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safe vehicles
secure identities
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REQUEST FOR PROPOSAL

No. FY18-012

Cloud Hosting Services and Managed Services Provider

October, 2017

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The American Association of Motor Vehicle Administrators (AAMVA) is a non-profit organization, representing the state and provincial officials in the United States and Canada who administer and enforce motor vehicle laws.

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1 INTRODUCTION

1.1 PURPOSE

The American Association of Motor Vehicle Administrators (referred to here as “AAMVA”) releases this request for proposal (RFP) to solicit proposals from qualified firms interested in participating in the bidding process.

AAMVA runs a large scale IT infrastructure for exchanging information pertaining to driver licensing and vehicle registration among the motor vehicle agencies in all 50 U.S. states, the District of Columbia, several federal agencies, private sector organizations, and the provinces of Canada.

AAMVA has developed a strategic technology road map for migrating its existing workloads to Microsoft Azure (public and government clouds).

The purpose for this RFP is to select a vendor who can provide the following services:

1. Manage Azure cloud services (public and government clouds), including migration of on premise services to Azure—Required
2. Provide Microsoft Azure hosting services (public and government clouds)—Optional
3. Provide development/operations (DevOps) consulting—Optional
4. Provide professional services—Optional

Although the focus of the RFP is on the selection of a Cloud Management Partner (item 1 above), the ability to provide the services listed in items 2, 3, and 4 will be considered a plus in the evaluation but will not be mandatory. Bidders are however encouraged to partner with other organizations to provide items 2, 3, and 4 if and when possible

Based on AAMVA’s applications portfolio, AAMVA’s data hosting requirements will be organized into three cloud deployment models:

- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Disaster Recovery as a Service (DRaaS)

1.2 BACKGROUND

AAMVA is a tax-exempt, nonprofit organization that develops and supports model programs in motor vehicle administration, law enforcement, and highway safety. The association also serves as an information clearinghouse in these areas, and acts as the international spokesman for these interests.

1.2.1 AAMVA Systems and Applications

The exchange of information for AAMVA occurs through a combination of real-time system-to-system messaging (e.g., web services), batch processing (e.g., files), or through web user interfaces. The systems supporting the exchange of information are critical to AAMVA and its customers, as they have a direct impact on the motor vehicle agencies' ability to conduct their business operations.

On an average day, some systems process over 4 million transactions. Some of the databases hold over 1 billion records and exceed 1 TB of data. The infrastructure supporting those systems across their lifecycle exceed 200 servers spread across six data centers managed by different content security policies (CSP). The connectivity is accomplished, for the most part, through a private nationwide multiprotocol label switching (MPLS) network, and through Internet access.

All of AAMVA critical systems are developed in house using Microsoft technologies, mainly Microsoft .NET and SQL Server. The servers' operating systems range from Windows Server 2003 to Windows 2012. More than 70% of the servers are virtualized.

In addition to the critical applications, AAMVA also operates many systems typical of an association such as email, customer relationship management, productivity and collaboration, and financial applications.

AAMVA prides itself in providing its external and internal customers with outstanding services, which are made possible through devoted management of its infrastructure and service levels objectives by dedicated staff.

1.2.2 AAMVA Capabilities

AAMVA has highly technical and competent staff that consists of approximately 100 IT professionals who support all phases of a system's lifecycle. The IT staff supports data center operations at the application, operating system, and infrastructure layers. The staff is capable of deploying servers, managing data centers, and developing and supporting applications.

The AAMVA teams involved with data center operations are organized as follows:

- Application development and support
- Infrastructure, data center, and network support

- Quality assurance
- Help desk operations
- Network and infrastructure security

Founded in 1933, AAMVA represents the state and provincial and territorial officials in the United States and Canada that administer and enforce motor vehicle laws. AAMVA's programs encourage uniformity and reciprocity among the states and provinces. The association also serves as a liaison with other levels of government and the private sector. Its development and research activities provide guidelines for more effective public service. AAMVA's membership includes associations, organizations and businesses that share an interest in the association's goals.

1.3 MINIMUM QUALIFICATIONS

The vendor must have a minimum of five years demonstrated experience in the commodities or services listed in this RFP.

1.4 PERIOD OF PERFORMANCE

The performance period for the anticipated contract:

Contract Period	Start	End
Base Contract	Contract Award	September 30, 2020
Option Year 1	October 1, 2020	September 30, 2021
Option Year 2	October 1, 2021	September 30, 2022

2 GENERAL INFORMATION

2.1 RFP COORDINATOR

The RFP Coordinator is the sole point of contact at AAMVA for this procurement. All communication between the Offeror and AAMVA upon receipt of this RFP shall be with the RFP Coordinator, as follows:

Name, Title	Wesley Day, Senior Manager, Procurement
Address	4401 Wilson Boulevard, Suite 700
City, State, Zip Code	Arlington, Virginia 22203
Phone Number	703-908-5877
E-Mail Address	wrd@amva.org

AAMVA will consider any other communication as unofficial and non-binding on AAMVA. Communication directed to parties other than the RFP Coordinator may result in disqualification of the Proposal.

2.2 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

The estimated procurement schedule of activities for this RFP is as follows:

Activity	Date
Issue RFP	Oct 25, 2017
Written Intent to Bid Due	Nov 1, 2017
Written Questions Due From Vendors About Scope Or Approach	Nov 8, 2017
Pre-Proposal Conference	Nov 15, 2017
Proposals Due	Nov 17, 2017
Evaluate Proposal	Nov 20 – Dec 1, 2017
Finalist Presentations and Site Walkthroughs	Dec 4 – 8, 2017
Announce “Apparent Successful Contractor”	Dec 11, 2017

AAMVA reserves the right to revise this schedule.

2.3 PROPOSAL SUBMISSION

Proposal must be submitted in soft copy (Adobe PDF format) as set forth below.

- The Proposal is to be sent to the RFP Coordinator at the email address noted in [§2.1 RFP Coordinator](#). The email must be clearly marked with the RFP number (FY18-012) to the attention of the RFP Coordinator, Wesley Day.
- Any modifications to a Proposal in response to this RFP will be subject to these same conditions. The Proposal must respond to the procurement requirements. Do not respond by referring to material presented elsewhere. The Proposal must be complete and must stand on its own merits. Failure to respond to any portion of the procurement document may result in rejection of the Proposal as non-responsive. All Proposals and any accompanying documentation become the property of AAMVA and will not be returned.
- Proposals must be submitted as two separate files in your response as follows:
 - **File 1:** Shall include Volumes I, II, and III labeled “Technical Proposal Response for RFP FY18-012 by <company name>.pdf”
 - **File 2:** Shall include Volume IV Price proposal response labeled “Price proposal response for RFP FY18-012 by <company name>.pdf”. Please also include the signed Exhibits A and B.

2.4 ACCEPTANCE PERIOD

The Proposal must provide 120 days for acceptance by AAMVA from the date of submission.

2.5 RESPONSIVENESS

The RFP Coordinator will review the Proposal to determine compliance with administrative requirements and instructions specified in this RFP. The contractor is specifically notified that failure to comply with any part of the RFP may result in rejection of the Proposal as non-responsive.

AAMVA also reserves the right, at its sole discretion, to waive minor administrative irregularities.

2.6 MOST FAVORABLE TERMS

AAMVA reserves the right to make an award without further discussion of the Proposal submitted. Therefore, the Proposal should be submitted initially with the most favorable terms that the contractor can propose. AAMVA also reserves the right to contact a contractor for clarification of its Proposal and request a face-to-face meeting.

The contractor must be prepared to accept this RFP for incorporation into a contract resulting from this RFP. It is understood that the Proposal will become a part of the procurement file on this matter without obligation to AAMVA.

2.7 GENERAL TERMS AND CONDITIONS

The apparent successful contractor will be expected to enter into a contract or purchase order with general terms and conditions agreeable to both parties. In no event is a contractor to submit its own standard contract terms and conditions in response to this solicitation. The contractor may submit exceptions as allowed in [§5.1 Exhibit A: Certifications and Assurances](#) to this solicitation. AAMVA will review requested exceptions and will accept or reject them at its sole discretion.

2.8 COSTS TO PROPOSE

AAMVA will not be liable for any costs incurred by the Offeror in preparing a Proposal submitted in response to this RFP, or in performing any other activities related to responding to this RFP.

2.9 NO OBLIGATION TO CONTRACT

This RFP does not obligate AAMVA to contract for the commodities specified herein.

2.10 REJECTION OF PROPOSAL

AAMVA reserves the right at its sole discretion, and without penalty, to reject any and all proposals received and not to issue a contract as a result of this RFP.

3 SCOPE OF SERVICES AND STATEMENT OF WORK

The provider must be able to provide technical assistance in the following areas:

1. Managed Services for Azure cloud services (public and government clouds), including migration of on premise services to Azure (Required)
2. Provider/reseller of Microsoft Azure hosting services (public and government clouds) (Optional)
3. DevOps consulting (Optional)
4. Professional services (Optional)

While the focus of the RFP is on the selection of a Cloud Management Partner (#1), the ability to provide #2, #3 and #4 services will be considered a plus in the evaluation but will not be mandatory. Bidders are however encouraged to partner with other organizations to provide item 2, 3 and 4 if and when possible.

The provider(s) must be a Microsoft Gold Certified Partner. The provider(s) must detail the list of all services that they are certified for with Microsoft.

3.1 MANAGED SERVICES FOR AZURE CLOUD SERVICES (REQUIRED)

3.1.1 Managed Services

3.1.1.1 Network Operations Center

The provider must provide a continual, around the clock (24 hours, 7 days a week, 365 days a year) manned network operating center (NOC) support and monitoring. This includes, but is not limited to, operating system support, network monitoring and health performance, network availability, and network security reporting. These services must be offered within the continental United States.

3.1.1.2 Issue Tracking

The provider shall use an industry standard tracking system to thoroughly documents issues and requests for AAMVA. The provider shall facilitate a customer portal for AAMVA to track help desk ticketing and incident resolution, contact information, as well as storage of the customer solution/design for continuity among support staff. Details of AAMVA's environment within the custody of the provider must be readily available to any authorized personnel of the provider, including, but not limited to, architecture diagrams, network connectivity diagrams, service level agreements (SLA), contacts, backups, and monitoring alerts.

3.1.1.3 Service Level Requirements

The provider shall follow the problem severity guidelines specified in Table 1 for assigning severity levels for incident creation.

Table 1: Severity Level Guidelines

Severity*	Characteristics	Response Target
1 Severe business impact	<ul style="list-style-type: none"> • Critical system, network, or key application outage with critical impact on service delivery • Total loss of production service to entire customer set • One or more service level commitments impacted • Revenue or delivery schedule impacted or • Reassignment must be communicated/agreed directly 	15 minutes
2 Major business impact	<ul style="list-style-type: none"> • Key component, application, critical end user machine or network is down, degraded, or unusable. Or, there is a potential critical impact on service delivery. • Service performance degradation; service delivery impacted or • Partial customer set affected 	1 hour (7/24 hours)
3 Minor business impact	<ul style="list-style-type: none"> • Component, minor application or procedure is down, degraded, or difficult to use. There is some operational impact, but no immediate impact on service delivery. • Service outage, but alternative workaround available • Potential exposure to delivery of service or • Scattered customers affected 	4 hours (7/24 hours)

**1 indicates highest severity; 3 indicates lowest severity.*

AAMVA requires notifications of service outages or degraded performance. The provider shall communicate notifications via a support ticket, email, telephone call, or by all three methods, depending upon the severity of the situation. Upon service restoration, the provider shall provide fault isolation and root-cause analysis findings in restoration notices to AAMVA points of contact. AAMVA requests that the provider provide root-cause analysis notifications within two business days of the incident.

The provider must have proven technology, processes, and procedures to escalate problems to AAMVA points of contact via a call tree-based solution, depending on the severity and type of issue.

3.1.1.4 Systems Monitoring

AAMVA requires monitoring services which must cover all the services provided by the provider, including but not limited to:

- Network connectivity (i.e., whether the network is up or down, and real-time bandwidth usage.)
- Full stack application monitoring
- Services running on the operating systems
- Performance indicator
- Network latency
- Utilization (e.g., memory, disk usage)
- Trending (for minimum of one year)
- Sharing of the monitored data with AAMVA through a portal
- High Availability—provider must have capabilities to detect failover to another region or availability zone in the event AAMVA's workload and services failover.
- PaaS services—monitor all aspects of the different PaaS services offerings from Azure.
- Custom Monitoring—AAMVA's suite of services includes custom developed applications, commercial off-the-shelf (COTS) software, and custom synthetic monitoring transactions developed to monitor end user experience and response times. The provider will be required to use AAMVA's monitoring tools and services to further diagnose, troubleshoot, and resolve the issue as alerts are triggered.

- External URL Monitoring—provider must be able to monitor and alert AAMVA’s web-sites from an external internet connection.
- Provider must provide detailed examples of how it has integrated alerts triggered by AAMVA’s monitoring technologies into their support processes.

3.1.1.5 Backup Services

The provider must be able to configure, schedule, and manage backups of all the data including, but not limited to: files, folders, images, system state, databases, and enterprise applications. The provider must provide cloud SATA and SSD backup options. The provider must encrypt all backup files and data, and must manage encryption keys. The backup options must encompass a strategy of daily incremental and weekly full backups, at a minimum. All cloud instances must include options for snapshots and backups of snapshots. The encrypted backup should be moved to another geographical cloud region. Regardless of the method of backup, weekly full backups must include system state information. AAMVA’s retention requirement for all backups is 52 weeks. Backup retrieval must be started within two hours of notification from AAMVA. Provider must monitor all disaster recovery instances, including replication and instance performances.

3.1.1.6 Patching

The provider must provide patching capabilities for all AAMVA systems. Patching must cover all Microsoft and non-Microsoft vulnerabilities. The provider must manage deployment of new patches in AAMVA’s environment before production deployment, and must be capable of excluding patches from normal patching based on requests from AAMVA. This may include service packs and other application-specific patches. The provider must provide AAMVA with a list of patches to be applied before each patching event. From time to time, AAMVA may request that specific patches be performed outside of the normal monthly patching cycle. The provider must be capable of support these out-of-cycle patch requests. AAMVA plans to address patching via different approaches based on maturity:

- AAMVA is looking to leverage Azure Site Recovery (ASR) for disaster recovery capabilities of its on-premises systems. The Provider will be required to test new patch deployments in the ASR environment before they are applied to production sites.
- AAMVA plans to move to a Blue-Green deployment model as its knowledge of and as the capabilities of that technology matures. The Provider must have proven capabilities in Blue-Green deployments models, and must provide examples that demonstrate those capabilities.

3.1.1.7 Processes

The provider shall have processes in place to support AAMVA's IT operations. These processes must (but must not limited to):

- Support established provider policies
- Be thoroughly documented
- Be reviewed and adjusted, as necessary, at least annually by the provider
- Be reviewed with AAMVA at least annually

3.1.2 Account Management

AAMVA requires a primary and backup account representative who is responsible for ensuring that all provider SLAs are met. The account representative must communicate all service outages or degraded performance in a recurring performance report and on a weekly basis via a recurring scheduled meeting. The account management team must be within the continental United States.

AAMVA's hours of operations are Monday to Friday 8 a.m. 5 p.m. Eastern Time. AAMVA staff is available after hours and weekends as needed. Please provide location and hours of operation of the account management team and technical staff.

3.1.3 Dedicated Support Staff

The provider must assign dedicated staff as a technical support team. The dedicated staff is not expected to provide immediate, around-the-clock (24 hours a day, 7 days a week) support, but rather must be capable of acting as an advocate for AAMVA during outage events. The provider must make these staff persons accessible at all times, or must provide alternative backup contacts that are equally capable of understanding and supporting AAMVA's technical configuration.

The provider must provide processes for training new staff and provide detailed examples how they will train new staff (technical and account management) to support AAMVA when they are assigned to AAMVA's account, or when there is staff turnover.

3.1.4 Governance, Risk Management and Compliance

Certain AAMVA systems must comply with the security and privacy requirements of the Federal Information Security Management Act (FISMA). These systems are either FISMA-classified as “Moderate,” or must conform with the Payment Card Industry Data Security Standard (PCI DSS). As a result, the Provider must conform to the relevant FISMA or PCI controls. These include, but are not limited to:

- Access controls (logical and physical protections)
- Personnel security (e.g., background screening)
- Network and system protections (e.g., firewalls, malware protection)
- Security and privacy policies and procedures
- Security awareness training

In addition, the Provider:

- Must be able to share with AAMVA a current Standard Operational Classification (SOC) 2 Type II report, or the equivalent, such as relevant ISO certifications. For SOC 2, each of the Trust Service Principles must be addressed. These include Security, Availability, Processing Integrity, Confidentiality, and Privacy.
- Must be able to support audits from independent third party auditors, working on behalf of AAMVA, to assess the pertinent compliance level of AAMVA systems and operations

3.1.5 Azure Offerings

The Provider must have in place and explain its processes for bringing new Azure service offerings into operation. This must include development processes, procedures, and SLAs, and must include examples for supporting Azure Site Recovery (ASR).

3.1.6 Cost Optimization

The Provider must have in place the tools and processes that will allow AAMVA to best optimize AAMVA’s cloud resources to reduce costs and gain efficiencies.

In addition, the Provider must provide examples of how they currently manage cost optimization for their customers including tools, processes, and techniques.

3.1.7 Reporting

AAMVA requires a number of reports on a recurring basis. Table 2 provides an example of reports needed. Additional reports may be added as needed.

Table 2: Reporting Requirements

Report Name	Frequency
Mean Time to Repair Intervals	Monthly
Tickets that Missed SLA Intervals	Weekly
List of Chronic Issues	Bi-Weekly
Network Availability	Monthly
Patches Applied	Each patching cycle
Backups Success	Daily
Capacity Projections	Quarterly
NOC Incident Response Call Tree	Quarterly
Monitoring Thresholds	Quarterly

3.2 PROVIDER/RESELLER OF MICROSOFT AZURE HOSTING SERVICES (OPTIONAL)

The Provider must have the capability to sell all Azure services, including Azure public, private, and government cloud offerings. In addition, AAMVA may be interested (but is not limited to) using Azure services such as Microsoft Office 365, SharePoint, and OneDrive. The Provider must be in a position to sell these services as needed.

3.3 DEVELOPMENT/OPERATIONS CONSULTING (OPTIONAL)

The Provider must be able to provide consulting services for DevOps implementation, as well as on-going support. The on-going support model will require the Provider to be a point of escalation for support. Therefore, the Provider must have experience in:

- Chef, Azure Resource Manager, and Terraform
- Jenkins or Bamboo
- Git
- Experience with implementing DevOps in a Windows and .NET environment.

3.4 PROFESSIONAL SERVICES (OPTIONAL)

The Provider must be able to provide professional services for all Azure offerings via Azure-certified engineers. Please provide examples of prior engagements for Azure-related services.

4 PROPOSAL INSTRUCTIONS AND EVALUATION PROCEDURE

4.1 PROPOSAL CONTENT

The proposal shall be comprised of the following four (4) volumes, numbered Volumes I, II, III, and IV. All text shall be twelve (12) point font, and page limits shall be as indicated. ***Please do not include corporate marketing material or boiler plate information in your response.***

- ✓ **Volume I Corporate Information**-Limit to two (2) single-spaced pages.
Vendor(s) shall provide a summary of any corporate information relevant to this RFP, which should include, at minimum: Length of time providing managed services, experience handling the same level of services as AAMVA needs in this RFP, and brief summary of the financial strength of the company.
- ✓ **Volume II Technical Solution and Approach**-Limit to twenty five (25) single spaced pages including graphics.
Please format your response in the same outline as Section 3 of this RFP.
- ✓ **Volume III Past Performance**-Limit to eight (8) single spaced pages.
Vendor(s) shall describe three (3) to five (5) examples of similar managed services support services that vendor has provided of similar size in the past three (3) years. For each example include contact information and written permission for a reference to discuss its performance with AAMVA.
- ✓ **Volume IV Price Proposal**-Limit to ten (10) single spaced pages.
Vendor(s) shall provide the best financial proposal to complete the work for the duration of the contract term. Identify any assumptions made to create the Price Proposal. Please include pricing for travel, other direct cost, and any optional services that may be relevant to this RFP.

4 Proposal Instructions and Evaluation Procedure



The AAMVA RFP Coordinator will review all Proposals to determine compliance with administrative requirements and instructions specified in this RFP. The RFP Coordinator will only forward responsive proposals that meet the minimum requirements to the evaluation team for further review.

AAMVA will evaluate responsive Proposals forwarded by the RFP Coordinator in accordance with the specifications stated in this solicitation and any issued addendums. AAMVA will award the contract to the vendor that provides the best overall value to AAMVA, according to the Proposal. Table 3 indicates how AAMVA will score each Proposal it evaluates.

Table 3: Proposal Scoring

Technical Proposal Evaluation			
ID	Description	Weight	Score
1	Management Proposal	15%	
	i. Account Team/Oral Presentations	5%	
	ii. Corporate Qualifications	5%	
	iii. Corporate Experience	5%	
2	Technical Proposal	50%	
Cost Proposal Evaluation			
3	Cost Proposal	35%	
	i. Terms and Conditions	5%	
	ii. Pricing	30%	
Total Possible Points		100	

5 RFP EXHIBITS

5.1 EXHIBIT A: CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which this Exhibit A is attached, understanding that the truthfulness of the facts affirmed herein and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contracts:

1. I/we declare that all answers and statements made in the proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of 90 days following the due date for receipt of proposals, and it may be accepted by AAMVA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of AAMVA whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official capacity. Any exceptions to these assurances are described in full detail on a separate page and attached to this document.
5. I/we understand that AAMVA will not reimburse any costs incurred in the preparation of this proposal. All proposals become the property of AAMVA and I/we claim no proprietary right to the ideas, writings, items, or samples presented in the proposal, unless so stated in the proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the consultant and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other consultant or to any competitor.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. No attempt has been made or will be made by the consultant to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Signature of Offeror

Printed Name, Title and Date

5.2 EXHIBIT B: CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The prospective vendor certifies to the best of its knowledge and belief that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
2. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any department or agency of the Commonwealth of Virginia or any of the jurisdictions comprising the membership of the American Association of Motor Vehicle Administrators (AAMVA);
3. Have not within a three year period preceding this date been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
4. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated above of this certification; and
5. Have not within a three-year period preceding this date had one or more public transactions (Federal, State or local) terminated for cause or default.

Vendor understands that a false statement on this certification may be grounds for rejection of any submitted proposal or quotation or termination of any award. In addition, under 18 USC Sec. 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years, or both if federal funds are being used to support the procurement.

Printed Name of Vendor

Printed Name and Title of Authorized Representative

Signature of Authorized Representative