely of the Contractor. The Contractor also warrants that: (1) no Deliverable will infringe on the intellectual property rights of any third party; and (2) the Contractor's work and the Deliverables resulting from that work will be merchantable and fit for the particular purposes described in the RFP Documents.

Additionally, with respect to the Contractor's activities under this Contract, the Contractor warrants that: (1) the Contractor has the right to enter into this Contract; (2) the Contractor has not entered into any

other contracts or employment relationships that restrict the Contractor's ability to perform the contemplated services; (3) the Contractor will observe and abide by all applicable laws and regulations, including those of the State regarding conduct on any premises under the State's control; (4) the Contractor has good and marketable title to any goods delivered under this Contract and in which title passes to the State; (5) the Contractor has the right and ability to grant the license granted in any Deliverable in which title does not pass to the State; and (6) the Contractor is not subject to any unresolved findings of the Auditor of State under Revised Code Section 9.24 and will not become subject to an unresolved finding that prevents the extension or renewal of this Contract.

The warranties regarding material defects, merchantability, and fitness are one-year warranties. All other warranties will be continuing warranties. If any portion of the Work fails to comply with these warranties, and the Contractor is so notified in writing, the Contractor must correct such failure with all due speed or must refund the amount of the compensation paid for such portion of the Work. The Contractor also must indemnify the State for any direct damages and claims by third parties based on a breach of these warranties. This obligation of indemnification will not apply where the State has modified or misused the Deliverable and the claim is based on the modification or misuse. The State will give the Contractor notice of any such claim as soon as reasonably practicable. If a successful claim of infringement is made, or if the Contractor reasonably believes that an infringement claim that is pending may actually succeed, the Contractor must do one of the following things: (1) modify the Deliverable so that it is no longer infringing; (2) replace the Deliverable with an equivalent or better item; (3) acquire the right for the State to use the infringing Deliverable as it was intended for the State to use under this Contract; or (4) remove the Deliverable and refund the amount the State paid for the Deliverable and the amount of any other Deliverable or item that requires the availability of the infringing Deliverable for it to be useful to the State.

GENERAL EXCLUSION OF WARRANTIES. THE CONTRACTOR MAKES NO WARRANTIES, EXPRESS OR IMPLIED, OTHER THAN THOSE EXPRESS WARRANTIES CONTAINED IN THIS CONTRACT.

Indemnity for Property Damage and Bodily Injury. The Contractor must indemnify the State for all liability and expense resulting from bodily injury to any person (including injury resulting in death) and damage to tangible or real property arising out of the performance of this Contract, provided that such bodily injury or property damage is due to the negligence or other tortious conduct of the Contractor, its employees, agents, or subcontractors. The Contractor will not be responsible for any damages or liability to the extent caused by the negligence or willful misconduct of the State, its employees, other contractors, or agents.

Limitation of Liability. Neither party will be liable for any indirect, incidental, or consequential loss or damage of the other party, including but not limited to lost profits, even if the parties have been advised, knew, or should have known of the possibility of such damages. Additionally, neither party will be liable to the other for direct or other damages in excess of one times the not-to-exceed fixed price of this Contract. The limitations in this paragraph do not apply to any obligation of the Contractor to indemnify the State against claims made against it or for damages to the State caused by the Contractor's negligence or other tortious conduct.

Damages. The State, in its sole discretion, may assess the following damages if the Contractor fails to perform at the stated service levels. Any damages assessed by the State will be subject to the offset section of this Contract.

Delay or Interruption of Operations. The Contractor must ensure that no delays or interruption in the operation of the Driver License/Identification System is caused by any act or omission of the Contractor. If a delay or interruption in the operations of the Driver License/Identification System is caused by defective materials, equipment failure, or Contractor negligence the State may assess damages as follows:

- The Contractor's committee member shall be present during the failed DL/ID card examinations. The number of failed cards will determine the assessment of any damages or a credit adjustment to the following month's active card billing report.
- Cards that fail in manufacturing or prior to being considered active shall not be included in any invoice to the ODPS. These cards shall be considered inactive and the spoilage costs borne by the Contractor hence not subject to damage provisions.
- The CRC will also assess problems with defective materials (i.e. incorrect laminate [wrong state], improperly wound rolls, warped cards, etc.). If equipment downtime, which lasts more than the permitted repair time, or defective materials cause the DR or CSC the inability to conduct business, damages of \$892.00 per site per day will be assessed for inconvenience to the DR and CSC customers, DR and CSC goodwill loss and loss of staff productivity.
- If the Contractor fails to meet any of the RFP requirements, the State may require a replacement of the DL/ID solution or any solution component (to be provided by the Contractor) and/or may avail itself of the other remedies available in this Contract. If a replacement is requested by the ODPS, such replacement shall be with new equipment of comparable or greater quality and shall be furnished and installed by the Contractor no later than 24 hours following the request for replacement, at no additional cost to the ODPS.
- If the Contractor fails to meet any requirement of the Performance Level, the ODPS may require a replacement of any DL/ID solution or system component and/or may avail itself of the other remedies available in this Contract. If a replacement is requested by the ODPS, such replacement shall be with a new or upgraded model (only with prior approval from ODPS and DTS) as listed in the Contractor's proposal. The equipment must be furnished and installed by the Contractor no later than 24 hours following the request for replacement, at no additional cost to the ODPS.

Payment of Damages. The Contractor must pay any damages within 30 days after the State's notice of an assessment of such damages. Should the Contractor fail to make such payment in a timely manner, on written notice to the Contractor, the State may offset any amounts due or becoming due to the Contractor by the amount of the damages that are accrued but unpaid.

Damages and Termination for Default. In addition to assessing damages, the State also may provide the Contractor with written notice of its default for any failure that is subject to assessment of damages, and the Contractor must cure that default within 30 days. Should the Contractor fail to cure its default within the 30 day cure period, this Contract will terminate immediately for cause and the State will be entitled to damages related to that termination in accordance with the termination section of this Contract. Should the State assess damages or otherwise be entitled to damages under this provision, on written notice to the Contractor, the State may offset these damages from any Fees due under this Contract.

PART FIVE: ACCEPTANCE AND MAINTENANCE

Acceptance. There will be no formal acceptance procedure unless the RFP Documents expressly provide otherwise. If the RFP Documents do not provide otherwise, the acceptance procedure will be an informal review by the Work Representative to ensure that each Deliverable and the Work as a whole comply with the requirements of this Contract. The Work Representative will have up to 30 calendar days to do this. No formal letter of acceptance will be issued, and passage of the 30 calendar days will imply acceptance, though the State will issue a notice of noncompliance if a Deliverable or the Work as a whole does not meet the requirements of this Contract. If the Work Representative issues a letter of noncompliance, then the Contractor will have 30 calendar days to correct the problems listed in the noncompliance letter. If the Contractor fails to do so, the Contractor will be in default without a cure

period. If the Work Representative has issued a noncompliance letter, the Deliverables or the Work as a whole will not be accepted until the Work Representative issues a letter of acceptance indicating that each problem noted in the noncompliance letter has been cured. If the problems have been fixed during the 30 day period, the Work Representative will issue the acceptance letter within 15 calendar days.

If the Work fails to meet the standard of performance after 90 calendar days from the start of the performance period, the Contractor will be in default and will not have a cure period. In addition to all other remedies the State may have under this Contract, the State will have the right to request correction or replacement of the relevant portion of the Work.

Passage of Title. Title to any Deliverable will pass to the State only on acceptance of the Deliverable. All risk of loss, regardless of the cause, will remain with the Contractor until title to the Deliverable passes to the State.

PART SIX: CONSTRUCTION

Entire Document. This Contract is the entire agreement between the parties with respect to its subject matter and supersedes any previous statements or agreements, whether oral or written.

Binding Effect. This Contract will be binding upon and inure to the benefit of the respective successors and assigns of the State and the Contractor.

Amendments – Waiver. No change to any provision of this Contract will be effective unless it is in writing and signed by both parties. The failure of either party at any time to demand strict performance by the other party of any of the terms of this Contract will not be a waiver of those terms. Waivers must be in writing to be effective, and either party may at any later time demand strict performance.

Severability. If any provision of this Contract is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of this Contract will remain in full force and effect to the extent that such does not create an absurdity.

Construction. This Contract will be construed in accordance with the plain meaning of its language and neither for nor against the drafting party.

Headings. The headings used herein are for the sole sake of convenience and may not be used to interpret any section.

Notices. For any notice under this Contract to be effective, it must be made in writing and sent to the address of the appropriate contact provided elsewhere in the Contract, unless such party has notified the other party, in accordance with the provisions of this section, of a new mailing address. This notice requirement will not apply to any notices that this Contract expressly authorized to be made orally.

Continuing Obligations. The terms of this Contract will survive the termination or expiration of the time for completion of Work and the time for meeting any final payment of compensation, except where such creates an absurdity.

Time. Unless otherwise expressly provided, any reference in this document to a number of days for an action or event to occur means calendar days, and any reference to a time of the day, such as 5:00 p.m., is a reference to the local time in Columbus, Ohio.

PART SEVEN: LAW AND COURTS

Compliance with Law. The Contractor must comply with all applicable federal, state, and local laws while performing under this Contract.

Drug-Free Workplace. The Contractor must comply with all applicable state and federal laws regarding keeping a drug-free workplace. The Contractor must make a good faith effort to ensure that all the

Contractor's Personnel, while working on state property, will not have or be under the influence of illegal drugs or alcohol or abuse prescription drugs in any way.

Conflicts of Interest. None of the Contractor's Personnel may voluntarily acquire any personal interest that conflicts with their responsibilities under this Contract. Additionally, the Contractor may not knowingly permit any public official or public employee who has any responsibilities related to this Contract or the Work to acquire an interest in anything or any entity under the Contractor's control, if such an interest would conflict with that official's or employee's duties. The Contractor must disclose to the State knowledge of any such person who acquires an incompatible or conflicting personal interest related to this Contract. And the Contractor must take steps to ensure that such a person does not participate in any action affecting the work under this Contract. But this will not apply when the State has determined, in light of the personal interest disclosed, that person's participation in any such action would not be contrary to the public interest.

Ohio Ethics Law and Limits on Political Contributions. The Contractor certifies that it is currently in compliance and will continue to adhere to the requirements of the Ohio ethics laws. In accordance with Executive Order 2007-01S, the Contractor, by signature on the Contract, certifies: (1) it has reviewed and understands Executive Order 2007-01S, (2) has reviewed and understands the Ohio ethics and conflicts of interest laws, and (3) will take no action inconsistent with those laws and this order. The Contractor understands that failure to comply with Executive Order 2007-01S is, in itself, grounds for termination of the Contract and may result in the loss of other contracts or grants with the State. The Contractor also certifies that all applicable parties listed in Division (I)(3) or (J)(3) of Ohio Revised Code Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of Ohio Revised Code Section 3517.13.

Security & Safety Rules. When using or possessing State data or accessing State networks and systems, the Contractor must comply with all applicable State rules, policies, and regulations regarding data security and integrity. And when on any property owned or controlled by the State, the Contractor must comply with all security and safety rules, regulations, and policies applicable to people on those premises.

Declaration Regarding Terrorism. Pursuant to Ohio Revised Code Section 2909.33, unless Contractor has been pre-certified, the Contractor must complete a Declaration Regarding Material Assistance/non-assistance to Terrorist Organizations ("Declaration") in its entirety to enter into this Contract and to renew it. If the State discovers that the Contractor submitted a false Declaration to obtain this Contract or any renewal of it, this Contract will terminate for cause, and the State will be entitled to the damages specified in this Contract for such a termination. Should this Contract require renewal for completion of any services the Contractor performs under it or for the State to obtain maintenance for any Deliverable acquired during the term of this Contract, the Contractor must submit a new Declaration as part of that process. The Contractor's failure to submit an acceptable Declaration in such a situation will entitle the State to damages as in the case of a termination of this Contract for cause.

Unresolved Finding for Recovery. If the Contractor was subject to an unresolved finding of the Auditor of State under Revised Code Section 9.24 on the date the parties sign this Contract, the Contract is void. Further, if the Contractor is subject to an unresolved finding of the Auditor of State under Revised Code Section 9.24 on any date on which the parties renew or extend this Contract, the renewal or extension will be void.

Equal Employment Opportunity. During the Work, the Contractor must not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, disability, age, or Vietnam-era veteran status ("Protected Status"). The Contractor must ensure that applicants for employment and employees are treated without regard to their Protected Status.

The Contractor must post notices with the provisions of this section in conspicuous places that are available to employees and applicants and must state in all solicitations and advertisements for employees that it is an equal opportunity employer.

Injunctive Relief. Nothing in this Contract is intended to limit the State's right to injunctive relief, if such is necessary to protect its interests or to keep it whole.

Assignment. The Contractor may not assign this Contract or any of its rights or obligations under this Contract without the prior, written consent of the State. The State is not obligated to provide its consent to any proposed assignment.

Governing Law. This Contract will be governed by the laws of Ohio, and venue for any disputes will lie exclusively with the appropriate court in Franklin County, Ohio.

**ATTACHMENT FIVE
SAMPLE CONTRACT**

**A CONTRACT BETWEEN
THE OFFICE OF INFORMATION TECHNOLOGY
ON BEHALF OF THE**

AND

(CONTRACTOR)

THIS CONTRACT, which results from RFP 0A1031, entitled **Driver License and Identification Card System** is between the State of Ohio, through the Office of Information Technology, on behalf of the Ohio Department of Public Safety, and _____ (the "Contractor").

This Contract consists of the referenced RFP, including all its attachments and supplements, written amendments to the RFP, the Contractor's Proposal, and written, authorized amendments to the Contractor's Proposal. It also includes any materials incorporated by reference in the above documents and any purchase orders and Change Orders issued under the Contract. The form of the Contract is this one page document, which incorporates by reference all the documents identified above. The General Terms and Conditions for the Contract are contained in an attachment to the RFP. If there are conflicting provisions among the documents that make up the Contract, the order of precedence for the documents is as follows:

1. This document;
2. The RFP, as amended;
3. The documents and materials incorporated by reference in the RFP;
4. The Contractor's Proposal, as amended, clarified, and accepted by the State; and
5. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, Change Orders and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract.

This Contract has an effective date of the later of _____, 2008, or the occurrence of all conditions precedent specified in the General Terms and Conditions.

TO SHOW THEIR AGREEMENT, the parties have executed this Contract as of the dates below.

CONTRACTOR

STATE OF OHIO
OFFICE OF INFORMATION TECHNOLOGY

SAMPLE – DO NOT FILL OUT

By: _____

By: R. Steve Edmonson

Title: _____

Title: Director/State Chief Information Officer

Date: _____

Date: _____

ATTACHMENT SIX

OFFEROR CERTIFICATION FORM

1. The offeror is not currently subject to an “unresolved” finding for recovery under Revised Code Section 9.24, and the offeror will notify the Procurement Representative any time it becomes subject to such a finding before the award of a Contract arising out of this RFP.
2. The offeror certifies that it will not and will not allow others to perform work for the State of Ohio outside the geographic limitations contained in Attachment Two or take data that belongs to the State of Ohio outside the geographic limitations contained in Attachment Two without express written authorization from the State.
3. The offeror certifies that its responses to the following statements are true and accurate. The offeror’s answers apply to the last seven years. Please indicate yes or no in each column.

Yes/No	Description
	The offeror has had a contract terminated for default or cause.
	The offeror has been assessed any penalties in excess of \$10,000.00, including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity).
	The offeror was the subject of any governmental action limiting the right of the offeror to do business with that entity or any other governmental entity.
	Trading in the stock of the company has ever been suspended with the date(s) and explanation(s).
	The offeror, any officer of the offeror, or any owner of a 20% interest or greater in the offeror has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
	The offeror, any officer of the offeror, or any owner with a 20% interest or greater in the offeror has been convicted of a felony or is currently under indictment on any felony charge.

If the answer to any item above is affirmative, the offeror must provide complete details about the matter. While an affirmative answer to any of these items will not automatically disqualify an offeror from consideration, at the sole discretion of the State, such an answer and a review of the background details may result in a rejection of the Proposal. The State will make this decision based on its determination of the seriousness of the matter, the matter’s possible impact on the offeror’s performance under the Contract, and the best interest of the State.

4. The offeror certifies that neither it nor any of its people that may work on or benefit from the Contract through the offeror has a possible conflict of interest (e.g., employed by the State of Ohio, etc.) other than the conflicts identified immediately below:

Potential Conflicts (by person or entity affected)

(Attach an additional sheet if more space is need.)

The State may reject a Proposal in which an actual or apparent conflict is disclosed. And the State may cancel or terminate the Contract for cause if it discovers any actual or apparent conflict of interest that the offeror did not disclose in its Proposal.

5. The offeror certifies that all its and its subcontractors' personnel provided for the Work will have a valid I-9 form on file with the offeror or subcontractor, as appropriate, and will have presented valid employment authorization documents, if they are not United States citizens.
6. The offeror certifies that its regular, fulltime employees will perform at least 30% of the Work.
7. The following is a complete list of all subcontractors, if any, that the offeror will use on the Work, if the State selects the offeror to do the Work:

The offeror certifies that it has obtained and submitted a subcontractor letter, as required by Attachment Three, for each subcontractor it plans to use to do the Work.

8. The offeror certifies that that any EDGE program participants will provide necessary data to ensure program reporting and compliance.]

Please provide the following information for a contact person who has authority to answer questions regarding the offeror's Proposal:

Name:	
Title:	
Mailing Address:	
Office Phone Number:	
Cell Phone Number:	
Fax Number:	
Email Address:	

Signature

Name

Title

Company Name

Company D-U-N-S Number

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

CANDIDATE EDUCATION AND TRAINING

This form must be completed for the Project manager, System Integrator and Developer, Account/ Contract Manager, and Key Project participants.

Candidate's Name:

Education and Training. This section must be completed to list the education and training of each key candidate and must demonstrate in detail the key candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFP.

EDUCATION AND TRAINING	MONTHS/ YEARS	WHERE OBTAINED	DEGREE/MAJOR YEAR EARNED
College			
Technical School			
Other Training			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
PROJECT MANAGER**

Candidate's Name:

Requirement: Proposed candidate must demonstrate a minimum of 36 months full-time experience as a Project Manager in the last 48 months.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

Offeror can duplicate this form as necessary.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY
(Experience and Qualifications)**

**CANDIDATE REQUIREMENTS
PROJECT MANAGER**

Candidate's Name:

Requirement: Proposed candidate must demonstrate experience as the Project Manager from project initiation through completion on at least one product installation or implementation.

Company Name:	Contact Name: Primary or Alternate	Contact Title:
Address:		Contact Phone Number: Email Address:
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:		

Offeror can duplicate this form as necessary.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
PROJECT MANAGER**

Candidate's Name:

Requirement: Proposed candidate must demonstrate a minimum of 24 months experience as a project manager on projects employing the Project Management Methodology being proposed.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

Offeror can duplicate this form as necessary.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
PROJECT MANAGER**

Candidate's Name:

Requirement: Proposed candidate must demonstrate experience using project management software (e.g. Microsoft Project) to develop and maintain a WBS including a project schedule on a minimum of 5 projects.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

Offeror can duplicate this form as necessary.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
PROJECT MANAGER**

Candidate's Name:

Requirement: Proposed candidate must demonstrate experience as a Project Manager on a project of similar size and scope to the Project during which the project manager delivered the project on time and within budget.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

Offeror can duplicate this form as necessary.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
PROJECT MANAGER**

Candidate's Name:

Requirement: Proposed candidate should demonstrate experience in risk assessment and mitigation strategies and techniques.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

Offeror can duplicate this form as necessary.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
PROJECT MANAGER**

Candidate's Name:

Requirement: Proposed candidate should demonstrate contract administration experience.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:		Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

Offeror can duplicate this form as necessary.

Submit a copy of the Project Manager's PMP certification issued by the Project Management Institution (PMI).

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
ACCOUNT/CONTRACT MANAGER**

Candidate's Name:

Requirement: Proposed candidate must demonstrate a minimum of 36 months full-time experience as an Account/Contract Manager in the last 48 months.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

Offeror can duplicate this form as necessary.

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
ACCOUNT/CONTRACT MANAGER**

Candidate's Name:

Requirement: Proposed candidate must demonstrate experience as an Account/Contract Manager on a contract of similar size and scope to the Project, during which the Account/Contract Manager had responsibilities for statewide offsite operations.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		Email Address:	
Work Name:	Beginning Date of Experience: Month/Year	Ending Date of Experience: Month/Year	
Description of technical experience, capacity performed, and role that is related to services to be provided for the Work:			

Offeror can duplicate this form as necessary.

**ATTACHMENT NINE
COST SUMMARY**

Note: This RFP only provides an estimate of the State's yearly transactions. No guarantee is made of any specific amount to be purchased. All project costs must be included in the proposed Cost per Unit. No project costs will be paid separately. The Contractor will be paid on a monthly basis for verified Driver License or Identification Cards printed during the previous month at the proposed price Per Transaction as identified on this form.

The offeror's not-to-exceed fixed price must be the price per transaction (up to three decimal points), based upon 3.3 million per year. The price per transaction must include furnishing the hardware, software drivers, including any required licenses, system integration, programming, training, maintenance, consumables, and services specified in this RFP. The offeror must provide a breakdown for each deliverable on the next page of the cost summary.

Table A								
Price Per Transaction Exclusive of any Security Features	x	Estimated Usage	=	Estimated Cost per Year	x	Term of Contract	=	Total Not-to-Exceed Evaluation Price
\$	x	3,300,000	=	\$	x	4 years	=	\$

The offeror is to provide optional pricing for redundant printing at all locations. This will not be used in the evaluation of responses.

Option: Printer redundancy at all agency locations								
Price Per Transaction Exclusive of any Security Features	x	Estimated Usage	=	Estimated Cost per Year	x	Term of Contract	=	Total Not-to-Exceed Price
\$	x	3,300,000	=	\$	x	4 years	=	\$

Changes to the Number of Agencies. The Registrar of the BMV may abolish an agency at any location at any time that it is not under contract, including after an RFP has been issued and before the Registrar signs the contract. The Registrar may add deputy registrar agencies in any county at any time in the Registrar's discretion. Offeror's must provide price per year issued to provide DL/ID issuance system to each additional location or removal from one location.

Table B	Total Cost
Price to add/delete one Customer Service Center or Deputy Registrar location (including all hardware, software drivers, including any required licenses, system integration, programming, training, maintenance, consumables and services)	\$

Changes to the Equipment Quantity. The ODPS/BMV may decide to add redundant equipment at each or certain locations. For example, redundant signature pads at agencies or increase the amount of printers at high volume locations.

Table C	Cost
Price to add one printer to a location	\$
Price to add one camera to a location	\$
Price to add one signature pad to a location	\$
Price to add one backdrop to a location	\$

ATTACHMENT NINE

COST SUMMARY

PRICE PER DL/ID CARD ON SECURITY FEATURES

The annual issuance will be approximately 3.3 million DL/ID cards with a potential for the State to realize some small growth in the number of transactions. Offerors must list the price per transaction (up to three decimal points) for the life of the four year Contract. The Executive Director, Administration Division, ODPS, shall determine the security features used. The offeror shall list a price for each of the features they provide. If a security feature is not provided, the offeror shall place in the price column N/A.

Table D										
Components and Security Features of Proposed Completed License	Security Level Coverage								Price per Transaction	
	Level One Threat Type				Level Two Threat Type					
	1	2	3	4	1	2	3	4		
Deliberate Errors/Known Flaws									\$	
Duplex Patterns									\$	
Fine line background (Guilloche pattern)									\$	
Fine line foreground									\$	
Front to back (see through) register									\$	
Ghost Image (Secondary Photo Images)									\$	
Micro-printing / nano-printing									\$	
Non-standard type fonts									\$	
Rainbow printing									\$	
Security Printing									\$	
Chemically Reactive ink									\$	
Infrared fluorescent ink									\$	
Infrared dropout ink									\$	
Metallic, pearlescent and iridescent ink									\$	
Optically variable (color shifting) ink									\$	
Tagged ink									\$	
Ultraviolet fluorescence ink									\$	
Core inclusion									\$	
Embedded thread, fiber or planchette									\$	
Opacity mark									\$	

Table D										
Components and Security Features of Proposed Completed License	Security Level Coverage								Price per Transaction	
	Level One Threat Type				Level Two Threat Type					
	1	2	3	4	1	2	3	4		
Security bonding										\$
Ultraviolet features										\$
De-Metalized OVD										\$
Non-transparent OVD										\$
Personalized OVD										\$
Transparent OVD										\$
Covert variable pixel manipulation										\$
Digital Seal										\$
Embedded Image (e.g., digital watermark)										\$
Machine-readable technology (MRT)										\$
Overlay										\$
Overlapping data										\$
Redundant data										\$
Security threads										\$
Thin film interference filters										\$
The PDF417 symbology 2-D Barcode										\$
Patented, royalties, and/or trade secrets and proprietary security features										
										\$
										\$
										\$
Other security features										
										\$
										\$
GRAND TOTAL:										\$

ATTACHMENT NINE

COST SUMMARY

The offeror's price per transaction, excluding any security features, must be broken down for each Deliverable of the proposed solution. The total must be identical to the not-to-exceed fixed price per transaction listed above. Price for each item built into the price per transaction can be reflected up to three decimal points.

PRICE PER TRANSACTION INCLUDING ALL HARDWARE, SOFTWARE DRIVERS, INCLUDING ANY REQUIRED LICENSES, MAINTENANCE, SERVICES AND CONSUMABLE SUPPLIES

Table E	
I. Card	Price per Transaction (up to three decimal points)
DL/ID card including lamination	
II. Equipment / Software drivers	
Printers (includes cables, etc.)	\$
Cameras (includes cables, etc.)	\$
Signature Pads (includes cables, etc.)	\$
Hardware Installation – all components & software drivers	\$
- Other	\$
III. Supplies	
Transportation of Imaging Materials & Supplies	\$
Laminate	\$
Ink	\$
Ribbons	\$
Print Heads	\$
Toner	\$
- Other	\$
IV. Maintenance	
Maintenance Coverage	\$
Preventative Maintenance Coverage	\$
V. Services & Support	
Integration Programming	\$
Technical Support Services	\$
Initial Training	\$
Annual Refresher Training	\$
Return of Old Printers	\$
Asset Management	\$
TOTAL	
Other Items	
	\$
	\$
	\$
GRAND TOTAL:	\$

ATTACHMENT NINE

**COST SUMMARY
CONTRACT PRICE LIST
(For information purposes only)**

The following request for pricing is not part of the evaluation.

Table F	
ITEM	COST PER UNIT TO PURCHASE
I. Equipment	
Printer	\$
Camera	\$
Signature Pads	\$
Backdrops and Accessories	\$
II. Supplies	
Laminate	\$
Ink	\$
Ribbons	\$
Print heads	\$
Toner	\$
Cards (blank)	\$
III. Maintenance & Services	
Initial Training	\$
Refresher Training	\$ per class
Installations	\$ per site
Software drivers	\$ per site
Programming Enhancements	\$ per hour
Preventative Maintenance	\$ per occasion
Remedial Maintenance	\$ per occasion
Trouble/incident Ticket System	\$
IV. Transportation of cards and supplies	
Laminate	\$
Ink	\$
Ribbons	\$
Print heads	\$
Toner	\$
Cards (blank)	\$

SUPPLEMENTAL INFORMATION HEADER

The following pages contain supplemental information for this competitive document. The supplemental information is contained between this header and a trailer page. If you receive the trailer page, all supplemental information has been received.

If you do not receive the trailer page of this supplement, use the inquiry process described in the document to notify the Procurement Representative.

Note: portions of the supplemental information provided may or may not contain page numbers. The total number of pages indicated on the cover page does not include the pages contained in this supplement.

SUPPLEMENT 1

W-9 FORM

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do NOT
send to the IRS.

Please print or type

Name (If joint names, list first and circle the name of the person or entity whose number you enter in Part I below. See instructions on page 2 if your name has changed.)

Business name (Sole proprietors see instructions on page 2.)

Please check appropriate box: Individual/Sole proprietor Corporation Partnership Other ▶

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

Part I Taxpayer Identification Number (TIN)

List account number(s) here (optional)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). For sole proprietors, see the instructions on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How To Get a TIN** below.

Social security number								

OR

Employer identification number								

Note: If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.

Part II For Payees Exempt From Backup Withholding (See Part II instructions on page 2)

Part III Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), **and**
- I am not subject to backup withholding because: **(a)** I am exempt from backup withholding, or **(b)** I have not been notified by the Internal Revenue Service that I am subject to backup withholding as a result of a failure to report all interest or dividends, or **(c)** the IRS has notified me that I am no longer subject to backup withholding.

Certification Instructions.—You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because of underreporting interest or dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, the acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (Also see **Part III instructions** on page 2.)

Sign Here

Signature ▶

Date ▶

Section references are to the Internal Revenue Code.

Purpose of Form.—A person who is required to file an information return with the IRS must get your correct TIN to report income paid to you, real estate transactions, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. Use Form W-9 to give your correct TIN to the requester (the person requesting your TIN) and, when applicable, (1) to certify the TIN you are giving is correct (or you are waiting for a number to be issued), (2) to certify you are not subject to backup withholding, or (3) to claim exemption from backup withholding if you are an exempt payee. Giving your correct TIN and making the appropriate certifications will prevent certain payments from being subject to backup withholding.

Note: If a requester gives you a form other than a W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

What Is Backup Withholding?—Persons making certain payments to you must withhold and pay to the IRS 31% of such

payments under certain conditions. This is called "backup withholding." Payments that could be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, your payments will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

- You do not furnish your TIN to the requester, or
- The IRS tells the requester that you furnished an incorrect TIN, or
- The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
- You do not certify to the requester that you are not subject to backup withholding under 3 above (for reportable

interest and dividend accounts opened after 1983 only), or

5. You do not certify your TIN. See the Part III instructions for exceptions.

Certain payees and payments are exempt from backup withholding and information reporting. See the Part II instructions and the separate **Instructions for the Requester of Form W-9**.

How To Get a TIN.—If you do not have a TIN, apply for one immediately. To apply, get **Form SS-5**, Application for a Social Security Number Card (for individuals), from your local office of the Social Security Administration, or **Form SS-4**, Application for Employer Identification Number (for businesses and all other entities), from your local IRS office.

If you do not have a TIN, write "Applied For" in the space for the TIN in Part I, sign and date the form, and give it to the requester. Generally, you will then have 60 days to get a TIN and give it to the requester. If the requester does not receive your TIN within 60 days, backup withholding, if applicable, will begin and continue until you furnish your TIN.

Note: Writing "Applied For" on the form means that you have already applied for a TIN **OR** that you intend to apply for one soon.

As soon as you receive your TIN, complete another Form W-9, include your TIN, sign and date the form, and give it to the requester.

Penalties

Failure To Furnish TIN.—If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil Penalty for False Information With Respect to Withholding.—If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal Penalty for Falsifying Information.— Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs.—If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name.—If you are an individual, you must generally enter the name shown on your social security card. However, if you have changed your last name, for instance, due to marriage, without informing the Social Security Administration of the name change, please enter your first name, the last name shown on your social security card, and your new last name.

Sole Proprietor.—You must enter your individual name. (Enter either your SSN or EIN in Part I.) You may also enter your business name or "doing business as" name on the business name line. Enter your name as shown on your social security card and business name as it was used to apply for your EIN on Form SS-4.

Part I—Taxpayer Identification Number (TIN)

You must enter your TIN in the appropriate box. If you are a sole proprietor, you may enter your SSN or EIN. Also see the chart on this page for further clarification of name and TIN combinations. If you do not have a TIN, follow the instructions under **How To Get a TIN** on page 1.

Part II—For Payees Exempt From Backup Withholding

Individuals (including sole proprietors) are **not** exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends. For a complete list of exempt payees, see the separate Instructions for the Requester of Form W-9.

If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding. Enter your correct TIN in Part I, write "Exempt" in Part II, and sign and date the form. If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester a completed **Form W-8, Certificate of Foreign Status**.

Part III—Certification

For a joint account, only the person whose TIN is shown in Part I should sign.

1. Interest, Dividend, and Barter Exchange Accounts Opened Before 1984 and Broker Accounts Considered Active During 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, Dividend, Broker, and Barter Exchange Accounts Opened After 1983 and Broker Accounts Considered Inactive During 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real Estate Transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other Payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified of an incorrect TIN. Other payments include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services, payments to a nonemployee for services (including attorney and accounting fees), and payments to certain fishing boat crew members.

5. Mortgage Interest Paid by You, Acquisition or Abandonment of Secured Property, Cancellation of Debt, or IRA Contributions. You must give your correct TIN, but you do not have to sign the certification.

Privacy Act Notice

Section 6109 requires you to give your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. You must provide your

TIN whether or not you are required to file a tax return. Payers must generally withhold 31% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
5. Sole proprietorship	The owner ³
For this type of account:	Give name and EIN of:
6. Sole proprietorship	The owner ³
7. A valid trust, estate, or pension trust	Legal entity ⁴
8. Corporate	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

¹ List first and circle the name of the person whose number you furnish.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name, but you may also enter your business or "doing business as" name. You may use either your SSN or EIN.

⁴ List first and circle the name of the legal trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.)

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

SUPPLEMENT TWO
MANDATORY REQUIREMENT
IT ESSENTIAL TECHNICAL ARCHITECTURE FOR
INFRASTRUCTURE COMPATIBILITY

ODPS IT Infrastructure (01/07)

All new technologies must follow current methodologies of industry best practices as described by Microsoft.

Background:

ODPS IT provides the networking, hardware and software for the ODPS, ATPS, Deputy, Highway Patrol, Investigative Unit, Reinstatement Centers and other ODPS business units. ODPS currently provides Network connectivity for hundreds of external sites, for various Divisions within ODPS. This connectivity terminates at two (2) Data Centers.

Networking Topology:

All sites use 10/100/1000baseT Ethernet for all user & server segments. All satellite offices are connected via a T1 bandwidth frame relay connections. The satellite offices utilize Ethernet for their user segments. ODPS utilizes TCP/IP as its standard networking protocol.

User LAN:

ODPS currently uses Windows XP Pro, and Windows 2000 clients and Windows 2000 Server, Windows 2003 and Novell Netware Operating systems and Active Directory or eDirectory for authentication. eDirectory and Novell Netware are for file and print and are expected to be replaced shortly by Windows file and print services.

Enterprise Application Infrastructure:

ODPS currently uses Microsoft Windows 2000/2003 Servers as its application server platform. ODPS also utilizes Unisys Mainframe 7800 Series technology and high end Server technology in the form of Unisys ES7000's.

For Internet applications, ODPS requires an n-tier Architecture containing a web farm for the presentation tier, a hardware load balanced application / business tier and a clustered database tier. Applications are to be stateless and object oriented. Applications will be developed using Visual Studio 2005 Suite Professional or Team Suite with code being written in Visual Basic unless otherwise stated. All database interaction will be via stored procedure.

Application Security:

Security should be determined on a case by case basis, based on the # of users, sensitivity of the data, and how data is accessed. Some organizations access data on behalf of their employees. Active Directory, table based security (username and password) and collecting items such as Driver's License Number, Date of Birth and last four digits of the person's social security number to validate against the operator license database are the normal authentication mechanisms.

Database:

ODPS utilizes Microsoft SQL Server database primarily. Any new applications need to utilize Microsoft SQL Server. Oracle databases are present. DB2 is also present. Oracle and DB2 are not a strategic direction for ODPS.

Database is accessed through MDAC, ODBC, OLEDB, WCF connections and WEB services.

Enterprise Storage:

ODPS utilizes EMC SAN and NAS storage within both Data Centers and copies certain data between the centers for backup and redundancy. ODPS utilizes EMC DMX for high end transactional storage, EMC Celerra for NAS storage, EMC Clarion for mid-range economical storage and EMC Centera for Token based storage. Each server application is reviewed to decide which storage is best suited for the application. Then backup and recovery needs are reviewed to decide the best method for redundancy and timeliness of recovery.

Security:

Generally speaking, ODPS does not allow direct connections from outside sources to internal systems. All externally and most internally available applications are designed in a multi-tier security model utilizing full client disconnects. No http proxy based applications are allowed. ODPS restricts the IP application ports that are allowed to traverse networks. ODPS does not allow dynamic port allocation applications. ODPS considers any machine that is directly accessed by an outside entity as a perimeter device and restricts accordingly.

Remote Access:

ODPS does not allow direct connections to any machine located on the ODPS network by Vendors or

Consultants without an ODPS employee working in conjunction with the outside entity. ODPS does not allow the use of vendor provided remote control applications. IT is expected that ODPS system staff will do the work needed in maintenance mode with the Vendor directing the tasks.

Hardware:

ODPS utilizes Dell PowerEdge Servers and Dell Optiplex PC's. This is a standard within the Department. ODPS utilizes SAN storage for all storage needs.

Personnel:

ODPS separates many administrative roles to ensure that proper staff requirements and expertise are utilized effectively.

System Administrator/Supervisor: Designated user to administer the application side of the solution. This user would not have direct console access to the system servers. This user would typically be an area supervisor or manager.

Server Administrator: LAN administrator. Typically responsible for the Hardware and Operating systems on many LAN and Web Based systems.

Would be responsible for:

1. Server hardware and Operating system configuration and maintenance
2. Server system disaster recovery
3. Network account management
4. Network access
5. Server health monitoring
6. Email services
7. Network Fax Services
8. Spam Management
9. Virus Protection

Database Administrator:

Would be responsible for:

1. Database table configuration
2. Database table access
3. Database administration
4. Database disaster recovery

Technical Requirements:

1. Be designed to be browser based with centralized management of all processes. Management and user access tools are to be web based. Compatible with future OS upgrades.
2. All deployment of software and applications should be centrally distributed and updated. Zero-Touch deployment.
3. Utilize TCP/IP for all client/server communication.
4. Browser-based solutions must be HTML compliant.
5. Be able to run in an SSL and non-SSL environment.
6. Use industry standards for data storage, retrieval, and processing.
7. Use ODBC or standard industry interface to back end systems and not allow any vendor proprietary interfaces, protocols, and/or encryption routines.
8. Have an automatic restart process for connection failures or if the back end systems are unavailable.
9. Support an n-tier configuration (remote databases and/or back-end systems). All applications must reside on a separate server from the "back end" server.
10. Offeror must provide future growth estimates and hardware requirements to support future growth and scalability.
11. Applications must integrate via programmatic methods and not via screen-scraping technology. This process is in place to ensure the integrity and security of the system in the event there is a system failure.
12. System downtime should not exceed 4 hours on any given day.
13. All system should be designed for complete redundancy (database).
14. All facets of the proposed solution will work with the ODPS BASS driver licensing and vehicle registration system.
15. Interfaces to printers, signature pads, and cameras will run from the HP t5720 thin client device and will either be browser enabled or will run on the Microsoft XPE operating system, unless the vendor is proposing a thick client solution.
16. All hardware devices must be USB enabled.
17. Printers must be network-ready and function with standard network protocols such as TCP/IP, etc.

Technical Limitations:

1. Products must utilize standard ODBC/OLEDB interfaces to connect to the database.
2. Direct remote access to any computer is not allowed.
3. Standalone modems are not allowed.
4. Vendor provided remote control applications are not allowed.
5. Servers and User PC's are restricted from residing on the same network segment.

6. Proprietary storage and communications are not allowed unless an API is provided that allows full consumption of said contents.
7. Screen scraping or macro based solutions are not allowed. All communication to other systems must take place via a programmatic approach.
8. Printer driver should reside on the HPt5720 thin client flash memory, occupying less than 100 MB of space, unless a thick client solution is proposed.
9. Camera and signature pad drivers should reside on the HPt5720 thin client flash memory; unless a thick client solution is proposed.

HIGHLY DESIRABLE

The hardware should work with the current thin client solution with Windows XPE operating system.

SUPPLEMENT THREE

Detail of how the current print file for Digitized Card Printer is created

1.1 Capture data

Portrait is captured via the Logitech Quick cam pro4000.

Signature is captured via Interlink epadInk.

Demographic data is captured by operator input.

1.2 Generate License

BASS will combine the portrait, signature, and demographic data into a single image which will be the front side of the license by using Graphic Device Interface (GDI).

The back side of the license image is a static image.

BASS will create a printer device content. The application will generate a two page document. The first page will include the three magnetic stripe track information and the back side image of the license. The second page will include the front side image of the license. The two pages document will be sent to Atlantek Zebra P620 for encoding and printing. AAMVA standard is selected for encoding.

The front and back side image of the license are in Bitmap format with the image size as the followings:

- Width 952 pixels
- Height 600 pixels
- Horizontal Resolution 96 dpi
- Vertical Resolution 96 dpi
- Bit Depth 24

SUPPLEMENT FOUR

Deputy Registrar Location and hours

AGENCY NO.	CITY	SITE ADDRESS	DAYS/HOURS OF OPERATION
0103	West Union	923 Sunrise Avenue, P.O. Box 172	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
0212	Lima	2302 Harding Highway, Eastgate Mall	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
0214	Delphos	241 Elida Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0215	Lima	2010 Spencerville Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
0302	Ashland	502 Claremont Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0411	Geneva	660 East Main Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0413	Jefferson	4 West Walnut Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
0414	Ashtabula	527 Lake Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0503	Athens	182 West Union Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
0602	Saint Marys	211 East Spring Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0607	Wapakoneta	604 South Blackhoof Street, P.O. Box 15	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0705	Bridgeport	318 Howard Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
0706	St. Clairsville	51560 National Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0707	Barnesville	130 West Main Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0808	Georgetown	924 South Main Street	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
0901	Middletown	3232 Roosevelt Boulevard	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0913	Fairfield	530 Wessel Drive, Suite L	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
0918	Hamilton	1720-A South Erie Boulevard	8:00-5:00 MTTHF 8:00-6:30 W 8:00-2:00 S
0920	Hamilton	138 North Brookwood	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
1007	Carrollton	155 West Main Street	8:00-5:00 MTWF 8:00-6:30 TH 8:00-5:00 S
1107	Urbana	1512 South State Route 68, Bay 10	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
1213	Springfield	1221 Sunset Avenue	7:30-6:00 MTWTHF 7:30-12:00 S
1214	New Carlisle	430 North Main Street	8:00-6:30 M 8:00-5:00 T-W-TH-F 8:00-12:00 S
1215	Springfield	1109 North Bechtle Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
1305	Batavia	457 West Main Street	8:00-5:00 MTTHF 8:00-6:30 W 8:00-2:00 S
1311	Loveland	641 Loveland-Maderia Road	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
1313	Milford	1007 Lila Avenue	8:00-5:00 MTWF 8:00-6:30 TH 8:00-12:00 S
1450	Wilmington	180 East Sugartree, Suite 200	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
1508	East Liverpool	15655 State Route 170, Suite G	8:00-5:00 MWTHF 8:00-7:00 T 8:00-12:00 S
1520	Lisbon	7556 State Route 45	8:00-5:00 MTWTH 8:00-6:30F 8:00-12:00 S
1525	Salem	200 East Second Street, Suite B	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
1604	Coshocton	275 Downtowner Plaza	8:00-5:00 MTWF 8:00-6:30 TH 8:00-5:00 S
1701	Bucyrus	1653 Marion Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
1710	Galion	107 Harding Way East	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
1809	North Royalton	12771 State Road	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
1811	Parma	12000 Snow Road, Unit 12	8:00-5:00 MTTHF 8:00-6:30 W 8:00-2:00 S
1812	Cleveland	3345 Edgecliff Terrace	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
1817	Warrensville Heights	4620 Richmond Road, Suite 296	8:00-5:00 MTTHF 8:00-6:30 W 8:00-1:00 S
1820	Garfield Heights	14000 Broadway Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
1826	Independence	6901 Rockside Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
1829	Cleveland	9200 Wade Park Avenue	9:00-6:30 M 9:00-6:00 WTTHF 9:00-2:00 S
1839	Strongsville	15133 Pearl Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S

AGENCY NO.	CITY	SITE ADDRESS	DAYS/HOURS OF OPERATION
1846	Cleveland	2765 E. 55th	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
1848	Mayfield Heights	1593 Goldengate Plaza	8:00-6:30 T 8:00-5:00 MWTHF 8:00-2:00 S
1851	University Heights	13912 Cedar Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
1855	Parma Heights	6339 Olde York Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
1856	Brooklyn	7000 Biddulph Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-3:00 S
1885	Euclid	22312 Lake Shore Boulevard	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
1887	Berea	398 West Bagley Road, Unit 10	8:00-5:00 MTWTH 8:00-6:30 F 8:00-12:00 S
1890	Maple Heights	5410 Northfield Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
1896	North Olmsted	5085 Great Northern Plaza	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:30 S
1905	Greenville	641 Wagner Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
2011	Defiance	1925 South Jefferson Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
2105	Delaware	12 Troy Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2108	Lewis Center	8625 Columbus Pike, U.S. Route 23, Northpointe Plaza Shopping Center	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
2207	Sandusky	1050 Cleveland Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2214	Vermilion	4660 Liberty Avenue	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
2301	Lancaster	980 Liberty Drive	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
2307	Pickerington	473 Hill Road North	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2410	Washington Court House	105 East East Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2501	Columbus	112 Dillmont Drive	8:00-5:00 MTWF 8:00-6:30 TH 8:00-12:00 S
2503	Columbus	5133 East Main Street	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
2509	Columbus	4503 Kenny Road	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
2511	Columbus	4194 Westland Mall	8:00-7:00 M 8:00-6:00 T 8:00-5:30 W 8:00-5:00 THF 8:00-12:00 S
2512	Westerville	17 Cherri Park Square	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2519	Grove City	3066 Southwest Boulevard	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2526	Columbus	1970 West Broad Street	INTERNAL LICENSE AGENCY
2528	Gahanna	415 Agler Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2541	Columbus	1979 Cleveland Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
2546	Columbus	2516 Scarborough Boulevard Square	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2550	Columbus	1970 West Broad Street	INTERNAL LICENSE AGENCY
2561	Columbus	2970 Hayden Road	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
2562	Hilliard	4740 Cemetery Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2565	Columbus	3700 South High Street, Suite 117	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
2566	Whitehall	55 Country Road, Town and Country Center	8:00-5:00 MTTHF 8:00-6:30 W 8:00-2:00 S
2572	Columbus	267 South Third Street	8:00-6:30 M 8:00-5:00 TWTHF CLOSED S
2579	Columbus	1583 Alum Creek Drive	8:00-5:30 MWTHF 8:00-12:00 S
2580	Columbus	1970 West Broad Street	8:00-5:30 MWTHF 8:00-12:00 S
2590	Columbus	1472 Morse Road, The Patio Shops	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
2606	Wauseon	152 South Fulton Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2705	Gallipolis	499 Jackson Pike, Suite B	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
2812	Chesterland	12628 Chillicothe Road, Unit A	8:00-5:00 MTWF 8:00-6:30 TH 8:00-1:00 S
2817	Chardon	602 South Street, Suite B-6	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
2818	Middlefield	15065 Kinsman Road, Unit 1	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
2902	Beavercreek	1221 Meadow Bridge Drive, Suite B	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S

AGENCY NO.	CITY	SITE ADDRESS	DAYS/HOURS OF OPERATION
2918	Xenia	601 Ledbetter Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
2919	Fairborn	1274 North Broad Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3005	Cambridge	224 Dewey Avenue Center, Room 2	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
3102	Cincinnati	7030 Reading Road, Suite 280	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3105	Montgomery	9901 Montgomery Road	8:00-5:00 MTWF 8:00-6:30 TH 8:00-12:00 S
3129	Cincinnati	7990 Reading Road, Suite 3	8:00-6:30 M 8:00-5:30 TWTH 8:00-5:00 F 8:00-12:00 S
3141	Sharonville	11177 Reading Road, Suite 203	8:00-5:00 MTTHF 8:00-6:30 W 8:00-2:00 S
3150	Forest Park	1214 West Kemper Road	8:00-5:30 MTWF 8:00-6:30 TH 8:00-12:00 S
3159	Cincinnati	138 East Court Street	8:00-5:00 MTWTHF CLOSED S
3168	Harrison	10553-B Harrison Avenue	8:00-6:30 M 8:00-5:30 TWTHF 8:00-1:00 S
3170	Cincinnati	5694 Harrison Avenue	8:00-5:30 MTTHF 8:00-6:30 W 8:00-1:00 S
3176	Cincinnati	5089 Glencrossing Way	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3178	Cincinnati	7743 Five Mile Road	8:00-5:00 MTWF 8:00-6:30 TH 8:00-12:00 S
3179	Mount Healthy	10938 Hamilton Avenue	8:00-5:00 MWTHF 8:00-6:30 T 8:00-2:00 S
3180	Cincinnati	6154 Colerain Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3188	Cincinnati	3372 Red Bank Road	8:00-6:30 M 8:00-5:30 TWTH 8:00-6:00 F 8:00-12:00 S
3190	Cincinnati	9904 Colerain Avenue, Central Plaza	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
3191	Cincinnati	3461 Warsaw Avenue	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
3211	Findlay	8210 County Road 140, Suite A	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
3305	Kenton	1021 West Lima Street, Suite 101	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3406	Cadiz	538 North Main Street, Suite D	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3503	Napoleon	211 West Front Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3619	Greenfield	342 Jefferson Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3628	Hillsboro	1575 North High Street, Suite 500	8:00-6:30 M 8:00-5:00 TWFTH 8:00-12:00 S
3704	Logan	519 East Front Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3805	Millersburg	75 East Clinton Street, Suite 103	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3917	Norwalk	130 Shady Lane Drive, Building 5	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
3920	Willard	118 Blossom Centre Boulevard	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4039	Jackson	301 Huron Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
4127	Steubenville	4150 Sunset Boulevard	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
4202	Mt. Vernon	671 North Sandusky Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
4305	Painesville	2736 North Ridge Road, Unit 7	8:00-5:00 MWTHF 8:00-6:30 T 8:00-2:00 S
4327	Wickliffe	30170 Euclid Avenue	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
4328	Willowick	31517 Vine Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
4334	Mentor	8830 Mentor Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4407	Ironton	2717 South Third Street, Suite A	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
4408	Proctorville	402 Trent Street	8:00-5:00 MTWTH 8:00-6:30 F 8:00-12:00 S
4509	Newark	875 East Main Street	8:00-5:00 MWTHF 8:00-6:30 T 8:00-2:00 S
4510	Pataskala	318 South Township Road	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
4512	Johnstown	8103 Nichols Lane	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4606	Bellefontaine	1365 County Road 32 North, Suite 3	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
4705	Lorain	300 Broadway Avenue, Erie Shores Building	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4718	Wellington	676 North Main Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
4721	Avon Lake	33382 Walker Road, Unit B	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S

AGENCY NO.	CITY	SITE ADDRESS	DAYS/HOURS OF OPERATION
4723	Elyria	229 Broad Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
4726	Amherst	2290 Kresge Drive, Mayflower Square	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4802	Oregon	3016 Navarre Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4811	Toledo	4460 Heatherdowns Boulevard	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
4828	Toledo	2857 Airport Highway, Suite F	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4830	Sylvania	4900 North Mccord Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4833	Toledo	1600 Madison Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4849	Toledo	4441 North Summit Street, Unit 8	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4852	Toledo	4925 Jackman Road, Suite 21, Miracle Mile Shopping Center	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
4905	London	294 Lafayette Street, P.O. Box 63	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
5008	Youngstown	2950 Mahoning Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
5019	Youngstown	667 Gypsy Lane, Northside Merchants	8:00-7:00 M 8:00-5:00 TWTHF 8:00-12:00 S
5023	Struthers	1020 Fifth Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
5029	Youngstown	3623 Market Street	8:00-5:30 MTWTH 8:00-6:30 F 8:00-12:00 S
5032	Boardman	229 Boardman-Canfield Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
5103	Marion	222 West Center Street, Room 1123	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
5209	Medina	972 North Court Street	8:00-5:00 MTWF 8:00-6:30 TH 8:00-2:00 S
5214	Wadsworth	123 Broad Street, Suite A	8:00-5:00 MTWTH 8:00-6:30 F 8:00-12:00 S
5303	Pomeroy	354 East Main Street	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
5408	Celina	320 Portland Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
5506	Troy	1275-C Experiment-Farm Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
5507	Piqua	987 East Ash Street, Suite 118	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
5606	Woodsfield	201 Oaklawn Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
5720	Dayton	8389 North Main Street	8:00-5:00 MTWF 8:00-6:30 TH 8:00-2:00 S
5740	West Carrollton	1162 East Central Avenue	8:00-5:00 MWTHF 8:00-6:30 T 8:00-2:00 S
5751	Dayton	587 Infirmary Road, Suite B, Dora Lee Tate Center	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
5753	Huber Heights	6134 Chambersburg Road	8:00-5:00 MTTHF 8:00-6:30 W 8:00-2:00 S
5758	Dayton	451 West Third Street, Lobby	8:00-5:00 MTWTHF CLOSED S
5764	Dayton	1036 South Smithville Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
5765	Trotwood	500 East Main Street	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
5772	Centerville	104 West Spring Valley Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
5806	Mcconnelsville	4676 State Route 60 North	8:00-5:00 MTWTH 8:00-6:30 F 8:00-12:00 S
5904	Mt. Gilead	15 East High Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
6010	Zanesville	255 Sunrise Center Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
6103	Caldwell	40 Olive Street, P.O. Box 143	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
6204	Oak Harbor	106 North Locust Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
6212	Port Clinton	220 Madison Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
6310	Paulding	119 West Perry Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
6420	New Lexington	600 West Broadway	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
6504	Circleville	141 West Main Street, Suite 200	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
6606	Waverly	230 Waverly Plaza, Suite 1200	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
6710	Ravenna	444 South Meridian Street, Unit 3	8:00-5:00 MTWTH 8:00-6:30 F 8:00-2:00 S
6714	Streetsboro	1593 State Route 303	8:00-6:30 M 8:00-5:00 TWTHF 7:00-1:00 S
6715	Kent	1597 South Water Street, Suite C	8:00-5:00 MTWF 8:00-6:30 TH 8:00-12:00 S

AGENCY NO.	CITY	SITE ADDRESS	DAYS/HOURS OF OPERATION
6803	Eaton	550 North Barron Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
6903	Ottawa	275 North Hickory Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
7008	Mansfield	15-17 East Temple Court	8:00-5:00 MTWTH 8:00-7:00 F 8:00-12:00 S
7009	Shelby	159 Mansfield Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
7104	Chillicothe	475 Western Avenue, Suite N	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
7209	Fremont	500 West State Street, Suite C	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
7304	New Boston	4002 Gallia Street	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
7308	Portsmouth	843 11th Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
7418	Fostoria	304 North Main Street, Suite 1	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
7419	Tiffin	457 East Market Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
7502	Sidney	1000 Milligan Court, Suite 100	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
7608	Canton	3029 Cleveland Avenue Southwest	8:00-5:00 MTWTH 8:00-6:30 F 8:00-1:00 S
7619	Massillon	1972 Wales Road Northeast (Lower Level)	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
7623	Alliance	513 East Main Street	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
7626	Canton	110 Central Plaza South, Suite 150	8:00-5:00 MWTHF 8:00-6:00 T CLOSED S
7633	Canton	2812 Whipple Avenue Northwest	8:00-7:00 M 8:00-7:00 TWTHF 8:00-1:00 S
7635	Canton	1017 30th Street Northeast	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
NEW	North Canton	3143 Whitewood Street Northwest	NEW LICENSE AGENCY NOT YET OPEN
7721	Akron	2420 Wedgewood Drive	8:00-5:00 MWTHF 8:00-6:30 T 8:00-2:00 S
7726	Cuyahoga Falls	2915 State Road	8:00-6:30 M 8:00-5:30 TWTHF 8:00-2:00 S
7731	Akron	688 Wolf Ledges Parkway, P.O. Box 2244	8:00-6:30 M 8:00-5:30 TWTHF 8:00-1:00 S
7732	Barberton	107 5th Street Southeast, Suite 8	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
7735	Akron	2383 South Main Street, Unit D-101	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
7737	Stow	3039 Graham Road	8:00-5:00 MTWF 8:00-6:30 TH 8:00-1:00 S
7742	Macedonia	9699 Valley View Road	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:30 S
7744	Akron	1030 East Tallmadge Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-1:00 S
7748	Fairlawn	2955 West Market Street, Suite L	8:00-5:00 MTWF 8:00-6:30 TH 8:00-1:00 S
7832	Warren	2027 Elm Road Northeast	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
7835	Niles	5555 Youngstown-Warren Road, Suite 760	9:00-7:00 M 9:00-6:00 TWTHF 9:00-2:00 S
7840	Warren	2750 Mahoning Avenue Northwest, Unit 9	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
7842	Hubbard	6965 Truck World Boulevard	8:00-5:00 MTTHF 8:00-6:30 W 8:00-12:00 S
7901	New Philadelphia	1260 Monroe Street Northwest, Suite 11F, P.O. Box 6732	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
7914	Uhrichsville	206 East Third Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
8014	Marysville	940 London Avenue, Suite 1200	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
8103	Van Wert	1198 Westwood Drive, Suite A	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
8203	Mcarthur	301 West High Street	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
8307	Mason	775 Reading Road, Route 42	8:00-5:00 MTWF 8:00-6:30 TH 8:00-12:00 S
8310	Franklin	245 South Main Street, Suite B	8:00-5:00 MTWF 8:00-6:30 TH 8:00-12:00 S
8311	Lebanon	19 Dave Avenue, Unit B	8:00-5:00 MWTHF 8:00-6:30 T 8:00-2:00 S
8411	Belpre	1628 Washington Boulevard	8:00-5:00 MWTHF 8:00-6:30 T 8:00-12:00 S
8412	Marietta	148 Gross Street, #D	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S
8513	Orrville	1430 West High Street, Suite 3	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
8514	Wooster	200 Vanover Street, Suite 3	8:00-5:00 MTWF 8:00-6:30 TH 8:00-12:30 S
8603	Bryan	13065 County Road D50 C	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
8712	Bowling Green	1616 East Wooster Street, Suite 30	8:00-6:30 M 8:00-5:00 TWTHF 8:00-2:00 S

AGENCY NO.	CITY	SITE ADDRESS	DAYS/HOURS OF OPERATION
8713	Perrysburg	26611 North Dixie Highway, Suite 125	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
8812	Upper Sandusky	235 North Sandusky Avenue	8:00-6:30 M 8:00-5:00 TWTHF 8:00-12:00 S
9990	Columbus	1970 West Broad Street	INTERNAL LICENSE AGENCY
IT	Columbus	1970 West Broad Street	IT TESTING LOCATION
DTS	Columbus	1970 West Broad Street	DTS TEST LOCATION

SUPPLEMENT FIVE

DL/ID TRANSACTIONS FOR FISCAL YEAR 2004-2007

FISCAL YEAR	DRIVER TRANSACTIONS	ID TRANSACTIONS	TOTAL
2004	2,837,712	361,655	3,199,367
2005	2,982,552	374,072	3,356,624
2006	3,097,431	392,349	3,489,780
2007	<u>3,051,158</u>	<u>411,586</u>	<u>3,462,744</u>
TOTAL	11,968,853	1,539,662	13,508,515

Note: In the past, studies have been done that demonstrate that DL/ID's are on a 4-year cycle with a peak and a valley. FY 2008 and FY2009 may be the valley if past trends prove true.

SUPPLEMENT SIX

DL/ID Sales by DR/CSC

AGENCY NUMBER	DISTRICT NUMBER	COUNTY	CITY	DL SALES	ID SALES	TOTAL SALES	AGENCY CLASS
103	3	Adams	West Union	6,511	675	7,186	3
212	4	Allen	Lima	9,244	1,871	11,115	4
214	4	Allen	Delphos	5,763	364	6,127	3
215	4	Allen	Lima	16,011	2,216	18,227	5
302	4	Ashland	Ashland	12,726	999	13,725	5
411	1	Ashtabula	Geneva	5,981	728	6,709	2
413	1	Ashtabula	Jefferson	10,145	626	10,771	3
414	1	Ashtabula	Ashtabula	9,786	2,089	11,875	3
503	2	Athens	Athens	16,287	1,580	17,867	5
602	4	Auglaize	Saint Marys	4,768	418	5,186	2
607	4	Auglaize	Wapakoneta	6,420	494	6,914	3
705	2	Belmont	Bridgeport	10,583	1,386	11,969	3
706	2	Belmont	St. Clairsville	6,487	584	7,071	3
707	2	Belmont	Barnesville	2,578	292	2,870	1
808	3	Brown	Georgetown	8,791	909	9,700	4
901	3	Butler	Middletown	16,160	3,313	19,473	6
913	3	Butler	Fairfield	12,653	1,207	13,860	5
918	3	Butler	Hamilton (East)	23,957	3,567	27,524	6
920	3	Butler	Hamilton (West)	13,027	1,845	14,872	5
1007	2	Carroll	Carrollton	6,630	500	7,130	3
1107	4	Champaign	Urbana	9,598	838	10,436	4
1213	5	Clark	Springfield (East)	10,944	3,020	13,964	5
1214	5	Clark	New Carlisle	5,718	589	6,307	3
1215	5	Clark	Springfield (West)	17,515	2,133	19,648	5
1305	3	Clermont	Batavia	29,737	2,492	32,229	7
1311	3	Clermont	Loveland	9,985	767	10,752	4
1313	3	Clermont	Milford	15,373	1,377	16,750	6
1450	3	Clinton	Wilmington	11,637	1,255	12,892	4
1508	2	Columbiana	East Liverpool	8,916	1,336	10,252	4
1520	2	Columbiana	Lisbon	8,204	659	8,863	3
1525	2	Columbiana	Salem	10,650	1,042	11,692	4
1604	2	Coshocton	Coshocton	9,031	873	9,904	4
1701	4	Crawford	Bucyrus	7,366	724	8,090	3
1710	4	Crawford	Galion	5,428	652	6,080	2
1809	1	Cuyahoga	North Royalton	15,388	1,000	16,388	6
1811	1	Cuyahoga	Parma	52,039	3,355	55,394	8
1812	1	Cuyahoga	Cleveland	23,440	5,043	28,483	7
1817	1	Cuyahoga	Warrensville Heights	13,332	1,732	15,064	4
1820	1	Cuyahoga	Garfield Heights	27,503	4,888	32,391	6
1826	1	Cuyahoga	Independence	15,119	1,252	16,371	5
1829	1	Cuyahoga	Cleveland	9,242	11,970	21,212	5
1839	1	Cuyahoga	Strongsville	11,890	815	12,705	4
1846	1	Cuyahoga	Cleveland	20,484	13,650	34,134	7
1848	1	Cuyahoga	Mayfield Heights	33,245	1,740	34,985	6

AGENCY NUMBER	DISTRICT NUMBER	COUNTY	CITY	DL	ID	TOTAL	AGENCY
				SALES	SALES	SALES	CLASS
1851	1	Cuyahoga	University Heights	19,057	3,632	22,689	6
1855	1	Cuyahoga	Parma Heights	15,988	2,096	18,084	6
1856	1	Cuyahoga	Brooklyn	17,533	8,336	25,869	7
1885	1	Cuyahoga	Euclid	11,512	4,665	16,177	4
1887	1	Cuyahoga	Berea	14,974	1,309	16,283	7
1890	1	Cuyahoga	Maple Heights	10,548	3,516	14,064	6
1896	1	Cuyahoga	North Olmsted	22,071	1,876	23,947	8
1905	4	Darke	Greenville	13,502	1,036	14,538	5
2011	4	Defiance	Defiance	11,563	950	12,513	3
2105	5	Delaware	Delaware	21,320	1,226	22,546	6
2108	5	Delaware	Lewis Center	10,220	513	10,733	3
2207	4	Erie	Sandusky	14,923	2,500	17,423	5
2214	4	Erie	Vermilion	5,405	530	5,935	3
2301	2	Fairfield	Lancaster	23,385	2,169	25,554	7
2307	2	Fairfield	Pickerington	9,958	611	10,569	3
2410	3	Fayette	Washington Ch.	7,712	1,053	8,765	3
2501	5	Franklin	Columbus	14,143	952	15,095	5
2503	5	Franklin	Columbus	14,102	3,195	17,297	7
2509	5	Franklin	Columbus	23,949	1,700	25,649	5
2511	5	Franklin	Columbus	9,999	3,510	13,509	5
2512	5	Franklin	Westerville	19,172	1,453	20,625	5
2519	5	Franklin	Grove City	16,869	2,020	18,889	6
2526	5	Franklin	Columbus	2,969	1,873	4,842	2
2528	5	Franklin	Gahanna	21,329	2,191	23,520	8
2541	5	Franklin	Columbus	8,119	5,514	13,633	3
2546	5	Franklin	Columbus	10,282	2,817	13,099	4
2550	5	Franklin	Columbus	318	23	341	1
2561	5	Franklin	Columbus	21,815	1,230	23,045	5
2562	5	Franklin	Hilliard	34,300	1,439	35,739	7
2565	5	Franklin	Columbus	11,448	3,135	14,583	6
2566	5	Franklin	Whitehall	11,512	5,254	16,766	3
2572	5	Franklin	Columbus	6,597	5,005	11,602	2
2579	5	Franklin	Columbus (CSC East)	54,077	5,021	59,098	7
2580	5	Franklin	Columbus (CSC West)	37,112	4,167	41,279	7
2590	5	Franklin	Columbus	15,485	4,134	19,619	6
2606	4	Fulton	Wauseon	9,889	687	10,576	3
2705	2	Gallia	Gallipolis	7,503	911	8,414	3
2812	1	Geauga	Chesterland	9,750	529	10,279	3
2817	1	Geauga	Chardon	10,801	581	11,382	3
2818	1	Geauga	Middlefield	5,825	666	6,491	3
2902	3	Greene	Beavercreek	14,246	930	15,176	5
2918	3	Greene	Xenia	19,891	1,743	21,634	5
2919	3	Greene	Fairborn	9,313	1,270	10,583	4
3005	2	Guernsey	Cambridge	10,823	1,311	12,134	4
3102	3	Hamilton	Cincinnati	9,391	3,952	13,343	3
3105	3	Hamilton	Montgomery	12,872	662	13,534	3

AGENCY NUMBER	DISTRICT NUMBER	COUNTY	CITY	DL SALES	ID SALES	TOTAL SALES	AGENCY CLASS
3129	3	Hamilton	Cincinnati	12,790	3,796	16,586	5
3141	3	Hamilton	Sharonville	32,833	1,304	34,137	7
3150	3	Hamilton	Forest Park	14,935	2,012	16,947	7
3159	3	Hamilton	Cincinnati	13,117	13,852	26,969	6
3168	3	Hamilton	Harrison	6,624	672	7,296	3
3170	3	Hamilton	Cincinnati	17,113	1,395	18,508	6
3176	3	Hamilton	Cincinnati	12,879	2,290	15,169	5
3178	3	Hamilton	Cincinnati	17,077	1,371	18,448	5
3179	3	Hamilton	Mount Healthy	36,601	2,250	38,851	6
3180	3	Hamilton	Cincinnati	12,428	2,646	15,074	5
3188	3	Hamilton	Cincinnati	19,449	2,084	21,533	7
3190	3	Hamilton	Cincinnati	7,675	896	8,571	2
3191	3	Hamilton	Cincinnati	9,171	3,934	13,105	4
3211	4	Hancock	Findlay	21,865	2,006	23,871	7
3305	4	Hardin	Kenton	5,858	652	6,510	3
3406	2	Harrison	Cadiz	3,223	294	3,517	2
3503	4	Henry	Napoleon	5,825	515	6,340	3
3619	3	Highland	Greenfield	3,351	449	3,800	2
3628	3	Highland	Hillsboro	7,975	838	8,813	3
3704	2	Hocking	Logan	6,252	738	6,990	3
3805	2	Holmes	Millersburg	6,158	1,226	7,384	3
3917	4	Huron	Norwalk	13,344	1,086	14,430	5
3920	4	Huron	Willard	4,973	516	5,489	2
4039	2	Jackson	Jackson	9,848	868	10,716	3
4127	2	Jefferson	Steubenville	14,692	2,062	16,754	5
4202	5	Knox	Mt. Vernon	13,865	1,049	14,914	5
4305	1	Lake	Painesville	17,526	1,707	19,233	6
4327	1	Lake	Wickliffe	12,138	1,248	13,386	6
4328	1	Lake	Willowick	14,286	1,585	15,871	5
4334	1	Lake	Mentor	17,377	1,612	18,989	6
4407	2	Lawrence	Ironton	11,814	1,413	13,227	4
4408	2	Lawrence	Proctorville	5,907	815	6,722	3
4509	5	Licking	Newark	26,409	3,218	29,627	7
4510	5	Licking	Pataskala	9,535	776	10,311	4
4512	5	Licking	Johnstown	5,508	334	5,842	3
4606	4	Logan	Bellefontaine	11,045	1,133	12,178	4
4705	1	Lorain	Lorain	8,220	3,894	12,114	3
4718	1	Lorain	Wellington	5,912	459	6,371	3
4721	1	Lorain	Avon Lake	13,471	922	14,393	4
4723	1	Lorain	Elyria	32,215	3,060	35,275	8
4726	1	Lorain	Amherst	12,657	1,362	14,019	6
4802	4	Lucas	Oregon	15,058	2,743	17,801	5
4811	4	Lucas	Toledo	40,077	2,326	42,403	7
4828	4	Lucas	Toledo	11,182	3,349	14,531	4
4830	4	Lucas	Sylvania	20,461	1,675	22,136	7
4833	4	Lucas	Toledo	8,430	7,304	15,734	4

AGENCY NUMBER	DISTRICT NUMBER	COUNTY	CITY	DL SALES	ID SALES	TOTAL SALES	AGENCY CLASS
4849	4	Lucas	Toledo	6,145	1,270	7,415	2
4852	4	Lucas	Toledo	15,266	2,851	18,117	7
4905	5	Madison	London	8,460	764	9,224	3
5008	1	Mahoning	Youngstown	18,765	2,435	21,200	7
5019	1	Mahoning	Youngstown	7,728	1,863	9,591	3
5023	1	Mahoning	Struthers	10,910	1,095	12,005	4
5029	1	Mahoning	Youngstown	7,138	2,818	9,956	3
5032	1	Mahoning	Boardman	18,380	1,107	19,487	5
5103	4	Marion	Marion	15,176	2,283	17,459	5
5209	1	Medina	Medina	29,833	1,924	31,757	8
5214	1	Medina	Wadsworth	11,062	882	11,944	5
5303	2	Meigs	Pomeroy	4,607	480	5,087	2
5408	4	Mercer	Celina	10,548	770	11,318	4
5506	4	Miami	Troy	19,584	1,547	21,131	6
5507	4	Miami	Piqua	7,132	1,192	8,324	3
5606	2	Monroe	Woodsfield	3,189	266	3,455	2
5720	3	Montgomery	Dayton	19,374	2,834	22,208	7
5740	3	Montgomery	West Carrollton	17,627	2,151	19,778	7
5751	3	Montgomery	Dayton	5,932	2,993	8,925	3
5753	3	Montgomery	Huber Heights	36,745	2,450	39,195	7
5758	3	Montgomery	Dayton	5,452	6,730	12,182	3
5764	3	Montgomery	Dayton	15,457	4,173	19,630	5
5765	3	Montgomery	Trotwood	5,976	1,976	7,952	3
5772	3	Montgomery	Centerville	22,399	1,549	23,948	6
5806	2	Morgan	Mcconnelsville	3,632	278	3,910	2
5904	5	Morrow	Mt. Gilead	6,221	540	6,761	3
6010	2	Muskingum	Zanesville	19,647	2,401	22,048	6
6103	2	Noble	Caldwell	2,558	155	2,713	2
6204	4	Ottawa	Oak Harbor	3,835	269	4,104	2
6212	4	Ottawa	Port Clinton	4,618	492	5,110	2
6310	4	Paulding	Paulding	4,116	344	4,460	2
6420	2	Perry	New Lexington	6,251	686	6,937	3
6504	5	Pickaway	Circleville	10,030	961	10,991	4
6606	3	Pike	Waverly	6,921	847	7,768	3
6710	1	Portage	Ravenna	18,696	1,922	20,618	7
6714	1	Portage	Streetsboro	9,529	815	10,344	3
6715	1	Portage	Kent	8,664	991	9,655	3
6803	3	Preble	Eaton	14,167	903	15,070	5
6903	4	Putnam	Ottawa	6,755	433	7,188	3
7008	4	Richland	Mansfield	21,024	3,086	24,110	7
7009	4	Richland	Shelby	7,778	730	8,508	3
7104	3	Ross	Chillicothe	17,901	2,226	20,127	6
7209	4	Sandusky	Fremont	15,847	1,619	17,466	5
7304	3	Scioto	New Boston	8,453	959	9,412	3
7308	3	Scioto	Portsmouth	10,399	2,233	12,632	5
7418	4	Seneca	Fostoria	4,726	764	5,490	2

AGENCY NUMBER	DISTRICT NUMBER	COUNTY	CITY	DL SALES	ID SALES	TOTAL SALES	AGENCY CLASS
7419	4	Seneca	Tiffin	10,596	884	11,480	4
7502	4	Shelby	Sidney	11,530	1,269	12,799	4
7608	2	Stark	Canton	9,578	1,863	11,441	4
7619	2	Stark	Massillon	18,297	1,936	20,233	7
7623	2	Stark	Alliance	12,994	1,687	14,681	5
7626	2	Stark	Canton	4,644	2,309	6,953	3
7633	2	Stark	Canton	21,452	1,935	23,387	7
7635	2	Stark	Canton	30,862	3,004	33,866	6
NEW	2	Stark	North Canton	NEW	NEW	NEW	TBD
7721	1	Summit	Akron	15,338	2,117	17,455	7
7726	1	Summit	Cuyahoga Falls	34,404	2,513	36,917	7
7731	1	Summit	Akron	11,880	7,274	19,154	7
7732	1	Summit	Barberton	22,312	2,406	24,718	5
7735	1	Summit	Akron	12,646	1,568	14,214	6
7737	1	Summit	Stow	9,855	814	10,669	3
7742	1	Summit	Macedonia	16,623	1,064	17,687	7
7744	1	Summit	Akron	8,576	2,407	10,983	5
7748	1	Summit	Fairlawn	13,787	1,527	15,314	5
7832	1	Trumbull	Warren	13,927	2,193	16,120	6
7835	1	Trumbull	Niles	20,055	1,694	21,749	5
7840	1	Trumbull	Warren	9,313	1,672	10,985	3
7842	1	Trumbull	Hubbard	6,721	589	7,310	3
7901	2	Tuscarawas	New Philadelphia	18,246	1,498	19,744	6
7914	2	Tuscarawas	Uhrichsville	5,552	608	6,160	3
8014	5	Union	Marysville	10,343	710	11,053	4
8103	4	Van Wert	Van Wert	6,457	547	7,004	3
8203	2	Vinton	Mcarthur	2,781	304	3,085	2
8307	3	Warren	Mason	18,430	1,060	19,490	6
8310	3	Warren	Franklin	12,855	1,449	14,304	5
8311	3	Warren	Lebanon	23,095	1,208	24,303	5
8411	2	Washington	Belpre	4,159	430	4,589	2
8412	2	Washington	Marietta	13,118	1,154	14,272	5
8513	2	Wayne	Orrville	6,348	516	6,864	3
8514	2	Wayne	Wooster	17,062	1,704	18,766	6
8603	4	Williams	Bryan	10,699	866	11,565	4
8712	4	Wood	Bowling Green	19,399	1,429	20,828	5
8713	4	Wood	Perrysburg	14,655	822	15,477	5
8812	4	Wyandot	Upper Sandusky	4,695	407	5,102	2
	5	Franklin	Columbus				
	5	Franklin	Columbus				
	5	Franklin	Columbus				
	5	Franklin	Columbus				
				2,936,950	413,988	3,350,938	

SUPPLEMENT SEVEN

OFFICE OF FIELD SERVICES DISTRICT OFFICES

District 1

Office Address: District 1 BMV Office
Unit 10
12000 Snow Road
Parma OH 44130
Chief: Duane Sunagel

District 4

Office Address: District 4 BMV Office
Hancock Cty Vehicle Center
8210 CR 140 Suite F
Findlay OH 45840
Chief: Jayme Starkey

District 2

Office Address: District 2 BMV Office
Suite 400
980 Liberty Drive
Lancaster OH 43130
Chief: Larry Kobi

District 5

Office Location: District 5 BMV Office
Field Services, 2nd Floor
Shipley Building
1970 West Broad Street
Columbus, Ohio 43223-1102
Chief: Don Burris

District 3

Office Address: District 3 BMV Office
43A New Garver Road
Monroe OH 45050
Chief: Kenneth Woehrmyer



SUPPLEMENT EIGHT



**FACILITY ACCESS REQUEST
NON-ODPS EMPLOYEE**

ODPS SPONSOR INFORMATION (ODPS employee responsible for individual requiring access)

OHIO DEPARTMENT OF PUBLIC SAFETY SPONSOR NAME	
SPONSOR DIV/SECTION/UNIT	SPONSOR PHONE # () -
SPONSOR SIGNATURE X	
REQUEST ACCESS BE GRANTED TO (building/location)	
TYPE OF ACCESS:	START DATE / /
<input type="checkbox"/> PICTURE IDENTIFICATION BADGE WITH ACCESS RIGHTS	END DATE / /
<input type="checkbox"/> SIGN IN AND SIGN OUT/VISITORS BADGE	
REASON FOR ACCESS	

COMPANY OR AGENCY INFORMATION

COMPANY NAME		
ADDRESS		
CITY	STATE	ZIP CODE
EMERGENCY OFFICE PHONE # () -		
COMPANY SIGNATURE (i.e., Corporate Officer, Chief) X	PRINT NAME	

INFORMATION ON INDIVIDUAL REQUIRING ACCESS

LAST NAME	FIRST NAME	FULL MIDDLE NAME	
PRESENT ADDRESS	CITY	STATE	ZIP CODE
DATE OF BIRTH: (MM/DD/YY) / /	SOC. SEC. #		
ALIASES AND/OR MAIDEN NAME	HOME PHONE # () -		
YOUR SUPERVISOR'S NAME (print)	SUPERVISOR OFFICE PHONE # () -		
LIST ANY FELONY OR MISDEMEANOR CONVICTIONS IN THE PAST TEN YEARS AND DATE OF CONVICTION:			
DRIVER LICENSE #/STATE ID/PASSPORT (ATTACH COPY OF LEGAL PICTURE ID)			
I, _____, CERTIFY THAT ALL OF THE ANSWERS AND STATEMENTS ON THIS FORM ARE COMPLETE, TRUE, AND CORRECT TO THE BEST OF MY KNOWLEDGE AND ARE MADE IN GOOD FAITH.			
SIGNATURE X			DATE

SUBMIT TO YOUR SPONSOR 30 DAYS PRIOR TO ARRIVING AT THE SITE. SPONSOR WILL COORDINATE THE ISSUANCE OF AN ODPS ID BADGE.

SUPPLEMENT NINE

Ohio DL/ID Cards

Under 21 Vertical Driver's License and Identification Cards

Under 21 Motorcycle Only



RESTRICTIONS		CLASS	
A None	D1 Artificial Limb Required	D Operator	
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only	
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only	
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only	
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	ENDORSEMENTS	
C4 Spin Knob-Power Steering	F3 Inside/Outside Mirrors	M Motorcycle	
C5 Modified Turn Signal	G Daylight Driving Only	R 3-Wheel Motorcycle	
C6 Modified Accelerator	H Employment Driving Only	S School Bus	
C7 Modified Brake	J1 Biopic/Telescopic Lens Required		
C8 Shortness Of Stature			
TWO PART LICENSE		LICENSE TYPE	
U Non-medical Restriction	O-Original	R-Renewal	
V Medical Restriction Only	F-Duplicate	G-Temporary Permit	
	E-Probationary		

Under 21 Three Wheel Motorcycle Only

OHIO DRIVER LICENSE
 TED STRICKLAND, GOVERNOR
 Mike Rankin, Registrar BMV

9900-250-90-0

Sex M
 HT6-00 ClassM3
 WT160 Type O
 Eyes BLU
 Hair BRO
 Restr G
 Endorse
 Two Part
 Expires on 04/10/2010
 MC NOVICE

THREE WHEEL MOTORCYCLE ONLY
 123 N RED BLVD
 COLUMBUS, OH 43232
 LICENSE NO.
 TB601947
 BIRTH DATE 04/10/1989
 ISSUE DATE 04/10/2007

TEST

UNDER 18 UNTIL 04/10/2007
 UNDER 21 UNTIL 04/10/2010

TB601947

RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Ll. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biopic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction V Medical Restriction Only		D-Original F-Duplicate E-Probationary
		R-Renewal G-Temporary Permit

Under 15 Moped Only Temporary License (Temp)

OHIO TEMPORARY INSTRUCTION ID CARD
 TED STRICKLAND, GOVERNOR
 Mike Rankin, Registrar BMV

9900-246-90-0

Sex F
 HT5-00 ClassM2
 WT120 Type G
 Eyes BLU
 Hair BLN
 Restr
 Endorse
 Two Part
 Expires on 04/10/2008

MOPED UNDER FIFTEEN
 123 N PURPLE AVE
 COLUMBUS, OH 43232
 LICENSE NO.
 TB601943
 BIRTH DATE 04/30/1992
 ISSUE DATE 04/10/2007

TEST

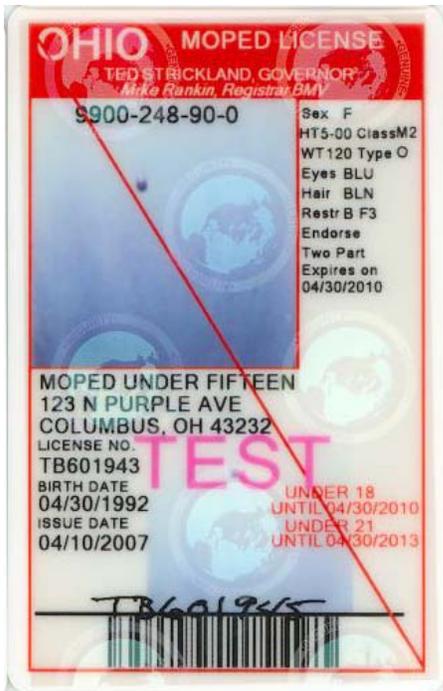
UNDER 15 UNTIL 04/30/2008
 UNDER 21 UNTIL 04/30/2013

DRIVER EXAM VALIDATED PERMIT REQUIRED

TB601943

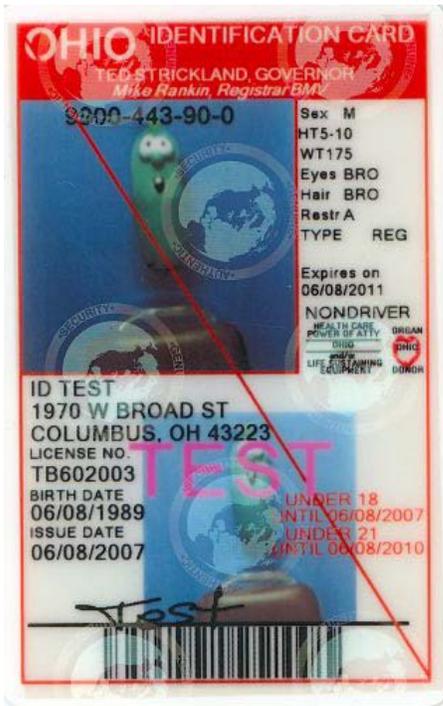
RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Ll. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biopic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction V Medical Restriction Only		D-Original F-Duplicate E-Probationary
		R-Renewal G-Temporary Permit

Under 15 Moped License Only



RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biotic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction	O-Original	R-Renewal
V Medical Restriction Only	F-Duplicate	G-Temporary Permit
	E-Preliminary	

Under 21 Identification Card (ID)



STATE OF OHIO IDENTIFICATION CARD

This card is not valid for the purpose of operating a motor vehicle. It is provided solely for the purpose of establishing the identity of the bearer described on the card who currently is not licensed to operate a motor vehicle in the State of Ohio.

I.D. CARD TYPE CODES:
 REG - Regular TMP - Temporary

Under 18 Temporary License (Temp)

OHIO TEMPORARY INSTRUCTION ID CARD
 TED STRICKLAND, GOVERNOR
 Mike Rankin, Registrar/BMV

9900-444-90-0

Sex M
 HT5-10 ClassD
 WT175 Type G
 Eyes BRO
 Hair BRO
 Restr
 Endorse
 Two Part
 Expires on 06/08/2008

HEALTH CARE POWER OF ATTY ORGAN DONOR
 OHIO OHIO
 LIFE SUSTAINING EQUIPMENT

UNDER EIGHTEEN TEMP
 1970 W BROAD ST
 COLUMBUS, OH 43223
 LICENSE NO. TB602004
 BIRTH DATE 06/08/1990
 ISSUE DATE 06/08/2007

TEST UNDER 18 UNTIL 06/08/2008
 UNDER 21 UNTIL 06/08/2011

DRIVER EXAM VALIDATED PERMIT REQUIRED

RESTRICTIONS		CLASS	
A None	D1 Artificial Limb Required	D Operator	
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only	
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only	
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only	
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	ENDORSEMENTS	
C4 Spin Knob-Power Steering	F3 Inside/Outside Mirrors	M Motorcycle	
C5 Modified Turn Signal	G Daylight Driving Only	R 3-Wheel Motorcycle	
C6 Modified Accelerator	H Employment Driving Only	S School Bus	
C7 Modified Brake	J1 Biopic/Telescopic Lens Required		
C8 Shortness Of Stature			
TWO PART LICENSE		LICENSE TYPE	
U Non-medical Restriction	O-Original	R-Renewal	
V Medical Restriction Only	F-Duplicate	G-Temporary Permit	
	E-Probationary		

Under 21 Driver's License (DL)

OHIO DRIVER LICENSE
 TED STRICKLAND, GOVERNOR
 Mike Rankin, Registrar/BMV

9900-247-90-0

Sex M
 HT5-10 ClassD
 WT150 Type O
 Eyes BRO
 Hair BRO
 Restr A
 Endorse
 Two Part
 Expires on 04/10/2009

HEALTH CARE POWER OF ATTY ORGAN DONOR
 OHIO OHIO
 LIFE SUSTAINING EQUIPMENT

UNDER TWENTY ONE DL
 1970 W BROAD ST
 COLUMBUS, OH 43223
 LICENSE NO. TB601942
 BIRTH DATE 04/10/1988
 ISSUE DATE 04/10/2007

TEST UNDER 18 UNTIL 04/10/2006
 UNDER 21 UNTIL 04/10/2009

RESTRICTIONS		CLASS	
A None	D1 Artificial Limb Required	D Operator	
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only	
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only	
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only	
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	ENDORSEMENTS	
C4 Spin Knob-Power Steering	F3 Inside/Outside Mirrors	M Motorcycle	
C5 Modified Turn Signal	G Daylight Driving Only	R 3-Wheel Motorcycle	
C6 Modified Accelerator	H Employment Driving Only	S School Bus	
C7 Modified Brake	J1 Biopic/Telescopic Lens Required		
C8 Shortness Of Stature			
TWO PART LICENSE		LICENSE TYPE	
U Non-medical Restriction	O-Original	R-Renewal	
V Medical Restriction Only	F-Duplicate	G-Temporary Permit	
	E-Probationary		

Under 21 Commercial Drivers License (CDL)



CLASS COMMERCIAL DRIVER LICENSE
 Anyone holding Class A, B, C License is authorized to operate a Class D Vehicle

A. Any comb. of vehs. of GVWR of 26,001 lbs. or more (GVWR towed vehs) in excess of 16,500 lbs.
 B. Any single vehs. with GVWR of 26,001 lbs. or more, or towing a veh. not in excess of 10,000 lbs. GVWR
 C. Any single vehs. or comb. of vehs., not defined under Class A or B, but either is designed to transport 16 or more pass. including driver, or is placarded for Hazardous Mat'ls. and any school bus less than 26,001 lbs GVWR designed to transport less than 16 pass. including the driver.

RESTRICTIONS		ENDORSEMENTS
A None	B Corrective Lenses	K1 Intrastate Only-CDL
H Employment Driving Only	L Veh's. w/O Air brakes-CDL	M Motorcycle
P1 No Passenger - Class A	P2 No Passenger - Class A & B	R 3-Wheel Motorcycle
P3 Restricts driver to driving School Buses only	P4 Restricts driver to driving Class C, School Buses designed to transport less than 16 passengers including the driver	S School Bus
		T Double/Triple Trailers-CDL
		F Passengers - CDL
		N Tank Vehicle - CDL
		H Hazardous Mat'ls. - CDL
		V, N and H Combined - CDL
		W CDL Waiver

LICENSE TYPE

D Operator
 M1 Motorcycle Only
 M2 Motorized Bicycle Only
 M3 3-Wheel Motorcycle Only

O-Original H-Renewal
 F-Duplicate G1-Temporary Permit-CDL
 E-Probationary

Under 21 Ignition Interlock Driver's License (DL)



RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Ll. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rl. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside-Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biopic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		

LICENSE TYPE

TWO PART LICENSE
 U Non-medical Restriction
 V Medical Restriction Only

LICENSE TYPE
 O-Original
 F-Duplicate
 E-Probationary
 R-Renewal
 G-Temporary Permit

Over 21 Horizontal Driver's License and Identification Cards

Over 21 Motorcycle Temporary License Only (Temp)



RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biopic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction	O-Original	R-Renewal
V Medical Restriction Only	F-Duplicate	G-Temporary Permit
	E-Probationary	

Over 21 Motorcycle License Only



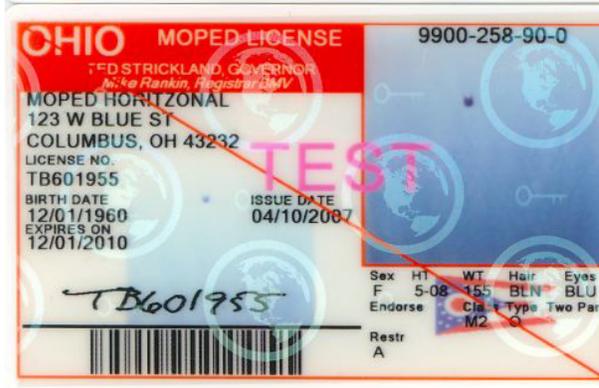
RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biopic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction	O-Original	R-Renewal
V Medical Restriction Only	F-Duplicate	G-Temporary Permit
	E-Probationary	

Over 21 Three Wheel Motorcycle Only



RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorized Bicycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Bioptic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction	O-Original	R-Renewal
V Medical Restriction Only	F-Duplicate	G-Temporary Permit
	E-Probationary	

Over 21 Moped License Only



RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Bioptic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction	O-Original	R-Renewal
V Medical Restriction Only	F-Duplicate	G-Temporary Permit
	E-Probationary	

Over 21 Identification Card (ID)



STATE OF OHIO IDENTIFICATION CARD

This card is not valid for the purpose of operating a motor vehicle. It is provided solely for the purpose of establishing the identity of the bearer described on the card who currently is not licensed to operate a motor vehicle in the State of Ohio.

I.D. CARD TYPE CODES:
 REG - Regular TMP - Temporary

Over 21 Temporary License (Temp)



RESTRICTIONS		CLASS	
A None	D1 Artificial Limb Required	D Operator	
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only	
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only	
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only	
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors		
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS	
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle	
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle	
C7 Modified Brake	J1 Bioptic/Telescopic Lens Required	S School Bus	
C8 Shortness Of Stature			
TWO PART LICENSE		LICENSE TYPE	
U Non-medical Restriction		O-Original	R-Renewal
V Medical Restriction Only		F-Duplicate	G-Temporary Permit
		E-Probationary	

Over 21 Driver License (DL)



RESTRICTIONS		CLASS	
A None	D1 Artificial Limb Required	D Operator	
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only	
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only	
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only	
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors		
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS	
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle	
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle	
C7 Modified Brake	J1 Bioptic/Telescopic Lens Required	S School Bus	
C8 Shortness Of Stature			
TWO PART LICENSE		LICENSE TYPE	
U Non-medical Restriction		O-Original	R-Renewal
V Medical Restriction Only		F-Duplicate	G-Temporary Permit
		E-Probationary	

Over 21 Commercial Driver's License (CDL)



CLASS: COMMERCIAL DRIVER LICENSE
 Anyone holding Class A, B, C License is authorized to operate a Class D Vehicle.

A. Any comb. of vehs. of GVWR of 26,001 lbs. or more. GVWR towed veh(s) in excess of 10,000 lbs.
 B. Any single veh. with GVWR of 26,001 lbs. or more, or towing a veh. not in excess of 10,000 lbs. GVWR
 C. Any single veh. or comb. of vehs., not defined under Class A or B, but either is designed to transport 16 or more pass. including driver, or is placarded for Hazardous Mat'ls. and any school bus less than 26,001 lbs GVWR designed to transport less than 16 pass. including the driver.

RESTRICTIONS		ENDORSEMENTS
A None	B Corrective Lenses	K1 Intrastate
M2 Motorized Bicycle Only	H Employment Driving Only	Only-CDL
M3 3-Wheel Motorcycle Only	L Veh's. W/O Air Brakes-CDL	K2 Intrastate
P1 No Passenger - Class A		Medical
P2 No Passenger - Class A & B		
P3 Restricts driver to driving School Buses only		
<small>¹⁴ Restricts driver to driving Class C, School Buses designed to transport less than 16 passengers including the driver.</small>		

LICENSE TYPE	
O-Original	R-Renewal
F-Duplicate	G1 Temporary Permit-CDL
E-Probationary	

Over 21 Ignition Interlock



RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biopic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction V Medical Restriction Only		O-Original F-Duplicate E-Probationary
		R-Renewal G-Temporary Permit

Non-Renewable Non-Transferable Temporary License (Temp)



RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biopic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction V Medical Restriction Only		O-Original F-Duplicate E-Probationary
		R-Renewal G-Temporary Permit

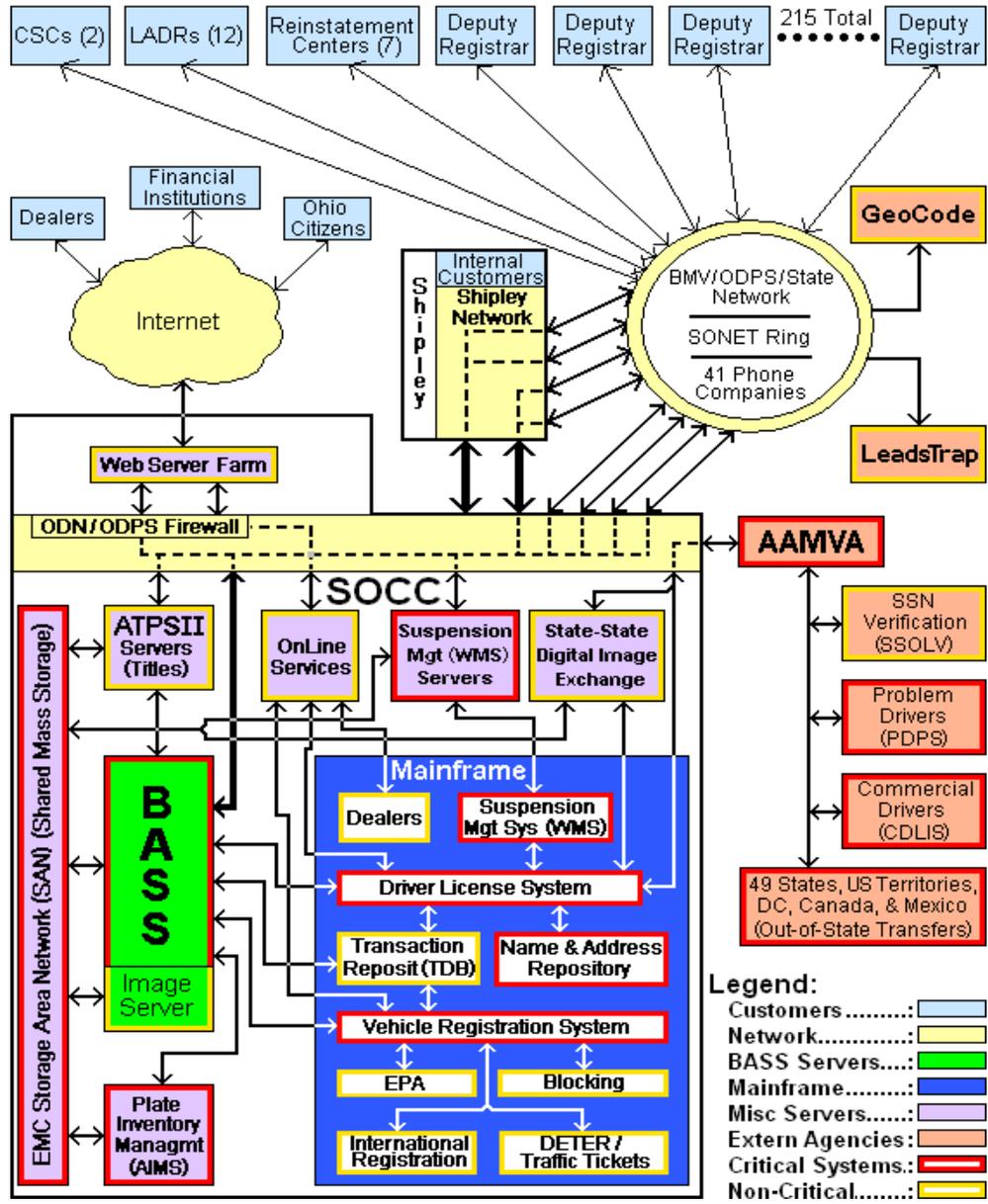
Non-Renewable Non-Transferable Driver's License (DL)



RESTRICTIONS		CLASS
A None	D1 Artificial Limb Required	D Operator
B Corrective Lenses	D2 Auto Drive/Artificial Limb	M1 Motorcycle Only
C1 No Special Attachments	E Automatic Transmission	M2 Motorized Bicycle Only
C2 All Hand Controls	F1 Lt. Out & Inside Mirrors	M3 3-Wheel Motorcycle Only
C3 Modified Dimmer Switch	F2 Rt. Out & Inside Mirrors	
C4 Spin Knob/Power Steering	F3 Inside/Outside Mirrors	ENDORSEMENTS
C5 Modified Turn Signal	G Daylight Driving Only	M Motorcycle
C6 Modified Accelerator	H Employment Driving Only	R 3-Wheel Motorcycle
C7 Modified Brake	J1 Biopic/Telescopic Lens Required	S School Bus
C8 Shortness Of Stature		
TWO PART LICENSE		LICENSE TYPE
U Non-medical Restriction V Medical Restriction Only		O-Original F-Duplicate E-Probationary
		R-Renewal G-Temporary Permit

SUPPLEMENT TEN

BMV DRIVER LICENSE TRANSACTION



SUPPLEMENT ELEVEN

WORKFLOW PROCESSES WITHIN THE AGENCY

The State of Ohio has 218 CSC and DR sites that serve the public for the issuance of licenses/ID's and vehicle registrations. The agencies are responsible for verifying the documents presented to them for their validity before anything is issued to a customer. For the purpose of this RFP we will focus on the process of issuing driver licenses and State identification cards.

There are several steps in issuing a DL or ID card to a customer:

1. The clerk asks for identity documents. In order to obtain any Ohio driver's license, commercial driver's license (CDL), identification (ID) card or duplicate of any of these items, the customer, and any co-signer for a minor applicant must present a primary and a secondary document satisfactory to prove both: (1) Name and Date of Birth and (2) Social Security Number (SSN), if new applicant and if ever assigned. In the event of a renewal for DL or ID, two (2) forms of identification will not be required. (Ohio Administrative Code Sections 4501:1-1-19, 21, 22). Additionally, non-U.S. citizens are required to provide proof of legal presence before an Ohio driver's license or identification card can be issued. The clerk examines the documents for their authenticity. The clerk proceeds to ask the customer questions regarding their name, date of birth, address and other vital information to qualify the customer for the issuance of the license or ID.
2. The clerk begins to put customer information into the BASS, an in-house web-based application to query existing DL/SSN info, update address info, etc.
3. If the customer is trying to obtain a driver license, they are required to take a vision test to determine if they should have any restrictions on their license. Test scores are put into BASS.
4. The clerk collects the license fee from the customer and records the sale in BASS.
5. The customer and clerk move to the camera workstation. The customer sits in front of the camera. The clerk signs into the camera workstation, which runs a client-side image-capture component of BASS. The customer's image is captured for the issuance and stored temporarily on the thin client workstation.
6. The customer signs their name on an electronic signature capture device (signature pad) which is also stored temporarily on the thin client workstation. The clerk captures the signature and brings up on the screen a snapshot of what the license will look like when it is printed.
7. The clerk instructs BASS to print the DL/ID. BASS stores the DL/ID image on the image server and it prints immediately to the DL/ID printer while the customer waits. The images that were stored temporarily on the thin client workstation are deleted.
8. The clerk issues the DL/ID to the customer, and both verify that it is correct.

SUPPLEMENT TWELVE

GLOSSARY

AAMVA	American Association of Motor Vehicle Administrators.
AC Power	Alternating Electrical Current.
AIMS	Asset Inventory Management System.
Alpha Test	Initial test of proposed system under it laboratory conditions to determine compatibility between hardware components and software driver interface.
ANSI	American National Standards Institute.
API	Application Programming Interface.
Bar Code	Machine readable representation of stored information.
BASS	The Business Application Services System is a window's based intranet program that allows web based operations for all business functions within the Deputy Registrar agencies
Beta Test	Release to selected users test system under actual conditions to resolve and correct any issues and bugs under near actual conditions.
Contractor	The individual with the authority and responsibility for delivering the documented project requirements on time and within budget. The Contractor will be selected through a competitive selection process, using this document as the basis for the evaluation.
CRC	Card Review Committee.
CSC	Customer Service Center.
DL	Driver License.
DR	Deputy Registrar.
DTS	Deputy and Title Services (BMV).
DC Power	Direct Current (non-alternating).
Decibel	Unit used to measure sound volume.
Downtime	The period of time the system or component is inoperable.
Ethernet	Standardized computer networking component for local area networks.
F.O.B.	Free or Freight on Board.
Gray Scale	Continuous tone image with only one component. Has sharper defined edges than Binary and is made suitable for signatures.
Guilloche pattern	Fine line background.
GIF	Graphic Interchange Format in one of two most common file formats for graphic images.
ID Card	Identification Card.
ICS	Image Capture Solution.
ICW	Image Capture Workstation.
ISO	International Standards Organization.
IEC	International Electromechanical Commission.
IT	Information Technology Department (Ohio Department of Public Safety).

GLOSSARY

JPEG	Joint Photographic Expert Group process compression standards for images.
LAN	Local Area Network.
MRT	Machine Readable Technology.
MTBF	Mean Time Between Failures.
MFD	Multi-Function Device.
NCITS	National Committee for Information Technology Standards.
NIST	National Institute of Standards and Technology.
ODPS	Ohio Department of Public Safety.
Offeror	Any firm or person who submits a proposal in response to this RFP.
OTC	Over The Counter.
OIT	Department of Administrative Services, Office of Information Technology.
OVD	Optically Variable Device.
PMI	Project Management Institute.
PMP	Project Management Professional.
PM	Project Manager
Performance Level	The pre-determined quantity, quality and manner of equipment function to be performed during a set period of time.
Pilot	Trial period for new systems during which the system is in actual use.
Project	A temporary endeavor undertaken to create a unique product or service, which meets stakeholder needs.
Project Charter	A document issued by Senior Management that provides the Contractor with the authority to apply organizational resources to project activities. This document establishes the priority, constraints, thresholds and preliminary scope, deliverables, timing and budget.
Project Management	The application of knowledge, skills, tools and techniques to project activities in order to meet or exceed stakeholder needs and expectations from a project; the process of planning, organizing, and managing tasks and resources to accomplish a defined objective, usually within limitations on time, resources, or cost.
PMBOK	Project Management Body of Knowledge.
Project Plan	A formal, approved document used to guide both project execution and project control. The primary uses include documenting planning assumptions and decisions, facilitating communication among stakeholders, and documenting approved scope, cost and schedule baselines.
Project Sponsor	The Project Sponsor is the ODPS "corporate" owner of the project who establishes the project's priorities and has overall responsibility for its success.
Project Team Members	Functional specialists who use their skills to contribute to the project's deliverables. The members report either directly or indirectly to the Project Manager.
Red eye	Effect on photographs taken with flash where the eye appears red.
Responsible Offeror	An offeror who is eligible for award, by not having been defaulted on any previous contracts or is not prohibited from bidding due to other past problems. In addition, a Responsible Offeror is fully licensed to do business and has any and all appropriate licenses or certifications required by the governing body.
Responsive Offeror	An offeror whose bid response is fully compliant to all requirements, both administrative and technical, as well as whose bid is presented as required and in the required quantity.

GLOSSARY

RFP	Request For Proposal
Stakeholders	Parties involved in or being affected by the project activities.
Sub-Contractor	Any person/company other than Prime Contractor who performs any of the services listed in this in this RFP for compensation.
2 D	Two dimensional.
Thin Client	Client computer/software drivers in client/server architectural networks which depends primarily on central server processing.
Uptime	The period of time the system and all components are running normally.
USB	Universal Serial Bus.
WORM	Write Once Read Many.

SUPPLEMENT THIRTEEN

CONFIDENTIALITY AND CONDUCT AGREEMENT

As part of this engagement by you with the state of Ohio, you hold a position of trust relative to the information received during the performance of the Work. By executing this Confidentiality and Conduct Agreement, you acknowledge and recognize the responsibility entrusted to you and to the state of Ohio in preserving the security and confidentiality of the information.

I will not disclose any confidential and/or sensitive information to third parties, unless otherwise authorized in writing by the State to do so. This includes any information contained in any document scanned as part of the work done for the State of Ohio.

I will use any confidential or sensitive information solely to do the Work.

I will restrict circulation of confidential and/or sensitive information within my organization and then only to people in my organization that have a need to know to do the Work.

Title to confidential and/or sensitive information and all related materials and documentation the State delivers to me will remain with the State.

I will be liable for the disclosure of such information whether the disclosure is intentional, negligent, or accidental.

I will not incorporate any portion of any confidential and/or sensitive information into anything, other than a Deliverable for the State of Ohio, and will have no proprietary interest in any of the confidential and/or sensitive information.

I will return all originals of any confidential information and destroy any copies I have made on termination or expiration of this project.

I will destroy any sensitive information (notes, work documents, documentation, etc.) that I have accumulated while doing the Work upon termination or expiration of this project.

I understand that I am not a representative of the state of Ohio and will not represent myself as such unless requested in writing by the State.

I understand that breach of this Agreement may result in my organization and I being prohibited from participating in any future work related to this project.

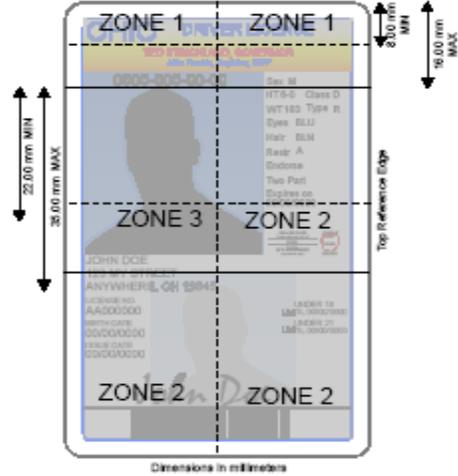
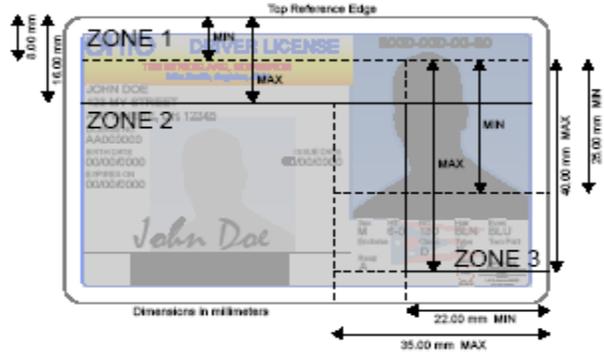
I have read and understand the Confidentiality and Conduct Agreement. My signature below indicates my agreement to all of the above terms.

BY: _____ TITLE: _____
(PLEASE PRINT)

SIGNATURE: _____ DATE: _____

SUPPLEMENT FOURTEEN

DL/ID ZONES



RESTRICTIONS		CLASS	
A None	C1 Adult Learner Required	D Operator	M Motorcycle Only
B Corrective Lenses	C2 Adult Driver Education Course	M1 Motorcycle Only	M2 Motorcycle Only
C1 No Special Appliances	B Automatic Transmission	ENDORSEMENTS	
C2 No Headlamps	F111 Out of State Drivers	M Motorcycle	
C3 Mismatched Driver's License	F211 Out of State Drivers	R Limited Motorcycle	
C4 Ignition/Power Steering	F311 Out of State Drivers	S School Bus	
C5 Mismatched Turn Signal	H Daylight Only Only		
C6 Mismatched Accelerator	H Employment Driving Only		
C7 Mismatched Brake	J111 Employment Only		
C8 Shortness of Stature	J211 Employment Only		
TWO PART LICENSE		LICENSE TYPE	
U Non-renewal Provision	V Medical Provision Only	O Original	P Duplicate
		Q Provisional	R Temporary Permit

RESTRICTIONS		CLASS	
A None	D1 Adult Learner Required	D Operator	M Motorcycle Only
B Corrective Lenses	D2 Adult Driver Education Course	M1 Motorcycle Only	M2 Motorcycle Only
C1 No Special Appliances	B Automatic Transmission	ENDORSEMENTS	
C2 No Headlamps	F111 Out of State Drivers	M Motorcycle	
C3 Mismatched Driver's License	F211 Out of State Drivers	R Limited Motorcycle	
C4 Ignition/Power Steering	F311 Out of State Drivers	S School Bus	
C5 Mismatched Turn Signal	H Daylight Only Only		
C6 Mismatched Accelerator	H Employment Driving Only		
C7 Mismatched Brake	J111 Employment Only		
C8 Shortness of Stature	J211 Employment Only		
TWO PART LICENSE		LICENSE TYPE	
U Non-renewal Provision	V Medical Provision Only	O Original	P Duplicate
		Q Provisional	R Temporary Permit

SUPPLEMENT FIFTEEN

DEPUTY REGISTRAR CONTRACT EXPIRATION

Deputy Registrar Agency Contract Period and Selection. The Ohio Bureau of Motor Vehicles (BMV) issues requests for proposals (RFP) for the selection and appointment of deputy registrars to operate license agencies throughout Ohio. Information is generally released in January of each year. License agencies provide driver's licenses, ID cards, vehicle registrations and perform other services on behalf of the BMV. The deputy registrars are independent contractors and are selected on a competitive basis as described in the Ohio Administrative Code. Contracts are generally for 2 or 3 years per Section 4503.03 of the Ohio Revised Code. The contract terminates absolutely at the end of each contract period and every deputy registrar becomes available for the competitive selection process.

Changes to the Number of Agencies. The Registrar of the BMV may abolish an agency at any location at any time that it is not under contract, including after an RFP has been issued and before the Registrar signs the contract. The Registrar may add deputy registrar agencies in any county at any time in the Registrar's discretion.

DIST. NO.	AGENCY NO.	COUNTY	CITY	CONTRACT EXPIRATION			
				2008	2009	2010	2011
3	0103E	ADAMS	WEST UNION		X		
4	0215E	ALLEN	LIMA		X		
4	0212	ALLEN	LIMA			X	
4	0214	ALLEN	DELPHOS	X			
4	0302	ASHLAND	ASHLAND		X		
1	0413TE	ASHTABULA	JEFFERSON		X		
1	0414	ASHTABULA	ASHTABULA			X	
1	0411	ASHTABULA	GENEVA			X	
2	0503TE	ATHENS	ATHENS		X		
4	0607TE	AUGLAIZE	WAPAKONETA			X	
4	0602	AUGLAIZE	SAINT MARYS	X			
2	0706	BELMONT	ST. CLAIRSVILLE	X			
2	0707	BELMONT	BARNESVILLE	X			
2	0705E	BELMONT	BRIDGEPORT	X			
3	0808	BROWN	GEORGETOWN		X		
3	0918E	BUTLER	HAMILTON (EAST)			X	
3	0901T	BUTLER	MIDDLETOWN			X	
3	0913T	BUTLER	FAIRFIELD		X		
3	0920	BUTLER	HAMILTON (WEST)			X	
2	1007E	CARROLL	CARROLLTON		X		
4	1107TE	CHAMPAIGN	URBANA		X		
5	1215E	CLARK	SPRINGFIELD (WEST)			X	
5	1214T	CLARK	NEW CARLISLE		X		
5	1213	CLARK	SPRINGFIELD (EAST)	X			

DIST. NO.	AGENCY NO.	COUNTY	CITY	CONTRACT EXPIRATION			
				2008	2009	2010	2011
3	1305TE	CLERMONT	BATAVIA			X	
3	1311	CLERMONT	LOVELAND		X		
3	1313T	CLERMONT	MILFORD		X		
3	1450T	CLINTON	WILMINGTON	X			
2	1525	COLUMBIANA	SALEM		X		
2	1520	COLUMBIANA	LISBON		X		
2	1508	COLUMBIANA	EAST LIVERPOOL	X			
2	1604	COSHOCTON	COSHOCTON	X			
4	1701TE	CRAWFORD	BUCYRUS		X		
4	1710	CRAWFORD	GALION		X		
1	1885	CUYAHOGA	EUCLID			X	
1	1848TE	CUYAHOGA	MAYFIELD HEIGHTS	X			
1	1851	CUYAHOGA	UNIVERSITY HEIGHTS	X			
1	1829	CUYAHOGA	CLEVELAND			X	
1	1846E	CUYAHOGA	CLEVELAND			X	
1	1817	CUYAHOGA	WARRENSVILLE HEIGHTS			X	
1	1820E	CUYAHOGA	GARFIELD HEIGHTS		X		
1	1890T	CUYAHOGA	MAPLE HEIGHTS			X	
1	1809	CUYAHOGA	NORTH ROYALTON		X		
1	1811TE	CUYAHOGA	PARMA			X	
1	1826	CUYAHOGA	INDEPENDENCE			X	
1	1856	CUYAHOGA	BROOKLYN	X			
1	1812	CUYAHOGA	CLEVELAND	X			
1	1887	CUYAHOGA	BEREA		X		
1	1896T	CUYAHOGA	NORTH OLMS TED		X		
1	1839	CUYAHOGA	STRONGSVILLE			X	
1	1855	CUYAHOGA	PARMA HEIGHTS	X			
4	1905TE	DARKE	GREENVILLE		X		
4	2011E	DEFIANCE	DEFIANCE			X	
5	2105TE	DELAWARE	DELAWARE		X		
5	2108T	DELAWARE	LEWIS CENTER	X			
4	2207	ERIE	SANDUSKY		X		
4	2214	ERIE	VERMILION		X		
2	2301TE	FAIRFIELD	LANCASTER	X			
2	2307T	FAIRFIELD	PICKERING TON			X	
3	2410TE	FAYETTE	WASHINGTON CH.			X	
5	2561	FRANKLIN	COLUMBUS		X		
5	2501	FRANKLIN	COLUMBUS	X			
5	2512	FRANKLIN	WESTERVILLE			X	
5	2541	FRANKLIN	COLUMBUS			X	

DIST. NO.	AGENCY NO.	COUNTY	CITY	CONTRACT EXPIRATION			
				2008	2009	2010	2011
5	2509	FRANKLIN	COLUMBUS			X	
5	2590T	FRANKLIN	COLUMBUS			X	
5	2528	FRANKLIN	GAHANNA		X		
5	2572	FRANKLIN	COLUMBUS	X			
5	2519	FRANKLIN	GROVE CITY			X	
5	2511	FRANKLIN	COLUMBUS	X			
5	2566	FRANKLIN	WHITEHALL			X	
5	2503T	FRANKLIN	COLUMBUS			X	
5	2546	FRANKLIN	COLUMBUS			X	
5	2562E	FRANKLIN	HILLIARD	X			
5	2565T	FRANKLIN	COLUMBUS			X	
4	2606TE	FULTON	WAUSEON		X		
2	2705TE	GALLIA	GALLIPOLIS			X	
1	2817E	GEAUGA	CHARDON			X	
1	2812	GEAUGA	CHESTERLAND			X	
1	2818	GEAUGA	MIDDLEFIELD		X		
3	2918TE	GREENE	XENIA			X	
3	2902T	GREENE	BEAVERCREEK	X			
3	2919T	GREENE	FAIRBORN	X			
2	3005TE	GUERNSEY	CAMBRIDGE		X		
3	3159T	HAMILTON	CINCINNATI			X	
3	3102	HAMILTON	CINCINNATI	X			
3	3178	HAMILTON	CINCINNATI	X			
3	3188T	HAMILTON	CINCINNATI			X	
3	3141E	HAMILTON	SHARONVILLE			X	
3	3150T	HAMILTON	FOREST PARK	X			
3	3129	HAMILTON	CINCINNATI			X	
3	3190	HAMILTON	CINCINNATI		X		
3	3170	HAMILTON	CINCINNATI		X		
3	3191	HAMILTON	CINCINNATI		X		
3	3179TE	HAMILTON	MOUNT HEALTHY	X			
3	3168	HAMILTON	HARRISON			X	
3	3180	HAMILTON	CINCINNATI	X			
3	3105	HAMILTON	MONTGOMERY	X			
3	3176T	HAMILTON	CINCINNATI			X	
4	3211TE	HANCOCK	FINDLAY	X			
4	3305TE	HARDIN	KENTON		X		
2	3406TE	HARRISON	CADIZ			X	
4	3503	HENRY	NAPOLEON		X		
3	3628T	HIGHLAND	HILLSBORO	X			

DIST. NO.	AGENCY NO.	COUNTY	CITY	CONTRACT EXPIRATION			
				2008	2009	2010	2011
3	3619	HIGHLAND	GREENFIELD	X			
2	3704	HOCKING	LOGAN		X		
2	3805T	HOLMES	MILLERSBURG			X	
4	3917T	HURON	NORWALK	X			
4	3920T	HURON	WILLARD		X		
2	4039TE	JACKSON	JACKSON	X			
2	4127	JEFFERSON	STEUBENVILLE			X	
5	4202TE	KNOX	MT. VERNON			X	
1	4305TE	LAKE	PAINESVILLE			X	
1	4327T	LAKE	WICKLIFFE			X	
1	4334	LAKE	MENTOR			X	
1	4328	LAKE	WILLOWICK	X			
2	4407E	LAWRENCE	IRONTON	X			
2	4408	LAWRENCE	PROCTORVILLE		X		
5	4509TE	LICKING	NEWARK			X	
5	4512	LICKING	JOHNSTOWN			X	
5	4510T	LICKING	PATASKALA			X	
4	4606TE	LOGAN	BELLEFONTAINE		X		
1	4723TE	LORAIN	ELYRIA	X			
1	4705	LORAIN	LORAIN	X			
1	4721	LORAIN	AVON LAKE		X		
1	4718	LORAIN	WELLINGTON			X	
1	4726	LORAIN	AMHERST	X			
4	4830T	LUCAS	SYLVANIA			X	
4	4849	LUCAS	TOLEDO		X		
4	4828	LUCAS	TOLEDO			X	
4	4811TE	LUCAS	TOLEDO			X	
4	4833T	LUCAS	TOLEDO			X	
4	4852	LUCAS	TOLEDO			X	
4	4802T	LUCAS	OREGON			X	
5	4905TE	MADISON	LONDON			X	
1	5029	MAHONING	YOUNGSTOWN			X	
1	5019	MAHONING	YOUNGSTOWN			X	
1	5023	MAHONING	STRUTHERS		X		
1	5032	MAHONING	BOARDMAN		X		
1	5008	MAHONING	YOUNGSTOWN		X		
4	5103TE	MARION	MARION			X	
1	5209TE	MEDINA	MEDINA		X		
1	5214T	MEDINA	WADSWORTH	X			
2	5303	MEIGS	POMEROY	X			

DIST. NO.	AGENCY NO.	COUNTY	CITY	CONTRACT EXPIRATION			
				2008	2009	2010	2011
4	5408TE	MERCER	CELINA	X			
4	5506TE	MIAMI	TROY		X		
4	5507	MIAMI	PIQUA	X			
2	5606	MONROE	WOODSFIELD	X			
3	5758T	MONTGOMERY	DAYTON			X	
3	5764	MONTGOMERY	DAYTON	X			
3	5751	MONTGOMERY	DAYTON		X		
3	5720T	MONTGOMERY	DAYTON			X	
3	5772T	MONTGOMERY	CENTERVILLE			X	
3	5765	MONTGOMERY	TROTWOOD	X			
3	5740T	MONTGOMERY	WEST CARROLLTON			X	
3	5753TE	MONTGOMERY	HUBER HEIGHTS	X			
2	5806	MORGAN	MCCONNELSVILLE		X		
5	5904T	MORROW	MT. GILEAD		X		
2	6010E	MUSKINGUM	ZANESVILLE			X	
2	6103	NOBLE	CALDWELL		X		
4	6212	OTTAWA	PORT CLINTON	X			
4	6204	OTTAWA	OAK HARBOR	X			
4	6310T	PAULDING	PAULDING	X			
2	6420T	PERRY	NEW LEXINGTON	X			
5	6504TE	PICKAWAY	CIRCLEVILLE		X		
3	6606T	PIKE	WAVERLY		X		
1	6710TE	PORTAGE	RAVENNA		X		
1	6715	PORTAGE	KENT		X		
1	6714	PORTAGE	STREETSBORO	X			
3	6803TE	PREBLE	EATON		X		
4	6903	PUTNAM	OTTAWA		X		
4	7008	RICHLAND	MANSFIELD			X	
4	7009	RICHLAND	SHELBY		X		
3	7104TE	ROSS	CHILLICOTHE		X		
4	7209TE	SANDUSKY	FREMONT		X		
3	7308	SCIOTO	PORTSMOUTH		X		
3	7304	SCIOTO	NEW BOSTON			X	
4	7419E	SENECA	TIFFIN		X		
4	7418	SENECA	FOSTORIA		X		
4	7502TE	SHELBY	SIDNEY	X			
2	7623T	STARK	ALLIANCE		X		
2	7635E	STARK	CANTON	X			
2	7626T	STARK	CANTON			X	
2	7608	STARK	CANTON	X			

DIST. NO.	AGENCY NO.	COUNTY	CITY	CONTRACT EXPIRATION			
				2008	2009	2010	2011
2	7633	STARK	CANTON	X			
2	7619T	STARK	MASSILLON	X			
2	76??	STARK	NORTH CANTON				X
1	7742T	SUMMIT	MACEDONIA		X		
1	7726E	SUMMIT	CUYAHOGA FALLS			X	
1	7748	SUMMIT	FAIRLAWN	X			
1	7731	SUMMIT	AKRON			X	
1	7744T	SUMMIT	AKRON			X	
1	7721	SUMMIT	AKRON		X		
1	7732E	SUMMIT	BARBERTON		X		
1	7735	SUMMIT	AKRON	X			
1	7737	SUMMIT	STOW	X			
1	7840	TRUMBULL	WARREN			X	
1	7832	TRUMBULL	WARREN			X	
1	7842	TRUMBULL	HUBBARD		X		
1	7835E	TRUMBULL	NILES			X	
2	7901E	TUSCARAWAS	NEW PHILADELPHIA	X			
2	7914T	TUSCARAWAS	UHRICHSVILLE			X	
5	8014TE	UNION	MARYSVILLE			X	
4	8103	VAN WERT	VAN WERT		X		
2	8203TE	VINTON	MCARTHUR	X			
3	8311TE	WARREN	LEBANON			X	
3	8307T	WARREN	MASON			X	
3	8310T	WARREN	FRANKLIN			X	
2	8412TE	WASHINGTON	MARIETTA			X	
2	8411	WASHINGTON	BELPRE		X		
2	8514T	WAYNE	WOOSTER	X			
2	8513	WAYNE	ORRVILLE	X			
4	8603TE	WILLIAMS	BRYAN	X			
4	8712TE	WOOD	BOWLING GREEN			X	
4	8713	WOOD	PERRYSBURG		X		
4	8812T	WYANDOT	UPPER SANDUSKY			X	
				64	69	82	1
5	2579TE	FRANKLIN	COLUMBUS - CSC EAST	State Owned			
5	2580TE	FRANKLIN	COLUMBUS - CSC WEST	State Owned			

SUPPLEMENT SIXTEEN

ORGAN DONOR AND LIFE SUSTAINING POWER OF ATTORNEY

Organ Donor. The ODPS/BMV maintains a registry of organ donors as a way for citizens of the State of Ohio to legally give consent for the gift of organs, tissues and eyes upon death, for any purposes authorized by law. A logo, as shown in the DL/ID samples, shall be printed on the DL/ID of registered organ donors.

Life-sustaining Power of Attorney. The ODPS/BMV offers to indicate on a DL/ID that a citizen of the State of Ohio has a living will. A logo, as shown in the DL/ID samples, shall be printed on the DL/ID for citizens of Ohio.

The Organ Donor and Life Sustaining POA is information that is prompted by a question to every applicant, 18 years of age or older. They are asked if they want to be an organ donor or indicate if they have a POA that would allow someone else to make health related decisions for them if they are not able to. If a person has indicated "yes" to one or both of these questions, the indicators then appear in the lower right corner of the driver license and or ID card. This information is then updated in the ODPS/BMV Database.

See Supplement Nine for location of the symbols referred to above.

SUPPLEMENT SEVENTEEN
Consumables Replenishment Process

1. ODPS will provide the Contractor a report that shows the average DL/ID sales for each agency over the last 12 month period. The Contractor is responsible for maintaining a 120 day (4-month) supply of consumables required for operation based upon estimated usage for each CSC and DR location.
2. On or about the 4th Tuesday of each month, all DRs call or e-mail the Consignment Inventory Section and provide the current inventory level for all consumables for their respective office.
3. The Consignment Inventory Section sends the current inventory level for each CSC and DR location to the Contractor. The Contractor is responsible for determining replenishment needs based upon the difference in the required inventory level and the current inventory level.
4. The Contractor shall have all replenishment orders ready to ship within the first two (2) ODPS business days of each month.
5. The Contractor must perform Quality Assurance and Quality Control standards to ensure consumables shipped are accurate
6. Replenishment orders must be completely shipped and received by the CSC and DR office within the first five (5) business days of each month.
 - A. If defective consumables are discovered at the agencies, a call is placed to the DTS help desk.
 - B. The DTS help desk will report the defective consumables to the Contractors help desk.
 1. If the potentially defective consumables have resulted in the CSC or DR to be non-operable:
 - a. The Contractors help desk must dispatch a technician to the agency to review the consumable in question. The technician must have a supply of good consumables to replace the consumables in question to minimize down-time.
 1. If cards are found to be defective a "Field Failure Form" will be filled out and faxed via e-fax to the Contractor to have the cards replaced. The e-fax will also be sent to Field Operations for review.
 2. If any other consumable is found to be defective the Contractor must replace the consumable with non-defective consumables to ensure continuity of operations.
 2. If the potentially defective consumables have not resulted in the CSC or DR to be non-operable, the defective consumables will be handled on a case by case basis.
 - a. The Contractor may dispatch a technician to review and replace the consumable in question and an e-fax will be sent to the Contractor and Field Operations; or
 - b. Send replacement consumables to the CSC or DR location. A return call tags will be issued by the Contractor to the respective agency to have the defective consumable returned.
7. Field Operations shall have access to view the Contractors web based ticketing system. The system shall note all current open and closed calls placed with the Contractor's help desk.

SUPPLEMENT EIGHTEEN

REQUIREMENTS CHECKLIST (ALL ITEMS EXCEPT SECURITY)

Offerors must indicate in the space provided, the proposal section and page where the following requirements are addressed in the offeror’s proposal. Failure to complete the checklist may result in the rejection of the offeror’s proposal.

PROPOSAL SECTION/PAGE	REQUIREMENT
	Vendor Information Form.
	Subcontractor Letters.
	Offeror Certification Form.
	Offeror Description.
	Offeror Profile Summary Form.
	Personnel Profile Summary Form.
	Project Manager
	System Integrator and Developer
	Key Project Participants
	Mandatory Requirements
	The offeror must describe how its DL/ID solution meets the “over the counter” requirement, which addresses issuance at two hundred eighteen sites statewide and allows for future growth.
	The offeror must discuss how its solution integrates into the DL/ID issuing software (BASS).
	The offeror must describe how its proposed solution integrates into the ODPS Technical Environment without any modifications.
	The offeror must provide a letter from the manufacturers of the equipment and materials certifying that the equipment and materials that are a part of the offeror’s solution have been tested for life span and maximum usage rate in accordance with AAMVA specifications and rated with a passing grade.
	Motorola Symbol PD8750 Signature Capture Solution. The offeror’s must provide a statement that the proposed solution uses Motorola Symbol PD8750 Signature Pad as specified in Supplement Twenty and meets the signature capture solution capabilities.
	FUNCTIONAL REQUIREMENTS
	The offeror must provide detailed narratives in their proposal describing its proposed solutions, including all functionality, system capabilities and limitations, and performance capabilities and limitations of the proposed solution.
	The offeror must provide information and references (name and phone numbers) on each equipment components (i.e. printer, camera) that is a part of the solution by detailing which State or government jurisdiction the equipment is currently in use.
	The offeror must describe means for implementing future enhancements and expansion to the proposed solution (i.e. Federal or State Regulations).

PROPOSAL SECTION/PAGE	REQUIREMENT
	The offeror must propose a DL/ID solution that can achieve the anticipated volumes, as well as any growth in volume, and remain fully operational and supported by the Contractor throughout the period of the Contract.
	The offeror must describe a proposed written test plan which includes, but is not limited to, all necessary criteria and tests to be performed to ensure that the DL/ID solution as a whole, and all components thereof, satisfy the requirements agreed to in this RFP, a description of all phases of testing, provisions for the documentation of testing results, problem detection, and corrective measures taken to permanently address problems, and a description of the resources, including the ODPS and offeror's proposed staffing, necessary to conduct testing.
	The offeror must furnish the ODPS a list and description of all necessary materials and supplies required for the successful operation of its proposed DL/ID solution with its proposal.
	The offeror must fully describe its proposed solution for maintaining and delivering the necessary materials and supplies to each DR and CSC location. The ODPS will develop accountability procedures, based on the offeror's proposed solution, which include verifications and controls from when secure items are received through issue to the customer. The offeror must propose its method of controlling secure items and the features to be provided to assist the ODPS with accounting for secure items.
	The offeror must itemize and describe all proposed hardware and software product components. The offeror must include a breakdown of each separate component and feature of the proposed solution along with the corresponding technical specifications. All required software driver components must be documented in detail in the offeror's response.
	The offeror must provide a detailed discussion regarding its knowledge and understanding of how such state/federal (U.S.)/International standards involving personal identity verification, security and privacy of confidential information fit in with the initial deployment of the proposed DL/ID solution. The offeror must also discuss the flexibility and adaptability of its proposed DL/ID solution to meet federal or international standards related to personal identity verification, security and privacy of confidential information. The offeror should provide specific references to pertinent standards / publications / programs.
	The offeror must describe its proposed escalation procedure as it relates to resolving problems associated with meeting the requirements of this RFP.
	TECHNICAL REQUIREMENTS
	The offeror must describe and explain any circumstances or portions of its proposed solution that does not conform to the attached ODPS Information Technology Office (IT) Essential Technical Architecture for Infrastructure standards.
	Inventory Bank and Replacement Equipment.
	Antitheft Solutions and Security Measures.
	Card Requirements

PROPOSAL SECTION/PAGE	REQUIREMENT
	Card Construction
	Card Review Committee
	AAMVA Compliance
	The offeror's response must demonstrate that their proposed DL/ID cards and any resultant DL/ID cards produced from the proposed DL/ID solution can adhere to current and future AAMVA standards and requirements.
	The offeror must describe in detail the capabilities of their card and the proposed card design and services with regards AAMVA specifications.
	The offeror must submit layouts of sample cards which have Ohio specific designs that meet the above requirements. The offeror must provide samples that position data elements in accordance with AAMVA requirements and in the appropriate DL/ID Zones
	Card Samples
	Card Formats
	Card Testing.
	Printer Requirements
	General Specification
	Printer Capabilities
	Alternate Printing
	Image Capture Solution
	Camera Specifications
	Image Consistency
	Training Plan
	Maintenance and Support Plan
	General Requirements
	The number of proposed service representatives available, their office locations throughout the state, and how they are assigned to this program
	The plan for training the proposed service representatives to be fully knowledgeable of the DL/ID solution including all hardware and software driver products components and their operation
	A description of how parts supply and back-up equipment availability is assured for all locations
	A detailed explanation of anticipated response times for remedial/emergency maintenance needs

PROPOSAL SECTION/PAGE	REQUIREMENT
	Certification data and/or industry-recognized independent user ratings on all equipment being proposed, if available
	The method the offeror proposes to use to coordinate maintenance visits
	Remedial/Emergency Maintenance
	Preventative Maintenance
	Principal Period of Maintenance
	Toll-Free Telephone Support Plan
	Single Point of Notification
	Web Tracking and Reports
	Backup and Recovery Plan
	Transition Period Plan
	Staffing Plan
	A detailed staffing plan outlining the proposed staffing required to support the requirements of this RFP (including operational staff) throughout the project and over the term of the Contract and any transition periods
	A contingency plan
	The number of people onsite at the State location at any given time
	The number and duration of staff
	The proposed staffing levels working on-site at the ODPS during each of the project phases
	The specific skills and expertise that the individuals bring to the project
	All subcontractors that the offeror plans to use during the project, including the scope of their work and their qualifications
	The plan for addressing skills and services that are not provided in this base staffing assignment, and the plans for assigning such staff, how quickly the staff can be provided, and what procedures must be followed by the ODPS and the offeror's project manager in acquiring such additional staff
	An account/contract manager
	primary point of contact for system changes, enhancements, resolution of ongoing problems, etc.
	Maintenance manager
	primary point of contact for remedial and preventive maintenance support

PROPOSAL SECTION/PAGE	REQUIREMENT
	All necessary hardware, software driver products, communications, and design/development specialists for ongoing support, changes, and system enhancements as needed
	All subcontractors that the offeror plans to use during the term of the Contract, including the scope of their work and their qualifications
	Project Plan
	The offeror must detail their proposed Project Plan, including Alpha, Beta/Pilot through Final System Acceptance as detailed elsewhere in this RFP
	The offeror shall fully describe the proposed project management and systems development and integration methodology for accomplishing all of the requirements identified in this RFP
	The offeror shall describe its proposed escalation procedure as it relates to resolving problems associated with meeting the requirements of this RFP
	The offeror must submit a detailed project work plan with their proposal outlining in detail all tasks associated with the entire project including all project phases such as:
	Detailed system-compatibility and integration requirements
	Implementation of all hardware and software driver products
	Initial system testing
	System acceptance period
	Site requirements (i.e. electrical, other issues).
	The offeror must identify milestones in the proposed project work plan to measure overall progress and as an indicator of conformance with the established project schedule.
	The offeror's proposed work plan must include reasonable time for the ODPS to review and approve task completion deliverables
	Statewide Deployment Plan
	The offeror must detail their proposed deployment plan that fully describes the offeror's methodology, objectives, approach, methods, tools, techniques, and specific work steps that provides for the progression of implementation from a development environment, progressing through the alpha testing phase, then into 5 beta/pilot test sites, finishing up with statewide production rollout, implementation, and final system

PROPOSAL SECTION/PAGE	REQUIREMENT
	The implementation plan should address how the offeror intends to complete the installations and training with minimal office impact and how this can be done in the schedule specified in this RFP. The implementation plan should also address how the offeror will mitigate the risks with the Project implementation
	Time Commitment
	Assumptions
	Support Requirements
	Proof of Insurance
	Legal Notice Address
	W-9 Form
	Declaration Regarding Terrorist Organizations

**SUPPLEMENT NINETEEN
INSTALLATION SEQUENCE**

D #	AGY #	COUNTY	CITY	DR NAME	DR ADDRESS	FIELD REP	
ALPHA TEST SITE							TOTAL 1
5	9900	Franklin	Columbus	N/A	1970 West Broad Street	N/A	1
5	IT	Franklin	Columbus	N/A	1970 West Broad Street	N/A	2
PILOT / BETA TEST SITES							TOTAL 15
5	2579	Franklin	Columbus	Adam Porter	1583 Alum Creek Drive	Sue Kohler	3
5	2580	Franklin	Columbus	John Kougendakis	1970 West Broad Street	Lisa Littler	4
5	2503	Franklin	Columbus	Susan Grove	5133 E Main Street	Sue Kohler	5
5	2512	Franklin	Westerville	Marianne Gersper	17 Cherri Park Square	Lisa Littler	6
5	2501	Franklin	Worthington	Karen Markusic	112 Dillmont Dr.	Lisa Littler	7
WEEK 1							TOTAL 15
1	4328	Lake	Willowick	Cindy Marfisi	31517 Vine Street	Valerie Hart	8
2	2301	Fairfield	Lancaster	Steve Oliver	980 Liberty Drive	Brenda Hurr	9
3	6606	Pike	Waverly	Lisa Holbrook	230 Waverly Plaza	Greg Gray	10
4	1107	Champaign	Urbana	Ed Preston	1512 S US Highway 68, P.O. Box 68	George Henderson	11
5	1214	Clark	New Carlisle	Craig Engle	430 North Main St.	Kathy Gates	12
1	4327	Lake	Wickliffe	Don Tisdale	30170 Euclid Avenue	Joel Schmittgen	13
2	2307	Fairfield	Pickerington	Rama Pandey	473 Hill Rd North	Brenda Hurr	14
3	0103	Adams	West Union	Bonnie Hardymon	923 Sunrise Avenue	Greg Gray	15
4	4606	Logan	Bellefontaine	Phillip Tracey	1365 Cty Rd 32 N Suite 3	Pat Hoffman	16
5	1215	Clark	Springfield	Sandra Wolfe	1109 Bechtle Ave.	Kathy Gates	17
1	4334	Lake	Mentor	Mike Aboumerhi	8830 Mentor Avenue	Valerie Hart	18
2	3704	Hocking	Logan	Vicki Joy	519 East Front St	Brenda Hurr	19
3	0808	Brown	Georgetown	Shane Graves	924 South Main street	Greg Gray	20
4	3305	Hardin	Kenton	Loretta Castle	1021 W Lima St Suite 101	Pat Hoffman	21
5	1213	Clark	Springfield	Sheila Rice	1227 Sunset Ave.	Kathy Gates	22
WEEK 2							TOTAL 20
1	4305	Lake	Painesville	Lora Ruiz	2736 North Ridge Road, Unit 7	Valerie Hart	23
2	5806	Morgan	McConnelsville	Kristine Smith	4676 State Route 60 North	Dan Behringer	24
3	5751	Montgomery	Dayton	Annie Williams	587 Informary Road	Betty Leslie	25

D #	AGY #	COUNTY	CITY	DR NAME	DR ADDRESS	FIELD REP	
4	0212	Allen	Lima	Barbara Rope	2302 Harding Hwy, Eastgate Mall	George Henderson	26
5	4905	Madison	London	Scott Hiler	294 Lafayette St.	Kathy Gates	27
1	2812	Geauga	Chesterland	Weichih Lee	12628 Chillicothe Road, Unit A	Valerie Hart	28
2	6420	Perry	New Lexington	Teresa Stevenson	600 West Broadway	Brenda Hurr	29
3	5720	Montgomery	Dayton	Sheryl Green	8389 North Main Street	Betty Leslie	30
4	0214	Allen	Delphos	Kelly Ardner	1129 Elida Ave	George Henderson	31
5	8014	Union	Marysville	Kim Butcher	940 London Ave. Suite 1200	Lisa Littler	32
1	2817	Geauga	Chardon	Yvonne Rosboril	602 South Street	Valerie Hart	33
2	6010	Muskingum	Zanesville	Judy McDonald	255 Sunrise Center Rd	Brenda Hurr	34
3	5758	Montgomery	Dayton	Karl Keith	451 West Third Street	Betty Leslie	35
4	0215	Allen	Lima	Joseph Bowsher	2010 Spencerville Road	George Henderson	36
5	2105	Delaware	Delaware	Annette McNamera	12 Troy Rd.	Sue Kohler	37
1	2818	Geauga	Middlefield	Kelly Lanzone	15065 Kinsman Road, Unit 1	Valerie Hart	38
2	3005	Guernsey	Cambridge	Deborah Carpenter	224 Dewey Ave, Room 2	Dan Behringer	39
3	5765	Montgomery	Trotwood	Ericka Joseph	500 East Main Street	Betty Leslie	40
4	8103	VanWert	VanWert	Dottie Baldauf	1198 Westwood Dr Suite A	George Henderson	41
5	2108	Delaware	Lewis Center	Todd Hanks			42
WEEK 3							TOTAL 20
1	4721	Lorain	Avon Lake	Marcia Fleming	33382 Walker Road, Unit B	Joel Schmittgen	43
2	1604	Coshocton	Coshocton	Jean Taylor	275 Downtowner Plaza	David Allensworth	44
3	5753	Montgomery	Huber Heights	Michael Foley	6134 Chambersburg Road	Betty Leslie	45
4	1905	Darke	Greenville	Shirley Cordonnier	641 Wagner Ave Suite A	George Henderson	46
5	4509	Licking	Newark	Bob Frame	875 East Main St.	Sue Kohler	47
1	4705	Lorain	Lorain	Cheryl Waisure	300 Broadway Avenue	Joel Schmittgen	48
2	7901	Tuscarawas	New Philadelphia	John Nicholson	1260 Monroe Ave, Suite 11F	David Allensworth	49
3	1450	Clinton	Willmington	Barbara Lieurance	180 East Sugartree Street	Greg Gray	50
4	5506	Miami	Troy	Patricia Gostomsky	1275-C Experiment Farm Rd	George Henderson	51
5	4202	Knox	Mt. Vernon	Sam Barone	671 North Sandusky Street	Sue Kohler	52
1	4726	Lorain	Amherst	Barb Fasulo	2290 Kresge Driver	Joel Schmittgen	53
2	7914	Tuscarawas	Uhrichsville	Twin City Chamber	206 East Third St	David Allensworth	54

D #	AGY #	COUNTY	CITY	DR NAME	DR ADDRESS	FIELD REP	
3	3619	Highland	Greenfield	Donald Penrod	342 Jefferson Street	Greg Gray	55
4	5507	Miami	Piqua	Dailene Collins	987 East Ash Street Suite 118	George Henderson	56
5	5904	Morrow	Mt. Gilead	Lois Weaston	15 East High Street	Sue Kohler	57
1	4723	Lorain	Elyria	Mary Kay Emery	229 Broad Street	Joel Schmittgen	58
2	3406	Harrison	Cadiz	Barbara Yoho	538 North Main St, Suite D	David Allensworth	59
3	3628	Highland	Hillsboro	Harry Jones	1575 North High Street	Greg Gray	60
4	7502	Shelby	Sidney	Shelby Cty Motor Club	1000 Milligan Court Suite 100	George Henderson	61
5	4512	Licking	Johnstown	Tami Dingess	8103 Nichols Rd.	Sue Kohler	62
WEEK 4 TOTAL 20							
1	5209	Medina	Medina	Rob Boring	972 North Court Street	Dino Alfano	63
2	1007	Carroll	Carrollton	Lucinda Hilliard	155 West Main St	David Allensworth	64
3	7304	Scioto	New Boston	Patricia Riffe	4002 Gallia Street	Greg Gray	65
4	6903	Putnam	Ottawa	Carolyn Tobe	275 North Hickory Street	Pat Hoffman	66
5	4510	Licking	Pataskala	Dottie Schirtzinger	318 Township Rd.	Sue Kohler	67
1	5214	Medina	Wadsworth	Vicki Zsinko	123 Broad Street, Suite A	Dino Alfano	68
2	4127	Jefferson	Steubenville	Barbara Dahlem	4150 Sunset Blvd	David Allensworth	69
3	7308	Scioto	Portsmouth	Robert Pollock	843 11th Street	Greg Gray	70
4	3211	Hancock	Findlay	Sharon Nagy	8210 CR 140 Suite A	Pat Hoffman	71
5	2590	Franklin	Columbus	Mona Simons	1472 Morse Road	Lisa Littler	72
1	4718	Lorain	Wellington	Tim Jankowski	676 North Main Street	Joel Schmittgen	73
2	0705	Belmont	Bridgeport	Julie Ziler	318 Howard St	Dan Behringer	74
3	7104	Ross	Chillicothe	Thomas Hamman	475 Western Avenue	Betty Leslie	75
4	7418	Seneca	Fostoria	Toni Pullom	304 N Main Street Suite 1	Ray Wickham	76
5	2528	Franklin	Gahanna	Mike Malone	415 Agler Road	Kathy Gates	77
1	1839	Cuyahoga	Strongsville	Roseanne Gorisek	15133 Pearl Road	Dino Alfano	78
2	0706	Belmont	St. Clairsville	Ohio Auto Club	51560 National Rd	Dan Behringer	79
3	2410	Fayette	Washington C.H.	Larry Long	105 E. East Street	Betty Leslie	80
4	7419	Seneca	Tiffin	Tim Nagy	457 E Market Street	Ray Wickham	81
5	2566	Franklin	Whitehall	Gary Allison	55 Country Rd.	Kathy Gates	82
WEEK 5 TOTAL 19							

D #	AGY #	COUNTY	CITY	DR NAME	DR ADDRESS	FIELD REP	
1	1887	Cuyahoga	Berea	Colleen Ebenschweller	398 West Bagley Road, Unit 10	Dino Alfano	83
2	8411	Washington	Belpre	Karen Davis	1628 Washington Blvd	Dan Behringer	84
3	8311	Warren	Lebanon	Janice Craig	19 Dave Avenue	Beth Wasmley	85
4	7008	Richland	Mansfield	Richland Carrousel Park	15-17 E Temple Ct	Pat Hoffman	86
5	2509	Franklin	Columbus	Don Woods	4503 Kenny Rd.	Lisa Littler	87
1	1855	Cuyahoga	Parma Heights	Dan Hughes	6339 Olde York Road	Dino Alfano	88
2	8412	Washington	Marietta	Tim Amrine	148 Gross St D	Dan Behringer	89
3	5764	Montgomery	Dayton	Denise Everetts	1036 S. Smithville Rd.	Betty Leslie	90
4	0302	Ashland	Ashland	Ashland Cty Auto Club	502 Claremont Ave	Pat Hoffman	91
5	2562	Franklin	Hilliard	Northwest Kiwanis	4740 Cemetery Rd.	Kathy Gates	92
1	1856	Cuyahoga	Brooklyn	Pam Herman	7000 Biddulph Road	Dino Alfano	93
2	6103	Noble	Caldwell	Mary Jane McKee	82 Olive St	Dan Behringer	94
4	7009	Richland	Shelby	Christine Ward	159 Mansfield Ave	Pat Hoffman	95
5	2561	Franklin	Columbus	Gerald Pizzuti	2970 Hayden Rd.	Lisa Littler	96
1	1890	Cuyahoga	Maple Heights	Bill Predovich	5410 Northfield Road	Valerie Hart	97
2	5606	Monroe	Woodsfield	Beverly Landefield	201 Oaklawn Ave	Dan Behringer	98
3	5772	Montgomery	Centerville	Luther Poole	104 W. Spring Valley Rd.	Betty Leslie	99
4	3920	Huron	Willard	Brenda Fox	118 Blossom Center	Ray Wickham	100
5	2541	Franklin	Columbus	Julie Middlebrooks-Reid	1979 Cleveland Ave.	Sue Kohler	101
WEEK 6 TOTAL 19							
1	1896	Cuyahoga	North Olmsted	Maureen Brogan	5085 Arcade Great Northern	Joel Schmittgen	102
2	7619	Stark	Massillon	AAA Massillon Auto	1972 Wales Rd Northeast	Karen Thomas	103
3	8310	Warren	Franklin	Joni Centers	245 S. Main Street	Beth Wasmley	104
4	1710	Crawford	Galion	Susan Willis	107 Harding Way East	Pat Hoffman	105
5	2519	Franklin	Grove City	Shirley Bloniarz	3066 Southwest Blvd.	Lisa Littler	106
1	1885	Cuyahoga	Euclid	Brian Monroe	22312 Lakeshore Boulevard	Joel Schmittgen	107
2	7633	Stark	Canton	Stark County Auto	2812 Whipple Ave Northwest	Karen Thomas	108
3	8310	Warren	Franklin	Joni Centers	245 S. Main Street	Beth Wasmley	109
4	1701	Crawford	Bucyrus	Ohio Auto Club	1653 Marion Rd	Pat Hoffman	110
5	6504	Pickaway	Circleville	Jaqueline Olney	141 West Main St.	Kathy Gates	111

D #	AGY #	COUNTY	CITY	DR NAME	DR ADDRESS	FIELD REP	
1	1851	Cuyahoga	University Heights	Annette Haynes	13912 Cedar Road	Joel Schmittgen	112
2	7635	Stark	Canton	Rana Osugi-Smith	1017 30th St Northeast	Karen Thomas	113
3	2918	Greene	Xenia	Diana Stevens-Frost	601 Ledbetter Rd.	Greg Gray	114
4	5103	Marion	Marion	Carl Hughes	222 West Center St Room 1123	Pat Hoffman	115
5	2565	Franklin	Columbus	Darlene Middlebrooks	117 Southland Mall	Kathy Gates	116
1	1846	Cuyahoga	Cleveland	John Bradford	2765 East 55th Street	Dino Alfano	117
2	7608	Stark	Canton	Jermaine White	3029 Cleveland Ave Southwest	David Allensworth	118
3	2919	Greene	Fairborn	Leonardo Argueta	1274 N. Broad Street	Greg Gray	119
4	8812	Wyandot	Upper Sandusky	Ann Dunbar	235 N Sandusky Ave	Pat Hoffman	120
WEEK 7							TOTAL 15
1	1829	Cuyahoga	Wade Park	Tonya Sayles	9200 Wade Park Avenue	Joel Schmittgen	121
2	1520	Columbiana	Lisbon	Cheryl Nestor	7556 State Route 45	Karen Thomas	122
3	0901	Butler	Middletown	Kristy Gamble	3232 Roosevelt Blvd	Terry Starkey	123
4	5408	Mercer	Celina	James Rutschilling	320 Portland St	George Henderson	124
5	2546	Franklin	Columbus	Jennifer Clemens	2516 Scarborough Blvd.	Sue Kohler	125
1	1820	Cuyahoga	Garfield Heights	David Lasky	14000 Broadway Avenue	Jim Graven	126
2	1508	Columbiana	East Liverpool	Patti Covert	15655 State Route 170, Suite G	Karen Thomas	127
3	0920	Butler	Hamilton	Mary Rogers	138 N. Brookwood	Terry Starkey	128
4	0602	Auglaize	St Marys	Valerie Long	211 East Spring	George Henderson	129
5	2511	Franklin	Columbus	Joe Berkemer	4194 Westland Mall	Kathy Gates	130
1	1826	Cuyahoga	Independence	Wanda Solaru	6901 Rockside Road	Joel Schmittgen	131
2	1525	Columbiana	Salem	Robin Gray	200 East Second St, Suite B	Karen Thomas	132
3	0918	Butler	Hamilton	Bonita Davis	1720 S. Erie Blvd	Terry Starkey	133
4	0607	Auglaize	Wapakoneta	Laura Kelley	604 South Blackhoof St, P.O.Box 15	George Henderson	134
5	2572	Franklin	Columbus	Andrea Rodriguez	267 South Third St.	Lisa Littler	135
5	2526	Franklin	Columbus	License Control	1970 West Broad Street	N/A	136
5	DTS	Franklin	Columbus	DTS	1970 West Broad Street	N/A	137
WEEK 8							TOTAL 16
1	1848	Cuyahoga	Mayfield Heights	Jason Crum	1593 Goldengate Plaza	Valerie Hart	138
2	4408	Lawrence	Proctorville	Donna Leffingwell	402 Trent St	Brenda Hurr	139

D #	AGY #	COUNTY	CITY	DR NAME	DR ADDRESS	FIELD REP	
3	1313	Clermont	Milford	Sid Huling	1007 Lila Ave.	Terry Starkey	140
4	6310	Paulding	Paulding	Don Snyder	119 West Perry Street	Rochelle Abramczyk	141
1	1817	Cuyahoga	Warrensville Heights	Stephanie Drake	4620 Richmond Road, Suite 296	Jim Graven	142
2	4407	Lawrence	Ironton	Linda Herrell	2717 South 3rd St, Suite A	Brenda Hurr	143
3	1311	Clermont	Loveland	Nancy Apking	641 Loveland-Maderia	Terry Starkey	144
4	2011	Defiance	Defiance	Rebecca Saman	1925 South Jefferson Ave	Rochelle Abramczyk	145
1	1809	Cuyahoga	North Royalton	Aldo Filippelli	12771 State Road	Dino Alfano	146
2	4039	Jackson	Jackson	Seth Michael	301 Huron St	Brenda Hurr	147
3	0913	Butler	Fairfield	Pamela Bock	530 Wessel Dr.	Terry Starkey	148
4	8603	Williams	Bryan	Janet Query	13065 Cty Rd D50C	Rochelle Abramczyk	149
1	1811	Cuyahoga	Parma	Terry Flanagan	12000 Snow Road, Suite 12	Dino Alfano	150
2	8203	Vinton	McCarthur	Lisa Gilliland	301 West High St	Brenda Hurr	151
3	1305	Clermont	Batavia	Linda Fraley	457 West Main St.	Terry Starkey	152
4	2606	Fulton	Wauseon	Paul MacDonald	152 S Fulton St	Rochelle Abramczyk	153
WEEK 9							TOTAL 16
1	1812	Cuyahoga	Lakewood	Maureen Flanagan	3345 Edgecliff Terrace	Joel Schmittgen	154
2	7623	Stark	Alliance	Susan Jean Burgess	513 East Main St	Karen Thomas	155
3	3170	Hamilton	Cincinnati	Francine Dagenbach	5694 Harrison Ave.	Jaime Howard	156
4	3503	Henry	Napoleon	Diane Harmon	211 W Front St	Rochelle Abramczyk	157
1	411	Ashtabula	Geneva	Laureen Massucci	660 East Main Street	Valerie Hart	158
2	8513	Wayne	Orrville	Charles Audi	1430 West High St, Suite 3	Karen Thomas	159
3	6803	Preble	Eaton	Deborah Jordan	550 N. Barron St.	Terry Starkey	160
4	8712	Wood	Bowling Green	Robert Holley	1616 E Wooster St Suite 30	Ray Wickham	161
1	413	Ashtabula	Jefferson	Carol Maylish	4 West Walnut Street	Valerie Hart	162
2	3805	Holmes	Millersburg	Jackie McKee	75 East Clinton St	David Allensworth	163
3	8307	Warren	Mason	Marcee Davis	775 Reading Road	Beth Wasmley	164
4	8713	Wood	Perrysburg	Patricia Dickey	26611 N Dixie Hwy Suite 125	Ray Wickham	165
1	414	Ashtabula	Ashtabula	Sandra Spoor	527 Lake Avenue	Valerie Hart	166
2	7626	Stark	Canton	Meghan Hanni	110 Central Plaza South, Suite 150	Karen Thomas	167
3	3141	Hamilton	Sharonville	Doris Tranter	11177 Reading Raod	Beth Wasmley	168

D #	AGY #	COUNTY	CITY	DR NAME	DR ADDRESS	FIELD REP	
4	4811	Lucas	Toledo	Pamela Rupp	4460 Heatherdowns Blvd	Rochelle Abramczyk	169
WEEK 10							TOTAL 15
1	5029	Mahoning	Youngstown	Bill Carter	3623 Market Street	Andrea Nagle	170
2	5303	Meigs	Pomeroy	Virginia Maison	354 East Main St	Dan Behringer	171
3	3178	Hamilton	Cincinnati	Sandra Scott	7743 Five Mile Road	Beth Wasmley	172
4	4833	Lucas	Toledo	Dennis Seymour	1600 Madison Ave	Rochelle Abramczyk	173
1	5008	Mahoning	Youngstown	West Side Merchants	2950 Mahoning Avenue	Andrea Nagle	174
2	2705	Gallia	Gallipolis	Noreen Saunders	499 Jackson Pk, Suite B	Brenda Hurr	175
3	3102	Hamilton	Cincinnati	Charles Clingman	7030 Reading Road	Beth Wasmley	176
4	4830	Lucas	Sylvania	Charles Zsarnay	4900 McCord Road	Rochelle Abramczyk	177
1	5023	Mahoning	Struthers	Terry Farmer	1020 Fifth Street	Andrea Nagle	178
2	0503	Athens	Athens	Tina Jeffers	182 West Union St	Dan Behringer	179
3	3129	Hamilton	Cincinnati	Richard Doherty	7990 Reading Road	Beth Wasmley	180
4	4852	Lucas	Toledo	Fred Assally	4925 Jackman Road	Rochelle Abramczyk	181
1	5019	Mahoning	Youngstown	Bob Iacobucci	667 Gypsy Lane	Andrea Nagle	182
2	0707	Belmont	Barnsville	Barnsville A of Commerce	130 West Main St	Dan Behringer	183
4	4849	Lucas	Toledo	Darla Northrop	4441 Summit St., Unit #8	Rochelle Abramczyk	184
WEEK 11							TOTAL 10
1	6710	Portage	Ravenna	Bill Hale	444 South Meridian Street	Andrea Nagle	185
2	8514	Wayne	Wooster	Jarra Underwood	200 Vanover St	Karen Thomas	186
3	3105	Hamilton	Montgomery	Donna Klingler	9901 Montgomery Road	Beth Wasmley	187
4	7209	Sandusky	Fremont	Cheryl Overton	500 W State St Suite C	Ray Wickham	188
1	5032	Mahoning	Boardman	Kathy Butler	229 Boardman Canfield Road	Andrea Nagle	189
3	3188	Hamilton	Cincinnati	Larry Hott	3372 Red Bank Road	Beth Wasmley	190
4	3917	Huron	Norwalk	Roland Tkach	130 Shady Ln Dr Bldg 5	Ray Wickham	191
1	6714	Portage	Streetsboro	Helen Cook	1593 State Route 303	Jim Graven	192
3	3159	Hamilton	Cincinnati	Gr. Cnici. Auto Dealers	138 E. Court Street	Jaime Howard	193
4	2214	Erie	Vermillion	Cara Camp	4660 Liberty Ave	Ray Wickham	194
WEEK 12							TOTAL 11
1	6715	Portage	Kent	Jill Horvath	1597 South Water Street, Suite C	Jim Graven	195

D #	AGY #	COUNTY	CITY	DR NAME	DR ADDRESS	FIELD REP	
3	3179	Hamilton	Mt. Healthy	Karen Cloud	10938 Hamilton Ave.	Jaime Howard	196
4	4828	Lucas	Toledo	Judith Gomer-Woodward	2857 Airport Highway F	Rochelle Abramczyk	197
1	7840	Trumbull	Warren	Cheryl Parks	2750 Mahoning Avenue, Unit 9	Andrea Nagle	198
3	3168	Hamilton	Harrison	Gabrielle Overton	10553 Harrison Ave.	Jaime Howard	199
4	4802	Lucas	Oregon	Kari Vaculik	3016 Navarre Avenue	Rochelle Abramczyk	200
1	7835	Trumbull	Niles	Andrea Smiesko	5555 Youngstown-Warren Road 760	Andrea Nagle	201
3	3150	Hamilton	Forest Park	tom Wiles	1214 W. Kemper Road	Jaime Howard	202
4	6204	Ottawa	Oak Harbor	Pamella Ann Winters	106 North Locust St	Ray Wickham	203
1	7832	Trumbull	Warren	Tammie Kaye	2027 Elm Road NE	Andrea Nagle	204
4	6212	Ottawa	Port Clinton	Mary Ann Snider	220 Madison St	Ray Wickham	205
WEEK 13							TOTAL 5
1	7842	Trumbull	Hubbard	Robin Gibson	6965 Truck World Boulevard	Andrea Nagle	206
3	3191	Hamilton	Cincinnati	Barbara Brockman	3461 Warsaw Avenue	Jaime Howard	207
4	2207	Erie	Sandusky	Karen Anderson	1050 Cleveland Ave	Ray Wickham	208
1	7726	Summit	Cuyahoga Falls	Bob Teodosio	2915 State Road	Jim Graven	209
3	3176	Hamilton	Cincinnati	Carolyn Clingman	5089 Glencrossing Way	Jaime Howard	210
WEEK 14							TOTAL 7
1	7721	Summit	Ellet	Cindi Rhodes	2420 Wedgewood Drive	Jim Graven	211
3	5740	Montgomery	West Carrollton	Brian Manley	1162 E. Central Ave.	Terry Starkey	212
1	7731	Summit	Akron	Akron Auto Dealers	688 Wolf Ledges Parkway	Jim Graven	213
3	3180	Hamilton	Cincinnati	Louise Pitcher	6154 Colerain Avenue	Jaime Howard	214
1	7732	Summit	Barberton	Paul Suso	107 5th Street, Suite 8	Dino Alfano	215
3	3190	Hamilton	Cincinnati	Joyce Hale	9904 Colerain Avenue	Jaime Howard	216
1	7735	Summit	Akron	Tom Vorell	2383 South Main Street, Unit D-101	Jim Graven	217
WEEK 15							TOTAL 4
1	7737	Summit	Stow	Al Mason	3039 Graham Road	Jim Graven	218
1	7744	Summit	Akron	Bill Allison	1030 East Tallmadge Avenue	Jim Graven	219
1	7748	Summit	Fairlawn	Kelly Caruso	2955 West Market Street, Suite L	Dino Alfano	220
1	7742	Summit	Macedonia	Tim Nehez	9699 Valley View Road	Jim Graven	221

SUPPLEMENT TWENTY

MOTOROLA SYMBOL PD8750 SIGNATURE CAPTURE SOLUTION

PERFORMANCE CHARACTERISTICS	
Card reader	Magnetic stripe: Bi-directional, dual-head, 3-track reader (standard) Smart card (optional): EMV level-1; ISO 7816; non-captive; 3v and 5v cards; two 5v SAMs Contactless payment: Integrated (optional); compliant with ISO 14443 A & B
Encryption	DES: Visa PED approved; INTERAC certified; PIN-ANSI X9.8, MAC-ANSI X9.9 Part 1-ANSI X9.24 Triple DES: ANSI X9.52 Key management: DUKPT and master/session keys
Memory	4MB Flash/8MB SDRAM (standard); 8MB Flash/16MB SDRAM (optional)
Processor	Intel XScale 200MHz, 32-bit processor
Reliability	100,000 hours (MTBF calculated)
Screen development	Application development tool: FormBuilder
PHYSICAL CHARACTERISTICS	
Communications	Two RS-232 ports (if contactless payments reader is configured, only one RS-232 port is available); 12v/24v powered USB ports; optional 10/100 Base-T Ethernet RJ-45 connector; optional compact flash, 3.3v cards only;
Dimensions (HxWxD)	3.46 x 8.19 x 8.39 in. (8.8 x 20.8 x 21.30 cm) H x W x D
Display	High contrast, 5.7 in. VGA color backlit LCD (standard); Touchscreen with screen protector; screen protector absence sensor prohibits use without screen protector in place
LCD resolution	Color 1/4 VGA, 320 L x 240 W, 65,536 colors
LCD size	5.7 in. diagonal
Power source	AC: 100-240 V, 50/60 Hz DC: 12V @ 700mA or 24 V @ 350mA
Touch pad	Resistive, transparent, pressure sensitive technology
Touch pad resolution	4096 x 4096 (x, y coordinates); 910 H x 1260 V (dpi)
Weight	1 lb 9 oz (0.86 kg)
REGULATORY SPECIFICATIONS	
EMC	FCC Part 15 Class B, ICES 003 Class B
Electrical safety	UL 60950-1, C22.2 No. 60950-
USER ENVIRONMENT	
Electrostatic discharge (ESD)	12,000 volts
Humidity	Maximum 85%, non condensing
Temperature	32° to 115° F (0° to 45° C)

SUPPLEMENTAL INFORMATION TRAILER

This page is the last page of supplemental information for this competitive document. If you received this trailer page, all supplemental information has been received.

Note: portions of the supplemental information provided may or may not contain page numbers. The total number of pages indicated on the cover page does not include the pages contained in this supplement.